



LASO's OkLegalConnect:

A Unique Web Application To
Connect Low-Income Individuals With
Right Legal Aid Services





ABOUT CLIENT

Legal Aid Services of Oklahoma, Inc. (LASO) is a state-wide nonprofit law firm. They focus on providing free or low cost legal assistance to low-income individuals of the state. LASO was founded in 2001 when Legal Aid Services of Eastern Oklahoma, Inc. and Legal Aid of Western Oklahoma merged to create a unified program.

The organization receives funds from Legal Services Corporation (LSC), a federal agency that oversees funding and management for nonprofit law firms. Their primary goal lies in helping individuals living in poverty, as well as senior citizens aged 60 and above, find the right legal services for civil (non-criminal) cases. Maintaining 18 offices throughout Oklahoma, LASO strives to make “equal justice for all” a reality in the community.

THE CHALLENGE



Statistic reports reveal that civil case filings in the US courts have increased by 3% since 2010.



With the growing need for civil legal aid in the US, LASO wanted to reach out to a wider population and help them get justice. However, with their manual and legacy procedures, supporting more queries was beyond their capacity. General legal procedures like conducting personal interviews and collecting documents alone required immense time and effort, and this restricted the number of cases they took up.

LASO believed that advancements in technology, especially around the area of web app development, could help them reduce the time and effort spent on some of their work, particularly for identifying resources that could help a person in need. The company strategized a plan to build a web-based application that could streamline and simplify their screening procedures, and which could enable easy document sharing.

A solution would need to accommodate the fact that LASO was partnered with a number of legal aid agencies who regularly helped them evaluate potential clients. Consequently, any newly developed platform would need to connect easily with the systems implemented by the partner agencies as well. All this would need to be done within tight budget constraints.



FINGENT'S SOLUTION



Fingent responded to LASO's request for assistance in creating a solution with a project plan that would implement the LASO vision. Working together with the LASO project team, Fingent was able to recommend feasible options to refine and meet project requirements within LASO budget constraints. Although the solution was developed as custom software, Fingent's past projects provided helpful tooling that were able to reduce the effort. The result was a web-based triage system, named "OkLegalConnect."

Fingent also ensured that the platform enabled LASO to connect seamlessly with

a larger population, and thus, the platform was optimized to work effectively in smartphones, tablets, laptops, and desktops.

OkLegalConnect automates online interviews with simple questions and an assessment logic that determines which services were appropriate among those legal aid services provided by or through LASO. One of the biggest challenges of the project was to ensure that the application easily integrated with the existing systems of the partnered legal aid agencies.



KEY FEATURES OF THE APPLICATION

The application, OkLegalConnect, was built to be accessed by three groups: the Users, the Admins, and the Participating Organizations.



Administrator



The administrators access and operate all features of the application.



They create and edit the dynamic forms that drive the interview process.

The users access OkLegalConnect app from the website using a browser.



The app enables users to take a guided interview formulated by LASO.



At the conclusion of the interview the user can view specific information and resources available to assist them.



Users



Participating Organizations



The POs are provided details for those users who have been referred to them and who want to move forward with them.



They are also allowed to share data and information regarding their services.



The app also enables automated exchanges of information from the existing PO systems to the app under fixed protocol and data formats.

TECHNOLOGY STACK



PROJECT CONSIDERATIONS

Fingent realized that the platform had to be flexible enough to enable LASO to quickly adjust to the fluctuating requirements of the partnering agencies. In addition, Fingent had to deliver a platform able to accommodate the process and the systems implemented by different aid agencies. This meant incorporating a

number of API integrations. To ensure the smooth operation of the project, Fingent encouraged the involvement of the external partners by constantly involving them and communicating with them on the design and other features of the app, maintaining complete project transparency.



THE RESULT

Fingent's prior work with nonprofits and with law firms let us quickly comprehend LASO's challenges and generated a unique platform to help the company reshape their operations within the budget. The platform enabled LASO to seamlessly connect with people from all corners of the state. Simplifying the interview processes and providing an advanced way to educate clients on legal procedures enabled LASO to connect many people to the right legal services and solve many issues. The standardization of the product has resulted in a great solution for the end clients, making OkLegalConnect a one of a kind web application to find civil legal services faster.

ABOUT FINGENT

We are a Global IT company providing strategic IT business solutions and services for complex business problems, in multiple industry sectors including retail, healthcare, finance, education, and more. Our vast technology and industry expertise enable us to focus on cutting-edge internet technologies with the aim to develop scalable, secure, and easy-to-use web applications that work across multiple devices. We believe that the judicious use of technology, together with a good design can reduce complexity, connect individuals, and provide valuable insights, all of which ultimately help businesses succeed.



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