



Ohio Legal Help

Leveraging Technology to Narrow the Justice Gap

1

Civil Justice Gap

- 92% of the civil legal needs of low-income individuals, nationwide and in Ohio, go unmet – [“the justice gap”](#)
- In 2015, the Supreme Court of Ohio convened the Task Force on Access to Justice. Its report outlined recommendations to close the justice gap
- The Task Force recommended the “development and maintenance of a statewide website devoted to providing free and accurate legal information to Ohio residents”



2

Steering and Advisory Committee



3

Guide. Inform. Connect

- Ohio Legal Help provides a **mobile-first** portal that
 - **Guides** users quickly to the relevant legal topic through triage and simple navigation;
 - **Informs** users of their legal options and provides tools to empower users to take the next steps through **plain language legal information** and **self-help tools** including an turbo tax like **form assembly**; and,
 - **Connects** users to curated community-based resources based on their legal and social needs, demographics, and geography – including **court self-help centers**, **legal aid**, **bar associations** and **community action agencies**.



LEGAL INFORMATION



FORMS



REFERRALS



4

Core Topic Areas

- Family
- Housing
- Money and Debt
- Veterans and Servicemembers
- Seniors
- Public Benefits
- Education
- Immigration
- Crime and Traffic
- Going to Court

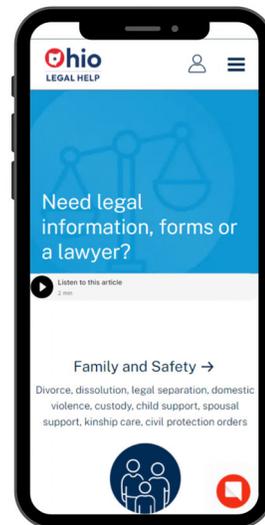
Helpful Hint: OLH's Community Partners use its [Site Map](#) as a quick guide to all the top legal areas and forms



5

Ohio Legal Help

- Available in English, Spanish, Ukrainian and more.
- **70% of users** access Ohio Legal Help on a mobile device.
- On average the website receives 80,000 visits a month
- **In just over 6 years, Ohio Legal Help has served nearly 4.1 million users.**
- Over the next year, nearly 800,000 unique users are expected to use the website.
- To date, over **116,000 referrals** have been made to legal aid, and more than **52,000 referrals** to state, metro, and county bar associations.
- We've helped over **450,000 Ohioans** find their local court, and more than **287,000** connect with a local nonprofit.



6

Veterans Visiting Ohio Legal Help

- Veterans accessing the site tend to be younger than 60 with an income at or under 200% FPL
- Indicate lower numbers of housing insecurity compared to the typical user (20% vs. 47%) but access housing resources similarly (24% vs. 26%)



14%
Who indicated they are a veteran



58%
Veterans visiting the site who are at or less than 200% of the federal poverty level



30%
Veterans visiting the site who are seniors



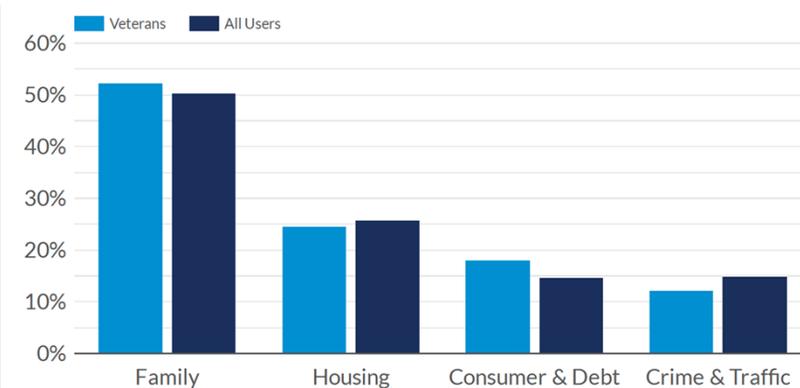
20%
Veterans visiting the site who are housing insecure



7

Topic Areas Visited by Veterans

- Veterans present no differently than our typical user, facing many of the same issues
- The top topic areas as compared to the general users:



8



Demonstration

9

Montgomery Co. Domestic Relations Court
Virtual Self-Help Center



**Virtual Self-Help
Centers for Courts**
Powered by Ohio Legal Help

mcdrc.ohiolegalhelp.org



10

Useful Tools for Helpers

[Veteran Resource Finder](#)

[Find a form](#)

[Find your legal aid](#)

[Chat feature](#) on the homepage

[Site map](#)



11

[Order OLH cards + posters](#)



LEGAL INFORMATION



FORMS



REFERRALS

Free for all Ohioans
Get started at
www.ohiolegalhelp.org

NEED LEGAL INFORMATION, FORMS OR A LAWYER?

OHIO LEGAL HELP
Guide. Inform. Connect.



LEGAL INFORMATION

Ohio Legal Help informs with easy-to-understand legal information and self-help tools to help you solve your legal problems. Discover help for legal issues related to housing, family, debt, public benefits and more.



FORMS

Visit Ohio Legal Help for forms for common legal issues. Ohio Legal Help takes the guesswork out of completing legal forms and guides you through the process step-by-step.



REFERRALS

Ohio Legal Help connects you with the best resources for your problem and offers referrals to social services, legal aid and local lawyer referral services.

The information and forms available on Ohio Legal Help are FREE for all Ohioans.

www.ohiolegalhelp.org



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12



Thank you!

@OhioLegalHelp on social media