

Building an Integrated Legal Help Platform on the Web

Lisa Colpoys
lcolpoys@illinoislegalaid.org
Twitter: @lcolpoys



Who is Illinois Legal Aid Online (ILAO)?

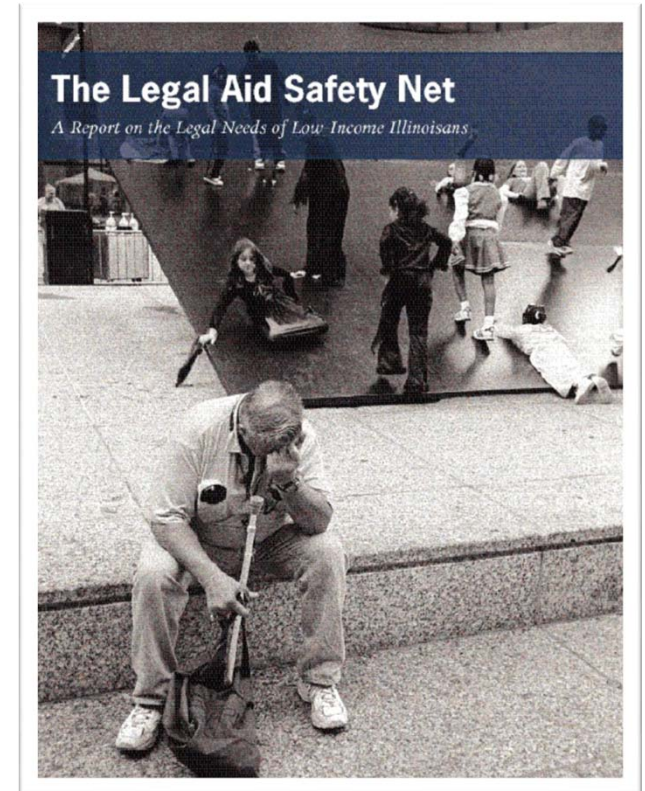
- Formed in 2001
- 1st independent org in the country solely focused on using technology to make legal info freely accessible
- Chicago office, 18 staff members, 250 volunteers
- FY 2015 budget = \$1.8 million
- Funded by foundations, IOLTA, contracts, the state, Illinois lawyers, law firms, corporate & private donors
- Work with every legal aid and pro bono program in Illinois

The screenshot shows the homepage of Illinois Legal Aid Online. At the top, the logo and tagline "Improving access to justice through technology" are visible, along with links for "Privacy Policy" and "Contact Us". A navigation bar includes "Home", "Our Work", "Our People", "Press Room", "Volunteer", "Events", "Search", and "Donate". The main banner features a lightbulb icon with the ILAO logo inside, and text for the "5th Annual Fundraising Gala: RETHINKING LEGAL AID" on April 15, 2015, at 5:30 pm at the Radisson Blu Aqua Hotel, with a "Buy Tickets Now" button. Below the banner are four columns of services: "Get Legal Help" (www.illinoislegalaid.org), "Obtenga Ayuda Legal Para La Comunidad de Illinois" (www.ayudalegal.org), "Legal Aid Attorneys" (www.illinoislegaladvocate.org), and "Pro Bono Attorneys" (www.illinoisprobono.org). Each column has a brief description of the service. At the bottom, there is a "Connect with ILAO" section with social media icons for Facebook, Twitter, LinkedIn, YouTube, and Contact, and a "Log in" link. The footer contains the copyright notice "© 2001-2015 Illinois Legal Aid Online. All Rights Reserved. Terms and Conditions of Use." and a large, faint ILAO logo in the background.

www.IllinoisLegalAidOnline.org

Why is ILAO needed?

- Fewer than **500** legal-aid attorneys in Illinois.
- **Only 16%** of low-income households receive assistance for legal problems they encounter.
- **65%** of low-income households attempt to resolve their legal problems **without a lawyer** (about **875,000** legal matters).
- Our **#1 imperative** is to use technology to increase access to the law for lower-income Illinois residents.



