

**Legal Services Corporation  
Technology Initiative Grant Program  
Continuation (Third) Web Site Grant Narrative Final Report**

**Grantee Name:** Northern Kentucky Legal Aid Society, now Legal Aid of the Bluegrass  
**TIG Grant #:** 05353

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## **I. Project Goals**

Kentucky programs applied for TIG 05 funds with the strong intention of developing a sound way forward for [www.kyjustice.org](http://www.kyjustice.org) (also reached at [www.kylawhelp.org](http://www.kylawhelp.org)), our statewide website. Specifically we wanted a strong, stable site that Kentucky could sustain. Our application states:

Kentucky's legal services programs are committed to providing a credible, ongoing, virtual source of accurate basic information about legal matters that affect low-income people, senior citizens and other vulnerable groups. In addition, we recognize the value and cost effectiveness of a centralized virtual library of information and other virtual support for advocates; we intend to maintain and continuously improve that resource. We also plan to increase our efficiencies by developing appropriate online systems that streamline and accelerate programs' intake processes.

We began the work on TIG 05353 with the benefit of several lessons learned while implementing TIG 03469:

1. Build on the programs' history of collaboration to develop increased buy-in and momentum for moving forward more rapidly.
2. Eliminate unworkable approaches to developing content and staffing the website; instead, build ways to expand and sustain the site without expecting over-burdened, under-experienced advocates and administrators to do substantial work on the website.
3. Develop sustainable resource streams for the website. Resources are essential to staffing the website work effectively.
4. Expect more from the site in terms of serving more clients and boosting staff efficiencies, recognizing that expanded resources will make it possible for [www.kyjustice.org](http://www.kyjustice.org) to fulfill more of its potential in the Kentucky justice arena.

Along with the insights gained from these lessons, we remained committed to the overarching goal that has guided us during all work on the site: Build a first rate website to serve clients and

advocates. In addition, the programs had begun asking what other ways a statewide website might improve service delivery, and wanted to examine options for improving intake.

We noted, “We are just now poised on the threshold of making this site a useful tool for Kentucky’s legal services advocates, community service providers and clients.” In fact, TIG 05353 provided the necessary support for Kentucky programs to move beyond the *ad hoc* nature of past approaches to website management and lay the foundation for sustaining our statewide website for the long term.

The goals of developing a fully populated client and advocate library eluded Kentucky’s programs as they worked to implement TIG 05353. During the implementation of this grant, however, the programs made steady progress toward constructing the infrastructure that can sustain the website’s ongoing maintenance and the future growth required for the site to function as a dynamic and responsive component in delivering effective and efficient legal services in Kentucky.

## **II. Web Site Description**

By the time implementation of TIG 05353 began, the programs had contracted with Rona Roberts to serve as part time website project manager. Rona is a non-lawyer with experience managing websites designed primarily for ease of use and accessibility; she has experience with legal services through her work at the Office of Kentucky Legal Services Programs when it was first launched. As a non-lawyer, Rona needed to develop tactics for helping the programs develop strong website content on an extremely tight budget. The programs and Kentucky’s Technology Committee were ready to break free of a negative cycle: Limited or outdated content leads to a perception that the site is not useful, which leads to program decisions that the site does not warrant investment. Content development remained the highest priority task.

As a result, one of Rona’s first tasks was to renew efforts to build content by soliciting documents from advocates to populate the advocate library. Like all previous efforts that relied on that approach, this initiative did not succeed; nor had it succeeded in any of the sister OST states, according to Rona’s investigations. Most legal services advocates report they cannot meet the demands of their clients and case loads, much less take responsibility for writing, submitting, and maintaining current versions of excellent written materials that will have wide applicability in other Kentucky programs and in many different court systems in Kentucky. Kentucky needed something new. We needed alternative ways to develop content, and we needed ways to develop or attract funds to pay for the development.

While we had renovated [www.kyjustice.org](http://www.kyjustice.org) to improve its usability and accessibility, Kentucky’s programs still did not have the resources to engage content developers in addition to the project manager. As we implemented TIG 05353, we continued to chip away at the content development challenge, but chose to concentrate on areas where we could make a difference: incremental site improvements, and explorations of ways to sustain the website.

In terms of site improvements, we updated and upgraded the 400 links, overhauled the advocate home page, built Kentucky’s first Desk Reference, added RSS feeds for job listings from

NLADA and MIE, tried (and had to dismantle) the omnibus RSS news feed from combined justice organizations, developed a new self-help page that links to I-CAN and to newly developed self-help documents for use in the Jefferson County (Louisville) courts, revised program descriptions, and more.

