

# **LiveHelp Pilot Project**

## **Chat Services for Access to Justice Web Site Users**

### **Final Evaluation Report**

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Montana Legal Services Association

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## Executive Summary

This evaluation of LiveHelp, an experimental addition to the LawHelp network of access to justice websites, funded by the Legal Services Corporation and others, concludes that LiveHelp is a highly valuable addition to the access to justice delivery system.

LiveHelp is a tool that helps those not fully familiar with legal information on the web find that information. LiveHelp does this by using trained specialists and a commercial per user on-line software service integrated with LawHelp websites. The specialists “chat” with website users and help them find the information they need on the access to justice website or beyond on the web. No attorney-client relationship is developed and the specialist does not need to be a lawyer. There is no promise of confidentiality.

The comprehensive evaluation of the experiment included online surveys of both LiveHelp chat users and regular website users, observation of test LiveHelp users, phone interviews with LiveHelp users, review of chat texts, surveys of operator-specialists, and interviews with program managers.

The evaluation found that the new service is growing rapidly, has high satisfaction levels, seems to more effectively provide useful information about the law and legal rights to users, and reaches effectively into the legal aid target community.

It is particularly significant that, compared to users who use just the website, LiveHelp users have very significantly higher satisfaction levels. They understand and accept the limitations upon the assistance that can be given.

It is also significant that website users and LiveHelp users have approximately the same user demographics – in other words the service is reaching the people that need to be reached.

The only notes of caution are that, while volume of use is growing rapidly, at the current volume it is hard to estimate what costs will be at high volume. At this point in the experiment, specialist services are being provided by staff and AmeriCorps\*VISTA members. It is hoped that this will change as the experiment matures.

It thus appears that LiveHelp has every potential to add an important new component into the continuum of service – that a nationally deployed LiveHelp capacity will mean that a significant number of people who would otherwise not get the service they need will be achieving access to justice.

If ways can be found to provide ever-expanding specialist services without using paid staff, this will be done at far lower cost – and therefore with far more potential to transform the entire delivery system into a 100% access to justice system.

The experiment is an important success for its partners and for the Legal Service Corporation’s TIG program. It has potentially transformative importance for access to justice.

## Summary of Final Evaluation Conclusions

**Conclusion One:** Low-income users are opting to use LiveHelp in increasing numbers. The overall profiles of legal aid Web site and LiveHelp users with respect to their income levels, educational levels, prior legal aid experience, and gender are generally similar, subject to certain caveats. The LiveHelp service appears particularly appealing to those who have not visited the legal aid Web site before, those seeking information rather than referral, those referred by search engines, those facing family law issues, and those who are younger. See page 6.

**Conclusion Two:** 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. However, there remains a significant need for better content on the Web sites to improve results for those using only the Web site as well as those using LiveHelp and the Web site. See page 16.

**Conclusion Three:** LiveHelp seems to significantly increase users' understanding of their legal needs and of what needs to be done to solve their problems. Additionally, LiveHelp also seems to increase users' confidence in their ability to follow through and resolve their problems. See page 21.

**Conclusion Four:** LiveHelp users appear to be more effectively informed about their legal rights. See page 22.

**Conclusion Five:** Overall, LiveHelp users are very highly satisfied with their LiveHelp experiences; however, there is room for improvement. See page 25.

**Conclusion Six:** Current Web site specialist satisfaction levels are reasonable but not exceptional. The major reason appears to be the currently low volume of chats, which is now changing. See page 26.

**Conclusion Seven:** Because of the currently low volume of chats and the limited amount of high quality relevant content, more full time staff are being used to provide services than originally anticipated. At least in the early stages of operations, specialists require a significant level of training and knowledge. See page 30.

**Conclusion Eight:** The LiveHelp Project seems ideally structured for integration into legal aid programs, access-to-justice organizations, and other public-, volunteer-, and client-service entities. See page 31.

**Conclusion Nine:** LiveHelp users are clearly more satisfied than those who use only the Web site. See page 33.

## I. Introduction

The LiveHelp Project is a pilot that allows visitors to Montana's and Iowa's public legal information Web sites, MontanaLawHelp.org and IowaLegalAid.org, to ask a remotely located Web site specialist for help finding online resources.

Once a visitor asks for assistance, the Web site specialist responds, sending back the Web location where the visitor can find the answer to the question online. This communication is done through instant messaging, also known as chatting, using the LivePerson Contact Center software (LivePerson)<sup>1</sup> that has been integrated into MontanaLawHelp.org and IowaLegalAid.org. When there is no specialist online, the system also allows the user to send an electronic question and receive a delayed response.

The goal of the LiveHelp Project is to increase access to legal resources through the development of a system that provides virtual personal assistance to:

- 1) enable low-income people to find and better use the legal information and forms available online;
- 2) enable low-income people to more easily access legal aid programs and their services; and
- 3) improve the overall quality of the content and user experience for all MontanaLawHelp.org and IowaLegalAid.org Web site visitors.

As part of the underlying grant from the Legal Services Corporation Technology Initiative Grant (LSC TIG) program, the grantee and its partners<sup>2</sup> have conducted an evaluation. The evaluation was performed by Richard Zorza of Zorza Associates.<sup>3</sup>

As a part of the evaluation, an *Interim Evaluation Report* was completed in September 2006, based on data collected until the middle of August 2006. This *Final Evaluation Report* is based on data collected up to January 31, 2007. It should be noted that while this *Final Evaluation Report* goes into greater depth, and while there are small changes in some results, the overall conclusions remain fully consistent with the positive tone of the *Interim Evaluation Report*.

The headline conclusion of the entire evaluation is summarized in the responses of LiveHelp users to a question about the impact of LiveHelp on their Web site usage. Two thirds of the survey respondents replied that LiveHelp had made it easier, one third said it had had no impact. Not one person said it had made it harder.<sup>4</sup>

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<sup>1</sup> More information about LivePerson can be found at <http://www.liveperson.com>

<sup>2</sup> Montana Legal Services Association received a 2004 Technology Initiative Grant from the Legal Services Corporation. Project partners include Iowa Legal Aid and Pro Bono Net. An additional grant for a second, expansion, phase of the pilot has been approved by LSC and has just begun to be implemented. This expansion will include multiple state services and pro bono support.

<sup>3</sup> Mr. Zorza has been extensively involved with the project from its inception, and this is, in that sense, an internal evaluation.

<sup>4</sup> The chart which shows this data appears as Figure 14: Impact on Ease of Use on page 12.

## II. Project Summary

The history of the LiveHelp Project is integrated with that of the statewide legal information and access-to-justice Web sites.

In the early 2000s, with strong leadership and support from the Legal Services Corporation, legal aid programs in conjunction with other local access-to-justice stakeholders launched statewide integrated access-to-justice Web sites. These Web sites, which were targeted at low-income people with the goal of helping them to increase their access to easy-to-read legal information and self-help resources, require that the visitors have only the simplest Web technology and basic technology literacy skills.

As additional states and territories launched Web sites, the inadequacies of this model became clear. Some Web site visitors were not finding the answers to their questions, even when the information was available on the Web site. Visitors were not finding the information in the menus or using the referral search feature, or the search feature wasn't providing sufficient assistance because, frequently, visitors were not finding it or using it. Studies suggested that possibly thousands of visitors were abandoning their searches before they found relevant and useful information because of limited technology proficiency, low general and legal literacy, limited English proficiency, and disabilities.

These drawbacks meant that the targeted populations were still not finding the legal information and help they were looking for and often desperately need.

Pro Bono Net (PBN), a nonprofit organization responsible for designing and hosting many of the legal information Web sites, found a potential solution: allowing visitors to ask for help and receive an instant response. PBN, in partnership with Montana Legal Services Association (MLSA) and Iowa Legal Aid (ILA), developed the idea. MLSA submitted a successful proposal for LSC TIG funding for the LiveHelp Project in 2004.<sup>5</sup>

Implementation of the project began in January 2005. The project partners spent the first several months preparing to test launch the LiveHelp feature by configuring the LivePerson software, drafting initial policies and procedures and training Web site specialists.

The testing of the LiveHelp feature began on MontanaLawHelp.org in late July 2005 and on IowaLegalAid.org in October 2005. The LiveHelp feature was fully launched on both IowaLegalAid.org and MontanaLawHelp.org on June 1, 2006. At that time an ongoing marketing and outreach campaign was also put in place.

The project, with additional LSC TIG support, is expanding to Georgia, testing cross-jurisdictional capacity and pro bono attorney support. Other states, organizations, and projects

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<sup>5</sup> In the original proposal, it was envisioned that the project would also test LiveHelp support for Iowa's planned on-line intake application system. Because of delays in the launch of that system, it has not been feasible to test LiveHelp support in the on-line application environment.

have shown substantial interest in joining the project, and Arkansas and Louisiana already plan to do so.

### III. Final Evaluation Approach and Methodology

There have been six significant sources of information used to develop the conclusions offered in this *Final Evaluation Report*.

#### A. User Survey Data

Both Web site and LiveHelp users were surveyed regarding their experience.

- All MontanaLawHelp.org and IowaLegalAid.org Web site users are offered the opportunity to complete a user survey.<sup>6</sup> Web site users can opt to complete the survey at any time during their visit. A small percentage of users do so.
- All LiveHelp users are asked if they are willing to complete a survey. The survey is only available for the user to complete at the conclusion of the chat. A percentage, which is significantly larger than for the Web sites, does so.<sup>7</sup>

In order to lessen the burden on respondents, there are six surveys – three for Web site users and three for LiveHelp users. Some questions are asked on all of the surveys, while other questions are asked on a subset.<sup>8</sup> These surveys are rotated on a regular basis; however, the number of responses for each survey differs. The following table outlines the number of current responses for each survey.

| Web Site Surveys |          |          | LiveHelp Surveys |          |          |
|------------------|----------|----------|------------------|----------|----------|
| Survey 1         | Survey 2 | Survey 3 | Survey 1         | Survey 2 | Survey 3 |
| 45               | 64       | 39       | 27               | 45       | 26       |

Both the Web site and, to a lesser extent, LiveHelp surveys are subject to significant potential bias from self-selection. Therefore, the comparisons in this *Final Evaluation Report* are also subject to that potential bias.<sup>9</sup>

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<sup>6</sup> MontanaLawHelp.org and IowaLegalAid.org offers the survey at the top and bottom of each page. MontanaLawHelp.org also offers the survey after the lists of legal information articles and in the news area on the side of most pages. This data is collected through the online SurveyMonkey [www.surveymonkey.com](http://www.surveymonkey.com) tool (<http://www.surveymonkey.com>) and downloaded from the tool site into spreadsheets for analysis.

<sup>7</sup> This survey is completed within the Timpani LivePerson LiveHelp administrative interface and downloaded from the Timpani LivePerson site into spreadsheets for analysis.

<sup>8</sup> The Montana versions of surveys are attached to this document as Attachment II. The Iowa versions are equivalent.

<sup>9</sup> Given the low percentage of general Web site users completing the survey, it might be hypothesized that the self-selection process would result in a very atypical selection of Web site users. Moreover, a similar, but potentially less dramatic effect might occur with the chat users. However, the extent of the similarity of the demographic data in the two populations suggests that there is little major sample bias of this type, at least with respect to demographics. Moreover, it is encouraging that a review of all chats as to the type of law as to which help was sought produced a distribution generally close to that revealed in the surveys. This data is shown in Figure 9: Area of Law -- Surveys and in Figure 10: Area of Law -- Montana Chats as Categorized by Analyst, on page 12

## **B. Specialist and Manager Interviews**

A number of the specialists and managers were interviewed about their views of the project, and particularly their opinions on the underlying evaluation questions.

Their responses form the basis of the non-numeric conclusions and, moreover, are generally consistent with the number-driven conclusions.

## **C. Specialist Survey Collection**

Fourteen specialists completed online surveys about their experiences. These surveys provide more of a statistical view than the interviews described above.

## **D. Review of Chat Transcripts**

There has also been detailed non-statistical review of recorded chats. Samples appear in Attachment I. Additionally, this *Final Evaluation Report* includes some examples of positive LiveHelp interactions as sidebars.

## **E. User Experience Observation and Review**

In December of 2006, Iowa Legal Aid staff and a Pro Bono Net Circuit Rider conducted user observations at a community center / food bank in Des Moines, Iowa. Test subjects were asked to complete one of the TIG client web site test scenarios on the IowaLegalAid.org website. Five subjects used the website alone and five used LiveHelp in conjunction with the website. After completing the scenario, the test subjects were interviewed about their experience.

## **F. User Phone Interviews**

In the late fall and early winter of 2006-7, a number of users were telephoned and interviewed about their experiences using LiveHelp. These users had volunteered to be interviewed through the online pre-chat survey.

# **IV. Conclusions and Detailed Findings**

## **A. Question One – To what extent are low-income Web site visitors opting to use LiveHelp?**

### **Conclusion One**

Low-income users are opting to use LiveHelp in increasing numbers. The overall profiles of legal aid Web site and LiveHelp users with respect to their income levels, educational levels, prior legal aid experience, and gender are generally similar, subject to certain caveats. The LiveHelp service appears particularly appealing to those who have not visited the legal aid Web

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There is a potential source of mis-weighting in comparison of the satisfaction levels. It might be, for example, that the most dis-satisfied would answer surveys, and that this effect would be greatest for the Web-users responses. Such a theory would be somewhat inconsistent with the data from chat users, discussed above, because, as shown in Figure 14: Impact on Ease of Use, two-thirds reported that LiveHelp makes the Web site easier to use, and none reported that LiveHelp made it harder. In survey questions, non-responses are ignored in percentage calculations.

site before, those seeking information rather than referral, those referred by search engines, those facing family law issues, and those who are younger.

## Detailed Finding 1

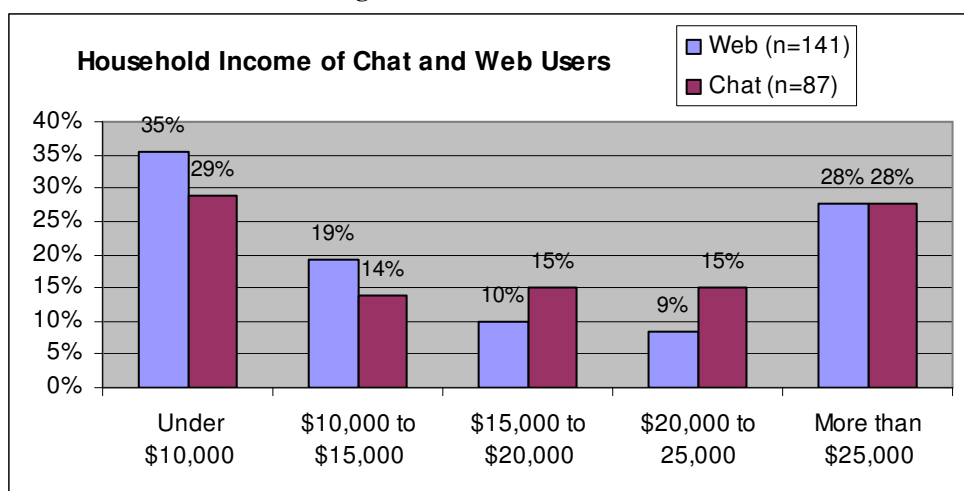
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The income distributions of LiveHelp and Web site users are approximately the same, although Web site users tend to be slightly poorer than LiveHelp users.

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Figure 1 shows that over 70 percent of both the Web site and LiveHelp user populations report under \$25,000 in household income. Slightly more than 50 percent of the Web site users and somewhat less than 50 percent of the LiveHelp users report under \$15,000 in household income.<sup>10</sup>

Figure 1: Household Income



Web site specialists' general impressions of the population with which they come into contact as well as a review of the topics and language of the "offline" questions submitted are consistent with this data, collected from the Web site and LiveHelp user surveys.

Significantly, this general distribution has remained approximately constant over time even as the number of users has increased. In the data that were used in the preparation of the *Interim Evaluation Report*, 55 percent of Web site users and 46 percent of LiveHelp users were below \$15,000 in household income.<sup>11</sup>

While the almost equivalent income distributions of Web site and LiveHelp users and the continuing consistency of these distributions is good, it is also important to not overlook the tendency of those with less income to use the Web site without LiveHelp, especially in light of the additional conclusions detailed in this *Report*.

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<sup>10</sup> This observation, as with all in this *Report*, is subject to the observations about sample bias discussed above.

<sup>11</sup> See, *id.* at page 5 (summary chart.).

