

LiveHelp: Helping People Find Information Online

10th Court Technology Conference • Tampa, FL

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Introduction

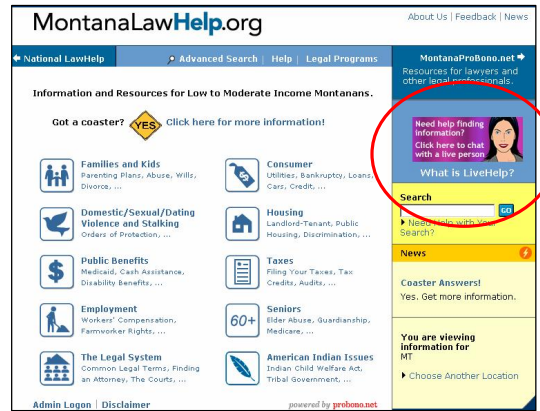
- The LiveHelp Concept
- LiveHelp Capacity in Courts
- LiveHelp Works: Evaluation Results
- A Navigator's Perspective
- Setting up a LiveHelp Project
- Planning for Court Implementation



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The LiveHelp Concept

- Provides virtual, live assistance for Web site visitors
- Helps visitors find information and referrals
- Doesn't provide legal advice



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Where is LiveHelp being used?

- Navigation assistance on MontanaLawHelp.org and IowaLegalAid.org since June 2006
- Cross-state assistance test underway
- LawHelp.org/LA (October 2007)
- Integration with document assembly in Montana (Q4 2007)
- Support for pro bono attorneys via GeorgiaAdvocates.org (Q4 2007)
- ArkansasLegalServices.org (2008)
- Other live chat initiatives: CCCLL AskNow service, others?



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How does LiveHelp work?

- Use LivePerson – an ASP; have a month to month arrangement
- Pay per seat - \$200 per seat per month
- Staffed by VISTA volunteers, paralegals, interns, attorneys, and other willing staff members



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2007 Usage (through July)

- Montana – 313 “Acts of Help”

MontanaLawHelp.org usage: 24,982 visits and 135,138 page views.

- Iowa – 322 “Acts of Help”

IowaLegalAid.org usage: 34,718 site visits and 132,853 page views.



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Replication potential in courts

- A Court Perspective
- Court-based information services
- Self-Help Centers
- E-filing Support
- Court-Based Document Assembly
- Litigant Online Calendar and Docket Checking
- Hearing Preparation Assistance
- Multilingual support
- Integrated Support Service for Access to Justice Web sites



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LiveHelp works

- LiveHelp user profiles fit generally within the income-eligible and target populations of legal aid.
- LiveHelp seems to increase users' understanding of their legal problems and what needs to be done to solve them.
- LiveHelp significantly increases both the extent to which visitors are able to find the information and the speed with which they are able to do so.



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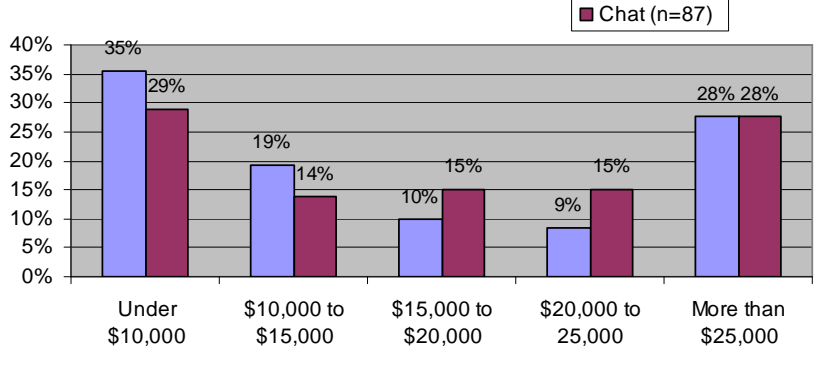
LiveHelp works

- LiveHelp users appear to be more effectively informed about their legal rights.
- Overall, LiveHelp users are very highly satisfied with their LiveHelp experiences; however, there is room for improvement.
- LiveHelp users are clearly more satisfied than those who use only the Web site.
- LiveHelp seems ideally structured for integration into legal aid programs, access-to-justice organizations, and other public-, volunteer, and client-service entities.