With regard to working out ways to sustain the website and the steadily enlarging set of capacities it offered programs, the year included some crucial moments. In August 2005, when project directors convened in a retreat to consider ways to improve their programs' services, they invited the website project manager to talk about the future. In the course of that conversation, the project manager presented a rough sketch of the kind of funding needed to develop and sustain the website at a high level, with the inclusion of significant multi-program service efficiencies related to intake, communication, and data management.

In October, NTAP circuit rider Becky Levine came to Kentucky for a site visit, and convened an online meeting open to all advocates in the state. The meeting participants included two project directors, three litigation directors, and several other advocates interested in ways to use technology to improve service delivery. Becky delivered a thoughtful, custom-tailored set of suggestions to Kentucky programs about how to boost content development. With regard to the advocate side, she laid out a way to appeal to advocates' interests in making their own work easier (since online storage and retrieval are superb). She also suggested appealing to advocates' innate desire to make a difference by showing that contributing their work to the online library turns their good work into a legacy by making it accessible and useful to advocates new to their particular areas of skill. This visit proved to be the start of a gradual deepening of program commitment to finding manageable ways to sustain [www.kyjustice.org](http://www.kyjustice.org).

For public side content development, Becky suggested turning to our neighbors to the north, [www.indianajustice.org](http://www.indianajustice.org). Indiana has had a much larger budget since its early launch, and has benefited from the engagement of at least 1.25 full time employees since its inception. Vickie Deak, the website project manager, is also an attorney. Becky pointed out that the Indiana public materials are excellent, apply to the appropriate literacy level, and are available for use (as are other materials and enhancements at any sister OST states). Becky suggested we work out a way to adapt the Indiana public materials to Kentucky rather than developing new materials from scratch.

Kentucky programs liked this idea. At the request of an enthusiastic advocate, we briefly tried one last time to accomplish content development by adding to the workload of overloaded advocates, without release from any caseload responsibilities and without compensation. The specific tactic did not work, but the idea of a way to build out our public side efficiently, using Indiana's materials as a starting point, became one important basis for Kentucky's successful TIG 06 application.

In February 2006, Legal Aid of the Bluegrass Business Director and state Technology Committee co-chair Brenda Combs worked with Rona Roberts to develop a proposed strategic plan for web/tech functions in Kentucky. The Office of Kentucky Legal Services Programs generously shifted some of its regular quarterly board meeting time to make time for an *ad hoc* face to face statewide meeting of project directors and others directly concerned with the

statewide website. While the meeting was information-only, in a decision-making conference call a few days later, the project directors for the first time committed to investing program funds in the website. They agreed to invest \$10,000, divided among the four programs based on poverty population served.

During the spring months, the programs also explored the possibility of moving toward joint improvements in intake. We gathered information, identified possible out of state resource people, and considered the possibility of applying for TIG and other funds to develop the intake enhancements. With two of the four program directors new in their positions, and with one program's tech leader critically ill and another experienced tech leader leaving a program, we ultimately concluded that the time was not right for this change.

In May, 2006, the directors agreed to request and dedicate \$40,000 from programs' expected IOLTA Foundation funding to supplement the \$10,000 in program funds already committed to support the website. They also agreed on a joint TIG 06 technology proposal that aimed to make the website much more accessible and useful to advocates. This set of decisions secured at least bare bones funding for the website, and marked a noteworthy milestone in programs' support for this share initiative.

### **III. Major Accomplishments**

The events described above took place between August 2005, and May 2006, as program directors considered the future of the statewide website. The chain of events demonstrates a gradual deepening of program commitment to improve, expand, and maintain a useful statewide website. This commitment may be the strongest legacy of TIG 05353.

Together with the array of site improvements and specific site assets developed and promoted with TIG 03469 funding during the same time period, TIG 05353 accomplished its main purpose, which was to encourage stability and ongoing investment in the statewide website. Although the investment is still bare bones, it has made a crucial difference. With the full implementation of TIG 06365, which builds on that stability, the original goals of presenting rich, effective content on both the public and advocate sides will be realized.

