

## Court Technology Fund Application

Please refer to the *Court Technology Fund – Information and Award Guidelines Sheet* for details on the application process and award guidelines for the technology fund. The 2014 applications must be submitted to [Dan.Ostdiek@courts.state.mn.us](mailto:Dan.Ostdiek@courts.state.mn.us) at the MN Judicial Branch by August 11, 2014.

### **Agency Information:**

**Name of Organization:** Mid-Minnesota Legal Aid/Legal Services State Support

**Address:** 430 First Avenue North, Suite 300, Minneapolis MN 55401

**Telephone:** 651-228-9105

**Web Sites:** [www.MyLegalAid.org](http://www.MyLegalAid.org) (MMLA program site); [www.MNLegalServices.org](http://www.MNLegalServices.org) (State Support program site); [www.LawHelpMN.org](http://www.LawHelpMN.org) (for the public); [www.ProJusticeMN.org](http://www.ProJusticeMN.org) (for advocates)

**Name of Director/Administrator:** Cathy Haukedahl, Executive Director

**Telephone:** 612-746-3702

**Email:** [chaukedahl@mylegalaid.org](mailto:chaukedahl@mylegalaid.org)

**Name and Title of Contact Person:** Mary Kaczorek, Supervising Attorney

**Telephone:** 651-842-6905

**Email:** [mkaczorek@mnlegalservices.org](mailto:mkaczorek@mnlegalservices.org)

### **Overall Project Request:**

**Total amount requested:** \$41,000

MMLA/State Support is requesting funding for work on three projects:

#### Criminal Expungement Tool Project

<b>Name of Request/Project:</b>	Critical Updates to Criminal Expungement Document Assembly Tool
<b>Dollar Amount Requested:</b> (Requested amount can be from \$10,000 - \$1,000,000)	\$12,000
<b>Total Estimated Cost of Project:</b>	\$12,000
<b>Expected start date of project:</b>	December 1, 2014
<b>Expected end date of project:</b> (Project must be completed by December 2016)	June 30, 2015

#### LawHelpMN Mobile Project

<b>Name of Request/Project:</b>	Development of Mobile LawHelpMN.org Website
<b>Dollar Amount Requested:</b> (Requested amount can be from \$10,000 - \$1,000,000)	\$20,000
<b>Total Estimated Cost of Project:</b>	\$20,000
<b>Expected start date of project:</b>	December 1, 2014
<b>Expected end date of project:</b> (Project must be completed by December 2016)	December 31, 2015

### Online Intake Project

<b>Name of Request/Project:</b>	Contractor Costs for Online Intake Expansion
<b>Dollar Amount Requested:</b> (Requested amount can be from \$10,000 - \$1,000,000)	\$9,000
<b>Total Estimated Cost of Project:</b>	\$9,000
<b>Expected start date of project:</b>	December 1, 2014
<b>Expected end date of project:</b> (Project must be completed by December 2016)	March 1, 2015

#### **Project Summary:**

***Provide a 2-3 sentence summary of your project request:***

##### Criminal Expungement Tool Project

This project will make critical updates to the criminal expungement document assembly interview for pro bono attorneys posted on ProJusticeMN.org. The tool, which received a Law Technology News Innovation Award in 2012 for best use of technology in a pro bono project, underwent significant changes in 2013 to accommodate the Minnesota Supreme Court's decisions in *State v. M.D.T.* and *In the Matter of the Welfare of J.J.P.* In 2014, the Legislature made extensive changes to expungement law in Minnesota; these changes are estimated to result in a 25 to 50 percent increase in the number of expungements. This project will rewrite the expungement tool to comply with these statutory changes.

##### LawHelpMN Mobile Project

This project will create a mobile-friendly version of LawHelpMN.org, Minnesota's statewide website with legal information for the public. LawHelpMN provides fact sheets, a directory of legal resources, do-it-yourself forms, and a variety of other resources for low-income people with civil legal problems. Fact sheets are written for people with low literacy, and many are translated into languages other than English. Of the 247,151 site visits so far in 2014, 29 percent of users accessed LawHelpMN through a mobile device, and 9 percent accessed the site by using a tablet. This project will vastly improve navigation and usability for over one-third of LawHelpMN users.

