

MPLP IT Fifth Friday Webinar: Next Level Pika Texting



Angela Tripp and Scott Ellis
March 29, 2019

Fifth Friday Webinar Series

Schedule for remainder of 2019:

- May 31, 2019
- August 30, 2019

Recordings of and supporting materials for previous webinars available at:

- <http://www.mplp.org/Taskforces/technology>

Basic Elements and Roadmap of Training

1. Quick review of how to Send and Receive Texts with Pika
2. In-depth Look at How to Send Automated Reminder Texts and Survey Links
 - a. Implementation and Policy Considerations
 - b. FAQs
3. Technical Aspects of Texting with Pika
4. Next-Next Level: Texting for Outcomes
5. Questions!

Texting through Pika!

- You have the option to text with your clients using the Pika interface
- You initiate the conversation, all conversation is recorded in Pika
- You get email notification of new messages; you can also see in Pika which cases have unread messages
- Text conversations recorded in Pika SMS tab as well as Notes tab
- When case is closed, clients can no longer text you
- Ability to schedule and send automated text reminders for events (court dates, meetings, etc.) and send survey links

Requirements for ML programs

- Pika 6.x
- Twilio Account
 - Dedicated phone number
(one per instance)

The logo for Pika Software, featuring the word "Pika" in white text on a red rectangular background, followed by the word "Software" in black text on a white rectangular background. The entire logo is enclosed in a thin blue border.

Texting with Clients: Pika SMS tab

A-17-00262
Pending

Outcomes Justice Gap SMS

Send a SMS message to a case contact

Cell Number:

Kathy Brown (617) 970-4311

Message:

Please enter your message here.

Send SMS

Kathy Brown

Primary Client

Address:

Phone: (617) 970-4311

Notes:

Language:

Birth Date: 3/3/1981

► remove

Amy Brown

Client

► remove

Actions

- Popup Timer
- Add Tickle
- Add LSC Other Matter
- Email Case Link
- Transfer this case
- Duplicate this case
- Delete this case

► Add to this case:

Client

First:

Middle:

Last (or Org. Name):

from Kathy Brown
at (617) 970-4311

Hi Iscc!!

12/13/2017 2:42
PM

from Kathy Brown
at (617) 970-4311

Hi LSC!

12/13/2017 2:41
PM

from Kathy Brown
at (617) 970-4311

One more thing...

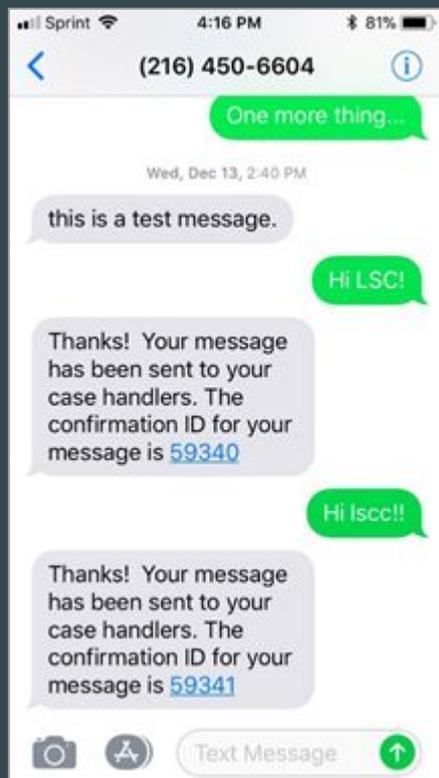
12/13/2017 12:50
PM

to 13135951003
from 12164506604

Thanks so much!