### **IV. Assessment of the Web Site**

Our assessment of [www.kyjustice.org](http://www.kyjustice.org) at the conclusion of TIG 05353 implementation is guardedly optimistic. Usage statistics show a steady increase in site visitors. In December 2005, the site had a grand total of nine visitors – but things improved from there. In 2006 the site had 8,549 unique visitors. As of June 27, 2007, [www.kyjustice.org](http://www.kyjustice.org) has had 7,249 unique visitors, so we are on track to double the 2006 figure by the end of the 2007. We have seen that promotions of specific site components carried out under TIG 03469 yielded significant visitor increases. [Those promotions specifically related to our Medicare Part D guidebook (January 2006) and a guidebook for grandparents raising children (April 2007).]

The major visitor and page view trend in Kentucky's website is *upward*, reflecting steadily increasing usage. Comparing 2006 with the first six months of 2007, we see an increase from

381 to 966 (153.5 percent) in average page views per day. The keyword search page, our second most popular page (next to “Home”) has seen a huge increase in visitors (up 335 percent in 2007). Our next most popular pages are portals to information about legal topics or legal services program locations. All are experiencing significant upward trends in usage:

Find Legal Help:	Up 43 percent
Public Law Library:	Up 87.8 percent
Legal Services by Zipcode:	Up 42.3 percent
Main page for Self Help:	Up 42.68 percent

The first three most visited substantive pages involve family law matters. This has not changed over time. The fourth most popular is the Medicare Part D guidebook home page. Visitors trended up in 2007:

Child Support in Kentucky:	Up 57.3 percent
Family Law (index page):	Up 93 percent
Divorce/Separation:	Up 44.4 percent
Medicare Part D:	Up 33.8 percent

By contrast, when we examine exit pages, we see that the number of visitors exiting from self-help pages is down, suggesting that visitors are looking for more information on the site after they visit some of the key self-help pages. Representative examples:

Exiting from Self Help Forms:	Down 30.73 percent
Exiting from Legal Help:	Down 20.8 percent

All of this increase in usage is somewhat surprising, given that the site still lacks fully populated public and advocate libraries. While content development is underway as one component of TIG 06365, it has not yet changed the site significantly. (We look forward to that change in September 2007.)

Persistently, patiently, and firmly, participants in all our user studies say three things: (1) The site’s offerings are useful. (2) The site is easy to use. (3) The site needs more content.

**The site’s offerings are useful.** The strongest positive factor that affected the implementation of this grant is the perceived usefulness of the website and the materials it makes available. Among the clients who participated in Client User Surveys, all 12 participants (100 percent) said they would use the website again, and 10 (83.3 percent) said they would recommend the website to someone else. These positive responses suggest the client reviewers found the site useful.

Among the 12 participants in the Community Providers survey, four participants (33.3 percent) found the information on [www.kyjustice.org](http://www.kyjustice.org) very useful, four (33.3 percent) found it useful, one (8.3 percent) found it not useful, and one did not respond to the question. Two participants (16.7 percent) found the website very helpful in their work assisting low-income people with legal issues; six (50 percent) found the website helpful, two (16.7 percent) found it not helpful, and two did not respond to the question. Overall, then roughly two thirds of participants in the

Community Providers survey reported they find Kentucky's statewide website useful in their own work and viewed the website as having useful, easy-to-find information.

Among the 30 advocates (including 15 attorneys) who completed the Advocate Survey Instrument, seven (23.3 percent) strongly agreed and 12 (40 percent) agreed that the website increases their knowledge about the legal issues facing their clients, which is one measure of usefulness. One advocate (3.3 percent) disagreed, and nine (30 percent) marked the item non-applicable. Roughly two thirds of Kentucky's responding advocates, then, found the website contains information that adds to the knowledge they need to serve their clients.

In addition to these responses to fixed choice quantitative queries, community providers and client website users took the opportunity to praise the site's usefulness as they responded to open-ended survey questions:

***Client statements:***

It was very informative. There was more information than just calling a toll free number and getting those machines. You could look it up, read it. It's right there.

[I like that] There is a place you can go for legal aspects of human issues to get assistance and know and learn what your rights are.

***Community Provider statements:***

I went through the site – very interesting. Information just pops up when you click on it, and you can look and see the different office locations, and read about others and what they are doing. I like the Spanish section and the calendar.

***Staff Attorney statement:***

[I] use the pleadings in the brief bank.

***Paralegal statement:***

I use it [[www.kyjustice.org](http://www.kyjustice.org)] for directing clients there to see examples of self-help forms

**The site is easy to use.** A second primary positive finding from our research is that clients and community providers -- almost uniformly -- consider it easy to use. In quantitative terms, of the 12 participants in the Client User Interviews, two (16.67 percent) said the information they found was very easy to understand, eight (66.67 percent) found it easy to understand, and two did not respond to the question. Of those who responded to the question, then, 100 percent found the website information either easy or very easy to understand.