##### Online Intake Project

State Support built and supports an online intake system for three Minnesota Legal Services Coalition programs and two projects through the Volunteer Lawyers Network. The Coalition programs on the existing system use Practice Manager as an electronic case management system. This project will provide funding to cover contractor costs to expand this online intake system to include three additional provider organizations. Two of these programs use Pika as their electronic case management system. Additional funding is needed due to unforeseen technical complications incorporating Pika into the existing structure.

#### **Project Initiatives: (Provide 1-3 sentence responses to these questions.)**

- 1. Does the project partner with other Justice System partners through shared or integrated systems, interfaces, or shared information? List the justice partners.***

##### Criminal Expungement Tool Project

The expungement tool was initially developed through a partnership between State Support, the Volunteer Lawyers Network (VLN), and the Council on Crime and Justice (CCJ). For this project, VLN and

CCJ will again provide substantive expertise and design decisions, and State Support will complete the technical work reformatting the tool.

#### LawHelpMN Mobile Project

LawHelpMN prevents duplication of effort between programs by serving as the statewide hub for civil legal information in Minnesota for low-income or disadvantaged people. Many justice partners collaborate to create the content on LawHelpMN, including legal services, law libraries, the courts, and other state and national advocacy groups. State Support will continue to collaborate with these partners when developing the mobile site.

#### Online Intake Project

The online intake system supports many different legal services organizations in Minnesota. Justice system partners include Mid-Minnesota Legal Aid, Central Minnesota Legal Services, Legal Services of Northwest Minnesota, Anishinabe Legal Services, Legal Aid Service of Northwestern Minnesota, the Volunteer Attorney Program, and the Volunteer Lawyers Network.

### **2. *How does the project use technology to enhance the experience or simplify the process for customers or constituents, including self-service applications?***

#### Criminal Expungement Tool Project

The tool uses HotDocs, an automated document assembly program. HotDocs populates preset pleading and letter templates using data provided by an end user through a step-by-step interview. The expungement interview provides additional guidance throughout so that pro bono attorneys with no prior expungement experience are able to input the correct data and effectively help clients.

#### LawHelpMN Mobile Project

LawHelpMN is designed as a self-service resource for the public. The mobile LawHelpMN site will streamline the navigation of the desktop site and scale the view of resources so that they can be easily read on a mobile device or tablet. Moving through two channels – “Understand Your Legal Issue” and “Find Legal Help” – users will navigate different topics screen-by-screen to easily connect with the legal resource they need.

#### Online Intake Project

The online intake system is designed to serve as the statewide entry point for the public to access legal services organizations online. By having one online intake system cover all programs, users will be routed to the correct organization regardless of where they access the system. This simplifies the process for members of the public to access legal aid and provides an additional portal for potential clients.

### **3. *Describe how the project uses technology to reduce overall costs to the Justice System. What is the estimated cost savings? What agency/budget will see the cost reduction?***

#### Criminal Expungement Tool Project

The expungement tool reduces staff time required to train and supervise pro bono volunteers on expungement matters. VLN uses the tool in connection with a regular clinic, and can easily train new volunteers on expungement basics and how to use the tool in a few hours. This results in significant staff time savings at VLN and other legal services programs coordinating volunteer attorneys. Moreover, the convenience of the tool helps recruit attorneys to volunteer with the project.

#### LawHelpMN Mobile Project

State Support will coordinate the technical work on the mobile site with Pro Bono Net, a national nonprofit organization that hosts statewide legal information, advocate, and other websites across the county, including LawHelpMN. Rather than developing a new mobile site from scratch, this project will use existing technology developed for the national LawHelp platform by Pro Bono Net and the Montana Legal Services Association. Using this existing technology presents significant costs savings to State Support.

#### Online Intake Project

The online intake system supports several different programs as noted above. This provides a significant cost savings as each program does not need to build and maintain its own separate system.

