

**LEGAL SERVICES CORPORATION
TECHNOLOGY INITIATIVE GRANT PROGRAM
Continuation (Third) Web Site Grant Narrative Final Report**

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I. Project Goals

Alaska Legal Services Corporation's (hereinafter ALSC) First (Initial) Web Site grant, TIG 01029, supported the development and launch of its client web site, AlaskaLawHelp. The Renewal (Second) Web Site grant work focused on two distinct tasks: (1) improving and enhancing the client site, following an initial evaluation and assessment of activities to be conducted and (2) design, development, and launch of the advocate site, AlaskaAdvocates. The Continuation (Third) Web Site focused on expansion of the client-oriented resources and implementation of a collaborative plan for the site's advocate-oriented resources, organized by practice area and designed for use by civil legal services providers, pro bono attorneys, and other community advocates.

ALSC and its stakeholder partners conducted an initial evaluation of the advocate web site and prepared a site improvement plan to guide the early work of this Continuation grant. We focused on Advocate enrollment, and how to organize the posting of the materials that were to be created by these Advocates.

II. Web Site Description

ALSC received its First (Initial) Web Site grant, TIG 01029, in September 2001. Having selected ProBonoNet's LawHelp template, we began working with ProBonoNet shortly after the fall 2001 TIG conference. The site launched July 11, 2003. ALSC and its partners issued press releases, obtained media coverage for the launch (with thanks to LSC's Office of Governmental Affairs/Public Relations, we obtained coverage in USA Today and on CNN news), and worked closely with service providers to publicize the site. In April 2003, we received a waiver so that we could apply for and receive TIG 03681 Continuation Web Site funding. Project objectives included increasing the quality and quantity of assistance provided to low-income clients; providing centralized online access to accurate referral information, *pro se* pleadings, court forms, and legal resource materials; and strengthening alliances within Alaska's state justice community.

The Advocate site offers information in 20 topic areas and 46 sub-topic areas and 350 + resources. Here are the Primary Topics and the current number of resources associated within these topics.

Family Law: 81
Civil Procedures: 73
Indian Law: 26 with many good resources regarding ICWA !!!
Social Security: 27
Community Resources: 366

We have also created resources that assist Limited English Proficiency (LEP) Populations. Specifically we have created materials in Yupik, a common indigenous language in Alaska, as well as

several Spanish resources. We specifically continue to integrate an initial eligibility presentation that explains ALSC to prospective clients involving oral Yupik translations (probably the only LSC entity that has Yupik requirements, but the process could be utilized by many LSC agencies).

We are also enhancing our work by developing video conversions processes that allow ALSC to work in conjunction with the Alaska State Court System to deliver materials that were only available in VHS formats previously. With the vast remote areas of Alaska needing these materials we felt the process of converting older required VHS tapes to online and CD based materials would be an effective way to enhance product delivery while minimizing cost to our organization as well as our clients. We have been very effective in creating this process.

We are in our third year of offering ICAN resources to the state of Alaska. We continue to build upon our previous efforts and have several Public Service Announcement scripts, flyers, posters, and announcement templates that can be shared with any other agency that would require such materials.

ALSC also offers an open "Walk-in" lab established with monies from the Beaumont Foundation. This lab has 10 laptops with free High-Speed Internet access, free printing, and relies on the Lawhelp.org platform for most of our online resources. We attempted HotDocs availability in this lab and have had mediocre success at best. Our biggest issue is having time for lawyers to create HotDocs based templates. We do see the potential for Hot Docs and will continue to pursue this technology.

Advocate web site resources are reviewed and updated periodically. ALSC conducts a comprehensive annual review of all materials on the site. Our last full-site review took place in June and July of 2007. Out of date materials are removed and either re-written or replaced with current materials. New materials are re-ordered so that the most relevant items appear at the top of the page. As needed, new topic and sub-topic areas are added.

As part of the Continuation grant, we conducted Advocate user interviews with 16 respondents in February/March 2007. A compilation of the answers to advocate user interview questions is attached at Appendix A. Here is a synopsis of those surveys.

- 75 % rated the site as Helpful or Very helpful when utilizing the Listserv.
- 79 % rated the site as Helpful or Very helpful when utilizing the Library.
- 88 % agreed or strongly agreed the website increased their knowledge of legal issues facing their client.
- 80 % agreed or strongly agreed the website increased their ability to identify appropriate legal remedies for their clients

As to the multimedia capacities we have incorporated various, text, and audio components, we are also exploring podcasting in the near future. We are also creating Authorware based presentations that include, video, audio, and current legal forms that may be utilized by our clients.