Two Client Users (16.67 percent) found the terms and wording on the website very easy to understand, 7 (58.3 percent) found it easy to understand, two found it not easy or hard to understand, and one did not respond to the question. Among the 12 participants in the Community Providers survey, one (8.3 percent) found it very easy and 6 (50 percent) found it easy to find the information they needed at [www.kyjustice.org](http://www.kyjustice.org); one (8.3 percent) found it neither easy nor hard, and four did not respond to the question.

Across these two groups, nearly every participant stated at some point that the site is easy to navigate, easy to understand, and easy to use. Among advocates, the quantitative data are more mixed, with 11 advocates (36.7 percent) considering the brief banks/advocate library very easy or easy to use, 10 (33 percent) considering the search feature very easy or easy to use, and all other features receiving fewer positive responses. Given that less work had been done on the advocate side than on the public side, these figures make sense and underscore what we knew about work needed on the advocate side.

Among clients and community providers, however, open-ended questions elicited positive views of the site's ease of use.

***Client statements:***

It was easy to move around in.

It is easy to navigate.

I like it because when you're looking you have options to choose from.

[I like] How easy it was to type in and go to a list of things.

We just went right to it. I typed in the words and got the information I needed.

***Community Provider statement:***

The information on the website is useful to the Aging [Program] staff...

**The site needs more content.** We have never been surprised by the consistency and firmness with which users report that the site needs more content. Views about the need for more content came through strongly in the quantitative sections of the surveys.

Of the 12 participants in the Client User Interview, 7 (58.3 percent) did not find the information they were seeking, and three (25 percent) found some information, but not all. Two (16.7 percent) found what they sought. While six (50 percent) said the website information helped them understand their legal rights better, seven participants (58.3 percent) said the website information did not help them understand better what to do about their own legal problem. Underscoring the need for more content, 10 participants (88.3 percent) said there were looking for information on the website that they did not find. Participants reported looking unsuccessfully for information on specifics of divorce, supervised visitation, handling debt, revocable trusts, reverse mortgages, wills, Spanish language sections, landlord-tenant information, and more.

The 12 participants in the Community Provider Survey were not asked to respond to a forced choice question about whether they found the information they sought. At least three open-ended questions (20, 21, and 22), however, invited participants to list missing information. Three participants (25 percent) spontaneously suggested that the site needs a full-time content developer. With regard to specific types of material that needs to be added to the website, areas of law or types of documents suggested by more than one participant include these:

- Any forms that do not require an attorney: at least Living Will forms and Power of Attorney forms
- Extremely basic Family Law information, and self-help documents for divorce
- Consumer Law
- Employment issues (not unemployment) and employment forms
- More immigration information
- Landlord-Tenant information
- Medicare, particularly Part D
- All key sections need to be in Spanish and eventually other languages; Bosnian is needed in Bowling Green area

As we watched participants review the site, or talked to them after their completed review, we often heard spontaneous statements such as these: “I couldn’t find what I was looking for,” “What I want isn’t there,” and “Put more information on it.” Here are some representative statements:

***Community Provider statements:***

This site really needs a FULL TIME content developer...

Add to the content. It needs updating.

A lot more immigration law ought to be on there.

Are there Legal Aid attorneys available who speak Spanish? That information needs to be there.

The site needs more *basic* information. Basic family law: “If you divorce, here’s what the judge is going to ask you about.” It needs consumer basics.

***Advocate statements:***

On the couple of occasions I consulted the web site, my impression was that there was not much there; search inquiries turned up irrelevant material. A client wanted to know if a living will would be effective in preventing an EMS technician from applying CPR on the way to the hospital, for example. Would they find the answer here? I think not.

Needs robust current content.

Keep brief bank updated and add more.

List more self-help forms.

***Client statements:***

I didn’t find what I needed. It needs upgrading to include more topics.

It did not help. It did not get me to my topic.

There is not enough in Spanish. I need information on adoption, in Spanish. There is nothing on

adoption (even in English.)

There was just a lack of specific information.

Add information on debt negotiation.

It didn't tell me how to get my deposit back.

From all the survey responses from all respondent categories, we understand how limitations on the site's content shape the overall user experience. We are pressing forward successfully in 2007 with multiple approaches to addressing this issue that characterized much of the evaluation of TIG 05353.