## Detailed Finding 2

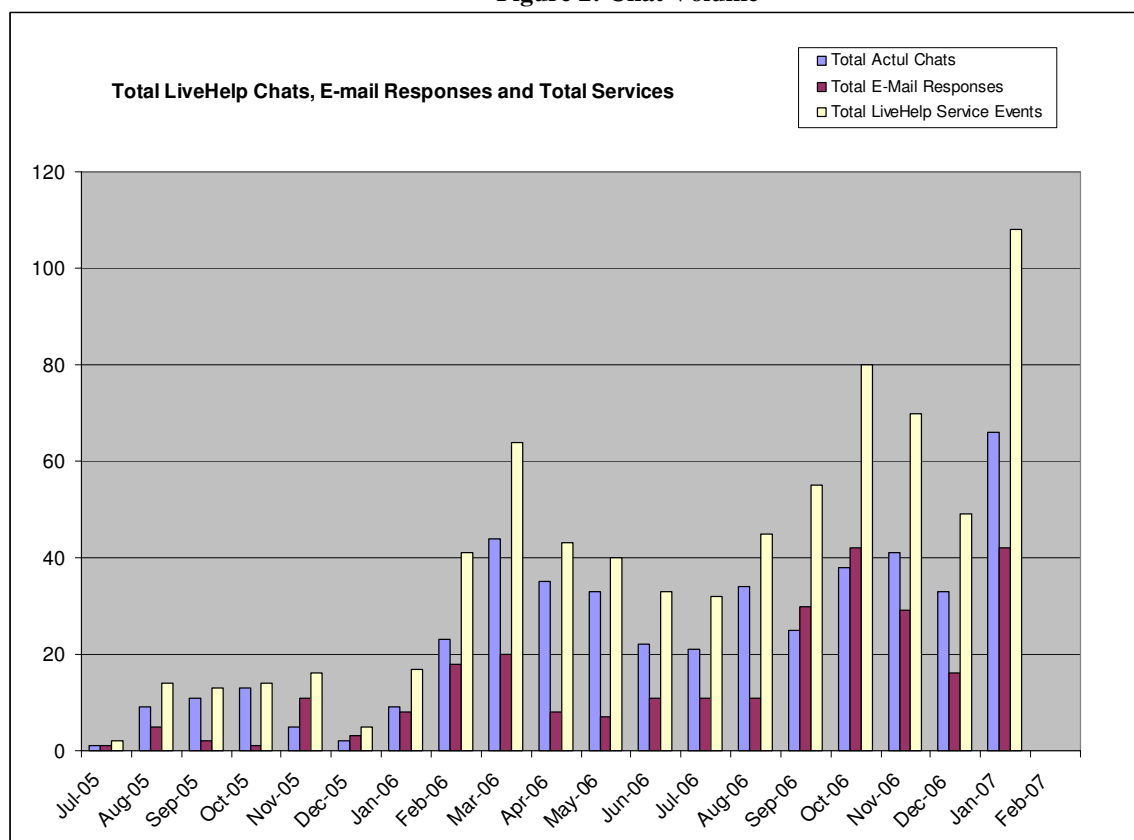
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Low-income Web site visitors are using LiveHelp in increasing numbers.

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As shown by  
below, the increase in the use of LiveHelp has been dramatic.

**Figure 2: Chat Volume**



In June 2006, when LiveHelp launched, Iowa and Montana handled only 35 chats and e-mail responses; however, by January 2007, 110 chats and e-mail responses were being handled per month. This is an increase of over 200 percent.

## Detailed Finding 3

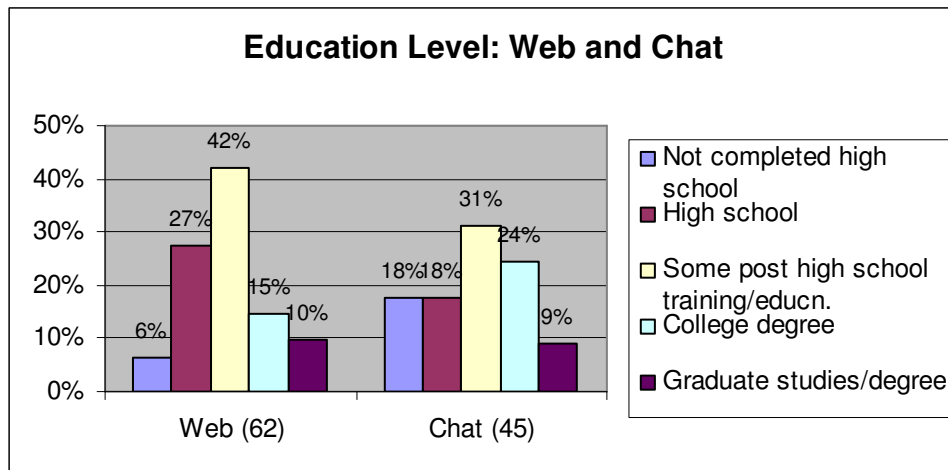
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There are no major differences in the educational profiles of Web site and LiveHelp users.

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Web site and LiveHelp users have similar educational profiles. The majority of users for both groups have some post high school education. The profiles are shown below in Figure 3.

**Figure 3: Education Level**



Interestingly, it appears that a larger percentage of LiveHelp users have not completed high school than that of general Web site users. It may be that the lower educational level users are more willing to ask for help. This result has held up over time.<sup>12</sup>

It is clear, however, that the profiles of both Web site and LiveHelp users show higher educational levels than the typical legal aid client. This is consistent with the theory that these technologies provide services to more educated and less vulnerable individuals and open up other resources that can be focused on the less educated.

#### **Detailed Finding 4**

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There is little difference in the gender distributions of Web site and LiveHelp users, and both are generally consistent with the overall legal aid caseload and need.

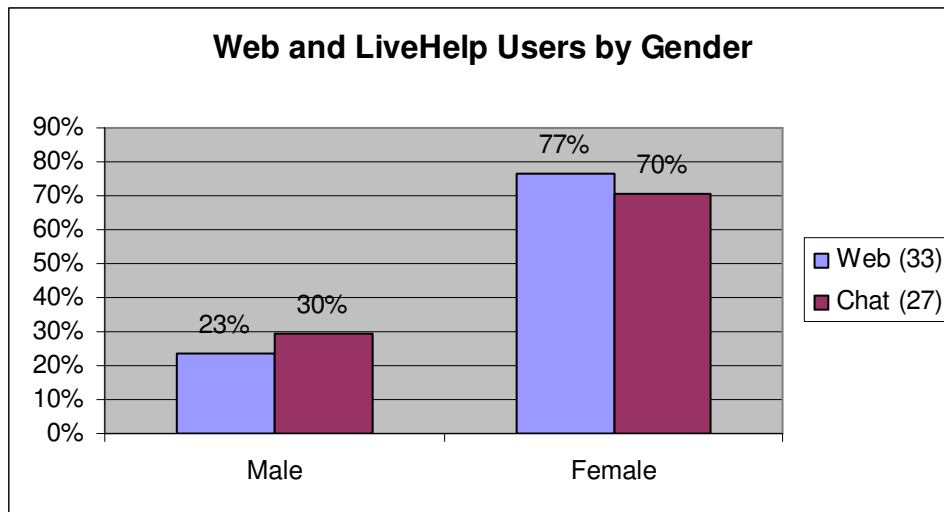
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As Figure 4 shows, most legal aid Web site and LiveHelp users are female.

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<sup>12</sup> The chart appeared approximately the same in data collected up to mid-August 2006, *Interim Evaluation Report*, at page 6.

Figure 4: Gender



Surprisingly, there is only a small apparent shift to male users in the LiveHelp using population. This is a strong confirmation that LiveHelp is reaching and helping the target population.

### Detailed Finding 5

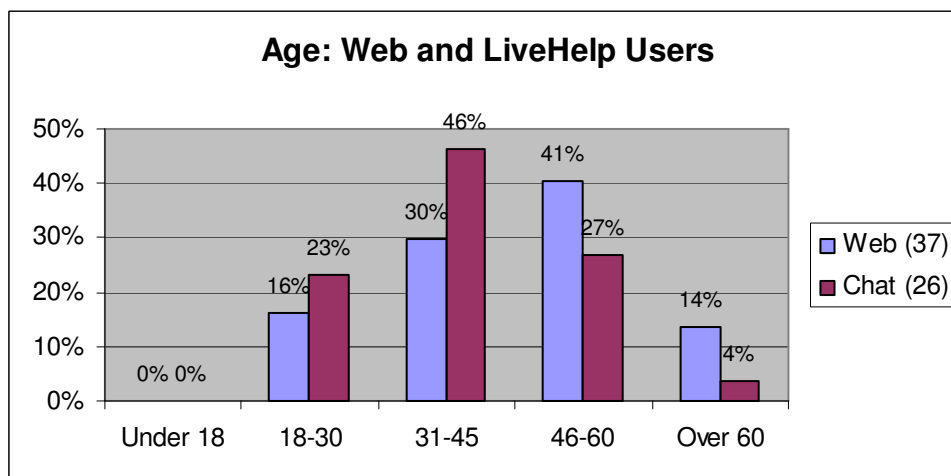
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LiveHelp users may be somewhat younger than Web site users.

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As Figure 5 shows below, younger users may be somewhat more likely to make use of LiveHelp. Indeed, combining age groupings, 55 percent of Web site users were over 45, while only 28 percent of LiveHelp users were over 45. This result is marginally statistically significant<sup>13</sup>

Figure 5: Age



It is also noteworthy that there are no responses from either Web site or LiveHelp users who are under 18.

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<sup>13</sup> p < .10.

## Detailed Finding 6

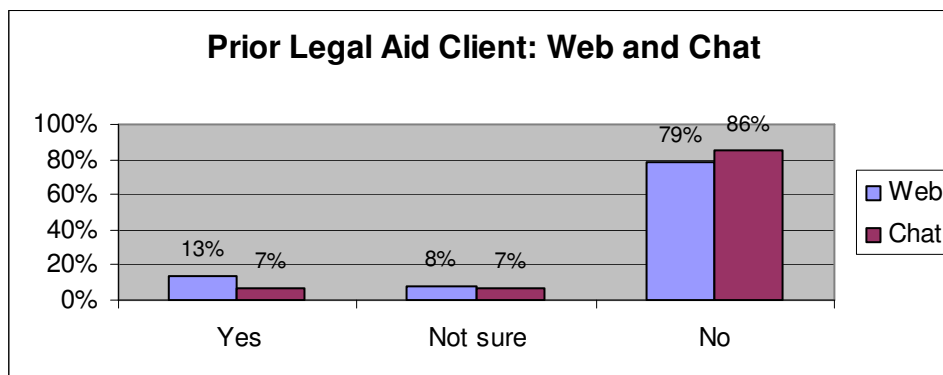
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While both Web site and LiveHelp users are low income, both groups have very little prior legal aid exposure, either from being a legal aid client or using the Web site previously.

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Figure 6 and Figure 7 show that a significant number of Web site and LiveHelp users have not accessed legal aid or a legal aid Web site before. This suggests that both the Web site and LiveHelp are successful at reaching the previously un-served.

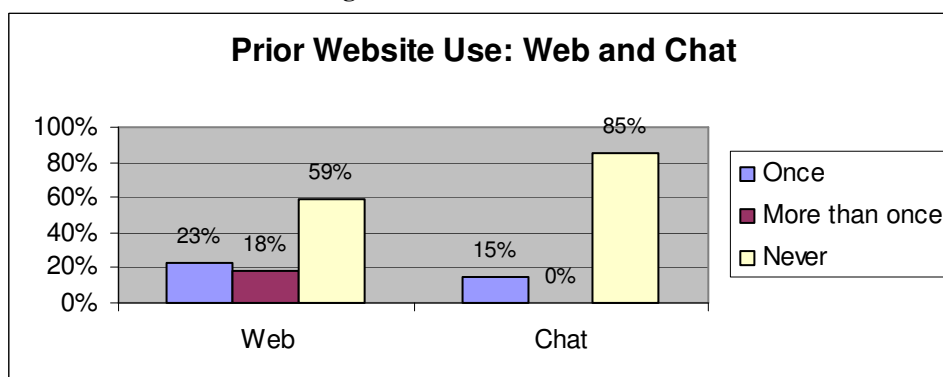
**Figure 6: Prior Legal Aid Client**



In Figure 6 little significance should be placed on the higher number of Web site users who have or are unsure of their legal aid client status. To the extent that the differences are statistically significant, it might be that chatting triggers memory or that those who have used the Web site previously have less need of LiveHelp to find information.

The prior Web site usage of LiveHelp and Web site users appears in Figure 7 below.

**Figure 7: Prior Web Site Use**



## Detailed Finding 7

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LiveHelp appears to appeal to those who have less or no prior exposure to the underlying Web site.

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Figure 7 above supports the conclusion that LiveHelp users have significantly *less* prior Web site usage, especially less prior multiple Web site usage, than Web site users. This makes sense, since return Web site users are more likely to know where they are going and not need LiveHelp.

### Detailed Finding 8

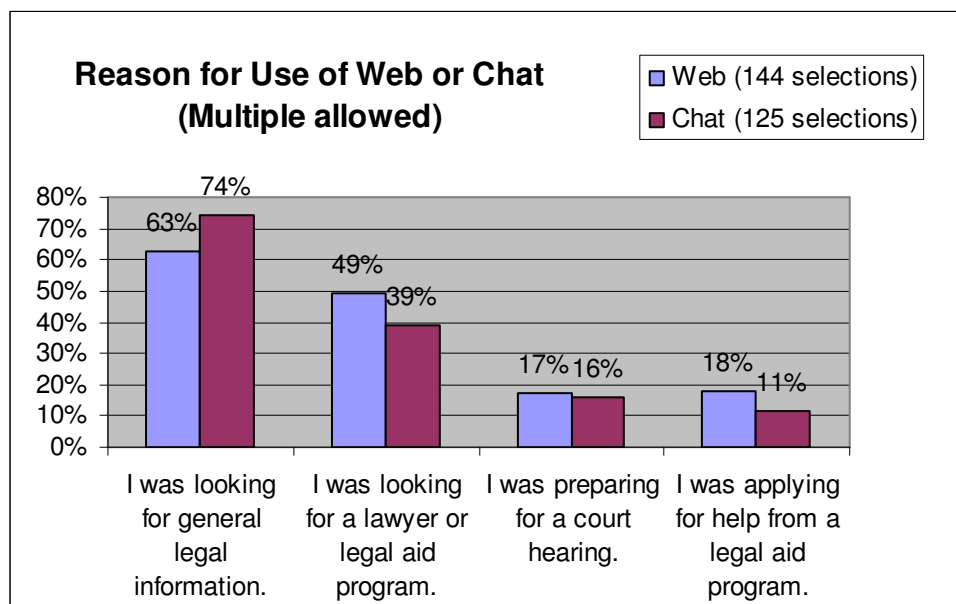
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It appears that LiveHelp users are somewhat more likely to be seeking information than representation, compared to Web site users.

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As shown in Figure 8 below, people who are seeking general information are more likely to use LiveHelp. This would suggest that Web site users are finding referral information more easily than they are finding general legal information. This is not surprising, given the greater challenges in organizing legal information online than in structuring a referral list.

Figure 8: Reason for Use



### Detailed Finding 9

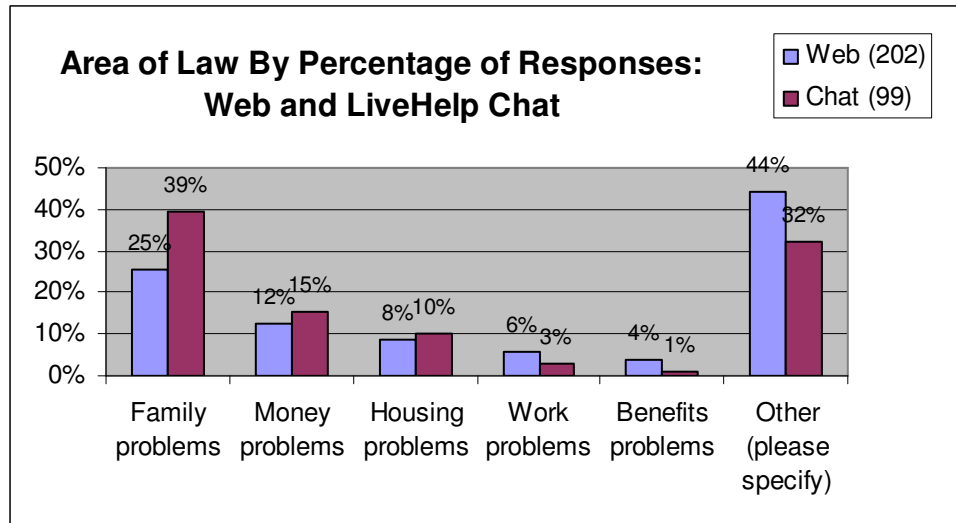
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With respect to the area of law in which Web site and LiveHelp users are searching for help, there is much similarity, but there are also important differences that may reflect the overall structure of the delivery system.

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As shown in Figure 9 below, Web site and LiveHelp users are searching for similar information but with a few key differences.

Figure 9: Area of Law -- Surveys

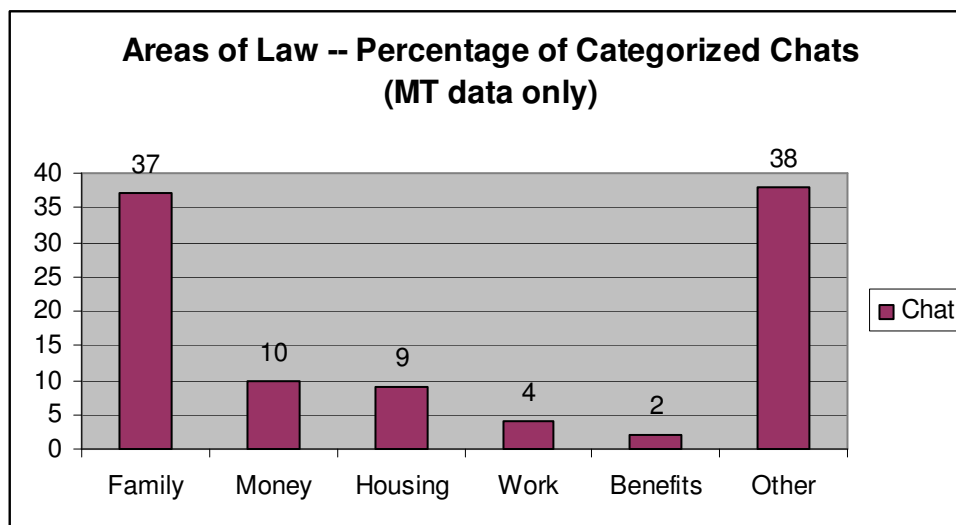


LiveHelp users inquire more about family issues.<sup>14</sup> It may be that LiveHelp is proving specifically attractive to those in the family law area who are “conflicted out” from legal aid services and given a referral to the Web site and LiveHelp. It also may be that those seeking family law help are more likely to want the human contact provided by LiveHelp.