- 4. Describe how the project uses technology to increase efficiencies to the Justice System. Please quantify the estimated impact of efficiencies through measurable data such as employee hours saved or improved data accuracy.**

#### Criminal Expungement Tool Project

Rather than drafting pleadings and supporting documents from scratch, the pro bono attorney simply answers a series of step-by-step prompts. After answering all of the prompts, the pro bono attorney proofreads and makes minor adjustments to the automatically generated documents provided by HotDocs. In 2013, the tool was used to generate 260 sets of documents for pro bono attorneys preparing expungements. Staff estimates that the automated tool allows an attorney to prepare expungement petitions in about half the time this process would otherwise take. Staff also estimates that the guidance and structure provided by the tool reduces staff time supporting pro bono attorneys by about 50 percent. This efficient system preserves pro bono resources and ultimately increases clients served.

#### LawHelpMN Mobile Project

The current bounce rate for mobile LawHelpMN users is 79 percent – meaning only about 21 percent of mobile users interact with more than one page on the website. This is nearly 20 percent higher than the current bounce rate for desktop users. We interpret this to mean that mobile users are not getting the information they need because the website is too difficult to navigate on anything other than a desktop computer. We estimate that directing these users to a new mobile-optimized site will improve the user experience and reduce the mobile bounce rate by around 20 percent. When users find the information they need on LawHelpMN, they will not need to contact other justice partners to get the same information. This increases efficiencies system-wide.

#### Online Intake Project

With this expansion, one online intake system will be fully integrated with the case management systems at five different Minnesota Legal Services Coalition programs. This prevents duplication of effort; rather than having five programs each develop and support their own online intake system, State Support manages one system statewide. The logic of the online intake interview automatically routes users to the correct program, which also reduces referrals between programs. Within each program, the online system generates a file that intake staff can easily import into a case management system without having to manually enter user data, saving up to ten minutes of staff time per online intake.

## **Project Deliverables:**

**5. *If this project involves other agencies, are these agencies committed to the project and timelines provided in the application? Please list all other agencies and contacts.***

### Criminal Expungement Tool Project

The partner agencies for this project are the Volunteer Lawyers Network and the Council on Crime and Justice. They are committed to the project and timelines provided in this application. Their contact information is:

Volunteer Lawyers Network, Ltd.  
600 Nicollet Mall, Suite 390A  
Minneapolis, MN 55402  
612-752-6655  
Project Contact: Christopher Hanrahan, Resource Attorney

Council on Crime and Justice  
822 South Third Street, Suite 100  
Minneapolis, MN 55415  
612-353-3000  
Project Contact: Joshua Esmay, Criminal Records Attorney

### LawHelpMN Mobile Project

Pro Bono Net has supported the development of mobile websites in other states, including Montana, New York, and Washington, and has a toolkit ready for other states to start mobile development. Because this technical infrastructure is already established, the timelines involved are mainly internal, with Pro Bono Net providing support on an as-needed basis. State Support has worked with Pro Bono Net since around 2000, and Pro Bono Net is committed to providing mobile project support to all its state partners.

### Online Intake Project

The current project involves expanding the interview to include Anishinabe Legal Services, Legal Aid Service of Northeastern Minnesota, and the Volunteer Attorney Program in Duluth. These partner agencies are committed to the project and timelines in this application. Their contact information is:

Anishinabe Legal Services  
411 First Street Northwest  
Cass Lake, MN 55663  
218-335-2223  
Project Contact: Cody Nelson, Co-Executive Director

Legal Aid Service of Northeastern Minnesota  
424 West Superior Street  
302 Ordean Building  
Duluth, MN 55802  
218-623-8100  
Project Contact: David Lund, Executive Director

Volunteer Attorney Program  
 1000 Torrey Building  
 314 West Superior Street  
 Duluth, MN 55802  
 218-723-4005  
 Project Contact: Dori Streit, Director

**6. Identify the measurable goals and objectives for the project.**

Criminal Expungement Tool Project

The goal of this project is to overhaul the criminal expungement interview to reflect the statutory changes made in the 2014 legislative session. Objectives to meet the project goal include: (1) developing new interview structure, pleading and letter templates, and other substantive changes to reflect the new expungement laws, and (2) incorporating these changes into the HotDocs program by automating new templates and rewriting interview logic.

