

Content Syndication with RSS

Several states have begun using RSS (Real Simple Syndication) feeds to add incoming content feeds to their statewide website or program site. For example, Virginia and Pennsylvania feature custom RSS news feeds on their advocate sites, <http://www.probono.net/va> and <http://www.paprobono.net>. The probono.net (advocate) template has outgoing news and calendar RSS feeds. Using a free service like FeedBurner (<http://www.feedburner.com>), programs can now easily add advocate site news and calendar content to their own organization's website.

Integration with Case Management Systems

Pro Bono Net has partnered with PS Technologies, Inc. and Georgia Legal Services Program to develop enhancements that support information sharing between the probono.net advocate template and the Legal Server case management system. These enhancements will allow advocates using Legal Server to access information and resources available on Georgia's statewide website directly from the case management system.

Integration with External Applications

Minnesota integrated Google's free calendar application with LawHelpMN.org to create a calendar of immigration walk-in clinics offered around the state. The calendar is featured as a Special Bulletin on the Immigration topics page on LawHelpMN, and provides the date, location and a description of the event: <http://lawhelp.org/link.cfm?2009>. The program site for the Immigrant Law Center of Minnesota, www.immigrantlawcenter.org, has also integrated Google's calendar tool on an events page.

LiveHelp

Three LawHelp client sites now offer real-time LiveHelp chat assistance to website visitors: MontanaLawHelp.org, IowaLegalAid.org, and LawHelp.org/LA. Montana and Iowa are currently conducting a cross-jurisdictional pilot of LiveHelp staffing in which trained LiveHelp Specialists provide assistance to visitors on the other state's website. In December 2007, LiveHelp was launched on GeorgiaAdvocates.org to provide assistance to legal aid and pro bono users of the site. In addition, Pro Bono Net is working with Montana Legal Services Association to integrate LiveHelp with document assembly. Pro Bono Net is building capacity to support LiveHelp replication initiatives in other states.

Multimedia Content Development for LawHelp Client Sites

Several states have added multimedia tutorials to their statewide client sites. Washington, New York, Colorado, Minnesota and Louisiana now feature tutorials introducing website visitors to the content and structure of their client sites. New York also offers the tutorial in Spanish on the LawHelp.org/NY Spanish mirror site. Colorado launched an audio/visual presentation on how to file for an adult name change, and several other states are experimenting with producing substantive multimedia tutorials for clients.

Webcasting

As part of a 2004 TIG grant to the Georgia Legal Services Program, a new webcasting feature has been implemented on the probono.net advocate site template. The tool has been used intensively in Georgia to capture trainings from GLSP's Legal Aid University and make them available on GeorgiaAdvocates.org. Georgia has also used the tool to create several "Watch and Learn Web Videos," which are offered on the Georgia Legal Services Program website, www.glsp.org, to help clients learn about legal matters. Several other states are moving forward with webcasting trainings for advocates, including New York, Oklahoma, Iowa, and Colorado.