The high family law figures are fully consistent with surveys of need, including the Montana Legal Needs Study. They are also consistent with MLSA case statistics and Montana District Court filings, both of which are at approximately 60%.

It is instructive that a broader set of data, the categorization of all Montana chats by a human analyst, resulted in strongly similar distribution.

Figure 10: Area of Law -- Montana Chats as Categorized by Analyst



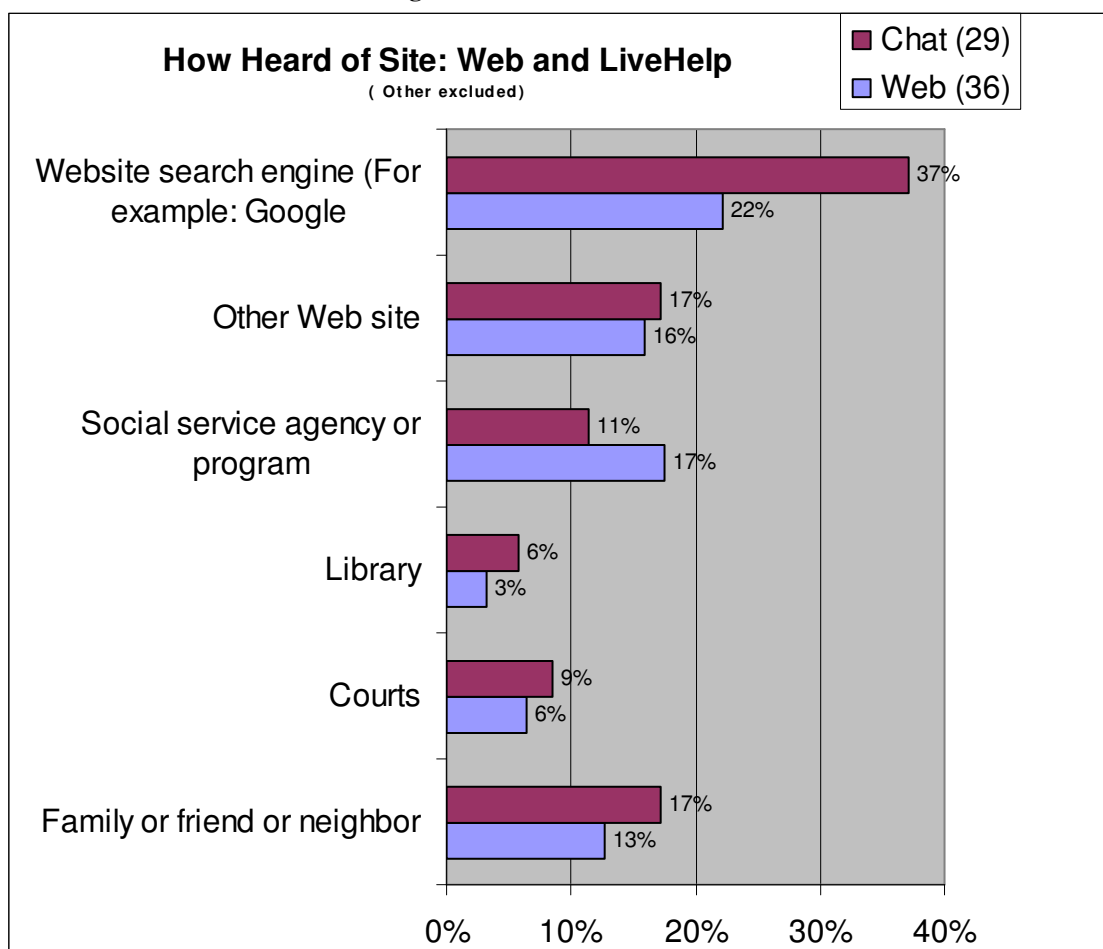
<sup>14</sup> Chi-square value of 6.34.

## Detailed Finding 10

LiveHelp is being used by people who are being referred to the Web site from the same general range of referrers as those who come to the Web site. However, those who come to the Web site through a search engine are more likely to use LiveHelp.<sup>15</sup>

This result, shown in Figure 11 below, is consistent with common sense. Those who come from a search engine may be sent deep into a Web site and not understand its structure; moreover, they may use technology more ably and not be afraid to try LiveHelp.

Figure 11: Referral to Web Site

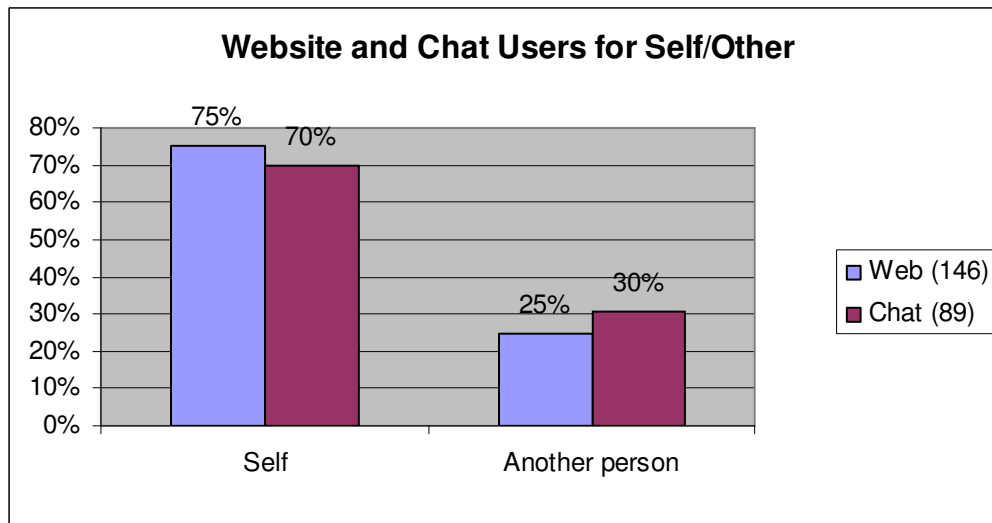


## Detailed Finding 11

Approximately 25 percent of Web site and 30 percent of LiveHelp users are employing the technology for the benefit of another person. The rest are doing so for their own benefit.

<sup>15</sup> Chi-square is 7.95

Figure 12: Who Web Site Used For

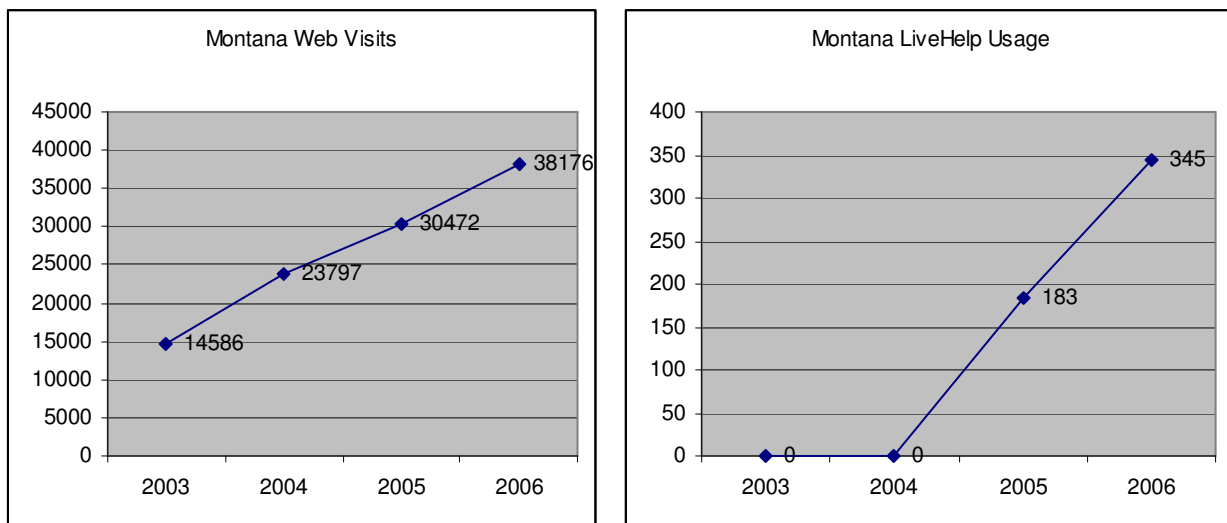


## Detailed Finding 12

While LiveHelp usage is increasing dramatically, only a small portion of Web site users are making use of LiveHelp.

All legal aid access-to-justice innovations, and in particularly technology innovations, take longer to obtain full market acceptance than originally expected. This is well illustrated by Figure 13 comparing the volume and growth of web visits and chat in Montana. Currently, less than 1% of site visitors make full use of LiveHelp. In an effort to encourage the increase in volume, substantial effort has already gone into optimizing the LiveHelp icon and its positioning on the Web site and into marketing. Additional work will be done in these areas, as necessary.

Figure 13: Comparison of Website and Chat Volume



## Implications of Conclusion One

With access-to-justice innovations, and especially technology access-to-justice innovations, there is a fear that they do not reach the population in the direst legal need. These conclusions answer that fear and show that LiveHelp is reaching the target population.

Given that almost all the demographic measures are similar in the Web site and LiveHelp user profiles, and that the Web site and LiveHelp user profiles fit generally within the income-eligible and target populations of legal aid, there is every reason to believe that the investments in LiveHelp, as well as the Web sites, are benefiting those most in legal need.<sup>16</sup>

It is not surprising that Web sites and LiveHelp are being used primarily by low-income users. This conclusion is consistent with the fact that the information on the Web sites is targeted at low-income users as well as the fact that outreach is performed regarding the Web sites and LiveHelp in low-income communities.

Therefore, those charged with making investment decisions need not fear that investments in this technology will benefit others than those who should be benefited. While the Web sites and LiveHelp do serve the younger and better educated in the target group, providing services to these groups using these technologies frees up more traditional delivery resources for those most in need of assistance.

### **A LiveHelp Story: The Disabled Mother**

A visitor to the Iowa Legal Aid Senior Hotline LawHelp Web site used the LiveHelp Chat feature to ask this question, “How do I get my Mother on disability? Where do I start?” The Iowa Legal Aid LiveHelp specialist explained that there was information on the main Iowa Legal Aid LawHelp site, and explained first where to click on the screen to go to the information then sent the visitor a link to the page she needed. The visitor responded, “Got it! Thanks!” The visitor signed off saying, “This is a great service, thank you.”

## ***B. Question Two – How well are Web site visitors able to find the legal information that they are looking for with LiveHelp? Without LiveHelp?***

### **Conclusion Two**

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. However, there remains a significant need to better content on the Web sites to improve results for those using only the Web site as well as those using LiveHelp and the Web site.

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<sup>16</sup> The fact that the age and income numbers do not match exactly underlines the overall validity of the numbers.

## Detailed Finding 13

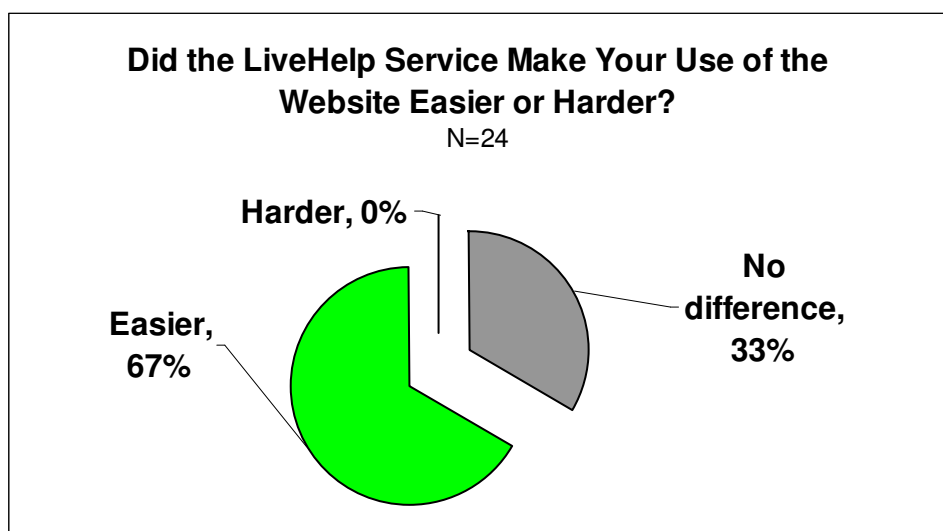
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Two thirds of LiveHelp users report that the service makes it easier to use the Web site.

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Two thirds of the 24 survey respondents replied that LiveHelp had made it easier, one third said it had had no impact. Not one person said it had made it harder.

Figure 14: Impact on Ease of Use



## Detailed Finding 14

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There is some indication that LiveHelp increases the extent to which users feel that they know what they need to know to protect their legal rights.

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### Figure 1 and

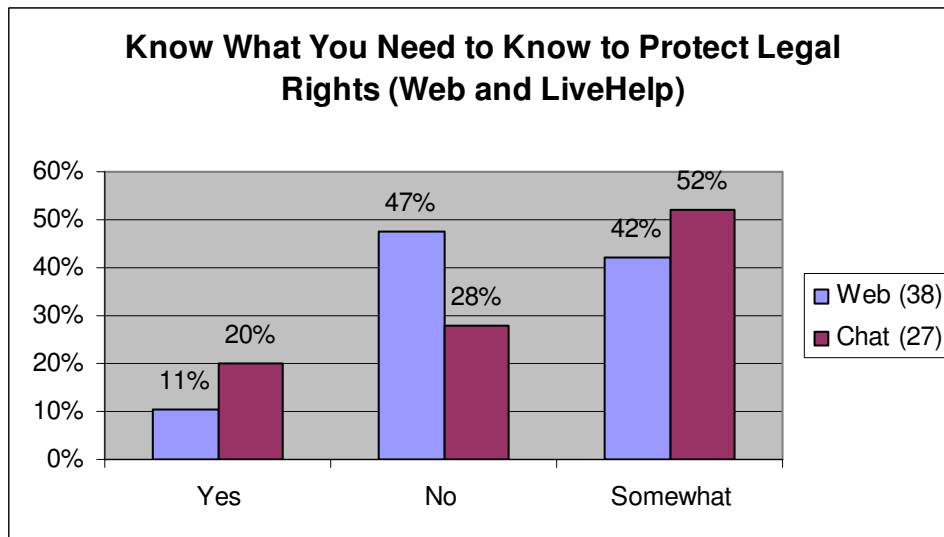
Figure 16, below, tell the story. Only 11 percent of Web site users said “yes” when asked whether they knew what they needed to know to protect their legal rights. For LiveHelp users this rate nearly doubles to 20 percent. The “yes” and “somewhat” response totals, when combined are 53 percent for Web site users and 72 percent for LiveHelp users. However, given the small sample size, this is not statistically significant.<sup>17</sup>

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<sup>17</sup> Chi-square is 2.20 comparing only yes and no.

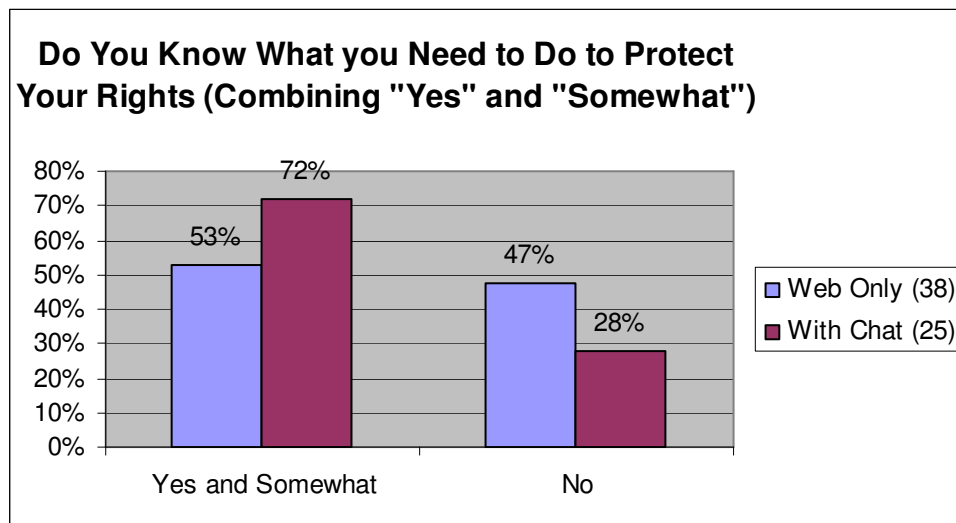
It should be noted that some users responded both “no” and “somewhat” to this question. Since this is illogical, they have been counted as “somewhat.” This adjustment strengthens the result, but does not change it.