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Household Income of Chat and Web Users

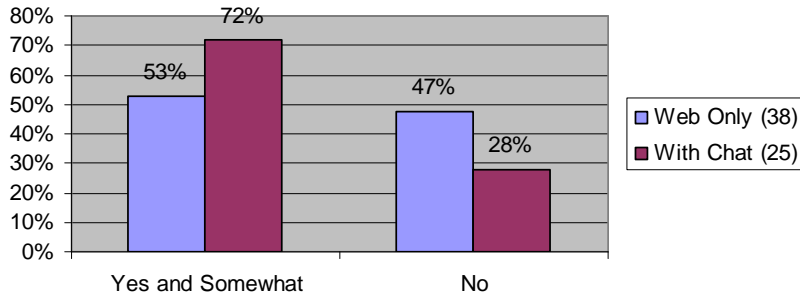


LiveHelp user profiles fit generally within the income-eligible and target populations of legal aid.



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Do You Know What you Need to Do to Protect Your Rights (Combining "Yes" and "Somewhat")



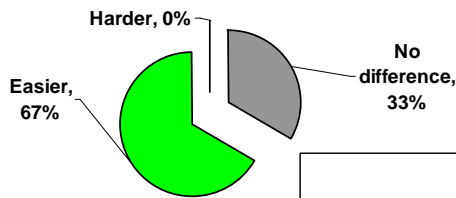
LiveHelp seems to increase users' understanding of their legal problems and what needs to be done to solve them.



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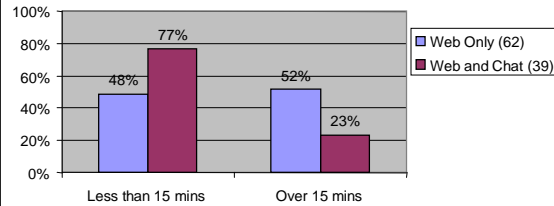
Did the LiveHelp Service Make Your Use of the Website Easier or Harder?

N=24



LiveHelp significantly increases both the extent to which visitors are able to find the information and the speed with which they are able to do so.

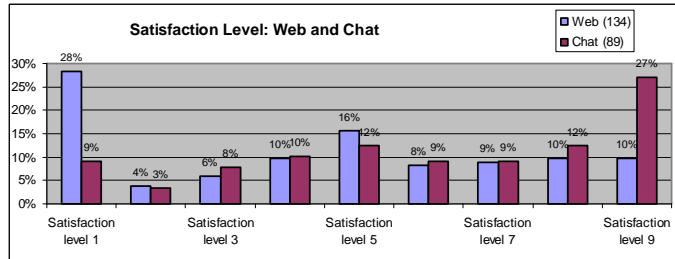
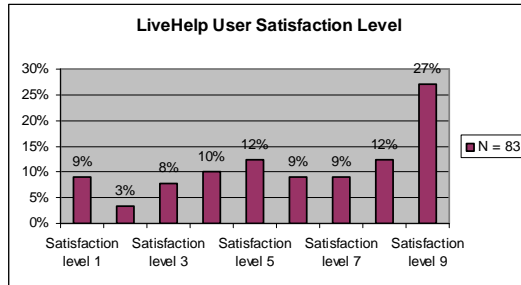
Time Using Site: More and Less than 15 Minutes for Web Alone and Web With Chat



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Overall, LiveHelp users are very highly satisfied with their LiveHelp experiences; however, there is room for improvement.

LiveHelp users are clearly more satisfied than those who use only the Web site.



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MontanaProBono.net
Resources for lawyers and other legal professionals.

Information and Resources for Low to Moderate Income Montanans.

Got a coaster? **YES** [Click here for more information!](#)

Families and Kids
Parenting Plans, Abuse, Wills, Divorce, ...

Consumer
Utilities, Bankruptcy, Loans, Cars, Credit, ...

Domestic/Sexual/Dating Violence and Stalking
Orders of Protection, ...

Housing
Landlord-Tenant, Public Housing, Discrimination, ...