You may view the client Site at <http://www.alaskalawhelp.org>. The advocate site Alaska Advocate may be viewed at <http://www.alaskaadvocates.org>.

III. Major Accomplishments

We have achieved the goals as stated in our grant. We currently have 20 primary TOPICS, with 46 SUB-TOPICS, and 350+ resources. ALSC has also created a path where-by all new employees must register and become members of Alaska Advocates upon employment with ALSC thereby insuring continued membership and awareness of the Alaska Advocates Website. This goal as specified in our

grant application “a specific goal for the Renewal grant was the design, development, and launch of the advocate site.” We have achieved this goal.

ALSC has incorporated the requirement that all new employees must register with Alaska Advocates as part of their new employee orientation, thereby increasing their awareness of the resource and encouraging them to submit resources for our clients as well. This also has the benefit of insuring our staff is aware of the site and the resources offered there.

On the client site we have seen the maturing of our initial design. , we have 1,275 current resources and the most recent webtrends data displays 159,971 page views during this past year. Not bad for a state with a population of roughly 600,000 individuals.

Page View Summary	
Page Views	159,971
Average per Day	437
Average Page Views per Visit	4.18

We are also very pleased to report that the Anchorage Bar Association , Alaska’s Largest Voluntary Association, awarded ALSC \$10,000 dollars to support expansion of the Advocates website. Here is an excerpt from the press release announcing this award.

“AlaskaAdvocates.org provides access to timely news articles, an events calendar, a listing of volunteer opportunities, job announcements, and a library of substantive legal resources. Built on a template provided by Pro Bono Net, a national nonprofit organization based in New York, AlaskaAdvocates.org follows a model that is in use in 30 states and regions, reaching approximately two-thirds of the poverty population in the United States and the lawyers who serve them.”The Entire Press Release may be viewed at the following URL

<http://www.alsc-law.org/pressreleases/AlaskaAdvocates%20Sponsorship%20Press%20Release%20July%202023%202007.pdf> .

IV. Assessment of Website

We have successfully launched Alaska Advocates, we have secured outside funding to help with costs of maintaining the site, as well as creating content for the website. We continue to access the ProBonoNet template reports, which can be generated on demand or viewed from an archive of weekly, monthly, and year-to-date reports; we are incorporating the results from the advocate site evaluation .

Client web site traffic has continues to grow steadily since the site was launched. Total page views by calendar year were 88,326 in 2004, 123,185 in 2005, and 132,392 in 2006, in 2007 we have 159,971 (when taken from one to the previous date of November 7th, 2006 through November 7, 2007).An interesting note to Alaska is the traffic increases substantially during the month of October. Alaskans receive their dividend check during the month of October, this years amount was over \$1,600



Family law cases still make up the majority of ALSC’s caseload as well as the majority of the Alaska Court System’s pro se filings. Prior to the launch of the AlaskaLawHelp web site, ALSC referred a large number of family law applicants to monthly pro se family law classes taught by an ALSC staff member or pro bono attorney. After the launch of the site, attendance at the clinics began to drop off as more and more Alaskans availed themselves of online materials at times and from locations that were convenient to them. We have had several clients complete their Divorce utilizing our Legal Learning Lab, AlaskaLawHelp.org, and online court system resources. Members of the large stakeholder committee and many of the partner organizations continue to make referrals to the site, and most have incorporated AlaskaLawHelp into their respective service delivery models.

The client site’s most frequently downloaded resources for calendar year 2007 were similar to 2006:

- How to File for Divorce or Dissolution (Family Law Self Help Center)
- Common Questions About Divorce and Dissolution (ALSC)
- How to File for Custody (Family Law Self Help Center)
- ABC’s of Child Custody Between Unmarried Parents (ALSC)
- The Best Interests of the Child (ALSC)
- Common Questions About Social Security Overpayments (ALSC)
- Common Questions About Child Custody (ALSC)
- Divorce/Dissolution Forms (Provided by Family Law Self Help Center)
- The Landlord and Tenant Act (State of Alaska Department of Law)
- Family Law Self-Help Center Web Site Link