**Figure 15: Sufficiency of Knowledge to Protect Rights**



It is also somewhat noteworthy that the percentage of those who feel that they are not getting the information they need falls from 47 percent for the Web site users to 28 percent for LiveHelp users.

**Figure 16: Sufficiency of Knowledge to Protect Rights (Clustered)**



It should be noted that this survey question asks significantly more than the evaluation question which it is being used to answer. The survey question asks about the appropriateness of knowledge to protect legal rights, while the overall evaluation question only asks about the “information that they are looking for.” Thus the relatively low positive response for the Web site alone should not be too disappointing. It is somewhat disturbing that the number of “no” responses to this answer has increased over time; however, this may be because LiveHelp Web

site specialists are giving users a more realistic sense of the complexities of what needs to be done.

As a general matter, many of the non-yes responses are probably explained in part by the complexity of many of the questions, and the extent to which they go beyond the range of legal aid services.

The positive nature of this analysis is fully consistent with the satisfaction data described below. However, the specialist interviews suggested that when users were not receiving the information that they needed on the Web site it was because that information was not on the Web site, and users were therefore being sent to other resources such as the state hotline.

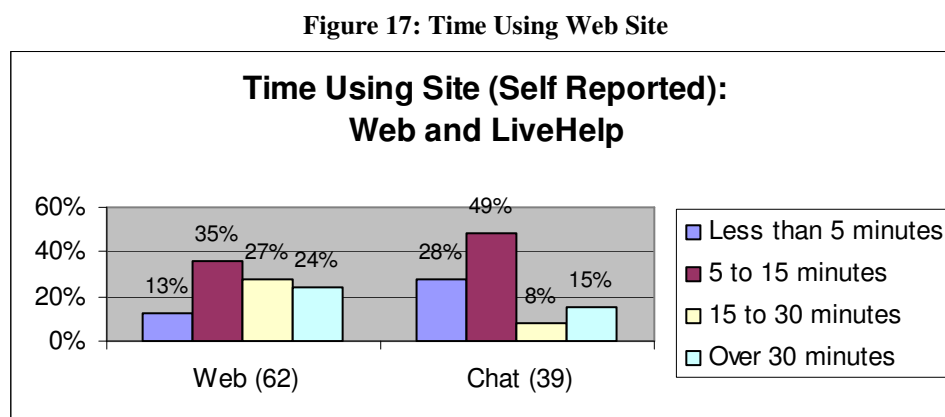
## Detailed Finding 15

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LiveHelp significantly increases the speed with which people are able to make use of the underlying Web site.

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Figure 17, below, shows how much time Web site and LiveHelp users reported using the Web site.

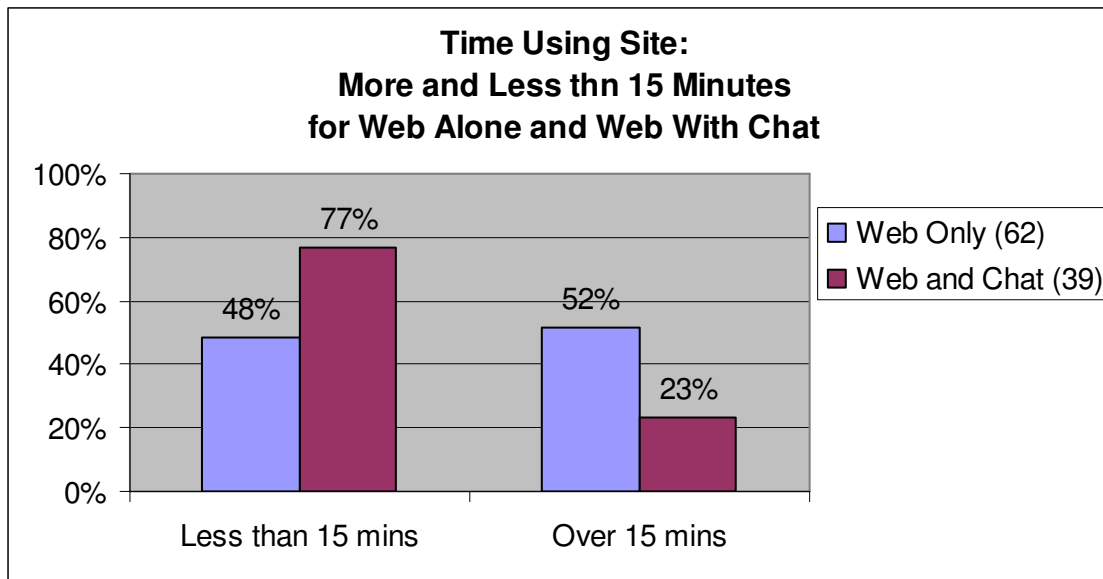


The significance of these numbers becomes clear below in Figure 18. Seventy-seven percent of those who use LiveHelp to assist them on the Web site are there for less than 15 minutes, while only 48 percent of Web site only users are on the Web site for less than 15 minutes.<sup>18</sup> This may be explained by the possibility that expert users stay on the Web site for a longer time; however, as a general matter this data supports the hypothesis that LiveHelp helps people find what they need much faster. These numbers are, of course, consistent with the higher ease of use reported above and the higher satisfaction reported below.

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<sup>18</sup> Chi-square is 10.78

**Figure 18: Time Using Web Site (Clustered)**



### **Detailed Finding 16**

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Significant work remains to improve the quantity, quality, structure and presentation of Web site content.

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While LiveHelp increases the extent to which users feel that they know what they need to know to protect their legal rights, the percentages are not as high as they should be. The review of LiveHelp transcripts and interviews with Web site specialists reveal some of the reasons why.

- Needed content is often not available online.
- Web site specialists feel that certain questions must be treated as requests for advice because no content exists on the Web site that sufficiently focuses on the question so that the response can be treated as informational.

In both cases the “failure” is not the LiveHelp concept, but rather the need for additional relevant content on the Web site, or for additional referrals and partner sites.

In some cases, of course, the area of need is beyond the scope legal aid, and the site and the LiveHelp service should consider ways to educate the user population about this.

### **Detailed Finding 17**

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The integration of LiveHelp into a state’s delivery system can and should result in significant improvements in the quantity, quality, structure and presentation of its Web site content.

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As Detailed Finding 16 implies, a helpful, high-quality LiveHelp services heavily relies upon the quality of content on a Web site; however, the process of starting and operating LiveHelp also has the potential to significantly impact the Web site.

The process of creating canned responses<sup>19</sup> provides an opportunity to analyze the needs of Web site users and determine what information will be of assistance. While, in theory, a Web site's content structure should be reviewed on an ongoing basis, as a practical matter, it is necessary for it to happen again as canned responses are developed.

In addition, the operation of LiveHelp provides constant and ongoing feedback about areas in need of additional information and canned responses. On occasion, a LiveHelp user may even explain that a piece of content is hard to understand.

In short, the integration of LiveHelp accelerates the process of making the Web site as user friendly as possible.

## **Implications of Conclusion Two**

These conclusions highlight the need to work to improve the content in all the ways that have previously been identified in Web site evaluations.

### ***C. Question Three –To what extent does LiveHelp increase a Web site visitor's understanding of his or her legal problem and what needs to be done in order to solve it?***

## **Conclusion Three**

LiveHelp seems to significantly increase users' understanding of their legal needs and of what needs to be done to solve their problems. Additionally, LiveHelp also seems to increase users' confidence in their ability to follow through and resolve their problems.

## **Detailed Finding 18**

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

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This finding is driven by Detailed Finding 14 on users' knowledge of what needs to be done and Detailed Finding 15 on the length of time that users are on the Web site.

## **Detailed Finding 19**

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There is some indication that LiveHelp increases the user's confidence in their ability to protect their rights.

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Figure 19, below, suggests that LiveHelp users have more confidence in their ability to do what needs to be done than do Web site users. Confidence for LiveHelp users almost doubles to 25

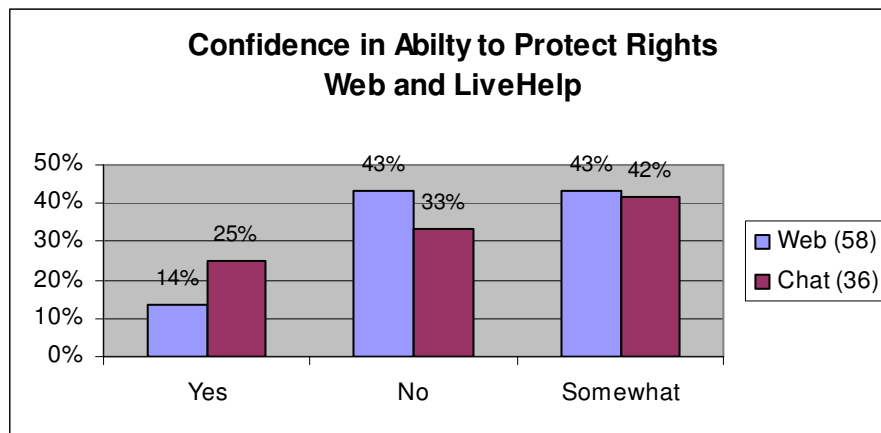
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<sup>19</sup> Canned responses are predefined phrases that a Web site specialist has access to during a chat. They are intended to ensure consistency and save time.

percent from the 14 percent that Web site users report. However due to sample size, this is not statistically significant.<sup>20</sup>

However, confidence levels for both kinds of users are not as high as they might be.<sup>21</sup> This is not surprising. For attorneys and other well-versed advocates, the legal and court systems can be technical, complicated, and hard to navigate. Even with the help of clear and well-organized information, LiveHelp and Web site users may reasonably feel the need for an advocate or other resources.<sup>22</sup>

**Figure 19: Confidence in Ability to Protect Rights**



### Implications of Conclusion Three

While these findings provide an endorsement of LiveHelp, they also underline the current limits of the self-represented litigation strategy. These findings suggest that, at least in the current status quo of the legal system, there remains substantial skepticism on the part of the users about their ability to do what they know needs to be done.

Implications include the need to focus on the system that users face, and its accessibility, and usability, as well as on the possibility for creating additional tools that will increase user confidence.

### ***D. Question Four – To what extent does LiveHelp navigation assistance effectively inform clients about their legal rights?***

#### **Conclusion Four**

LiveHelp users appear to be more effectively informed about their legal rights.

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<sup>20</sup> p is 0.23

<sup>21</sup> Because of additional data, conclusions here have changed with additional data relative to the *Interim Evaluation*. Compare, *id.*, at page 13.

<sup>22</sup> The exact question was “Do you think that you will now be able to do what you need to do to protect your legal rights?”

## Detailed Finding 20

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There is some reason to believe that clients are being more effectively informed about their legal rights.

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While a comprehensive answer to this question would require far more comprehensive and effective follow up of Web site and LiveHelp users than is reasonable for an evaluation of this scale, there are a number of encouraging pointers that suggest that the answer to this question is positive.

As described above, LiveHelp users are more likely to believe that they know what they need to know and have more confidence in their ability to protect their rights. Moreover, as discussed in Conclusion Five, they have higher satisfaction levels and report that LiveHelp makes the Web site easier to use.

Additionally, interviews with the Web site specialists, reviews of the transcripts, and observations of LiveHelp and Web site users confirm that LiveHelp is working as intended and that people who make use of it know more of what they need to know than they would without LiveHelp.

## Detailed Finding 21

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The system operates well with users feeling that the Web site specialists are paying attention, are helpful, and respond quickly enough.

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These conclusions come from interviewing LiveHelp users after their LiveHelp experience. Only eight people agreed to be and were interviewed, but due to the unanimity or near unanimity in their responses, conclusions from these interviews are being reported.

## Detailed Finding 22

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Users understand, and generally felt comfortable with, the limits on the role of the Web site specialists.

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This is an important finding, with major implications for legal aid programs that are assessing the risk of implementing LiveHelp. Given that users seem able to absorb these concepts, future projects can perhaps be more flexible with who acts as a specialist.

Additional research in this area would be useful since this finding is based on only the eight interviews; however, it is generally supported by observation of LiveHelp users.

## Detailed Finding 23

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Users also are happy with the way LiveHelp starts, often finding the questions asked online helpful. They also are happy with the survey questions at the end, although half of the interviewed users ended the interaction before the questions came up.

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It may be however, that careful attention to these interactions will improve the way they actually function.

### **Detailed Finding 24:**

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Users are comfortable with LiveHelp, and most would not prefer phone contact.

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Indeed, several of the interviewed LiveHelp users felt that LiveHelp was better than phone because it was easier to follow. This conclusion is also generally supported by observation of LiveHelp users.

Obviously, this statistic does not tell us who might make use of LiveHelp if phone assistance were offered, or whether phone assistance would generate other problems, such as making it easier for the specialist inadvertently to go over the line into the provision of legal assistance.

### **Detailed Finding 25**

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As specialists become more expert, and as additional web content and canned chats are added, the percentage of users receiving focused assistance becomes significantly higher.

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Detailed review of chat transcripts in the months of August 2006 and January 2007, as well as the period in between, reveals a continuing change in the specialists' response to questions. The percentage of cases in which the specialists are able to respond with a specific resource increases markedly, while the percentage in which the only assistance is a list of referrals to legal aid and bar referrals has declined. In the early period over half of the questions were replied to with only such referrals. By the end of the period such a response was rare.

### **Implications of Conclusion Four**

The positive response of the interviewees, and the review of the chats, particularly the most recent chats, suggests that the overall operation of the system is successful, and that it includes significant capacity for quality improvement on an ongoing basis.

The change in patterns of specialist response highlights the need for quality training for new specialists, for systems of quality review, particularly when new specialists start, and for ongoing development of new materials.

The findings also highlight the fact that when new states start they should not assess the overall success of the experiment until there has been a significant opportunity for the specialists to reach a sufficient level of skill, and for content to have been developed.

## E. Question Five – To what extent are Web site visitors satisfied with the LiveHelp that they receive?

### Conclusion Five

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

### Detailed Finding 26

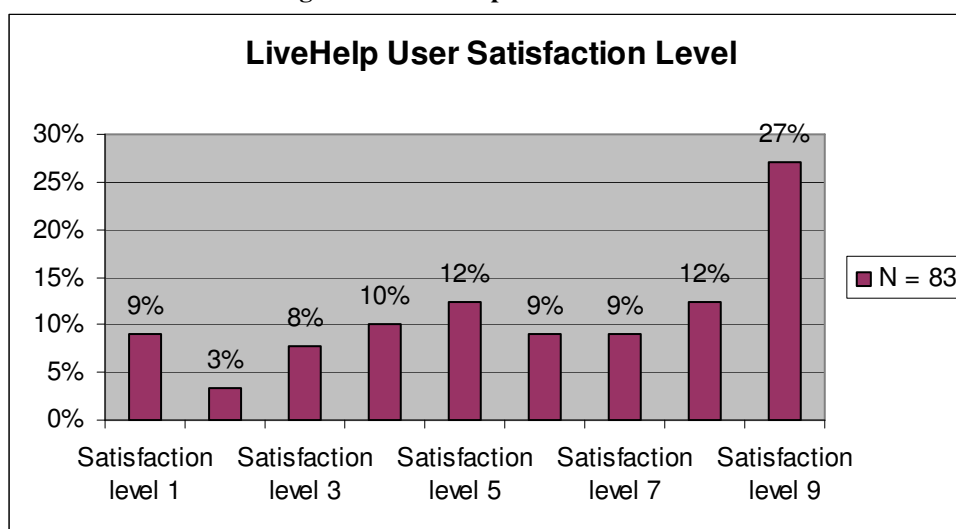
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A high percentage of LiveHelp users have a very high satisfaction with the overall Web site experience.

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Figure 20, below, shows that almost half (48 percent) rated their satisfaction with LiveHelp as a 7, 8, or 9.<sup>23</sup> Perhaps more impressively, 27 percent rate their satisfaction at the very highest level. As discussed in Detailed Finding 2, below, this contrasts with only 10 percent of Web site users rating their satisfaction at the very highest level.

Figure 20: LiveHelp User Satisfaction



### Detailed Finding 27

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There is a small group of users who register a very low satisfaction level.

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The 9 percent who register very low satisfaction and the 20 percent who register in the lowest third may have this view for several reasons:

- because an attorney can not be provided,
- because specific legal *advice* can not be provided,
- because the content that they need is not there, or

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<sup>23</sup> Users were asked to rate their satisfaction on a scale of 1 to 9 with 1 being extremely dis-satisfied and 9 being highly satisfied.

See note 20 for certain initial caveats about early data from this question.

- because the content is of low quality.

The instinct of those who have reviewed the transcripts is that the lower numbers are coming from those who are using the Web site in an attempt to obtain advice or an attorney. As indicated above, at Detailed Finding 25, a higher percentage of users are now receiving a specific content reference from the specialists.

## **Implications of Conclusion Five**

The project needs to obtain additional information about the sources of dissatisfaction and attempt to find out what changes would address those sources of dissatisfaction. For example, it is important to know if people are unhappy with the Web site, with LiveHelp, with not getting a lawyer, with the underlying law, or with the courts.

To the extent that LiveHelp users are dissatisfied about items that the project has little control over, attention should be paid to bringing expectations in line with reality. Thought should also be given to the creation of additional intermediate delivery modalities that would address these limitations.

## ***F. Question Six – To what extent are those who provide LiveHelp services satisfied with their experience?<sup>24</sup>***

### **Conclusion Six**

Current Web site specialist satisfaction levels are reasonable but not exceptional. The major reason appears to be the currently low volume, which is now changing.