What ILAO Does

MISSION: *To increase access to justice for lower-income and vulnerable Illinois residents through the innovative use of technology to assist and educate the public and to train and support legal aid providers and pro bono attorneys.*

- **Puts the law within reach** for millions of people who have legal problems but can't afford a lawyer.
- **Lowers barriers** to the law so that people can, **on their own**, understand their legal options, make informed decisions, and when necessary represent themselves.
- Improves the **efficiency** and **effectiveness** of legal aid and pro bono services.



Websites

- **IllinoisLegalAid.org:** Legal information & self-help for IL residents
- **AyudaLegalIL.org:** Legal information & self-help for Spanish speaking IL residents
- **IllinoisLegalAdvocate.org:** Training & practice support for legal aid advocates
- **IllinoisProBono.org:** Volunteer opportunities & training for pro-bono legal professionals



Legal Resources for the Public

[Take our User Survey](#) - Please take a moment to fill out the User Survey to help us to improve this website.


Begin Here

For help with a legal issue, type your problem in the box below.
Enter your zip code to get more information specific to your location.

What's your legal problem?

What's your zip code?

[Find a zip code by city](#)

Search [How to use this site](#)  **VIDEO**

Click to email

We can help you find the information
you're looking for..

LiveHelp ▶

Video Library

Encuentra Información Legal En Español

News and Events



Expunging a Juvenile Record

Last updated: April 2014

Click to chat

We can help you find the information you're looking for ...

LiveHelp ▶

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Expunging a Juvenile Record

Last updated: April 2014

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Click to chat

We can help you find the information you're looking for ...

LiveHelp ▶

[Ver en Espanol](#)

Introduc

Expunging a Juvenile Record

Last updated: April 2014

Selec

- 1.
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Introduction

Common Questions

Forms/Letters

Instructions

Related Articles

Find Legal Help

[Ver en Espanol](#)

11. What types of arrests are not juvenile records?

You are considered to have an adult record if:

- You were arrested after your 18th birthday (any offense);
- You were arrested after your 17th birthday for a felony (before 2014);
- You were arrested for a traffic offense, such as a DUI; or
- You were charged as an adult even before your 18th birthday.

If you have an adult record, you will need to file different court papers. See <http://www.illinoislegalaid.org/expungement> for more information.

< Prev

Back to List

Next >

Print This Question

Interactive Documents

- Legal Services Advocates
- Hotline Staff
- Volunteers/Pro Bono

Dissolution of Marriage Pleadings and Forms - cases initiated after March 11, 2010

Interview Outline

- Attorney and case information
- Petitioner information
- Respondent information
- Military information
- Wedding and separation inform
- Grounds
- Pregnancy and number of child
- Information about children and children
- Document selection
- Custody, visitation and support

Petitioner information

Please enter the following information for the Petitioner.

Please enter the Petitioner's first name. Please enter the Petitioner's middle name or initial. Please enter the Petitioner's last name.

Please enter the Petitioner's street address, for example; 123 N. Main Street.

Please enter any additional address information, such as Apartment # or P.O. Box.

Please enter the Petitioner's city. Please select the Petitioner's state.

Please select the county where the Petitioner resides. Please enter the Petitioner's 5 digit zip code.

Please enter the Petitioner's telephone number. What is the Petitioner's gender?
 Female Male

On what date was the Petitioner born?

Please enter the Petitioner's Social Security Number. Please enter the Petitioner's driver's license number.

[First](#) [Previous](#) [Next](#) [Last](#) [Finish](#)

Access To Justice
AT CHICAGO-KENT COLLEGE OF LAW

12 Has someone involved in the child support case had a "substantial change in circumstances" that would justify modifying the child support order?

Yes No

Learn More

1 Do You Qualify?

- Legal Services Clients
- Self-Represented



Videos

What's your legal problem?

What's your zip code?

[Home](#) > [Browse Articles](#)

Law Basics: Giving Notice

Not available

Sorry, the LiveHelp Service is not available right now. Please try again later.