As stated in previous reports and evaluations, ALSC’s Fairbanks office, where the work on the web sites is administered and coordinated, has the advantage of housing a 10-computer Legal Learning Lab. This gives us an opportunity to interact daily with AlaskaLawHelp users. These users may not necessarily be ALSC direct service clients, but they are representative of the low-income community. They are often pro se litigants referred by the Court System or another service provider. In the lab, we have an opportunity to watch users navigate through the site, download self-help materials, print court forms and instructions, file forms online, and view the self-paced PowerPoint slide shows. Through this direct interaction with site users, we can ask users to identify the type of information they are seeking, find out whether the material is easy or hard to use, see if there are access barriers that we need to address, and learn how users are actually using the onsite materials. We would estimate that at least 80% of the lab users have a family law issue for which they are accessing AlaskaLawHelp materials.

The advocate site goal – of designing, developing, and launching the advocate site – is now completed, active and stable. As noted in the website Library resources continue to grow, and we continue working with the directors of the four established pro bono programs (Alaska Pro Bono Program, Inc., Alaska Network on Domestic Violence and Sexual Assault’s Pro Bono Program, Alaska

Immigration Justice Project, and ALSC's own in-house Volunteer Attorney Support Program) to market the site to pro bono attorneys. The advocate site currently has 167 members who are actively using materials, the majority of whom are classified as civil legal aid members. The number of pro bono attorneys who have signed up as members is still low (26), and we continue to enlist the help of the state bar association and local bar associations to help recruit members.

Considerable work on the advocate site focused on building up the library of substantive law materials for civil legal aid and pro bono attorneys and creating subject-area listservs. Staff from ALSC and other agencies, private bar members, Court System personnel, pro bono program directors, pro bono attorneys, and advocates from non-profits have joined listservs on the following topics: Civil Gideon, Debtor Creditor, Domestic Violence Strategy, Indian Law in Alaska, Volunteer Attorney Support Spanish Language Committee, AK Legal Providers, and Volunteer Attorney Support.

V. Partnerships

The statewide web site stakeholder and partner group continues to include key representatives of the major state justice partner organizations. ALSC has received extensive support, through cooperative work on the development of web-based materials, expertise, guidance, and help in decision-making, from all of the project stakeholders and particularly from the Alaska Court System, the Family Law Self Help Center, and the Disability Law Center of Alaska. The Alaska Bar Association has helped to publicize both the client and advocate sites through publication of articles and small display ads in the *Alaska Bar Rag*, its quarterly print publication.

ALSC's pro se partnership with the Alaska Court System through TIG project 02682 began at the same time this renewal grant application was approved. The work on that project, through which we worked with ProBonoNet to expand the LawHelp template to include the cluster resource tool and modifications to the home page to allow a drop-down display box for a list of cluster resources, enabled ALSC and its project partners (primarily the Family Law Self Help Center and the Disability Law Center of Alaska) to develop multi-media slide shows specifically targeting pro se litigants. A significant element of TIG project 02682 was the placement of Internet-connected public access workstations in seven selected Alaska courthouse locations. These terminals, equipped with a printer and telephone with toll-free speed dial access to ALSC, the Family Law Self Help Center's telephone helpline, Child Support Services Division, and local women's shelters, provide an access point to AlaskaLawHelp, free printing, and access to Microsoft Office for completion of Word and Excel forms and documents.

Advocate site partnerships are narrowly defined. The key partners continue to be (all of whom are members of the larger statewide stakeholders group) are the directors of ALSC's Volunteer Attorney Support program, Alaska Pro Bono Program, Inc., Alaska Immigration Justice Project, the Alaska Network on Domestic Violence and Sexual Assault's Pro Bono Program, Disability Law Center of Alaska, the Alaska State Law Librarian, and the Alaska Bar Association's Pro Bono Director. These partners have been involved in advocate site design discussions and decisions, including the key decisions as to how the site's membership would be defined, which site tools would be accessible to the public, and which site tools (the Library and Listservs) would be accessible only to site members. All partners are actively working on site outreach targeting pro bono and public interest attorneys. For example, the Alaska State Law Librarian recently conducted an Alaska Bar Association CLE entitled "Free Legal Resources on the Internet!" in Southeast Alaska and included the AlaskaAdvocates site in her presentation. Site membership has grown to 167 members in the last months, which by Alaska standards is significant.