### **Detailed Finding 28**

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The current experience of Web site specialists is positive but not strongly so.

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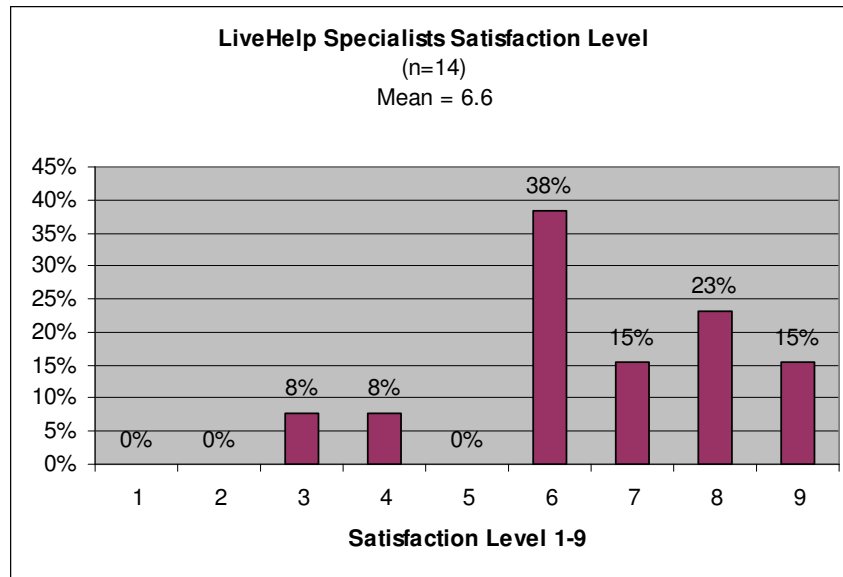
LiveHelp services are currently provided by a mix of AmeriCorps\*VISTA members and EqualJusticeWorks Attorneys as well as attorney and non-attorney legal aid staff.

As shown in Figure 21, Web site specialists are positive, but not wildly so. The specialists were interviewed relatively soon after joining the team. Their satisfaction levels may well increase over time.

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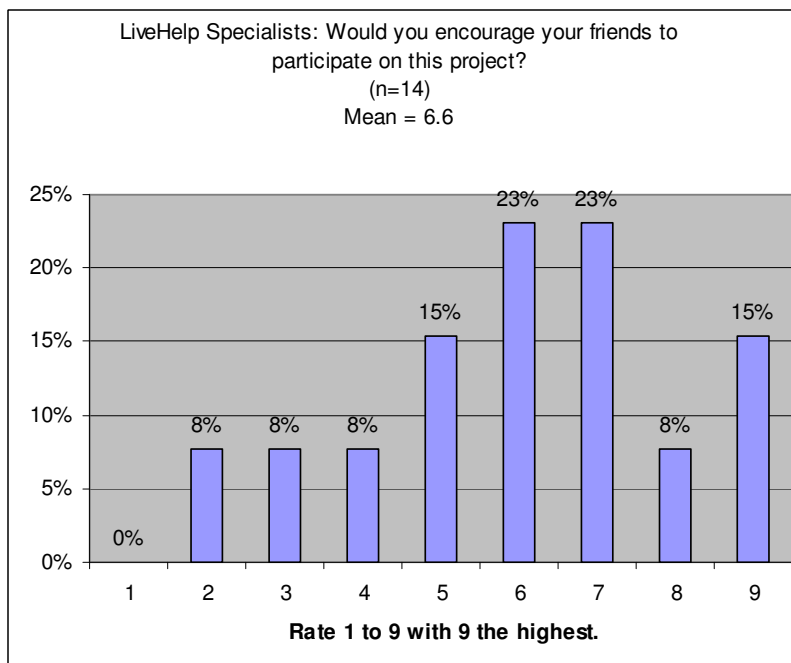
<sup>24</sup> It is important to note that the original evaluation question dealt with “volunteers.” However, as the project moved forward, it became clear that, given the high level of training needed, and given that initially the level of chats was low, the early work would be done by staff and AmeriCorps VISTA members. The wording of this question has been modified accordingly.

**Figure 21: Specialists' Satisfaction Level**



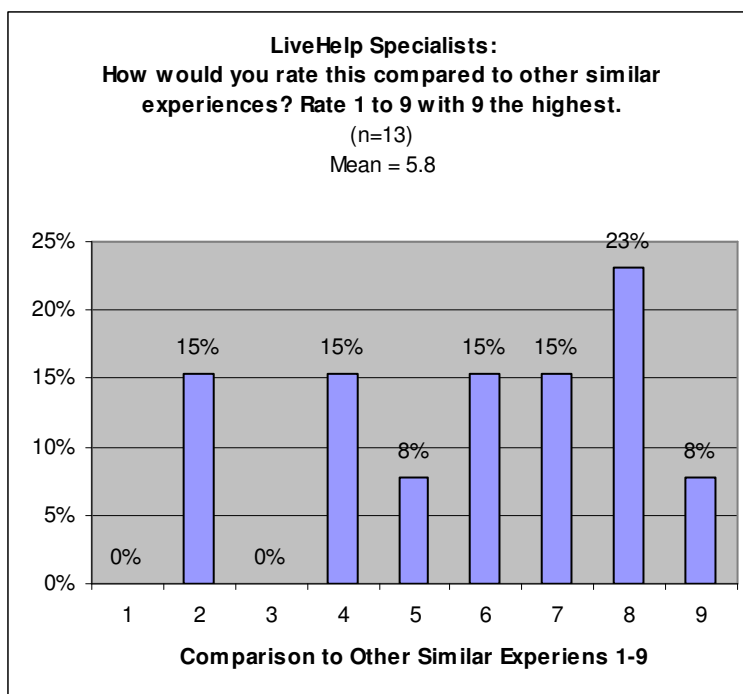
Additionally, as shown in Figure 22, the Web site specialists would not highly recommend that others work on the LiveHelp project.

**Figure 22: Specialists' Willingness to Encourage Participation**



This carries over to how the Web site specialists compare this with other equivalent experiences. Figure 23 shows that again the Web site specialists do not rate LiveHelp very highly.

**Figure 23: Specialists' Comparison of Experience**



## Detailed Finding 29

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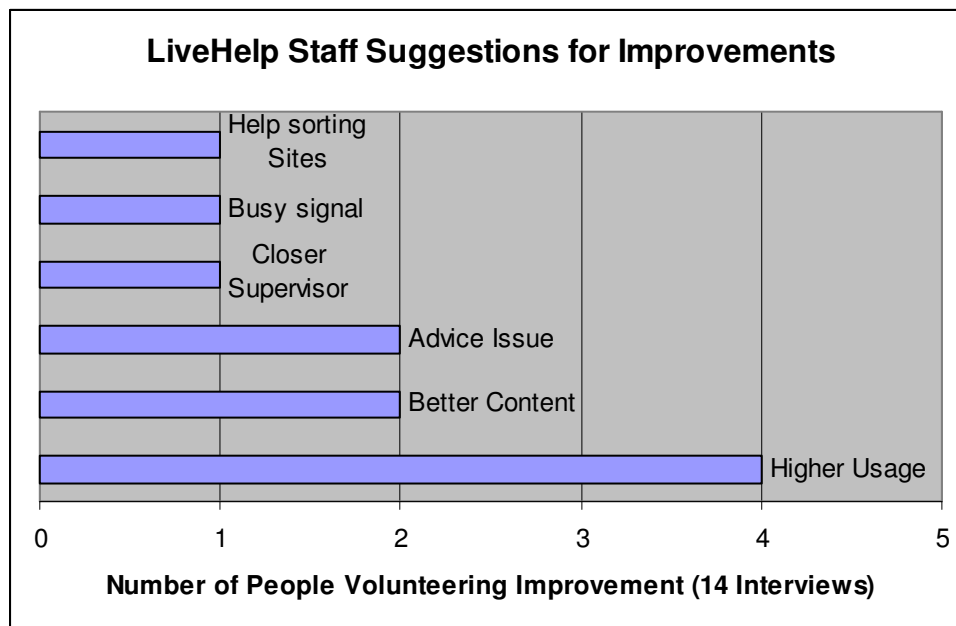
The primary reason for this relatively low level of satisfaction is the low per hour volume of chats. This problem is likely to be replaced by the opposite problem in the near future.

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If there is not enough demand, the experience is boring, and there is less opportunity for satisfaction and for skill development.

Figure 24 shows that four of the Web site specialists specifically suggested this improvement in their online interviews. The same insight was reflected in the individual interviews. Additionally, needing better content and dealing with the limitations caused by the advice/information issue (which can in fact often be addressed by better content) were mentioned by two people each.

Figure 24: Suggestions for Improvements



### Detailed Finding 30

It might become possible to return to a volunteer model as the support systems improve. Specifically, this will become easier as increases, as the Web site content and canned responses are increased and improved, and as additional training and management capacity is developed.

The long term financial advantages of a true volunteer model are great. Moreover, once a service delivery model seems to work, there is often too little incentive to push at it.

Therefore it is important to be alert for ways in which this idea could be brought back into the model. Some possibilities are discussed below.

### Implications of Conclusion Six

In the short term, the current volume is not fully consistent with optimizing satisfaction and effectiveness. This problem is likely to solve itself with additional volume, and with cross-jurisdictional experiments.

In the long term, however, the system will face a much greater challenge. Demand for the service is increasing steadily, and there is no reason to see any limit upon demand. There is still a huge website usage not supported by LiveHelp.

Unlike Web site usage alone, usage of LiveHelp has a significant marginal cost in human time. As usage expands, that human time need will get greater on a more or less proportional basis.

There are only two ways of responding to this: either usage must be limited, or a very low cost system of providing human support must be found. In the last few years innovators have been trying to create a range of intermediate low marginal cost services that allow a radical increase in the percentage of those in need who are served. LiveHelp is one, but only one of those efforts.

It would be a mistake if LiveHelp were to follow the existing delivery system and become a rationed and hard to obtain resource, rather than one component of a fully accessible system.

It is therefore very important that effort be put into making LiveHelp a low marginal cost delivery component – even at the risk of slower rollout. In other words, the strategic emphasis should be on testing and promoting low marginal cost models. This should be a priority in the next stages of expansion.

***F. Question Seven – To what extent does volunteer satisfaction differ according to the skills, legal background, and type of assistance that the volunteer provides?***

**Conclusion Seven**

Because of the currently low volume of chats and the limited amount high quality relevant content, more full time staff are being used to provide services than originally anticipated. At least in the early stages of operations, specialists require a significant level of training and knowledge.

**Detailed Finding 31**

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With the current configuration of content, the substantive knowledge required of the Web site specialists is greater than first expected.

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For this reason more training and supervision are required. This would suggest that at least in their early stages, such projects might do better with full time staff or AmeriCorps\*VISTA members.

**Detailed Finding 32**

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Many administrative staff enjoy the client-type contact that providing LiveHelp services allows them to participate in.

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This usage provides a low-cost way of early testing and expansion, but it does not answer the long term need.

**Implications of Conclusion Seven**

Unless changes can be made so that the volunteer concept can be re-integrated in to the project, then there are significant cost implications for the project's expansion, at least in this particular informational navigation context.

## **G. Question Eight – To what extent can other organizations readily adapt the LiveHelp model?**

### **Conclusion Eight**

The LiveHelp project seems ideally structured for integration into legal aid programs, access-to-justice organizations, and other public-, volunteer-, and client-service entities.

### **Detailed Finding 33**

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Other environments, such as other legal aid programs and governmental and social service organizations, should be able to easily integrate LiveHelp.

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There have been no “deal-breaker” barriers to implementation of LiveHelp technology into the test legal aid environments.

The main issues that have emerged have been:

- Marketing and outreach. It takes time for volume to build up. Every integration should include a detailed marketing plan that should be monitored and assessed.
- Comprehensiveness of materials. Websites are far less comprehensive than they should be, and there is need for ongoing work in this area.
- Need for development of canned responses. These canned responses speed the operation of the site, increase the confidence of specialists, and feed back into the overall quality of the underlying Web site.
- Confidence and support for Web site specialists. These specialists need their own training, and support. Use of instant messaging has proved helpful.
- Project management support (policy development and compliance, and supervision of specialists). These projects do not run themselves

#### **A LiveHelp Story: Understanding Custody Proceedings**

A visitor to MontanaLawHelp.org contacted LiveHelp with this request, “I want to know what is going to go on in court when I file for custody.” The MontanaLawHelp.org website specialist sent the visitor a link to a resource on MontanaLawHelp.org that gives an introduction to custody proceedings and explained that in Montana, “custody” is referred to as “parenting.” The specialist directed the visitor to the specific section of the resource that deals with parenting, and told her he would look for information on what will go on in the courtroom during a parenting proceeding. The specialist then sent the visitor a link to the Montana Courts website information on custody, and noted that the site also lists several books that deal with parenting issues. The specialist also sent the visitor a link to a MontanaLawHelp.org FAQ on parenting plans. The visitor thanked the specialist, and when the specialist asked “Can I help you with anything else?” the visitor replied, “so far so good.”

### **Detailed Finding 34**

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With respect to the legal aid and access to justice communities, there is already substantial enthusiasm for rapid replication into a number of states and environments.

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The second phase of the project is already including Georgia and Louisiana. Arkansas, and Utah are among states expressing interest. The I-CAN Earned Income Tax Credit program has also expressed strong interest in integrating chat assistance for 2008.

Moreover, at presentations and conferences, there is always a great deal of interest in the project. The skepticism that some expressed initially has largely disappeared.

### **Detailed Finding 35**

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It is particularly encouraging that the programs involved in the LiveHelp pilot project are also developing the project with attention to using methods that will make it easier to replicate.

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Specifically, MLSA and ILA are:

- creating marketing and training materials and resources that can easily be modified by other programs to show how to recruit and train volunteers;
- posting materials on LSTech.org and SelfHelpSupport.org; and
- designing branding materials so that they can be used by the entire legal aid community without modification.

They are also working with Pro Bono Net so that canned chats can easily be transferred to a new state or entity for editing and customization. This will be a very significant cost and time saver and allow for faster uptake.

### **Detailed Finding 36**

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There will be significant advantages in using a replication support system that offers centralized support, common resources, and bargaining power with ASP providers.

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As with many areas of technology innovation, it is becoming every more clear that fragmented development and implementation are neither cost-effective, nor speedy. Experience with LiveHelp has shown the value of focused national leadership, working in close partnership with field innovators, to test, implement, and expand an important new component of the delivery system.

If this approach were to be abandoned, there would be both a slowdown in adoption, and an increased cost to each deployment. There are savings in materials development, in ASP contract costs, and in overall management. Most important, there would be a loss of leadership.

### **Implications of Conclusion Eight**

It may well be time to start more comprehensive analysis and testing of the LiveHelp idea in different contexts. Some of these will be facilitated by the new TIG grant.

Particularly interesting will be the planned work with document assembly. While there are certain technical matters still being resolved, LiveHelp has the potential to make an even greater difference with document assembly than it does with Web sites generally. It appears that document assembly users are prone to get to a “dead end” and that appropriate LiveHelp support may get them moving again with very small time commitments. Therefore, this use of LiveHelp would be very cost effective in making sure that a whole component of the access system is fully used.

Similarly, the planned inter-jurisdiction and pro bono applications will provide additional experience in deploying LiveHelp to maximize the utility of new and existing components of the delivery system.

## ***H. Question Nine – To what extent does LiveHelp improve Web site visitor satisfaction?***

### **Conclusion Nine**

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

### **Detailed Finding 37**

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LiveHelp use produces higher service satisfaction levels than regular Web site use.

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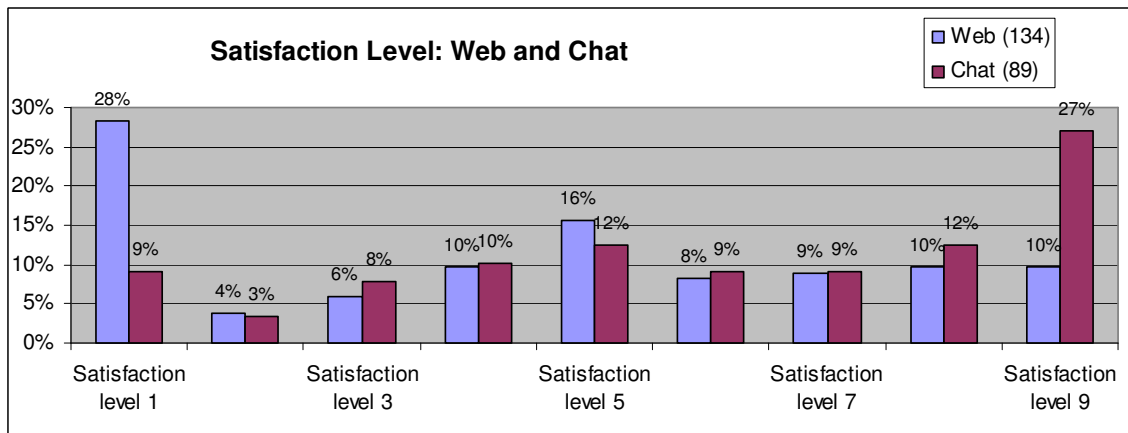
Figure 26 and Figure 26 tell the story. The first shows a comparison of the nine possible satisfaction levels, while the second clusters those responses into three groupings.<sup>25</sup>

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<sup>25</sup> It should be noted that the Web site respondents were asked about satisfaction with the “information you received”, while for technical reasons in the initial period of data gathering the LiveHelp users were asked variously about the “service,” the “online service,” or the “information.” This *may* have driven up chat users relative satisfaction ratings on some of the early scoring. The questions were standardized for the second period of data gathering.