Three additional factors in our assessment of the website deserve mention as we close out the work on this grant. First, we have yet to make a substantial push with community providers regarding their intensive use of the website. While our community provider survey assured us that providers find value in the site with its limited contents, we intend to do a more thorough and sustained site promotion once the public and advocate libraries are fully populated, either in late 2007 or early 2008.

Second, we have limited pro bono material on our site. Given the challenges we faced with content for the advocate and public sides, we did not see the wisdom in tackling yet another content development process while funding was extremely scarce. At around the time we began implementing TIG 05365, the Access to Justice Foundation received a sizable grant to launch a major pro bono development program for the state. We understood that they planned a website tailored to that project, and assumed we would link to that site and promote it heavily. Because that site was not developed as quickly as expected, we have built a simple, protected set of pages where pro bono attorneys can get basic information about program contacts and volunteer opportunities. We have connected with the ABA Pro Bono project that aims at getting such information on websites. We this issue must be reconsidered in the near future.

Third, we intended to take advantage of the search enhancement developed recently by Kaivo for OST sites. As noted above, our user statistics show us that key word searching is the most popular choice site visitors make on our site, second in page views only to the home page itself. Website project manager Rona Roberts served on the national committee that guided the development of the search enhancement for the OST template. Kentucky's programs committed to invest \$1,000 to bring the enhancement to our template. When Kaivo announced its readiness to load the enhancement on individual sites, however, the conditions with the underlying Zope version required that programs wishing to install the search enhancement first upgrade their Zope version. This technical improvement was expected to cost at least \$4,000, and possibly more. An investment of \$5,000 or more in a template that is likely to be upgraded, again, to Plone or a different open source platform within a year, did not seem wise in light of our extremely slender budget and large remaining tasks. So we have not enhanced the search feature on [www.kyjustice.org](http://www.kyjustice.org) at this point.

Over all, the site is moving in the right direction, particularly given the accessibility and content changes underway in TIG 06365, for which this grant laid the foundation. Daunting challenges remain. Here are three, along with initial thoughts about responding to the challenges.

First, the site still needs additional investment to support both content development and project management. We succeeded in making alliances with the University of Kentucky College of Law and the University's Federal Work Study program, yielding skilled law student workers for advocate content development at very low cost. We discovered that active advocates will tackle a specific, limited set of work on the public side in return for a small honorarium. Both of these tactics are making a huge difference now in the pace and quality of content development. We envision repeating and expanding this approach.

Second, the site needs significant investment in tech capacity if it is to realize its promise as a platform for significant expansions in client access, client self help, advocate self-help, and expanded external and internal communications. We are addressing these needs, in the short run, with a combination of small contracts with tech providers. We are also supporting a move to migrate Kentucky's site, along with all other OST sites, to Plone, a content management system believed to be much more user-friendly for site administrators and content managers.

Third, the site needs more resources. We have expanded appeals for funding to groups outside legal services, particularly the AT&T Foundation. We also continue to seek powerful new partnerships with partner groups that have resources. The recent news of funding for the Louisville Legal Aid Society's 2007 TIG proposal points toward a potential partnership of a much more powerful nature with Kentucky's state court system.

Our challenges continue. We view them more optimistically now, however, because the fundamental fabric of collaboration and cooperation seems in place, new resource and partnership options may be appearing, and we have begun to identify workable approaches to content development and management.

## **V. Partnerships**

The most important partnerships involved in implementing TIG 06356 are those among Kentucky's four legal services programs. Developing the appropriate structure for this collaborative has taken considerable work, and programs resolved major questions about working together on the statewide website as work on this grant unfolded. The website and the emerging tech opportunities it presents received strong support from the Statewide Planning group's Steering Committee during this period. In addition, the Kentucky website's working relationship with NTAP made an enormous difference in our ability to make site improvements and accomplish some of the purposes of this grant.

Partnerships with sister OST states accelerated and improved the work on the site during this period. Specifically, Kentucky took the first steps to realize one of the promises of the OST template – that content can be shared easily among the OST states. Pine Tree Legal Assistance web project manager Hugh Calkins installed Maine's Medicare Part D guide directly to Kentucky's website in about 90 minutes, because he knew the template well. With that beginning

we found it easy to modify and revise the guidebook as needed to reflect any Kentucky specifics. In addition, NTAP guided us toward Vickie Deak, web project manager at [www.indianajustice.org](http://www.indianajustice.org), encouraging us to explore the possibility of adapting their fine public content rather than writing all new material. Vickie generously agreed to share her work in this way. Although the first attempt at Kentucky revisions did not succeed, and the completion of this effort did not come within the TIG 05353 grant period, one strategic direction crystallized as a result of these attempts: we chose to apply for a TIG grant to address this opportunity. We received that grant, TIG 06365, and are on track for success in its implementation.