V. Factors Affecting Ability to Implement the Statewide Web Sites and Accomplish Project Goals

The statewide web site projects, for the client and advocate sites, required a much greater commitment and expenditure of time than we anticipated. The Initial (First) grant provided funding to add a half-time Web Content Developer to our staff. ALSC's Administrative and Technology Coordinator, while envisioning that she would provide some degree of project management and oversight for the Initial, Renewal, and Continuation grants, never dreamed that the amount of her time required to coordinate and oversee work on the client web site, let alone coordinate the work on and serve as administrator for the advocate site, would be so extensive.

ALSC is the sole LSC recipient in Alaska. Even when fully staffed, ALSC has a small force of 22 attorneys to serve a geographic area that if super-imposed upon the "Lower 48" would stretch from the East Coast to the Western Coast. Sometimes when we travel from our centrally located office in Fairbanks we drive 386 miles south, then catch a flight that lasts 2 hours by jet just to visit one of our offices, if we started at our Northern most office we could drive 800 miles to south, fly the 2 hours by jet and still have only visited 3 of the 8 offices.. technology is paramount in the face of such service delivery barriers common to rural programs. ALSC has 8 offices, 5 of which the community can only be accessed by boat, plane, or snowmachine, yes we ridden for several hours by snowmachine to get from office to the other.

Project partners, while giving freely of their time and expertise (particularly in marketing, outreach, and to a lesser extent content development), logically perceived the web sites as ALSC projects because ALSC was the TIG recipient. It was, and still is, difficult to get staff from within ALSC or from the project partner group to sit down and write new materials specifically for the site because the competing demands for meeting with applicants and advocating for clients take precedence, we still turn away almost 70% of the people that apply for our services, but some of those that are turned down utilize Lawhelp to meet their legal needs.

The simultaneous award of this Renewal web site grant and the TIG pro se 02682 grant allowed us to employ the Web Content Developer full-time. His expanded hours were devoted to work on the pro se project that, while dove-tailing very closely with our client site work, nevertheless required an expenditure of time that didn't directly go into site improvement or expansion. The Administrative and Technology Coordinator picked up as much of the slack as possible; we sought and obtained the first of several AmeriCorps*VISTA members to assist with the client site. Three of five VISTA members who served between 2002 and the present were less than helpful and only marginally competent to work on projects of this magnitude, and thus the need to closely supervise and check all of their work only compounded the under-staffing issue ALSC faced.

When we completed the 02682 grant work in December 2004, the Web Content Developer returned to a part-time schedule. He is now working on a new TIG project (06529), still at a part-time level, but the client site is at a stable level that requires less of his time.

We placed our emphasis in the Initial grant and most of the Renewal grant on developing the client site and working with project partners to effectively market the site to our clients, constituents and consumers. The trade-off was that we delayed work on our advocate site until we could reasonably take on that task. Due to our staffing limitations, we began work with ProBonoNet to structure our AlaskaAdvocates site a year before we ever added a library folder or posted an advocate-oriented resource. We spent almost a year working with our former ProBonoNet Circuit Rider, David Raikow, investigating other state models that had been developed and trying to come up with the closest possible match to what Alaska needed. We looked carefully at the advocate sites developed by Washington, Minnesota, Georgia, and Montana and ultimately came up with a model that doesn't follow any one of those models but meets Alaska's needs and takes into consideration that few numbers of civil legal aid

attorneys in the state are in a position to contribute significant amounts of time to the site. One of the issues that had been frustrating in the development of the Alaska site was that Mr. Raikow did not fully appreciate the challenge before us, by virtue of our very small staffing and very small state justice community, in managing a multi-practice area web site. When our former Circuit Rider, Matthew Burnett, joined ProBonoNet we found that the needs that we and our project partners had identified were much more easily addressed. Site structure decisions that we had made in the spring of 2005 are for the most part what we currently are utilizing, although we re-named some of the standard site tools to more accurately reflect Alaska practice. After meeting with ALSC staff in July 2006, Mr. Burnett helped us further simplify the site so that we had to administer only the two practice areas (AlaskaAdvocates and ALSC Staff) with their respective libraries, listservs, and other site tools. We accomplished this by hiding the customary “geo” area that is seen on a number of other advocate web sites.