12/13/2017 12:46
PM

Client View



Notifications for You

 Pika CMS 6 Demo

Case List Mode: [My Open Cases](#) [My Closed Cases](#) [All Open and Closed Cases](#) [More Options](#)

Case Number	Client Name	Status	Staff	Office	Code	Opened	Closed	Funding	Time
A-17-00262 Open	Brown, Kathy	Pending	Tripp, Angela	M		12/13/2017			
A-17-00263 1 Open	Ellis, Scott	Pending	Tripp, Angela	M		12/13/2017			



Angela Tripp <trippa@lsscm.org>

New SMS for A-17-00262

4 messages

no-reply@bestlegalaid.org <no-reply@bestlegalaid.org>

Wed, Dec 13, 2017 at 12:45 PM

To: trippa@mplp.org

Kathy Brown has sent a new SMS message, you can view it at: https://pikasoftware.com/test_sms/case.php?case_id=11601&screen=sms

 Household Size Info is Blank  Citi
No Opposing Parties Have Been Entered

Case Summary

A-17-00263
Pending

2 new SMS messages

Scott Ellis

Primary Client

Address:

Phone: (617) 970-4311

Notes:

Language:

Birth Date:

[▶ remove](#)

Actions

[▶ Popup Timer](#)

Notes Tab

Household Size Info is Blank Citizenship Status is Blank Funding Code is Blank Income Info is Blank
No Opposing Parties Have Been Entered

Case Summary

Notes Conflict Eligibility Case Info Pro Bono Documents LITC

A-17-00262
Pending

Kathy Brown
Primary Client
Address:
Phone: (617) 970-4311
Notes:
Language:
Birth Date: 3/3/1981
[▶ remove](#)

Amy Brown
Client
[▶ remove](#)

Actions

- ▶ [Popup Timer](#)
- ▶ [Add Tickle](#)
- ▶ [Add LSC Other Matter](#)
- ▶ [Email Case Link](#)
- ▶ [Transfer this case](#)
- ▶ [Duplicate this case](#)
- ▶ [Delete this case](#)

▶ Add to this case:
Client

First:

Middle:

Last (or Org. Name):

Outcomes Justice Gap SMS

Summary (public):

Hours:

Notes (private):

Date:
03/28/2018

Start Time:
10:31 AM

Type of Activity:

Staff:
Tripp, Angela

Funding Source:

▶ [Text Highlighting](#)

Case Notes for A-17-00262

▶ [Reverse Order of Case Notes](#)

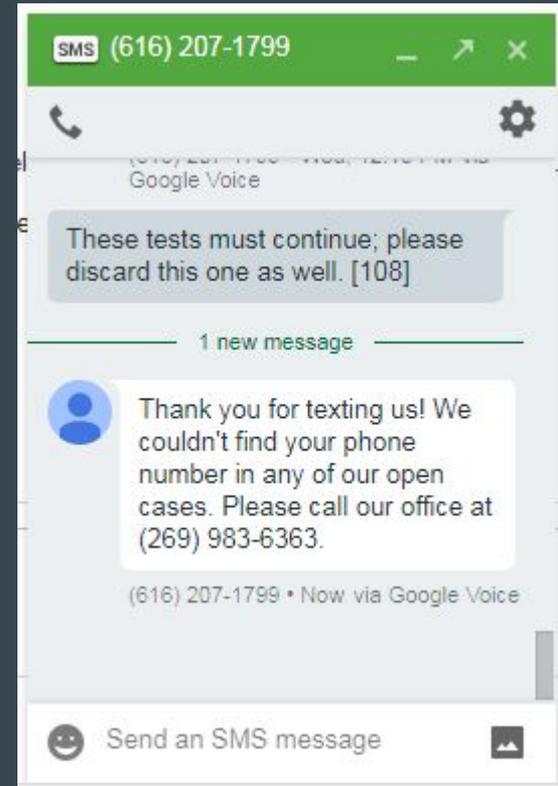
Case Note - Tripp, Angela
12/13/2017 2:43 PM | 0.00 hours | [Edit this record](#)
other case notes

SMS Message -
12/13/2017 2:42 PM | 0 hours | [Edit this record](#)
[SMS message from Kathy Brown at (617) 970-4311]
Hi lsccl!

SMS Message -
12/13/2017 2:41 PM | 0 hours | [Edit this record](#)
[SMS message from Kathy Brown at (617) 970-4311]
Hi LSC!

