

## Online Legal Resources & Referral Center Committee

Annual Report: Fiscal Year 2020

**Jurisdiction:** Provide guidance and recommendations concerning the development and operation of the SBM Online Legal Resource and Referral Center, and the integration of the State Bar’s pilot lawyer referral (LRS) program into the Center, through:

- Identifying strategies for the recruitment of qualified LRS panel members
- Evaluating pilot progress
- Proposing standards and rules for participation
- Suggesting potential collaborations
- Advising on marketing to the public
- Reviewing and advising on integration with SBM enhanced profile directory and tools
- Assessing metrics to help measure the effectiveness of the Online Legal Resource and Referral Center in advancing Strategic Plan goals
- Providing input on how ethics rules relate to the pilot and its development
- Conferring and coordinating regularly with the Justice Initiatives and Affordable Legal Services committees
- Suggesting metrics to measure the effectiveness of the Online Legal Resource and Referral Center and lawyer referral program efforts
- Identifying the need for any workgroups to support the jurisdiction of the committee.

Time Frame	Strategic Plan Goal/Strategy	Description of Activity
FY 2020	2.1	Expansion of Modest Means program
	3.4	Expansion of reports from new platform
	2.1	Helpline panels for Frontline Responders and Covid related matters
Current Projects	2.1	Further expansion of modest means program
	2.5	Collaboration with local bars for LRS
	2.2	Campaign to increase public awareness of LRS
Future Goals	2.1	Increase number of attorneys on LRS so that every county has coverage
	2.2	Increase public awareness of LRS
	2.5	Further collaboration with local bar associations to advance statewide LRS
	2.1	Develop consumer facing side of portal so that more referrals can be done completely online

**Recommended Committee Changes:** None.

**Additional Comments:** As most of the activity has centered around staff work and building collaboration with local bars, the committee has not had an active role. The committee will meet during this bar year for update and to provide direction about continuing goals.