Public Benefits
Medicaid, Cash Assistance, Disability Benefits, ...

Taxes
Filing Your Taxes, Tax Credits, Audits, ...

Employment
Workers' Compensation, Farmworker Rights, ...

Seniors
Elder Abuse, Guardianship, Medicare, ...

The Legal System
Common Legal Terms, Finding an Attorney, The Courts, ...

American Indian Issues
Indian Child Welfare Act, Tribal Government, ...

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https://server.iad.liveperson.net - Chat Window - Mozilla Firefox

Please wait for a site specialist to respond.
 You are now chatting with 'Kate B'

HELLO
 How May I Help You?

Live chat by **LIVEPERSON**

Send

Done server.iad.liveperson.net

Common Legal Terms, Finding an Attorney, The Courts, ... Indian Child Welfare Act, Tribal Government, ...

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Please wait for a site specialist to respond.
 You are now chatting with 'Kate B'

Kate B: Hello. I can help you find information about the law and legal rights. I can't give you any legal advice or tell you what to do.

Do not tell me anything confidential. You and I don't have an attorney-client relationship.

The other side in your case may contact LiveHelp for more information. In that case, we will also give him or her information.

Is this okay?

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is this okay?
you: Yes.
Kate B: By the way, we will ask you to take a survey at the end of our chat. Please fill in the survey to help us.
Kate B: How may I help you?
you: How can I get a free credit report?
Kate B: I'm sorry for the delay. I'll be right with you.
Kate B: Thank you for waiting. I'll be right with you.
Kate B: Free credit reports are available from [AnnualCreditReport.com](#). Additional information about credit reports is available from the [Federal Trade Commission \(FTC\)](#).
Kate B: Can I help you with anything else?
you: No thank you.

HELLO How May I Help You?

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Indian Child Welfare Act, Tribal Government, ...

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Got a coas

Help us make this service better for you. Take our short survey.

Enter your phone number if we can call you for a short survey.

Did you use this service for yourself or to help another person?
 Self
 Another person

How much does your household (or the household of the person you are helping) make each year before deductions?
 Under \$10,000
 \$10,000 to \$15,000
 \$15,000 to \$20,000
 \$20,000 to \$25,000
 More than \$25,000

HELLO How May I Help You?

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The Legal System
Common Legal Terms, Finding an Attorney, The Courts, ...

American Indian Issues
Indian Child Welfare Act, Tribal Government, ...

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Yes. Get more information.

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LivePerson - LP-77090012 [kbladowUser - Logged In]

File Control View Tools LivePerson Canned Help

Take Next Response Invite Engage Tickets Admin Console

View: Web Site Filter: All Visitors [28] Visitors In Site: 28 Waiting For Chat: 0 Chat: Away

Contact ID	Skill	State	Operator	Current Page / Ticket Subject	Total...	C	W
	In Site			http://www.lawhelp.org/IA/showdocument.c...	0:19:48	-	-
	In Site			http://www.lawhelp.org/NM/showdocument.c...	0:06:10	-	-
	In Site			http://www.lawhelp.org/TX/showdocument.c...	0:00:41	-	-
	In Site			http://www.lawhelp.org/WA/showdocument.c...	0:00:05	-	-
	In Site			http://www.lawhelp.org/WY/showdocument.c...	0:00:14	-	-
	In Site			http://www.legalaid-ga.org/GA/showdocume...	0:00:09	-	-
	In Site			http://www.montanafreefile.org/RTF1.cfm?p...	0:39:29	-	-
	In Site			http://www.montanafreefile.org/RTF1.cfm?p...	0:05:32	-	-
	In Site			http://www.montanalawhelp.org/documents/...	0:17:50	0	0
	In Site			http://www.montanalawhelp.org/MT/index.cfm	0:26:27	0	0
c-68-54-175-68.hsd1.md.comcast.net	Montana		Kate B	Chat Ended			
			Kate B	In Site			

TicketID: c-68-54-175-68.hsd1.md.comcast.net Subject: c-68-54-175-68.hsd1.md.comcast.net

you find an attorney. Call the LRIS at 1-406-449-6577.