Texts from Clients without an Open Case

Clients who change phone numbers without telling you, whose cases have been closed, or who have no current open case may try to text. When they do, they will get a message that says “Thank you for texting us! We couldn’t find your phone number in any of our open cases. Please call our office at (XXX) XXX-XXXX.” You can create a custom message for your program’s needs. No one within your program is notified of this texting attempt.

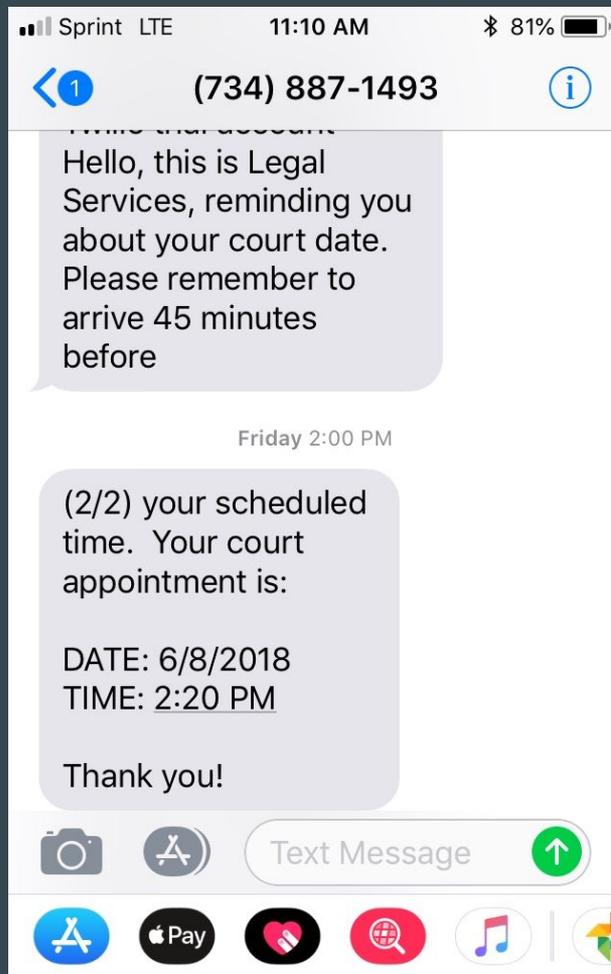


Questions?

Automated Reminder Texts

Use cases:

- Reminders of appointments
- Reminders of court dates
- Reminders of actions clients need to take (e.g., in a divorce clinic, reminders of service, default, etc.)
- Sending link to online survey
- Others - what can you think of?



New Calendar Entry



Summary (public):

Court Hearing

Notes (private):

► [Text Highlighting](#)

Date:

06/17/2018

Start Time:

10:45 AM

End Time:

Type of Activity:

Staff:

Tripp, Angela

Case:

Client, Casey - 1-18-00119 -

Funding Source:

SMS Reminders

Send SMS reminder to the primary client on this case?

Send the SMS reminder to:

Primary Phone

Alternate Phone

Select a Message

Extra message for the client (max. 255 characters):

Scheduling and Crafting your Reminder

 MPLP Dev Pika 605 atripp Lo

Summary (public):

Notes (private):

[▶ Text Highlighting](#)

Date: 

Start Time:

End Time:

Type of Activity:

Staff:

Case:

Funding Source:

SMS Reminders

Send SMS reminder to the primary client on this case?