LawHelpMN Mobile Project

The goal of this project is to launch a mobile version of LawHelpMN. Objectives to achieve this goal include: (1) developing a mobile site map, including channels, topics, and subtopics; (2) tagging and reformatting resources as necessary to become mobile-compatible; and (3) advertising the new mobile site to the public.

Online Intake Project

The goal of this project is to complete all necessary technical work to incorporate the current online intake interview into the Pika case management system. Objectives to include this goal include: (1) modifying the existing interview, written using the A2J Author program, to accommodate changes determined by the project partners; (2) writing transform codes translating A2J user answer files into files compatible with Pika case management system; (3) setting up a CaseQ holding pen within each program’s instance of Pika to accommodate conflict-checking before the file is imported into Pika.

**7. The project recipient will be required to provide periodic progress reports. Describe the project schedule and dates for key deliverables (programming, implementation) to meet the goals.**

Criminal Expungement Tool Project

Because the new laws become effective January 1, 2015, the timeline for the project is compressed so the tool will be ready as soon as possible:

Dates	Key Deliverables
12/1/2014 – 1/15/2015	Determine substantive changes to interview, including new template language, dialog language guiding the pro bono attorney through the interview, and changes to design and structure of interview.
1/16/2015 – 3/31/2015	Complete technical work in HotDocs program implementing substantive changes.
4/1/2015	Begin using completed interview with pro bono attorneys.
4/1/2015 – 6/30/2015	Troubleshoot and adjust completed interview as necessary.

LawHelpMN Mobile Project

Dates	Key Deliverables
12/1/2014 – 1/31/2015	Determine site navigation structure, including channels, top navigation bar, topics, and subtopics.
2/1/2015 – 5/31/2015	Tag and reformat resources as needed to populate content of mobile site.
6/1/2015 – 6/30/2015	Soft launch of mobile site. Adjust and troubleshoot as necessary.
7/1/2015 – 12/30/2015	Public launch of mobile site. Set up automatic redirect for mobile users; advertise mobile site to the public; adjust and troubleshoot as necessary.

Online Intake Project

The planning work for the online intake expansion has already been completed, so the A2J and Pika contractors can begin work on the technical modifications as soon as the grant period begins.

Dates	Key Deliverables
12/1/2014 – 1/31/2015	Contractors complete technical work in A2J and Pika.
2/1/2015 – 2/28/2015	State Support and partner programs test changes internally; contractors modify/troubleshoot as necessary.
3/1/2015	Launch expanded online intake system.

**8. Once the project is completed, please explain how your agency will cover any ongoing maintenance or processing costs.**

Criminal Expungement Tool Project

State Support maintains a library of document assembly interviews for advocates and for the public. Updates and maintenance of this interview will be incorporated into State Support’s existing document assembly maintenance work.

LawHelpMN Mobile Project

Ongoing maintenance of the mobile website will be incorporated into State Support’s existing processes for maintaining the desktop site. Because Pro Bono Net has set up the administrative controls of the desktop and mobile site as part of the same system, State Support anticipates that maintenance will be minimal after the initial mobile site is configured.

Online Intake Project

Ongoing support of the online intake system will be incorporated into the agencies’ annual operating budget.

**9. Would you accept a partial award for the project? If partial funds are approved, would your agency have the funds to cover the remaining project costs?**

Criminal Expungement Tool Project

Yes, the project partners will accept a partial award.

LawHelpMN Mobile Project

Yes, State Support will accept a partial award.

Online Intake Project

Yes, the project partners will accept a partial award.

**10. Are there any other approved or pending requests for grants or other outside funding for this project?**

Criminal Expungement Tool Project

No, the project partners have not made any additional requests for grants or other outside funding for this project.

LawHelpMN Mobile Project

No, State Support does not have any other approved or pending requests for grants for this project.

Online Intake Project

No, the project partners have not made any additional requests for grants or other outside funding for this project.

**11. Would your agency be willing to match the award funds?**

Criminal Expungement Tool Project

No, our agency is not willing to match the award funds.

LawHelpMN Mobile Project

No, our agency is not willing to match the award funds.

Online Intake Project

No, our agency is not willing to match the award funds.