Giving Notice



The video player displays a calendar grid with dates from 12 to 30. The date 20 is circled in red. The text "Date delivered" is overlaid on the calendar. The video player interface includes a play button, a volume icon, a progress bar showing 1:39 / 2:02, and a YouTube logo.

12 13 14 15 16 17 18
19 20 21 22 23 24 25
26 27 28 29 30
Date delivered

1:39 / 2:02

YouTube

Last updated: August 2012



Interactive Learning-Based Content

What's your legal problem?

What's your zip code?

[Home](#) > [Browse Articles](#)

The Foreclosure Process

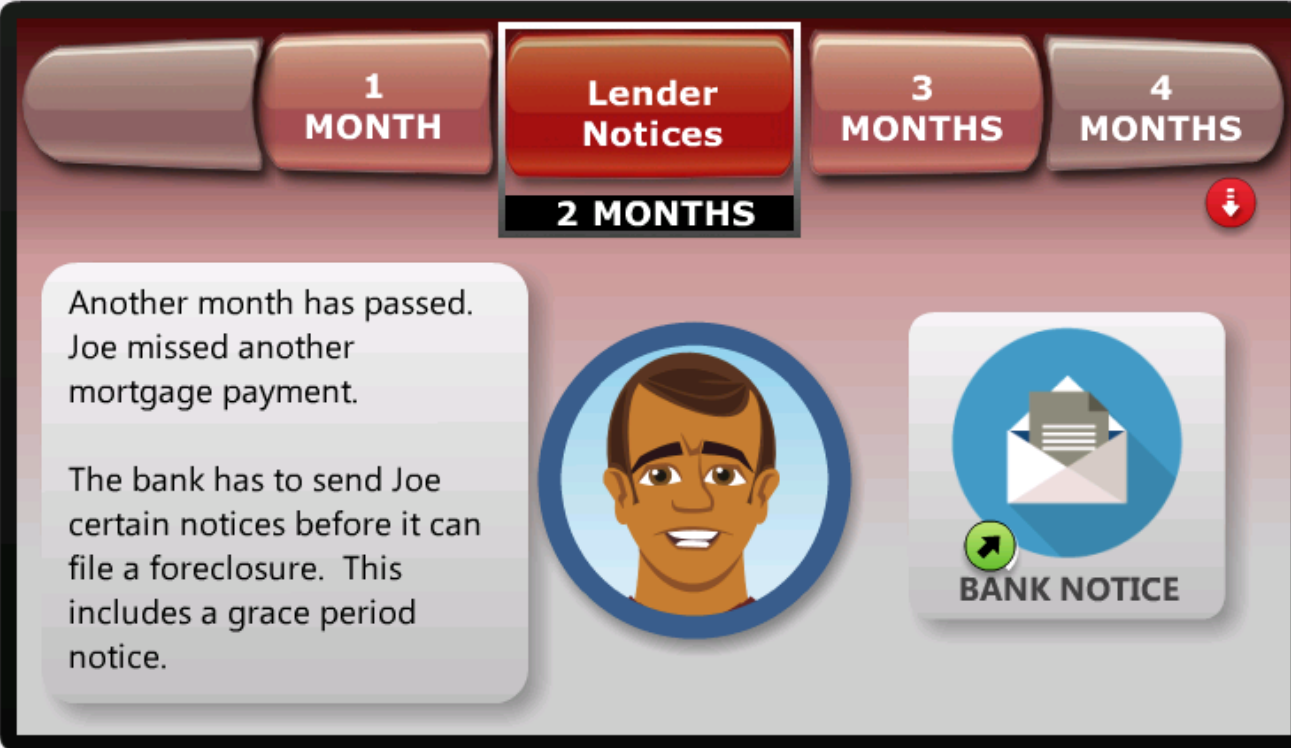
Last updated: October 2014

Not available

Sorry, the LiveHelp Service is not available right now. Please try again later.

[LiveHelp](#) ▶



[Ver en Español](#)



1 MONTH **2 MONTHS** 3 MONTHS 4 MONTHS

Another month has passed. Joe missed another mortgage payment.