Send the SMS reminder to:
 Primary Phone
 Alternate Phone

Select a Message

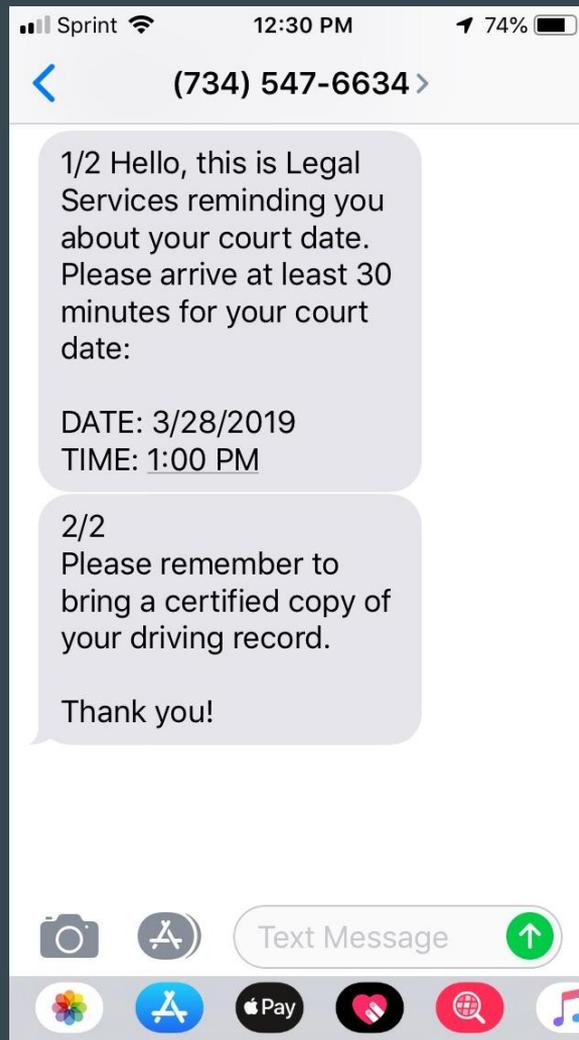
(max. 255 characters):

Please remember to bring your sister who is going to testify for you.

What the client sees

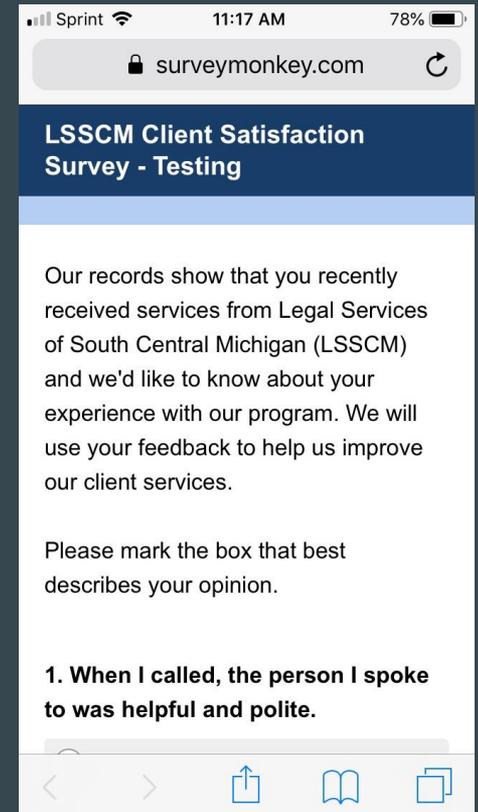
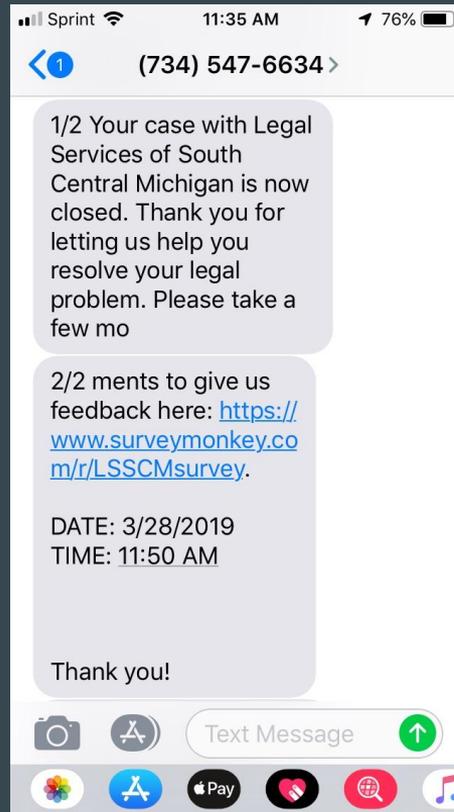
This is a long message that was divided up into two messages; even if it arrives out of order the messages are numbered to help the client read in the proper order.

