



FY 2025 Supplemental IOLTA Grant Mid-Year Summary #2 June 1, 2024-May 31, 2025

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Submitted by:

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Supplemental IOLTA Award: \$50,000

Supplemental IOLTA Award: \$35,000

Application Goals

For the FY2025 grant cycle, Supplemental IOLTA funds were granted to 603 Legal Aid (603LA) and New Hampshire Legal Assistance (NHLA) (primarily to be subcontracted to 603LA) to support the improvement and enhancement of the library of education materials housed on 603LA's website (<https://www.603legalaid.org>) and available to public.

Goals for the use of the funding included: continuing collaborative efforts between 603LA and NHLA to offer self-help materials that are maximally useful to New Hampshire residents; engagement of outside contractors to review, standardize, and organize the self-help guides; and an evaluation of website analytics to guide decisions regarding potential improvements to language access and accessibility for people with disabilities. 603LA and NHLA staff were engaged to provide expert subject matter-specific review and revision of materials.

Status Report

Expanded Project Scope

As noted in 603LA's interim report to the Foundation in January 2025, 603LA was awarded funding from the Legal Services Corporation's (LSC) Technology Improvement Grant (TIG) to fully redesign and re-platform 603LA's current website. By leveraging the TIG funding in combination with the supplemental IOLTA funds, a broader 603LA Website Redevelopment project now aims to significantly improve, enhance, and expand our user resources, ensuring that individuals needing legal assistance can navigate free legal resources easily, understand their legal options, and receive the help they need promptly and efficiently.

The full Website Redevelopment project is estimated to be finalized by December 2026. 603LA and NHLA requested and received an extension from the Bar Foundation in April 2025 that extends the timeline for these awards until May 31, 2026. Accordingly, we are jointly submitting herein an additional interim report on the current status of these awards.

603LA and NHLA have made great progress in meeting our goals. Former 603LA Deputy Director Emma Sisti spearheaded efforts to coordinate a significant editing project of the site's educational materials, which was a critical first step.

603LA also hired and has engaged a Technical Project Manager (TPM), whose primary role will be to oversee the end-to-end management of website content, including the updating of our online self-help library, coordination with subject matter experts on staff at 603LA and NHLA, and ensuring the design is accurate, aligns with our missions, and effectively communicates our message to audiences via enhanced user experience and accessibility. The TPM will work closely with other third-party contractors.

Current State

The TPM is working closely with 603LA's staff liaison, the Director of Operations (collectively, the project team), to ensure smooth coordination and communication throughout the process. Early efforts focused on aligning the objectives of the TIG with the activities of the TPM, resulting in the development of an initial project plan and the establishment of key milestones.

603LA published multiple RFPs for contractors to evaluate the website project and to build and design the necessary infrastructure. The project team began by developing a comprehensive set of criteria to guide the evaluation of vendor proposals. This involved a thorough review of submitted proposals, vendor websites, and related resources, which led to the finalization of a detailed criteria sheet and the creation of follow-up questions for vendors to clarify their approaches and capabilities.

Consultations were then conducted with the finalist vendors, during which revised proposals were carefully evaluated. Based on these assessments, the team recommended an agency that best aligned with the project's objectives and requirements.

To better understand user needs, the TPM gathered insights from staff who acted as proxies for end users. Two listening sessions were conducted with 14 staff members and managers, leading to the identification of more than a dozen specific requests aimed at improving users' ability to find and utilize 603LA's online content. Additionally, the TPM reached out to managers at leading legal aid organizations, such as Pine Tree in Maine and Legal Aid of North Carolina, to discuss best practices and inform the project's direction.

A major focus was placed on preparing and organizing content for the upcoming site improvements. The TPM developed a content warehouse to systematically organize and update materials. He evaluated the current site structure and content, exported text, images, and PDFs from the existing Squarespace site, and removed non-standard code from HTML to ensure compatibility and accessibility. The content warehouse was organized into a hierarchical structure, with content reformatted for accessibility, including corrected headings, page headlines, and URLs to support search indexing.

Navigation was automated for sub-resources, streamlining the user journey across the site. Furthermore, hundreds of edits from the October 2024 review of content in SharePoint were replicated into the content warehouse, ensuring consistency and up-to-date information across platforms.

While awaiting contract revisions, approval, and payment to the chosen vendor, the team proactively organized and updated all text, images, and links within the content warehouse. This preparatory work ensured that the project would be ready for a smooth launch once the vendor engagement was finalized.

The TPM conducted demonstrations of AI-facilitated chat and search options. Two promising options were implemented within the content warehouse for further evaluation by the selected development vendor. This allowed for hands-on assessment of potential enhancements to user experience and site functionality.

He also implemented a development version of vendor-recommended automated and manual translation engine into content warehouse for demo by staff in summer 2025. This project is dependent on our completion of the review of self-help materials but is progressing on track.

Conclusion

603LA and NHLA are extremely grateful for the opportunity to leverage this generous supplemental IOLTA funding with 603LA's additional TIG funding from LSC in order to develop a new statewide self-help website that integrates 603LA's online application portal with an improved and expanded library of legal resources. This project will ensure New Hampshire residents can more easily access free legal information, understand their legal options, and receive assistance with fewer barriers.

The online self-help library will remain freely available to all state residents and serve as a critical access point for additional services. We thank the Bar Foundation for providing us the opportunity to pursue this important work to close New Hampshire's access-to-justice gap.

603 LA IOLTA Supplemental Grant Expense Report June 1, 2024- May
31, 2025 for amount received: \$50,000

	IOLTA FUNDED	WEBSITE PROJECT TOTAL
Salaries	3,396	5,578
Employer Taxes	260	445
Benefits	389	485
Space & Occupancy	246	390
Communications	25	41
Office Supplies & Expenses	27	66
Library	2	2
Contracted Services	30,524	36,281
Professional Development	36	25
Travel - Local	1	1
Dues & Fees	2	6
Insurance	15	24
Recruiting	-	-
Allocated Admin	1,112.32	1,707.60
Miscellaneous	12	12
Depreciation	-	-
	<u>\$ 36,048</u>	<u>\$ 45,063</u>

New Hampshire Legal Assistance
 NH Bar Foundation IOLTA Supplemental Educational Grant - Financial Report
 June 1, 2024 - May 31, 2025

Sources

NH Bar Foundation IOLTA Educational Grant

Total Sources

Uses

NHLA Advocates 120 hrs @\$125/hr

603 Legal Aid subgrant

Total Uses

	Jun - Aug 2024	Sept - Nov 2024	Dec - Feb 2025	Mar - May 2025	GTD 2025	Remaining
Budget	Actual Expenses	Actual Expenses	Actual Expenses	Actual Expenses	Total Expenses	Budget
\$ 35,000	\$ 400	\$ 4,600	\$ -	\$ 30,000	\$ 35,000	\$ -
35,000	400	4,600	-	30,000	35,000	-
5,000	400	4,600	-	-	5,000	-
30,000	-	-	-	30,000	30,000	-
\$ 35,000	\$ 400	\$ 4,600	\$ -	\$ 30,000	\$ 35,000	\$ -