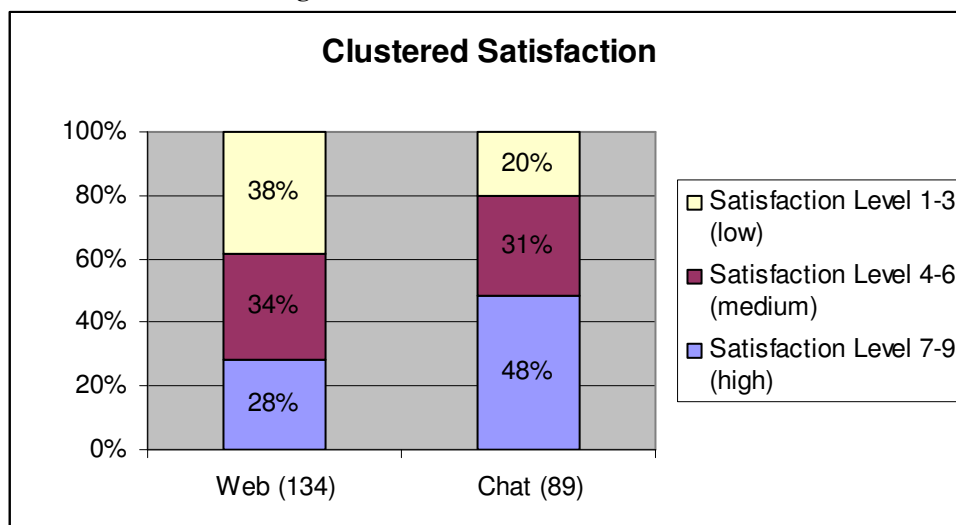
Moreover, in the same initial data gathering period, the choices on the LiveHelp satisfaction survey were ordered from 9 to 1. In other words, the *first* option users were given on the list was to show 9 *most* satisfied, and the *last* on the list was 1 for *least* satisfied, and the reverse was the case for Web site survey respondents. There is a risk that some of the least satisfied might have checked the top of the list. The number was listed alone, without a description, potentially increasing this risk. The presentation order was also standardized in the second period of data gathering.

**Figure 25: User Satisfaction Comparison**



The above chart shows a dramatic decline in the lowest “1” score and an increase in “9” the highest score. This has a high less of statistical significance.<sup>26</sup>

**Figure 26: Clustered User Satisfaction**



The clustered breakdown below shows the highest satisfaction cluster moving from 28 percent to 48 percent and the lowest from 38 percent to 20 percent. The surveys suggest that the chats produce a very dramatic increase in those feeling the maximum possible satisfaction, not unlikely given the personal attention given.

## Implications of Conclusion Nine

There can be little doubt that LiveHelp is helpful and increases satisfaction.

What is needed is better understanding of the relatively low level of satisfaction of those completing Web site user surveys and how that can be ameliorated. In particular, we need to

<sup>26</sup> p less than 0.001.

know if the problem is content, the organization of content, the comprehensibility of the content, or a deeper lack of confidence that even with the best content people will not be able to protect their rights. Each of these possible explanations would lead to a different strategy. Whichever combination of explanations turns out to be correct, LiveHelp will assist in supporting the solution by providing a better picture of needs to managers, and by building a close link between the delivery system and those served.

## V. Conclusion

The LiveHelp pilot project is strongly confirming the initial hypothesis that LiveHelp will enhance the utility of access-to-justice Web sites for the target low- and middle-income populations. The service is assisting individuals who would not otherwise receive help, and it appears to be doing so in a cost effective way. Chat services reach the general legal aid population and they make it significantly easier for that population to use technology services. As they gain experience, and as the underlying services are enhanced, those users will in the future be able to access those services without chat support, thereby increasing the long term accessibility and cost effectiveness of the system

Thus every indication is that continued and expanded deployment of the innovation will provide additional access to justice for those who face barriers.

The main issue to be resolve is how to find ways to provide services at low marginal cost. If chat services become scarce, the way attorney and hotline services have become scarce, then the access to justice community will be back in the dead end it has suffered for the last thirty years. Rather, the community must grasp this opportunity to add a cost effective component and move towards 100% access.

With the increasing interest of a number of states, and the potential to integrate the capacity into other tech-driven delivery system components, such as document assembly and Earned Income Tax programs, it is becoming clear that the access-to-justice community is coming to appreciate the advantages of this addition to the delivery system, and that its adoption will accelerate.

### A LiveHelp Story: The Lemon

Thirty minutes after a single mother purchased a used car with her income tax refund, the car stopped running. The seller refused to send a tow truck, to repair the car or to refund the money the woman paid for the car.

The woman's sister went online to the Iowa Legal Aid Web site and sent a request for help using the LiveHelp chat feature. The LiveHelp specialist at Iowa Legal Aid explained to the sister that Iowa Legal Aid cannot give legal advice in LiveHelp chat, but offered to help the sister find information. The sister thanked the LiveHelp specialist and said, "yes, anything will help we are desperate."

The Iowa Legal Aid LiveHelp specialist sent the sister the page on the Iowa Legal Aid Web site that helps visitors find the local Iowa Legal Aid office or intake phone number and said the woman who bought the car should call Iowa Legal Aid for help with her problem. The specialist also sent the sister the number of the Iowa Bar Association Lawyer Referral Service in case the buyer of the car was not low income.

# Attachment I: Summary of LiveHelp Chats

**August 2006-January 2007**  
**Partial Listing in Chronological Order**

| <b>Problem/Help Sought</b>                                                        | <b>Help Given</b>                                                                                                                              | <b>Notes</b>                                                                                                                          |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| If bank forecloses on loan, how will it impact father's Title 19 eligibility      | Referred to Elder Line                                                                                                                         | Visitor was also referred to Nursing Home & Long Term Care resources on <a href="http://IowaLegalAid.org">IowaLegalAid.org</a>        |
| Can you move forward on a divorce without money                                   | Referred to hotline                                                                                                                            |                                                                                                                                       |
| Is it worth evicting a tenant when they are leaving at the end of the month       | Referred to MLSA                                                                                                                               | Web site specialist also sent visitor link to landlord-tenant law on <a href="http://www.montanacourts.org">www.montanacourts.org</a> |
| How to respond to proposed parenting plan when not enough money                   | Referred to MLSA                                                                                                                               |                                                                                                                                       |
| Can bank take out all money when receives garnishment                             | Referred to MLSA                                                                                                                               |                                                                                                                                       |
| How to get 3 day eviction papers                                                  | Sent to court forms webpage and relevant resource <a href="http://IowaLegalAid.org">IowaLegalAid.org</a>                                       |                                                                                                                                       |
| How can I terminate parental rights of incarcerated father                        | Sent link to forms for filing parenting plan on court site and related resources on <a href="http://MontanaLawHelp.org">MontanaLawHelp.org</a> | Also provided with MLSA HelpLine number                                                                                               |
| Can stepparent adopt                                                              | Sent to forms and referred to MLSA                                                                                                             |                                                                                                                                       |
| Wants dissolution forms                                                           | Sent to packet of forms on Court site                                                                                                          | Also provided with application for fee waiver from <a href="http://MontanaLawHelp.org">MontanaLawHelp.org</a>                         |
| Can summary dissolution be used if wife out of state                              | Sent to Summary Dissolution of Marriage manual on court site                                                                                   |                                                                                                                                       |
| Can insurance company take away license for failing to pay to fix car in accident | Sent related resources on Montana Department of Justice website                                                                                | Also provided with contact information for MLSA HelpLine and other referrals                                                          |
| Can I stop non-court garnishment                                                  | Unable to send specific form, sent referrals list                                                                                              |                                                                                                                                       |
| Trying to move Louisiana crime investigation                                      | Referral to Louisiana Coalition Against Domestic Violence                                                                                      | Montana Web site specialist research and provided contact information for Coalition                                                   |
| Helping person at courthouse on car title transfer                                | General rules given                                                                                                                            | MLSA staff member used LiveHelp from courthouse to seek information on behalf of someone                                              |
| How to answer a summons                                                           | General info in MT code                                                                                                                        |                                                                                                                                       |
| Get guardianship of niece over opposition                                         | Referred to Guardianship resources on <a href="http://MontanaLawHelp.org">MontanaLawHelp.org</a> and forms packet on court site                |                                                                                                                                       |
| Form for phone appearance                                                         | Sent general form and dissolution pack                                                                                                         |                                                                                                                                       |

|                                                                      |                                                                                       |                                                                                                                                                          |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Person summoned to AZ for case. Must they go.                        | Told need attorney. Send LRIS information.                                            |                                                                                                                                                          |
| Is a job offer legit                                                 | Sent to Better Business Bureau                                                        |                                                                                                                                                          |
| Child broke wrist in apt stairs                                      | Sent Montana government statement on tenant rights and referral list.                 |                                                                                                                                                          |
| Adoption question                                                    | Referred to state law site                                                            |                                                                                                                                                          |
| Driving with suspended license, did not know                         | Sent Montana DMV info, says that has right to hearing                                 |                                                                                                                                                          |
| Harassment by law officer                                            | Referral list                                                                         |                                                                                                                                                          |
| Contempt in divorce                                                  | Provided with form and possible referral to IA legal aid                              |                                                                                                                                                          |
| Moving out of state with kid                                         | Directed to IowaLegalAid.org resources                                                |                                                                                                                                                          |
| Permanent residence for child without husband being involved         | MLSA referral information.                                                            |                                                                                                                                                          |
| Temp custody to grandmother, mom in jail                             | Directed to set of custody resources on IowaLegalAid.org                              |                                                                                                                                                          |
| Joint purchase of house, not married, loan name only one, can I sell | Sent referral information                                                             | Referrals included contact information for Iowa Legal Aid and Lawyer Referral Service.                                                                   |
| Wants pro bono or legal aid attorney                                 | Referral to MLSA                                                                      | Sent Helpline number.                                                                                                                                    |
| Lawyer for custody, possible DV situation                            | Sent custody resources and referral listings                                          | Referrals included the Montana Coalition Against Domestic Violence, the Lawyer Referral Services, and MLSA                                               |
| Legal to live with spouse and get divorce (confused)                 | Sent to general IowaLegalAid.org resources on divorce and referral information        |                                                                                                                                                          |
| Wants sample forms                                                   | Directed to sample forms on Montana law library and state court site                  |                                                                                                                                                          |
| Form for filing fee waiver                                           | Sent form from MontanaLawHelp.org.                                                    |                                                                                                                                                          |
| Hotel damage question                                                | Referral, but visitor has limited timeframe, says may have to talk to lawyer          |                                                                                                                                                          |
| US recognition of out of US adoption                                 | Cannot find, referred to MLSA, the State Law Library and the Lawyer Referral Services |                                                                                                                                                          |
| Joint custody and EITC                                               | Send summary of EITC from MontanaLawHelp.org and related resources                    | Also referred to EITC information on IRS site. Visitor initiated another chat 20 minutes later to ask follow up questions and seek additional resources. |
| Daughter, pregnant, problems with new house                          | Referred to Montana Public Interest Research Group landlord-tenant hotline.           | Also provided with MLSA Hotline number.                                                                                                                  |
| Do I need a Montana lawyer to get divorce                            | Referred to "Dissolution of Marriage" FAQ on MontanaLawHelp.org                       |                                                                                                                                                          |
| Dissolution of Marriage forms                                        | Sent relevant forms from court website.                                               | Also provided with filing fee waiver application from MontanaLawHelp.org                                                                                 |

|                                                          |                                                                                                                     |                                                                                                    |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Is St. Lucia marriage valid                              | Sent to State Department Site on foreign marriages                                                                  |                                                                                                    |
| Can landlord charge \$45 for labor for fixing problem    | Referred to book on renter's rights available in public libraries                                                   |                                                                                                    |
| Iowa Legal Aid books and eviction forms                  | Sent order listing, general IA legal aid referral                                                                   |                                                                                                    |
| How to prove answer sent to plaintiff in credit case     | Instructed to get notarized answer form and send by certified mail                                                  | Also referred to MLSA HelpLine because of deadline and sent fee waiver application.                |
| Get sole custody                                         | Directed to parenting and custody resources on MontanaLawHelp.org and materials on court site                       |                                                                                                    |
| Going fee for conservator                                | Do not know, sorry                                                                                                  |                                                                                                    |
| Dog bit                                                  | Directed to small claims forms on courts website                                                                    | Visitor may need an attorney. Was also referred to MLSA HelpLine and the Lawyer Referral Service.  |
| Lemon car                                                | Referred to information on lemon laws and consumer issues on IowaLegalAid.org.                                      | Visitor also asked for attorney information. Was referred to hotline and Lawyer Referral Services. |
| Divorce any different if in armed forces                 | Referred to forms on court site and HelpLine                                                                        |                                                                                                    |
| Continuance to get meeting with lawyer on parenting plan | Provided with continuance form and referral to HelpLine                                                             |                                                                                                    |
| Seeking attorney for civil suit                          | Referred to HelpLine and LRIS.                                                                                      |                                                                                                    |
| Quit claim form                                          | Directed to website with forms                                                                                      |                                                                                                    |
| Vacating a weapons disqualification                      | Provided contact information for sheriff's office in county of residence                                            |                                                                                                    |
| Changing the name of a minor                             | Provided government website with information about minor name changes                                               |                                                                                                    |
| Status of e-filed tax forms                              | Navigator offered to call I-CAN on user's behalf to find out if forms were filed                                    |                                                                                                    |
| Extending order of protection                            | Advised to call HelpLine to complete application. Also provided information for Coalition Against Domestic Violence |                                                                                                    |
| Enforcing covenant about mobile homes on property        | Referred to HelpLine, LRIS and Montana PIRG.                                                                        | Also provided relevant section of code.                                                            |
| Obtaining provisional drivers license                    | Referred to District Clerk and LRIS.                                                                                |                                                                                                    |
| Divorce in domestic violence case                        | Directed to IowaLegalAid.org resources on dissolution and referral information                                      |                                                                                                    |
| Finding tax form                                         | Visitor found it on their own during chat                                                                           |                                                                                                    |
| Attorney in criminal case                                | Advised MLSA does not assist in criminal matters. Referred to LRIS and public defender's office                     |                                                                                                    |
| Status of e-filed tax forms                              | Provided contact information for                                                                                    |                                                                                                    |

|                                                          |                                                                                            |                                                                                                          |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
|                                                          | I-CAN                                                                                      |                                                                                                          |
| Renter has not paid in three months                      | Directed to relevant resources on MontanaLawHelp.org, Montana PIRG and relevant code.      |                                                                                                          |
| Status of e-filed tax forms                              | Provided contact information for I-CAN                                                     |                                                                                                          |
| How to find out if previous years state taxes were filed | Advised on how to inquire and provided contact information for state Department of Revenue |                                                                                                          |
| New job's impact on child support payments               | Provided contact information for relevant government agency and MLSA HelpLine              |                                                                                                          |
| Dependent tax credit                                     | Directed to resource on dependent tax exemptions on MontanaLawHelp.org                     |                                                                                                          |
| Affidavit publication form                               | Provided link to form on court site                                                        | User was in a public library. Re-initiated chat several minutes later to request additional information. |
| Court clerk checking out LiveHelp                        |                                                                                            | Clerk wanted to test how LiveHelp works before starting to refer people to it.                           |
| Information about bankruptcy versus debt settlement      | Directed to resources on MontanaLawHelp.org, HelpLine and MLSA bankruptcy clinic.          |                                                                                                          |
| Assistance with e-filing through I-CAN                   | Took user's contact information. ICAN E-File specialist will contact them                  |                                                                                                          |
| Seeking small estate closing statement                   | Directed to form on court site                                                             |                                                                                                          |
| Definition of open-ended case                            | Criminal matter; referred to Public Defender's office                                      |                                                                                                          |
| Affidavit of indigency                                   | Provided link to form                                                                      |                                                                                                          |

## Attachment II: Sample LiveHelp Chat Transcripts

Below is a small selection of transcripts from LiveHelp chats. Note: Some of the text below is “canned” text that is automatically formatted when sent to LiveHelp users through the chat box. For example, any URLs will display as live links in the chat box. In addition, some of the URLs are formatted as hyperlinked text that the visitor can click on to open the web page.

| Key to Transcripts        |                                                                                                                                                                                                                     |
|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2006-04-04T18:05:57+00:00 | The date and time that the chat took place                                                                                                                                                                          |
| Info                      | Pre-set chat messages automatically sent by LiveHelp                                                                                                                                                                |
| Specialist                | Iowa Legal Aid or Montana Legal Services Association LiveHelp navigator. Navigator names have been anonymized for the purposes of this report, but the navigator’s first name would display to the website visitor. |
| Visitor                   | MontanaLawHelp.org or IowaLegalAid.org website visitor                                                                                                                                                              |

### Sample Transcript 1

2006-10-04T15:19:22+00:00 info: Please wait for a site specialist to respond.

2006-10-04T15:19:32+00:00 info: You are now chatting with 'Specialist'

2006-10-04T15:19:37+00:00 Specialist: 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?

2006-10-04T15:19:54+00:00 Visitor: Yes, ma'am...