The bank has to send Joe certain notices before it can file a foreclosure. This includes a grace period notice.



BANK NOTICE

Click Here to
[Apply for Free
Legal Help](#)



Online Access System

Apply for Legal Aid

Begin Here ✕

Use this tool to see if you qualify for legal aid in your area. You must answer each question.

What zip code do you live in?

Is your yearly household income over \$100,000? ? Yes No

What is your age?

What is your race? ?

What is your ethnicity? ?

What is your gender? ?

Which of the following apply to you?

- I am disabled
- I am a veteran or active duty military
- I am homeless ?
- None

I understand that information I give will be used following this site's [Privacy Policy](#), and that I have read and understand the terms of that policy. I further understand that my use of this site will be subject to the Site's [Terms of Use](#), and I agree to follow those terms.

[Continue](#)



www.AyudaLegalIL.org

Características del sitio web

- » Sistema de búsqueda potente
- » Más de 200 piezas de contenido
- » Información en 20 áreas legales
- » Videos Instructivos
- » Formas de la corte
- » Instrucciones paso a paso
- » Recomendación de organizaciones legales útiles
- » 'Click to Chat' asistencia de mensajes instantáneos

Ayuda Legal Illinois Ayudando a Residentes de Illinois a Resolver sus Problemas Legales Donaciones | Políticas de Privacidad | Ayuda

Inicio.
Para obtener ayuda con su problema legal, teclee su problema en el espacio debajo. Escriba su código postal para obtener más información específica a su área.

¿Cuál es su problema legal? ¿Cuál es su código postal?

Buscar Encuentre el código postal de su ciudad

Haga clic para chatear Un representante le ayudará a encontrar la información que busca... **LiveHelp**

Videoteca
Noticias Eventos
Crédito Federal para los Impuestos

Inicio | Buscar | Artículos | Videoteca | Catálogo de Formas | Formas Estándar y Automatizadas | Nuestra Organización | Contáctenos | Términos de Uso | Ayuda | © 2001-2011 Illinois Legal Aid Online, Todos los Derechos Reservados. | Log In