The advocate site, for which ALSC’s Administrative and Technology Coordinator serves as primary administrator and project coordinator, has benefited greatly by the expertise of the Bethel Supervising Attorney, who has taken on the administrative responsibility of compiling and organizing the library resources in the AlaskaAdvocates general practice area. The ALSC Staff area, which serves as a central electronic repository for client service materials, LSC handbooks and other information, training resources, accounting materials, and other administrative resources, is primarily the responsibility of the ALSC Technology Coordinator although other staff members contribute content. ALSC’s pro bono coordinator serves as an AlaskaAdvocates administrator for the purpose of reviewing and approving site memberships. Project partners from the Disability Law Center of Alaska and the Alaska Network on Domestic Violence and Sexual Assault serve as moderators for the Domestic Violence Strategy and Alaska Legal Providers listservs, respectively.

Although we started work late on the advocate site, the work has progressed much more quickly than did work on the client site. Resources are far easier to post on the advocate site than they are on the client site. At the moment, a strength of the advocate site seems to be in the seven subject matter listservs, which allow ALSC staff and other trusted advocates to post sensitive or strategic pleadings in a mini-library not accessible by general site members. This has gone a long way toward addressing staff concerns that ALSC’s intellectual property should not be freely shared with attorneys outside the organization. That opinion, while certainly not the majority opinion nor the opinion of ALSC’s management, is nevertheless one that has been expressed forcefully and thus had to be recognized and reconciled.

In retrospect, it is fortunate that we did delay development of the advocate site until we could design a model that we knew would work for Alaska. With our limited staffing, we could not afford to make a mistake or have to back-track to redo work representing a significant expenditure of time and energy.

VI. Financial and In-Kind Support for the Web Site

ALSC’s partners provided considerable in-kind assistance through the donation of their time and expertise in designing, developing, and implementing the client and advocate web sites. It would be impossible to put a dollar value on the contribution of time by the various executive directors and coordinators of Alaska’s justice community organizations that serve on the stakeholders committee.

ALSC has been able to secure additional direct and indirect financial support for its web site work. ALSC sought and was awarded a Beaumont Foundation of America Community grant that enabled ALSC to set up its Legal Learning Lab as an access point for low-income residents who would otherwise use the client web site resources but for the fact that they did not have a computer, printer, or Internet access. That award, of roughly \$23,000 in equipment, allows us to not only provide an access point for

client site users but also, as described above in Section III above, gives us an opportunity to interact directly with site users to learn more about their needs and how best to meet those needs.

As mentioned earlier in late February 2007 ALSC submitted a funding proposal to the Anchorage Bar Association requesting sponsorship for the AlaskaAdvocates site, help in marketing and outreach, and financial support in the amount of \$10,000 (a portion of which was requested to pay the \$5,000 ProBonoNet subscription fee for 2007-08) to help defray the cost of expanding the site to better meet the needs of civil legal aid, public interest, and pro bono attorneys. We received \$10,000 from this application.

Since 2002, ALSC has served as a work site for a Corporation for National and Community Service AmeriCorps*VISTA member whose work plan focused on web site expansion and outreach. Since May 2005, this position has been filled by a volunteer who graduated from the two-year University of Alaska Fairbanks Paralegal Studies Program and who has done an excellent job collecting content for the client site, coordinating site outreach, and training service providers and community members on how to use the site. The value of this position, if ALSC had to pay salary and employee benefits costs for an entry-level paralegal, would be approximately \$25,000 per year.

ALSC received an Initial grant of \$50,000 and the Renewal grant of \$25,000. The Initial grant was for the most part sufficient to cover the start-up costs for the client web site. None of ALSC's stakeholder partners have directly contributed financial resources to the web site.

Expenses paid and activities supported by the LSC Initial web site grant included the salary, fringe, and overhead cost for ALSC's Web Content Developer (20 hours per week), a portion of the salary, fringe, and overhead cost for the Administrative and Technology Coordinator's work on the client web site (3 hours per week), a prorated portion of office space for the two staff members based on the percentage of time billed to the grant, two Dell 4300 workstations, a prorated portion of telecommunications bandwidth charges, local, and long distance phone charges, supplies (including a scanner) and postage, the \$10,000 initial ProBonoNet subscription service fee, project audit costs, evaluation costs, and a prorated portion of the professional liability insurance for the two staff members working on the grant.