**Funding Information:**

**12. Provide project cost details.**

**Overall Cost of Projects (estimated): \$41,000**

**Provide a detailed budget summary outlining the major project expenses:**

<b>Salaries (current employees or contractors for the project)</b>	\$32,000 (LawHelp Mobile and Criminal Expungement Projects)
<b>Salaries (new employees or contractors for the project)</b>	\$9,000 (Online Intake Project)
<b>Technology Costs (New database/system purchases)</b>	\$0
<b>Technology Costs (Upgrades to current systems)</b>	\$0
<b>Technology Costs (New computers, equipment)</b>	\$0
<b>Other expenses (Any other major costs) – list details</b>	\$0
<b>Total Expenses (Should equal the Overall Cost of Project listed above)</b>	\$41,000

Salaries Lines Summary:

	Requested Amount
<b>Criminal Expungement Project</b>	
Substantive work drafting new templates, interview language, and interview design to comply with new expungement laws (VLN & CCJ) <ul style="list-style-type: none"> <li>- VLN: 40 hours staff attorney time + 10 hours fellow time = \$1,000</li> <li>- CCJ: 40 hours staff attorney time = \$1,000</li> </ul>	\$2,000
Technical work programming substantive changes into HotDocs (State Support) <ul style="list-style-type: none"> <li>- 90 attorney hours development time at \$100/hr = \$9,000</li> <li>- 10 attorney hours testing/troubleshooting time at \$100/hr = \$1,000</li> </ul>	\$10,000
Ongoing maintenance of interview after 6/30/2015 provided in-kind by project partners	\$0
	Total: \$12,000
<b>LawHelpMN Mobile Project</b>	
Initial project planning (including site map of navigation, channels, topics, and subtopics) <ul style="list-style-type: none"> <li>- 50 hours of attorney time at \$100/hr = \$5000</li> <li>- 50 hours of non-attorney time at \$50/hr = \$2500</li> </ul>	\$7500
Tagging and reformatting of mobile resources <ul style="list-style-type: none"> <li>- 160 hours of non-attorney time at \$50/hr - \$8000</li> </ul>	\$8000
Staff time advertising mobile site to public through social media and outreach events <ul style="list-style-type: none"> <li>- 20 hours of non-attorney time at \$50/hr = \$1000</li> </ul>	\$1000
Adjusting and troubleshooting through soft launch phase and first months of public launch through 12/31/2015 <ul style="list-style-type: none"> <li>- 50 hours of non-attorney time at \$50/hr = \$2500</li> <li>- 10 hours of attorney time at \$100/hr = \$1000</li> </ul>	\$3500
Ongoing maintenance after 1/1/2016 – provided in-kind by State Support	\$0
	Total: \$20,000
<b>Online Intake Project</b>	
A2J Contractor Costs <ul style="list-style-type: none"> <li>- A2J interview modifications and testing: 20 hours + 50% for change requests = 30 hours at \$100/hr = \$3000</li> <li>- Five exit screens and e-mailers: 10 hours @ \$100/hr = \$1000</li> <li>- VAP e-mail: 4 hours at \$100/hr = \$400</li> </ul>	\$4,400
Pika Contractor Costs <ul style="list-style-type: none"> <li>- A2J Receiver Set Up and Testing: 3 hours at \$100/hr \$300</li> <li>- Create XSLT Transform for MN Interview Answer File to LSXML, Testing, and Documentation: 35 hours at \$100/hr = \$3500</li> <li>- CaseQ Server Set up and Testing: 5 hours at \$100/hr = \$500</li> <li>- CaseQ/A2J Intake Training Sessions (Web Conference): 2 at \$150/session = \$300</li> </ul>	\$4,600
Project management, non-technical work, and ongoing support provided in-kind by State Support and project partners	\$0
	Total: \$9,000
<b>Total Salary and Contractor Amount:</b>	<b>\$41,000</b>

***I certify that all information in this award application is true and correct to the best of my knowledge and that I have the authority to commit the Organization to the work proposed.***

**Authorized Signature: /s/Cathy Haukedahl**

**Date: August 7, 2014**

Submit your application electronically by August 11, 2014 to Dan Ostdiek, MN Judicial Branch – Finance Director at: [Dan.Ostdiek@courts.state.mn.us](mailto:Dan.Ostdiek@courts.state.mn.us).