LSC

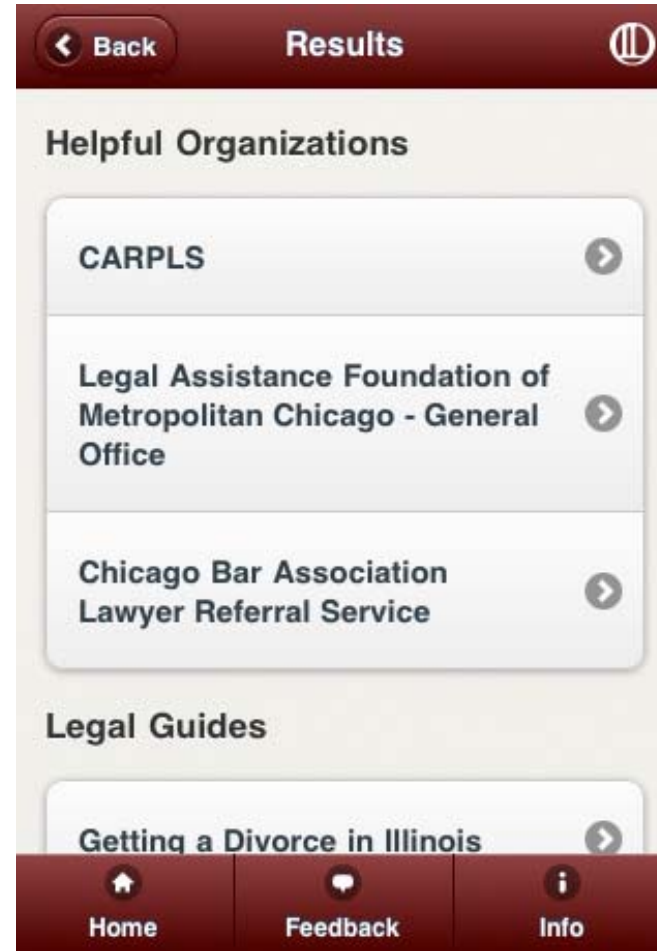
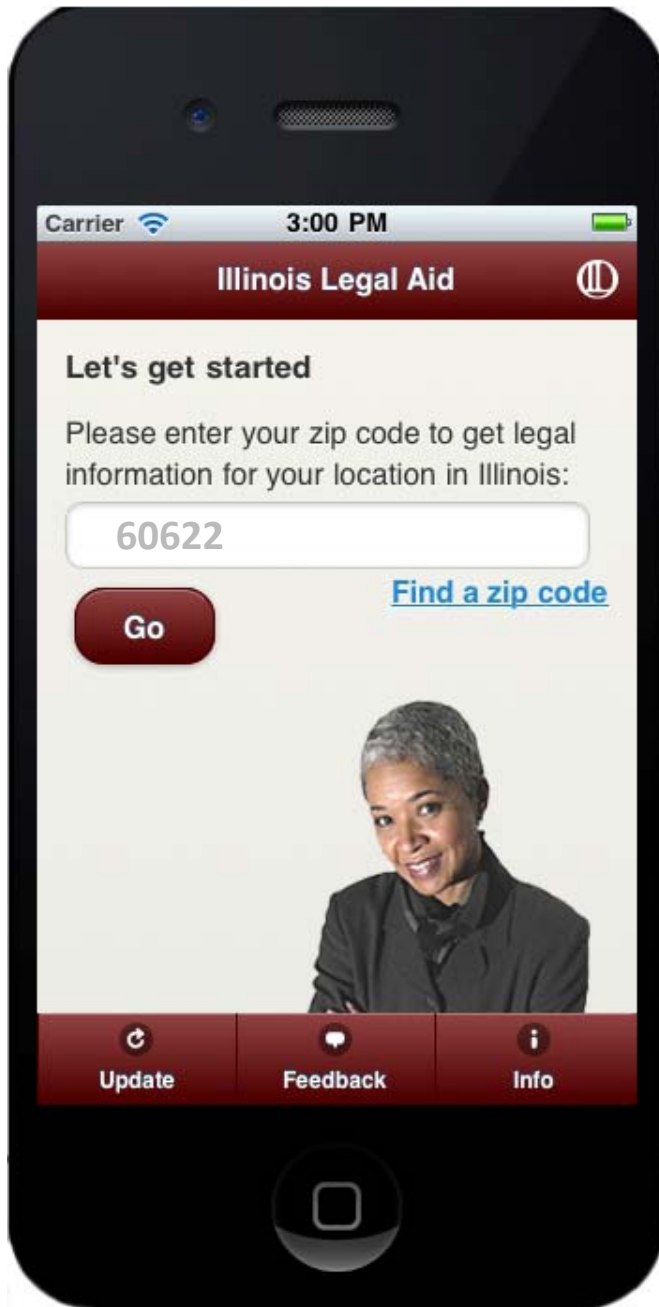
AyudaLegal ofrece información legal fácil de entender, sobre asuntos de derecho civil. Está diseñado para residentes de Illinois con bajos ingresos y consiste en un sistema de búsqueda simple. El sitio web proporciona información legal de fondo así como referencias a organizaciones de ayuda legal en el área geográfica del usuario usando su código postal.

Haga clic en la "Videoteca" para ver una lista de videos instructivos y webcasts archivados en una variedad de temas legales. Los videos pueden ser útiles para personas con niveles de alfabetización mas bajos o que aprenden mejor viendo y escuchando que leyendo.

Para buscar información legal, ingrese su problema legal en el cuadro y pulse "Buscar" para obtener una lista de resultados relativos a su término de búsqueda.

Haga clic en el logo de "LiveHelp" para acceder al servicio de "Click to Chat". El servicio proporciona ayuda de navegación a usuarios de la web para ayudarles a encontrar la información legal que ellos buscan. El servicio está disponible L/Mie/V 10 am-2pm y M/J 2pm-6pm.

