

Online Legal Resources & Referral Center Committee

Fiscal Year 2021

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 2020-2021	2.1	The Online Legal Resources and Referral Center has been in the phase of internally developing the portal and expanding the reports to capture more detailed information, thus did not have active committee participation during 2020-21.
FY 2021-2022 Priorities	2.1	Continue development of portal with more focus on consumer side
	2.1	Expand modest means program
	3.2	Begin marketing campaign to increase public awareness of Online Legal Resource and Referral Center

Proposed Future Priorities	2.1	Continue expansion of Modest Means Program
	2.1	Complete bridge with Michigan Legal Help so that people who need lawyers come directly from their site to ours
	2.1	Explore more ways to triage callers and refer them to appropriate resources

Recommended Committee Changes: The committee members that were appointed for the coming year are aware that the focus for the coming year will be to continue the expansion of the portal and as such will receive updates about that progress. It is planned that the committee will become more active in the year 2022-23.

Additional Comments: None.