ALSC had to begin supplementing the TIG funding starting with the Renewal grant. The Renewal Grant of \$25,000 was used to pay the part-time Web Content Developer's salary, fringe, and overhead, a portion of equipment lease/maintenance costs for that position based on the percentage of time billed to the grant, a portion of Internet local, and long distance phone charges for that staff member, and a prorated portion of his professional liability costs. We conservatively estimated that ALSC's contribution to the project, during the projected 12 month grant cycle, would be \$15,000. ALSC's estimated \$15,000 contribution was used for the salary, fringe, and overhead cost for ALSC's Administrative and Technology Coordinator, who in preparing the TIG application estimated her expenditure of time to be three hours per week (a wildly inaccurate estimate, as her expenditure of time working on the client and advocate web sites and supervising the AmeriCorps*VISTA members has been significantly more); the cost of office space for two staff members working on the web sites; the \$5,000 ProBonoNet annual service fee; a prorated portion of the audit costs and professional liability insurance; office supplies and postage; and a portion of long distance, Internet, and teleconference costs associated with work on the web sites. In addition, the cost of copying all client outreach materials was absorbed by ALSC. During the Renewal grant, ALSC did obtain a corporate donation of 5,000 photocopies of its client-oriented AlaskaLawHelp brochure (Appendix I) from Alyeska Pipeline Service Company. The estimated value of that donation was \$500.

VII. Major Lessons and Recommendations

As described in Section V above, ALSC woefully underestimated the amount of time that it would take to design, develop, and implement both the client and advocate web sites. We consider our stakeholder partnership to be very strong and a good example of a collaborative model that has served us well not only in working on the web site projects but also in terms of the overall goal of increasing access to justice for needy Alaskans. We have been able to incorporate the client site into our service delivery model (through referrals, use in the Legal Learning Lab and at courthouse workstations, and providing pro se assists for clients). Many of our project partners have likewise incorporated AlaskaLawHelp into their service delivery models. Stakeholder statements in support of ALSC's client and advocate web site projects are excerpted in Section II above.

ALSC staff members who serve as site administrators for AlaskaAdvocates are already fully engaged in other administrative and advocacy tasks, so to a large extent work on the site is a labor of love that occurs outside of normal working hours or in addition to the staff members' established work schedule. We gave early consideration to the idea of recruiting an AmeriCorps*VISTA member to assist with advocate site work but quickly abandoned that idea because our two VISTA members who were law school graduates were the least competent of the five VISTAs we sponsored over the course of our AmeriCorps*VISTA project, and we simply couldn't trust them to work on the advocate site. Two of ALSC's most senior staff members, therefore, took on the joint responsibility for getting the advocate site up and running, populating the library, recruiting new members from the legal community, and seeking additional funding and sponsorship for the site.

Our observations discussed in Sections II and III above with respect to the advocate site are perhaps a bit premature, in that our site was so recently launched, but they reflect the body of knowledge that we have to date, based in large part on discussions with project partners and advocate web site survey feedback.

During Matthew Burnett's July 2006 ProBonoNet Circuit Rider visit to Alaska, we had the opportunity to introduce him to a member of the board of directors of the Anchorage Bar Association (who also serves as a member of the Alaska Bar Association's Board of Governors) and to the Alaska Bar Association's Pro Bono Director. These individuals spent several hours with us, discussing how best to market the site to the legal community and how to tap the legal community for site content. We were advised that we should seek Anchorage Bar Association sub-grant funding for two components of the advocate site work. The first was \$5,000 to pay the 2007 ProBonoNet subscription fee; the second was an additional \$5,000 to serve as a funding source against which ALSC attorneys could bill their time to develop materials specifically for the site's resource library. As detailed in Section VI, we did follow through on that funding request and we received the funding.. We believe that sponsorship of the AlaskaAdvocates site, either by a bar association or by one of Alaska's major law firms, will be a key factor in the longer-term success and growth of the advocate site. Cultivating and obtaining that sponsorship is a task that we will be aggressively pursuing as part of our Continuation grant work.

The advice we would offer for grantees using the LawHelp template is that ProBonoNet's circuit rider program, and its coordination of the statewide web site coordinators group, is a tremendous resource. The willingness of the coordinators to share information with each other, whether it be content or best practice tips, is one of the factors that has made it possible for a small LSC-funded program like ALSC to be successful in developing both client and advocate web sites.

ALSC appreciates the assistance LSC has given us by providing evaluation instruments and a framework for the narrative report. We also appreciate the guidance and opportunities afforded to grantees through the annual TIG conferences. Without TIG funding, ALSC could never have created statewide web sites that have the impact and reach of AlaskaLawHelp and AlaskaAdvocates.