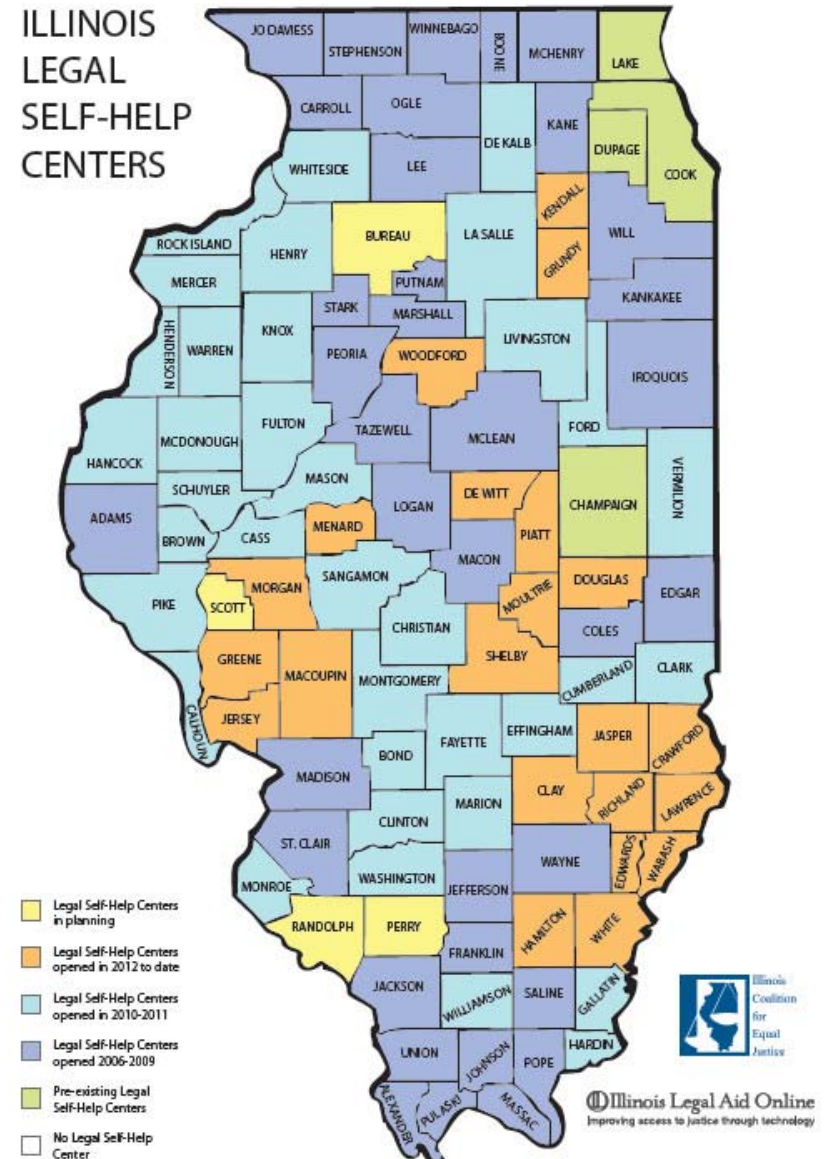
Illinois Legal Aid App



Legal Self-Help Centers

- Began opening in 2006
- All of Illinois's 102 counties have centers
 - Internet based
 - 80+ are in public libraries
 - 26 are at courthouses

ILLINOIS
LEGAL
SELF-HELP
CENTERS



Results

- The most cost effective provider of legal assistance in Illinois, serving over **2 million visitors** at a cost of **\$.54/visit** in 2014.
- **65** people a day use “LiveHelp” to chat online with an operator who assists them in finding the answers to their legal problems.
- Computer based legal self-help centers in all **102** IL counties.
- Recognized national leader – other states seek to replicate
- Award winning services
- Simplifying legal processes



Innovations in the Works

- Automated standardized court forms for the public
- E-learning courses for legal aid and pro bono lawyers
- Interactive simulations for the public
- Landlord-tenant video game
- Online “Ask a Question” service utilizing pro bono lawyers
- Complete website redesign – TBD March 2016