2006-10-04T15:20:01+00:00 Specialist: How may I help you?

2006-10-04T15:20:21+00:00 Visitor: Specialist., where might I go via the internet to find Montana state legal documents?

2006-10-04T15:20:33+00:00 Specialist: What types of documents?

2006-10-04T15:21:14+00:00 Visitor: I am looking for documents that would help me file an amendment to an existing parenting plan.

2006-10-04T15:21:25+00:00 Specialist: One moment please.

2006-10-04T15:22:42+00:00 Specialist: Forms are available here: <http://cu.imt.net/~choward/prod01.htm>

2006-10-04T15:22:56+00:00 Specialist: Can I help you with anything else?

2006-10-04T15:23:25+00:00 Visitor: No thank you, that will get me started. Thank you for your help.

2006-10-04T15:23:36+00:00 Specialist: Thank you for contacting MontanaLawHelp.org LiveHelp. As I said before, I could help you find information about the law and legal rights. I couldn't give you any legal advice or tell you what to do. Contact MontanaLawHelp.org LiveHelp again if you need more help. You may also call these organizations for more help. The Montana Legal Services Association (MLSA) provides free civil legal assistance to low-income people. Call the MLSA HelpLine at 1-800-666-6899 for an application. The Lawyer Referral and Information Services (LRIS) can help 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.

## **Sample Transcript 2**

2006-10-13T20:23:17+00:00 info: Please wait for a site operator to respond.

2006-10-13T20:25:17+00:00 info: All operators are currently assisting others. Thanks for your patience. An operator will be with you shortly.

2006-10-13T20:26:44+00:00 info: You are now chatting with 'Specialist'

2006-10-13T20:26:48+00:00 Specialist: How may I help you? You may type your questions to me in the box at the bottom of the chat window.

2006-10-13T20:27:03+00:00 Visitor: going to court for a modification in child support, can i petition the court then for a visitation order? if yes when does it need to be done, is there forms at the clerk of courts I may use?

2006-10-13T20:27:25+00:00 Specialist: Just a moment while I find that information.

2006-10-13T20:29:34+00:00 Specialist: I can't give you specific legal advice, but I can send you an article that may help you.

2006-10-13T20:29:48+00:00 Specialist: [Link to How to Change a Child Support Order resource on IowaLegalAid.org]

2006-10-13T20:30:20+00:00 Visitor: thank you so much, i'll try your link.

2006-10-13T20:32:15+00:00 Specialist: If you need specific legal advice and you are low income, you may want to contact the Iowa Legal Aid office in your county.

2006-10-13T20:32:42+00:00 Specialist: You may find the office that serves your county on this page: [Link to Iowa Legal Aid directory searchable by county on IowaLegalAid.org]

2006-10-13T20:35:18+00:00 Visitor: Actually we are very low income and we are trying to get mediation services, but i dont think the x is going to agree to anything not only am i no longer aloud to see my children as of wed. i may not even talk on the phone with them, my plan is to try mediation if she refuses then during the modification of csupport ask for visitation order thanks so much for all your help

### **Sample Transcript 3**

2006-10-19T19:40:05+00:00 info: Please wait for a site operator to respond.

2006-10-19T19:40:19+00:00 info: You are now chatting with 'Specialist'

2006-10-19T19:40:27+00:00 Specialist: How may I help you? You may type your questions to me in the box at the bottom of the chat window.

2006-10-19T19:43:02+00:00 Visitor: My husband has been disabled since 02 and we have been on title 19 and medicare. One minute we have title 19 for him and the next we do not. I think we have it for him now but i'm not sure. we have received bills from the hospital and now how do we pay for them with our little income? According to your site there is no legal aid in my area or surrounding area

2006-10-19T19:43:57+00:00 Specialist: Iowa Legal Aid covers the entire state of Iowa. Where do you live?

2006-10-19T19:44:12+00:00 Visitor: Kossuth County

2006-10-19T19:45:43+00:00 Visitor: I have called the 800 number but they are there only from 9-1 and I work from 8-1 so what do I do?

2006-10-19T19:47:05+00:00 Specialist: Your area is served by our office in Mason City. You can call it at 800-392-0021 and maybe they can help you with whatever problems you are having with Title 19. They should answer the telephone between 9 and 5. Tell them you can only call in the afternoon.

2006-10-19T19:48:36+00:00 Visitor: I tried calling before i got on the web and those are the hours i got were 9- noon or 1

2006-10-19T19:50:57+00:00 Specialist: I just tried calling. They say the hours are 9 to 1, but go on to say that if it is an emergency, to remain on the line. Since you can only call in the afternoon, you should remain on the line and somebody will answer.

2006-10-19T19:51:42+00:00 Visitor: Thanks for your help and i'll give it a try

2006-10-19T19:52:07+00:00 Specialist: Good luck. Goodbye

### **Sample Transcript 4**

2006-12-05T22:22:51+00:00 info: Please wait for a site specialist to respond.

2006-12-05T22:22:57+00:00 info: You are now chatting with 'Specialist'

2006-12-05T22:23:18+00:00 Specialist: 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?

2006-12-05T22:24:39+00:00 Visitor: I have a court date to 'show cause' for custody of my 8 yr old son, what can I do to prepare to keep my son?

2006-12-05T22:25:27+00:00 Specialist: Please answer the question above before I can help you

2006-12-05T22:25:43+00:00 Visitor: yes it is OK

2006-12-05T22:25:49+00:00 Specialist: thank you

2006-12-05T22:25:54+00:00 Visitor: yw

2006-12-05T22:26:37+00:00 Specialist: 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.

2006-12-05T22:26:47+00:00 Visitor: ok

2006-12-05T22:28:17+00:00 Specialist: I am still looking for information. I will be with you shortly.

2006-12-05T22:28:25+00:00 Visitor: ok

2006-12-05T22:28:54+00:00 Specialist: [Link to Parenting Plans FAQ on MontanaLawHelp.org]

2006-12-05T22:28:57+00:00 Specialist: This site should have some information which can help you

2006-12-05T22:29:11+00:00 Visitor: ok thank you

2006-12-05T22:29:46+00:00 Specialist: Family Law [Link to Introduction to Family Law resource on MontanaLawHelp.org]

2006-12-05T22:29:51+00:00 Specialist: that should help you as well

2006-12-05T22:30:08+00:00 Visitor: ok will search 'em out ty

2006-12-05T22:30:40+00:00 Specialist: Are there any other questions I can help you with?

2006-12-05T22:30:55+00:00 Visitor: not at this tim ty...

2006-12-05T22:31:42+00:00 Specialist: Thank you, have a nice day

2006-12-05T22:31:50+00:00 Visitor: u 2

2006-12-05T22:32:16+00:00 info: Your chat session was ended by the site specialist.

### **Sample Transcript 5**

2006-12-14T21:24:13+00:00 info: Please wait for a site operator to respond.

2006-12-14T21:24:20+00:00 info: You are now chatting with 'Specialist'

2006-12-14T21:24:26+00:00 Specialist: How may I help you? You may type your questions to me in the box at the bottom of the chat window.

2006-12-14T21:24:34+00:00 Specialist: By the way, we will be asking you to take a survey at the end of our chat. Please fill in the survey to help us.

2006-12-14T21:27:03+00:00 Specialist: May I help you?

2006-12-14T21:27:08+00:00 Visitor: My name is [name] and I currently share joint custody of my 11 year old daughter with her father. We live 4 hours apart driving distance one way. We have court ordered visitation guidelines that we are "supposed" to follow.

2006-12-14T21:27:24+00:00 Specialist: I cannot give legal advice but I will try to find information that may help you. Is that ok?

2006-12-14T21:29:57+00:00 Visitor: I am supposed to get her every other weekend and holidays too plus 4 weeks during the summer I have only see her every 6-8 weeks and I have been to see a attorney already. She says I have a solid case and wants to go ahead and serve him with contempt papers

2006-12-14T21:30:41+00:00 Visitor: but I cannot afford to pay lawyers fees.

2006-12-14T21:30:43+00:00 Specialist: Click here to find articles on custody and visitation. [Link to Custody and Visitation section of IowaLegalAid.org]

2006-12-14T21:30:52+00:00 Specialist: As I mentioned, we cannot give legal advice or answer specific legal questions.

2006-12-14T21:31:02+00:00 Specialist: To contact Iowa Legal Aid to see if they can help you, you may find the office that serves your county on this page: [link to Iowa Legal Aid office listings on IowaLegalAid.org]

2006-12-14T21:31:57+00:00 Visitor: What I am asking is where can I turn for help to proceed financially as far as legal help

2006-12-14T21:32:51+00:00 Specialist: Iowa Legal Aid cannot accept all cases, but to see if they can help with your problem, you will need to call the office that serves your county.

2006-12-14T21:33:11+00:00 Specialist: [Link to Iowa Legal Aid directory searchable by county on IowaLegalAid.org]

2006-12-14T21:33:12+00:00 Visitor: thank you

2006-12-14T21:33:26+00:00 Specialist: You are welcome.

2006-12-14T21:36:05+00:00 Visitor: oh and one more question... I live in [county] and he lives in [county] which should I contact

2006-12-14T21:36:43+00:00 Visitor: [county] or [county]

2006-12-14T21:37:13+00:00 Specialist: Contact the office in [county] where you live.

2006-12-14T21:37:28+00:00 Visitor: thank you haded a good evening

## Sample Transcript 6

2006-12-26T22:15:44+00:00 info: Please wait for a site specialist to respond.

2006-12-26T22:16:00+00:00 info: You are now chatting with 'Specialist'

2006-12-26T22:16:05+00:00 Specialist: 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?

2006-12-26T22:16:19+00:00 Visitor: Yes

2006-12-26T22:16:30+00:00 Specialist: Thanks, what can I help you with today?

2006-12-26T22:17:17+00:00 Visitor: I need to obtain dissolution of marriage forms. Property has been divided and there are no children.

2006-12-26T22:17:40+00:00 Specialist: okay, I'll pull those up for you right now

2006-12-26T22:17:53+00:00 Visitor: thanks

2006-12-26T22:18:45+00:00 Specialist: Dissolution Forms [[Link to dissolution forms on Montana Courts website](#)]

2006-12-26T22:19:01+00:00 Specialist: That should be all you need, along with instructions, to file in district court in Montana

2006-12-26T22:19:16+00:00 Visitor: ok

2006-12-26T22:19:25+00:00 Specialist: Do you know which district you are in?

2006-12-26T22:19:28+00:00 Specialist: (which county)

2006-12-26T22:19:47+00:00 Visitor: flathead county

2006-12-26T22:20:22+00:00 Specialist: Filing Fee Waiver [[Link to filing fee waiver form on MontanaLawHelp.org](#)]

2006-12-26T22:20:33+00:00 Specialist: you can also fill out that form to attempt to waive your filing fees

2006-12-26T22:20:53+00:00 Visitor: thanks

2006-12-26T22:20:59+00:00 Specialist: Is there anything else I can help you with?

2006-12-26T22:22:03+00:00 Specialist: If you have the time, please fill out the survey which will pop up when our chat is terminated

2006-12-26T22:22:48+00:00 Visitor: that is all thank you

2006-12-26T22:23:02+00:00 Specialist: Have a great day

2006-12-26T22:23:09+00:00 info: Your chat session was ended by the site specialist.

### **Sample Transcript 7**

2007-01-03T21:40:15+00:00 info: Please wait for a site specialist to respond.

2007-01-03T21:40:38+00:00 info: You are now chatting with 'Specialist'

2007-01-03T21:40:48+00:00 Specialist: 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?

2007-01-03T21:43:27+00:00 Visitor: My husband just left and I need get all the information I can about what I need to insure I keep my home. Can I get finacial help and if so what paper do I need. He says I can keep the house if he pays no child support, is it possible to get public assitance with no child support.

2007-01-03T21:43:30+00:00 Specialist: Are you okay with the above information? I can't help you if you don't answer.

2007-01-03T21:43:46+00:00 Visitor: yes sorry I was typing

2007-01-03T21:44:17+00:00 Specialist: That's fine. Please wait while I try to find the information you need.

2007-01-03T21:46:46+00:00 Specialist: [http://www.govbenefits.gov/govbenefits\\_en.portal](http://www.govbenefits.gov/govbenefits_en.portal)

2007-01-03T21:47:07+00:00 Specialist: That link may give you information about what types of benefits you can get. Please hold on while I find more information.

2007-01-03T21:48:30+00:00 Specialist: This link may help you to know what Montana benefits you can get:

2007-01-03T21:48:30+00:00 Specialist:  
<http://www.dphhs.mt.gov/programsservices/publicassistanceprograms.shtml>

2007-01-03T21:49:21+00:00 Visitor: ok just a minute I am looking for it to make sure it works

2007-01-03T21:50:52+00:00 Specialist: Thank you for waiting. I'll be with you in just a moment.

2007-01-03T21:52:39+00:00 Specialist: I am not able to find any further information for you. But I will provide you with a list of programs you can call for more information.

2007-01-03T21:52:51+00:00 Specialist: You can call these organizations for more help. The Montana Legal Services Association (MLSA) provides free civil legal assistance to low-income people. Call the MLSA HelpLine at 1-800-666-6899 for an application. The Lawyer Referral and Information Services (LRIS) can help 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>.

2007-01-03T21:52:56+00:00 Visitor: ok thank you

2007-01-03T21:53:08+00:00 Specialist: Did the links work for you?

2007-01-03T21:54:01+00:00 Visitor: yes but I can't find the information. I need to know if I can get help while I wait for the seperation paper or the divorce paper

2007-01-03T21:54:44+00:00 Specialist: Hold on one moment; maybe I can find a specific number for you to call regarding public assistance.

2007-01-03T21:56:34+00:00 Specialist: Try this for more information about Temporary Assistance to Needy Families [Link to TANF resource on Montana Department of Health and Human Services Web site]

2007-01-03T21:56:46+00:00 Visitor: thank you. Will he have to pay half of the bills I pay now that are owed from the time he was living at the house. We are behind on a few things and I need to pay them

2007-01-03T21:58:09+00:00 Specialist: I do not know but I will give you a link to information about separation and divorce. In the meantime, this is a link to the offices where you would apply for financial help:

2007-01-03T21:58:16+00:00 Specialist:  
<http://www.dphhs.mt.gov/contactus/humancommunityservices.shtml>

2007-01-03T21:58:29+00:00 Visitor: The new information you gave me for neey families won't come up

2007-01-03T21:58:50+00:00 Specialist: Hmmm, let me try again.

2007-01-03T21:59:28+00:00 Specialist: TANF information [Link to TANF resource on Montana Department of Health and Human Services Web site]

2007-01-03T21:59:36+00:00 Specialist: Try that and let me know if it works.

2007-01-03T22:01:17+00:00 Visitor: no it won't let me get into it

2007-01-03T22:01:58+00:00 Specialist: Okay, let me find a phone number for you to call to ask for that information. Do you mind telling me what county you live in?

2007-01-03T22:02:13+00:00 Visitor: missoula

2007-01-03T22:02:23+00:00 Specialist: Alright, one moment please.

2007-01-03T22:04:29+00:00 Specialist: The Office of Public Assistance phone number for Missoula is: (406) 329-1200. They should be able to tell you about public assistance and if you can get it without child support.

2007-01-03T22:05:21+00:00 Visitor: thank you

2007-01-03T22:05:28+00:00 Specialist: This is information about separation and dissolution (divorce):

2007-01-03T22:05:40+00:00 Specialist: Intro to Family Law [Link to Introduction to Family Law resource on MontanaLawHelp.org]

2007-01-03T22:06:45+00:00 Specialist: This is information about parenting plans for children:

2007-01-03T22:07:31+00:00 Specialist: Parenting Plans [Link to Parenting Plans resource on MontanaLawHelp.org]

2007-01-03T22:09:13+00:00 Specialist: Is there anything else I can help you with now?

2007-01-03T22:10:16+00:00 Visitor: no I am looking a the information thank you Iwill try later if need be THANK YOU you gave me alot of information

2007-01-03T22:10:55+00:00 Specialist: You are very welcome. Please don't hesitate to click on LiveHelp again if you need more information.

2007-01-03T22:11:06+00:00 Specialist: Thank you for contacting MontanaLawHelp.org LiveHelp. Thank you for contacting MontanaLawHelp.org LiveHelp. As I said before, I could help you find information about the law and legal rights. I couldn't give you any legal advice or tell you what to do. Contact MontanaLawHelp.org LiveHelp again if you need more help. You may also call these organizations for more help. The Montana Legal Services Association (MLSA) provides free civil legal assistance to low-income people. Call the MLSA HelpLine at 1-800-666-6899 for an application. The Lawyer Referral and Information Services (LRIS) can help 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.

2007-01-03T22:11:18+00:00 Visitor: Thanks again good BYE

2007-01-03T22:11:46+00:00 info: Your chat session has ended.

### **Sample Transcript 8**

2007-01-04T23:02:29+00:00 info: Please wait for a site specialist to respond.

2007-01-04T23:02:36+00:00 info: You are now chatting with 'Specialist'

2007-01-04T23:02:42+00:00 Specialist: 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?

2007-01-04T23:03:09+00:00 Visitor: yes

2007-01-04T23:03:17+00:00 Specialist: what can i help you with?

2007-01-04T23:05:05+00:00 Visitor: I received a summons that I have to "answer" to both the plaintiff and the court, how do I send my answer to the plaintiff and prove it to the court when I file the answer with them

2007-01-04T23:06:03+00:00 Specialist: you will have to get a notarized answer form written up, and you can also get certified mail with return receipts

2007-01-04T23:06:08+00:00 Specialist: what kind of action is this summons for?

