

# Showcase of Pro Se Assistance Programs

# IOWA LEGAL AID SELF-HELP WEBSITE AND ONLINE CHAT ROOM ("LIVEHELP")

## Program Profile

Eve Ricaurte, Room 206

**State:** Iowa

### **Name of Program & Brief Description:**

Name: Iowa Legal Aid Self Help Website and Online Chat (LiveHelp).

Live Help is a pilot project which allows MontanaLawHelp.org and IowaLegalAid.org Web site visitors to ask remotely-located staff or volunteers for help finding online legal information and resources.

Iowa Legal Aid Self Help Website, or Remote Intake, is a pilot project which allows people seeking help from Iowa Legal Aid to apply for services using a computer by completing an online interview from locations such as senior centers, domestic violence shelters or the lobby of an Iowa Legal Aid office.

### **Date Program Was Established:**

Live Help: Project began September, 2004, launched on the Iowa Legal Aid and Montana Legal Services Association websites in late 2005

Remote Intake: Project development began in January, 2004 for a launch in October, 2006

### **Program Sponsor(s):**

LiveHelp: Iowa Legal Aid, Montana Legal Services Association, ProBono.net

Remote Intake: Iowa Legal Aid

### **Partnerships:**

Live Help - Iowa Legal Aid, Montana Legal Services Association, ProBono.net

Remote Intake - Iowa Legal Aid, ProBono.net, A2J Author, Pika Case Management System

### **Target Group(s)/No. Clients Served per Year:**

All low income persons looking for information on the web site. At this point we do not have hard data on the number served per year.

### **Cost/Funding Source(s):**

**Live Help:** Cost of service is \$1,000 per month for 5 concurrent "operator" seats

TIG Grant: \$178,000 for the two year period

**Remote Intake:** Total costs estimated at \$230,000

TIG Grant \$131,961 for 2 year period

### **Staffing:**

LiveHelp: 22 staff and volunteers from Montana Legal Services Association, Iowa Legal Aid and ProBono.net. All work on this as well as other projects.

Remote Intake: 8 staff from Iowa Legal Aid, ProBono.net and A2J, all also work on other projects

### **Contact Person and Contact Information:**

**Live Help:** Kate Bladow, Montana Legal Services Assoc., [kbladow@mtlsa.org](mailto:kbladow@mtlsa.org);

Eve Ricaurte, Iowa Legal Aid, [ericaurte@iowalaw.org](mailto:ericaurte@iowalaw.org);

Patrick McClintock, Iowa Legal Aid, [pmclintock@iowalaw.org](mailto:pmclintock@iowalaw.org)

Liz Keith, Pro Bono Net, [lkeith@probono.net](mailto:lkeith@probono.net)

### **Remote Intake:**

Eve Ricaurte, Iowa Legal Aid, [ericaurte@iowalaw.org](mailto:ericaurte@iowalaw.org);

Patrick McClintock, Iowa Legal Aid, [pmclintock@iowalaw.org](mailto:pmclintock@iowalaw.org)