The four programs reached out to the IOLTA Foundation and made a case for the value of the statewide website. For the first time, this brought the Foundation into an investment and partnership role with technology-driven service delivery for Kentucky's poverty population.

Finally, the experiences with implementing TIG 05353 led us to new partners, the University of Kentucky College of Law Legal Clinic and the University of Kentucky Federal Work Study Program. These important new partners are playing key roles in our implementation of TIG 06365. Specifically, the Law Clinic led us to excellent law students who also had necessary tech skills, and the Work Study program has made it financially feasible for us to engage the students. The Work Study program matches each TIG dollar nearly three to one. The partners have told us of their appreciation for the excellent placements and work experiences we are offering their students. We intend to build on this promising new partnership infrastructure for ongoing work on the statewide website; we believe our partners are also interested in growing the partnership to include more students and potentially more projects.

## **VI. Financial and in-kind support for the web site**

Below is information about the support to the project over and above the continuation funding LSC provided for this website project. Contributions included in-kind support and financial support.

**In kind Support**

Business Director			
2 hours per week	104.00	35.91	3,734.64
Fringe Benefits		0.30	1,120.39

Accountant			
2 hours per month	24.00	25.41	609.84
Fringe Benefits		0.30	182.95

Network Administrator (KLA And LABG)			
2 hours per month	24.00	22.08	529.92
Fringe Benefits		0.30	158.98

<b>Total In kind</b>			<b>6,336.72</b>
<b>Financial Support from Programs</b>			

Kentucky Legal Aid			1,970.40
Appalachian Research & Development			3,044.00
Louisville Legal Aid Society			2,518.70
LABG			2,570.43
<b>Total Financial Support from Programs</b>			<b>10,103.53</b>

Below is information about all expenses paid out for the grant, including LSC grant funding and program financial support. Kentucky's programs generously supported the goals of TIG 05353 with time and travel as well as money. We estimate, conservatively, that program staff contributed at least 700 hours of focused time to this project, through such activities as Technology Committee meetings, statewide planning/steering committee meetings, special project director meetings and conference calls, task force meetings aimed at content review, project oversight provided by LABG Business Director Brenda Combs, and content assistance that individual advocates provided. Using an extremely conservative average of \$25/hour, that investment amounts to a \$17,500 in-kind contribution in addition to the figures below.

Project Management and Content Development Roberts and Kay		33,603.53
Web Hosting Services		1,500.00
<b>Total</b>		<b>35,103.53</b>

**VII. Major lessons and recommendations**

The most significant lesson we learned while implementing TIG 05353 was to persist, to keep working on making a complex, challenging situation work out for the benefit of all. We have a functioning, improved website now because programs did not give up in spite of funding cuts,

personnel layoffs, tension around program reconfiguration, and lack of understanding about what the website technology could offer to improve service delivery. Instead of giving up, Kentucky's programs gradually eliminated unworkable and unwieldy tactics, and identified an approach that moved the site forward.

A second lesson may be summed up in song titles: "Lean on Me," or perhaps ""You've Got a Friend." As program directors, advocates, and tech leaders took small steps together, they became more comfortable sharing responsibility for the joint work involved in sustaining our statewide website. The evidence for this is that when the time came to apply for TIG 06 grants, a new program, Kentucky Legal Aid, stepped forward to shoulder the extra responsibilities, replacing the terrific leadership of Legal Aid of the Bluegrass, main sponsor for all three of Kentucky's website grants. The smooth transition – and lack of groaning – suggest the greater degree of comfort Kentucky programs have with the website and with each other as partners in the website enterprise.

Kentucky's main recommendation to other grantees has two components. First, take an approach of experimenting to see what works. Keep trying something, and keep discarding the approaches that do not work. Second, look to those closest at hand as the best possible allies. They are most likely to have closely overlapping interests, and to see the possible benefits from collaboration. When looking in the "family" for allies, be sure to include NTAP, LSC, and sister grantee states' website project managers.

TIG 05353, third in a series of consecutively funded grants aimed at building a strong website, gave Kentucky programs the support and time needed to grow into deeper understanding of the site's potential and stronger joint commitment to sustaining it. The work on this grant laid the foundation for future work that is now being carried out with funding from TIG 06365, aimed at making the statewide website much easier and more worthwhile for advocates to use in their everyday work.