2007-01-04T23:09:36+00:00 Visitor: I have a credit card that wants payment in full but I am working with a debt settlement to settle my credit problems because the payments were making it very hard to live. can I just send a certified letter?

2007-01-04T23:10:50+00:00 Specialist: it depends on the terms of the summons sent to you, but certified mail is an option

2007-01-04T23:10:54+00:00 Specialist: do you live in montana?

2007-01-04T23:11:09+00:00 Visitor: yes

2007-01-04T23:11:27+00:00 Specialist: you might consider applying for help from montana legal services association

2007-01-04T23:11:37+00:00 Specialist: if you are eligible, they can give you advice or representation for free

2007-01-04T23:11:54+00:00 Specialist: their HelpLine number is 1(800) 666-6899

2007-01-04T23:14:42+00:00 Visitor: I have only 11 more days to Answer and I am finding it difficult to come up with the 70 dollar filing fee, I am afraid of what might happen if I can't do it on time. So do you think a certified letter to the plaintiff will be enough for the courts or should I call that help line and ask them these question?

2007-01-04T23:15:58+00:00 Specialist: here: [Link to resources on filing fee waivers on MontanaLawHelp.org]

2007-01-04T23:16:00+00:00 Specialist: I think you should call the help line. You can also download a waiver for court filing fees

2007-01-04T23:16:17+00:00 Specialist: at the link above

2007-01-04T23:17:17+00:00 Visitor: Thank You Very, Very much!

2007-01-04T23:17:32+00:00 Specialist: sure, i hope you are able to solve your problem

2007-01-04T23:17:44+00:00 Specialist: 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.

2007-01-04T23:18:08+00:00 Visitor: OK

2007-01-04T23:19:42+00:00 Specialist: I am still looking for information. I will be with you shortly.

2007-01-04T23:20:17+00:00 info: Your chat session was ended by the site specialist.

### **Sample Transcript 9**

2007-01-11T20:19:14+00:00 info: Please wait for a site specialist to respond.

2007-01-11T20:19:29+00:00 info: You are now chatting with 'Specialist'

2007-01-11T20:19:41+00:00 Specialist: 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?

2007-01-11T20:19:56+00:00 Visitor: YES

2007-01-11T20:20:10+00:00 Specialist: Good. What can I help you with today?

2007-01-11T20:20:43+00:00 Visitor: I need to find out how to file for a continuance on my parenting plan until i can meet with my lawyer

2007-01-11T20:21:20+00:00 Specialist: Do you have an attorney already?

2007-01-11T20:22:04+00:00 Visitor: Not yet, It will take 3 days for me to get one through pre paid legal

2007-01-11T20:22:59+00:00 Specialist: Are you in Montana?

2007-01-11T20:23:07+00:00 Visitor: Yes in -----.

2007-01-11T20:23:12+00:00 Specialist: And is the action taking place in Montana?

2007-01-11T20:23:17+00:00 Visitor: yes

2007-01-11T20:24:48+00:00 Specialist: Thank you for waiting. I'll be with you in just a moment.

2007-01-11T20:25:05+00:00 Specialist: Do you have a deadline that expires before you will have your lawyer?

2007-01-11T20:25:16+00:00 Visitor: Yes

2007-01-11T20:26:48+00:00 Specialist: I found a link with instructions on how to file a motion for continuance and forms for you to fill out and file with the court:

2007-01-11T20:27:12+00:00 Specialist: [http://www.montanacourts.org/library/topics/civ\\_forms.asp](http://www.montanacourts.org/library/topics/civ_forms.asp)

2007-01-11T20:28:08+00:00 Specialist: On that link, go the section entitled "District Court Civil Case Forms" and then to the subsection entitled "Motion Packet"

2007-01-11T20:28:55+00:00 Specialist: Hopefully, that should provide you will all of the forms and information you will need before you can secure a lawyer

2007-01-11T20:30:46+00:00 Visitor: So I just need to fill out the motion form requesting a continuence until i can secure a lawyer and file it with the courts?

2007-01-11T20:32:14+00:00 Specialist: That motion packet should provide you with everything you need to request a continuance. This is something that you can certainly do on your own to prevent your deadline from passing.

2007-01-11T20:33:04+00:00 Specialist: Is that the information you were looking for?

2007-01-11T20:34:02+00:00 Visitor: I am not sure, but hopefully it is.

2007-01-11T20:35:43+00:00 Specialist: I'm sorry for the delay. I'll be right with you.

2007-01-11T20:36:38+00:00 Specialist: If the motion packet does not help, you also have the option of contacting Montana Legal Services. If you qualify for their services, they can offer you legal advice or possibly get you an attorney. The number is 1-800-666-6899. Be sure to tell them that you have an urgent deadline

2007-01-11T20:38:31+00:00 Visitor: Ok thank you for your help.

2007-01-11T20:38:55+00:00 Specialist: You're welcome. Can I help you with anything else?

2007-01-11T20:38:59+00:00 info: Specialist wants to help you navigate the Web site and has requested a CoBrowse session.

2007-01-11T20:39:09+00:00 Visitor: No that is everything. Thank you

2007-01-11T20:39:23+00:00 Specialist: Thank you for contacting MontanaLawHelp.org LiveHelp. As I said before, I could help you find information about the law and legal rights. I couldn't give you any legal advice or tell you what to do. Contact MontanaLawHelp.org LiveHelp again if you need more help. You may also call these organizations for more help. The Montana Legal Services Association (MLSA) provides free civil legal assistance to low-income people. Call the MLSA HelpLine at 1-800-666-6899 for an application. The Lawyer Referral and Information Services (LRIS) can help 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.

## **Sample Transcript 10**

2007-01-31T23:32:14+00:00 info: Please wait for a site specialist to respond.

2007-01-31T23:32:20+00:00 info: You are now chatting with 'Specialist'

2007-01-31T23:32:27+00:00 Specialist: 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?

2007-01-31T23:32:47+00:00 Visitor: yes

2007-01-31T23:32:56+00:00 Specialist: How can I help you?

2007-01-31T23:33:03+00:00 Visitor: the clerk of court told me to look for an affidavit of indigency on this site

2007-01-31T23:33:38+00:00 Specialist: Alright, I can help you find that - let me look. .

2007-01-31T23:34:05+00:00 Visitor: thank you

2007-01-31T23:35:35+00:00 Specialist: Thank you for waiting. I'll be with you in just a moment.

2007-01-31T23:36:32+00:00 Visitor: you are welcome

2007-01-31T23:38:03+00:00 Specialist: I'm sorry for the delay. I'll be right with you.

2007-01-31T23:38:22+00:00 Specialist: Is this related to waiving court fees?

2007-01-31T23:38:37+00:00 Visitor: yes, for district court

2007-01-31T23:38:49+00:00 Specialist: what county do you live in?

2007-01-31T23:39:21+00:00 Visitor: yellowstone county

2007-01-31T23:40:52+00:00 Specialist: I am still looking for information. I will be with you shortly.

2007-01-31T23:42:33+00:00 Specialist: I'm sorry for the delay. I'll be right with you.

2007-01-31T23:42:36+00:00 Specialist: Here is the form you need. It is a form that is not specific to Yellowstone county so you need to fill in the appropriate information:  
[http://www.courts.mt.gov/library/forms/civil/district/nopay\\_fees1.doc](http://www.courts.mt.gov/library/forms/civil/district/nopay_fees1.doc)

2007-01-31T23:42:46+00:00 Specialist: Can I help you with anything else?

2007-01-31T23:43:08+00:00 Visitor: no, that is all. thank you very much Specialist

## Attachment III: Surveys

### A. MontanaLawHelp.org Feedback Survey One

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

**Did you use this Web site 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?**

|                |                      |                      |
|----------------|----------------------|----------------------|
| Under \$10,000 | \$10,000 to \$15,000 | \$15,000 to \$20,000 |
|                | \$20,000 to \$25,000 | More than \$25,000   |

**Why did you visit this Web site? (Check all that apply.)**

- I was looking for general legal information.
- I was looking for a lawyer or legal aid program.
- I was preparing for a court hearing.
- I was applying for help from a legal aid program.

**What area of law did you need help with or information about?**

|                 |                   |                        |
|-----------------|-------------------|------------------------|
| Family problems | Money problems    | Housing problems       |
| Work problems   | Benefits problems | Other (please specify) |

**How satisfied were you with the information you received? (Rate 1 to 9 with 9 being the most satisfied and 1 the least satisfied.)**

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|

**What is your gender?**

|      |        |
|------|--------|
| Male | Female |
|------|--------|

**How often have you used this Web site before?**

|      |                |       |
|------|----------------|-------|
| Once | More than once | Never |
|------|----------------|-------|

**Did you get what you needed?**

|     |    |          |
|-----|----|----------|
| Yes | No | Somewhat |
|-----|----|----------|

Thank you for taking this survey. Your answers will help us make this Web site better for you.

## B. MontanaLawHelp.org Feedback Survey Two

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

**Did you use this Web site 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?**

|                |                      |                      |
|----------------|----------------------|----------------------|
| Under \$10,000 | \$10,000 to \$15,000 | \$15,000 to \$20,000 |
|                | \$20,000 to \$25,000 | More than \$25,000   |

**Why did you visit this Web site? (Check all that apply.)**

- I was looking for general legal information.
- I was looking for a lawyer or legal aid program.
- I was preparing for a court hearing.
- I was applying for help from a legal aid program.

**What area of law did you need help with or information about?**

|                 |                   |                        |
|-----------------|-------------------|------------------------|
| Family problems | Money problems    | Housing problems       |
| Work problems   | Benefits problems | Other (please specify) |

**How satisfied were you with the information you received? Rate 1 to 9 with 9 being the most satisfied and 1 the least satisfied.**

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|

**What is the highest level of education that you completed?**

|                           |                |                                             |
|---------------------------|----------------|---------------------------------------------|
| Not completed high school | High school    | Some post high school training or education |
|                           | College degree | Graduate studies or graduate degree         |

**How did you hear about this Web site?**

- Family or friend or neighbor
- Courts
- Library
- Social service agency or program
- Other Web site
- Web site search engine (For example: Google, MSN, Yahoo, and so on)
- Other (please specify)

**How long did you use the Web site?**

|                     |                 |                  |                 |
|---------------------|-----------------|------------------|-----------------|
| Less than 5 minutes | 5 to 15 minutes | 15 to 30 minutes | Over 30 minutes |
|---------------------|-----------------|------------------|-----------------|

**Do you think that you will now be able to do what you need to do to protect your legal rights?**

|     |    |          |
|-----|----|----------|
| Yes | No | Somewhat |
|-----|----|----------|

Thank you for taking this survey. Your answers will help us make this Web site better.

### C. MontanaLawHelp.org Feedback Survey Three

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

**Did you use this Web site 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?**

|                |                      |                      |
|----------------|----------------------|----------------------|
| Under \$10,000 | \$10,000 to \$15,000 | \$15,000 to \$20,000 |
|                | \$20,000 to \$25,000 | More than \$25,000   |

**Why did you visit this Web site? (Check all that apply.)**

- I was looking for general legal information.
- I was looking for a lawyer or legal aid program.
- I was preparing for a court hearing.
- I was applying for help from a legal aid program.

**What area of law did you need help with or information about?**

|                 |                   |                        |
|-----------------|-------------------|------------------------|
| Family problems | Money problems    | Housing problems       |
| Work problems   | Benefits problems | Other (please specify) |

**How satisfied were you with the information you received? Please rate 1 to 9 with 9 being the most satisfied and 1 the least satisfied.**

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
|---|---|---|---|---|---|---|---|---|

**How old are you?**

|          |       |       |       |         |
|----------|-------|-------|-------|---------|
| Under 18 | 18-30 | 31-45 | 46-60 | Over 60 |
|----------|-------|-------|-------|---------|

**Have you been a legal aid client before?**

|     |          |    |
|-----|----------|----|
| Yes | Not sure | No |
|-----|----------|----|

**Do you now know what you need to do to protect your legal rights?**

|     |    |          |
|-----|----|----------|
| Yes | No | Somewhat |
|-----|----|----------|

**What can we do to make this Web site better?**

Thank you for taking this survey. Your answers will help us make this Web site better.

## D. LiveHelp Feedback Survey One

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?**

|                |                      |                      |
|----------------|----------------------|----------------------|
| Under \$10,000 | \$10,000 to \$15,000 | \$15,000 to \$20,000 |
|                | \$20,000 to \$25,000 | More than \$25,000   |

**Why did you visit this Web site? (Check all that apply.)**

- I was looking for general legal information.
- I was looking for a lawyer or legal aid program.
- I was preparing for a court hearing.
- I was applying for help from a legal aid program.

**What area of law did you need help with or information about?**

|                 |                   |                        |
|-----------------|-------------------|------------------------|
| Family problems | Money problems    | Housing problems       |
| Work problems   | Benefits problems | Other (please specify) |

**How satisfied were you with the information you received? Rate 1 to 9, with 9 being the most satisfied and 1 the least satisfied.**

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|---|---|---|

**How often have you used this Web site before?**

|      |                |       |
|------|----------------|-------|
| Once | More than once | Never |
|------|----------------|-------|

**Did the LiveHelp service make your use of the Web site faster or slower?**

|        |        |               |
|--------|--------|---------------|
| Faster | Slower | No difference |
|--------|--------|---------------|

**Did you get what you needed?**

|     |    |          |
|-----|----|----------|
| Yes | No | Somewhat |
|-----|----|----------|

**What can we do to make the LiveHelp service better?**

**What county do you live in?**

**What is your gender?**

|      |        |
|------|--------|
| Male | Female |
|------|--------|

Thank you for taking this survey. Your answers will help us make this service better.

## E. LiveHelp Feedback Survey Two

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 who you are helping) make each year?

|                |                      |                      |
|----------------|----------------------|----------------------|
| Under \$10,000 | \$10,000 to \$15,000 | \$15,000 to \$20,000 |
|                | \$20,000 to \$25,000 | More than \$25,000   |

Why did you visit this Web site? (Check all that apply.)

- I was looking for general legal information.
- I was looking for a lawyer or legal aid program.
- I was preparing for a court hearing.
- I was applying for help from a legal aid program.

What area of law did you need help with or information about?

|                 |                   |                        |
|-----------------|-------------------|------------------------|
| Family problems | Money problems    | Housing problems       |
| Work problems   | Benefits problems | Other (please specify) |

How satisfied were you with the information you received? Rate 1 to 9, with 9 being the most satisfied and 1 the least satisfied.

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|---|---|---|

What is the highest level of education that you completed?

|                           |                |                                             |
|---------------------------|----------------|---------------------------------------------|
| Not completed high school | High school    | Some post high school training or education |
|                           | College degree | Graduate studies or graduate degree         |

How did you hear about this Web site?

- Friend or neighbor or family
- Courts
- Library
- Social service agency or program
- Other Web site
- Web site search engine (such as Google, MSN, Yahoo)
- Other (Please specify below.)

How long did you use the Web site?

|                     |                 |                  |                 |
|---------------------|-----------------|------------------|-----------------|
| Less than 5 minutes | 5 to 15 minutes | 15 to 30 minutes | Over 30 minutes |
|---------------------|-----------------|------------------|-----------------|

Do you think that you will now be able to do what you need to do to protect your rights?

|     |    |          |
|-----|----|----------|
| Yes | No | Somewhat |
|-----|----|----------|

What county do you live in?

Thank you for taking this survey. Your answers will help us make this service better.

## F. LiveHelp Feedback Survey Three

Help us make this service better. 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 who you are helping) make each year?**

|                |                      |                      |
|----------------|----------------------|----------------------|
| Under \$10,000 | \$10,000 to \$15,000 | \$15,000 to \$20,000 |
|                | \$20,000 to \$25,000 | More than \$25,000   |

**Why did you visit this Web site? (Check all that apply)**

- I was looking for general legal information.
- I was looking for a lawyer or legal aid program.
- I was preparing for a court hearing.
- I was applying for help from a legal aid program.

**What area of law did you need help with or information about?**

|                 |                   |                        |
|-----------------|-------------------|------------------------|
| Family problems | Money problems    | Housing problems       |
| Work problems   | Benefits problems | Other (please specify) |

**How satisfied were you with the information you received? Rate 1 to 9, with 9 being the most satisfied and 1 the least satisfied.**

|   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|
| 9 | 8 | 7 | 6 | 5 | 4 | 3 | 2 | 1 |
|---|---|---|---|---|---|---|---|---|

**How old are you?**

|          |       |       |       |         |
|----------|-------|-------|-------|---------|
| Under 18 | 18-30 | 31-45 | 46-60 | Over 60 |
|----------|-------|-------|-------|---------|

**Have you been a Legal Aid client?**

|     |          |    |
|-----|----------|----|
| Yes | Not Sure | No |
|-----|----------|----|

**Do you now know what you need to do to protect your rights?**

|     |    |          |
|-----|----|----------|
| Yes | No | Somewhat |
|-----|----|----------|

**Did the LiveHelp service make your use of the Web site easier or harder?**

|        |        |               |
|--------|--------|---------------|
| Easier | Harder | No difference |
|--------|--------|---------------|

**What can we do to make this Web site better?**

**What county do you live in?**

Thank you for taking this survey. Your answers will help us make this service better.