- The **Montana State Law Library** can help you find more legal information. Call the Law Library at 1-406-444-3660 or visit <http://www.montanacourts.org/library/>.

Help us make MontanaLawHelp.org LiveHelp better. Fill out the survey that pops up after you close this chat.

Good-bye.

Survey Info Navigation Page Viewer

Visitor Info

Contact ID	c-68-54-175-68.hsd1.md.comcast.net
Country	United States
City	
Organization	Comcast Cable
Postal Code	
ISP	Comcast Cable
Connection Type	Cable/DSL
Time Zone	America/New_York

For Help, press F1

Timpani - LP-77090012 [kceith (Logged In)]

File Control View Tools Timpani Canned Help

Take Chat Next Response Modify ... Add Last Pop Up ... F4 Search Tickets Admin Console

View: Web Site Filter: All Visitors [13] Visitors In Site: 13 Waiting For Chat: 0 State: Online

Contact ID	Skill	State	Oper...	Current Page / Ticket Subject
h-68-166-72-221.ny.cny83	Iowa	Iowa	Chatting	Liz K. http://www.lawhelp.org/IA/showdocument.cfm/County%20

TicketID: h-68-166-72-221.ny.cny83

Liz K.: An overview of the Montana Courts Web site.

Liz K.: Information about the Montana Courts Web site.

<http://MontanaCourts.org>

Court Referrals

- Montana Courts Web Site Referral
- General Information about the Montana Courts
- Montana Supreme Court Referral
- Montana District Court Referral
- Montana Courts of Limited Jurisdiction Referral
- Montana Workers Compensation Court Referral
- Montana Water Court Referral

Help Legal Information search results for 60 Elder L... http://w

Help HTML Document

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A Navigator's experience

- Scary but rewarding experience
- Quickly get an idea of what information is hard to find
- Service opportunity for people who may not usually interact with the public



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Sample transcript

NAVIGATOR: Hello. I can help you find information about the law and legal rights. I can't give you any legal advice or tell you what to do. Do not tell me anything confidential. You and I don't have an attorney client relationship. The other side in your case may contact LiveHelp for more information. In that case, we will also give him or her information. Is this okay?

VISITOR: yes

NAVIGATOR: How may I help you?

VISITOR: i want to know what is going to go on in court when i file for custody

NAVIGATOR: One moment please. I am looking for an answer.

Here is a link that gives an introduction to custody proceedings. Note that, in Montana, "custody" is referred to as "parenting." [Intro to Parenting](#) Just give me a few more minutes and let me see if I can find information on what will go on in the courtroom during a parenting proceeding.

Here is a link to the Montana Courts, and their information on custody. In addition to the links on the page, there are also several books listed that deal with parenting issues. [MT Courts](#)

NAVIGATOR: Here is one more link that discusses parenting plans, as well as what the court is looking for in a parenting plan. [Parenting Plan](#) Can I help you with anything else?

VISITOR: so far so good



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Setting up a LiveHelp project

- What are the goals (intended uses) of the LiveHelp project?
- How will it fit in with existing systems and services?
- Project managers for both technical and service delivery issues
- Timelines for set up
- Planning for service delivery



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Setting up a LiveHelp project

- Will LiveHelp be marketed to build up volume of use?
- How comprehensive are the materials on the underlying website?
- Need for preconfigured responses
- Training and support for specialists on non-technical issues, such as the appropriate role of online specialists.



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Continuing Project Management

- Review of requests made in relation to available materials and goals
- Expansion of project or information for public on use
- Using statistical data for further planning



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Planning for court implementation

- Demand Issues
- Neutrality and Contracting
- Ethics and Staff Role
- Administrative Issues
- Training Issues
- Integration With Other Services
- Development or Use of Partner Content
- Language Issues



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Want to know more?

- Development of replication support resources:
 - Project management resources
 - MLSA navigator manual
 - Project design and implementation support
- 2008 TIG grant for additional capacity at PBN



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Contact information

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- Liz Keith – lkeith@probono.net
- Eve Ricaurte - ericaurte@iowalaw.org
- Richard Zorza – richard@zorza.net



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Thank you!
Questions?