You can see the canned message, the date and time, and my additional free text. The “Thank you!” is added automatically but can be changed by your Pika admin.



Closing a case and sending a survey

You can use automated reminders to send clients a link to an online survey. You can build a simple survey in something like Google Forms (free), SurveyMonkey, or others. When you close a case, you can schedule the survey text to be sent. The url will automatically become a link.





Summary (public):

Meeting at YCUA office

Notes (private):

Empty text area for private notes

▶ Text Highlighting ▶ Delete this record

Date:

06/17/2018

Start Time:

11:30 AM

End Time:

Empty text field for end time

Type of Activity:

Empty dropdown menu for activity type

Staff:

Tripp, Angela

Case: 1-18-00119

Client, Casey - 1-18-00119 -

Funding Source:

Empty dropdown menu for funding source

SMS Reminders

Send SMS reminder to the primary client on this case?

30 minutes before Start Time

Send the SMS reminder to:

Primary Phone

Alternate Phone

Select a Message

Empty dropdown menu for message selection

Extra message for the client (max. 255 characters):

We're meeting at the YUCA office at 1234 Main Street. Please bring proof of ID.

Reminder failed to send Jun 17 2018 11:00

Save, Add Another

Save and Close

Cancel

Your



MPLP

< Previous D

Today's P

Type
Appointment

To Do Lis

No entries

Update

atripp



Last (or Org. Name):

Jr., Sr., etc.

Date of Birth:

SSN:

Add

Case Notes for 1-18-00119

► [Reverse Order of Case Notes](#)

Appointment - Tripp, Angela

6/17/2018 10:45 AM | 0.00 hours | [Edit this record](#)

Court Hearing

SMS Message -

6/17/2018 10:28 AM | 0 hours | [Edit this record](#)

[SMS message from Casey Client at (617) 970-4311]
Sorry I can't make it!

SMS Message -

6/17/2018 10:15 AM | 0 hours | [Edit this record](#)

[SMS message to 16179704311 from +17348871493]
Hello, this is Legal Services, reminding you about your court date. Please remember to arrive 45 minutes before your scheduled time. Your court appointment is:

DATE: 6/17/2018

TIME: 10:45 AM

Please remember to bring your sister who is going to testify for you.

Thank you!

Using or Clearing Appointments from Your Calendar

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< Previous Day Day View One Week Four Week Advanced Go to date: Go Next Day >

Overdue Items

Type	Time	Description	Case Info	Emp'd. Hrs
Appointment	6/17/2018 11:45 AM	Meeting at SSA Office	1-18-00119 Client, Casey (617) 970-4311	<input type="text"/>

Today's Pending Items

Type	Time	Description	Case Info	Emp'd. Hrs
Appointment	4:35 PM	Meeting at FOC	1-18-00120 Client, Carmen (617) 970-4311	<input type="text"/>

To Do List

No entries

[Check All / Uncheck All]

Time Slip and Activity Log for 6/19/2018 (0 hours)

No entries

Time/Funding Breakdown

No time slips

Actions

- ▶ Add New Tickle
- ▶ Add New Time Slip (Popup Timer)
- ▶ Add New Calendar Entry
- ▶ Add New LSC Other Services Record
- ▶ Subscribe to Calendar (iCal)
- ▶ View Another Person's Calendar:

Using or Clearing Appointments from Your Calendar

MPLP Dev Pika 605

< Previous Day Day View One Week Four Week Advanced Go to date: Go Next Day >

Today's Pending Items

Type	Time	Description	Case Info	Client, Mrs
Appointment	4:35 PM	Meeting at FOC	1-18-00120 Client, Carmen (617) 970-4311	<input type="checkbox"/>

Actions

- ▶ Add New Tickle
- ▶ Add New Time Slip (Popup Timer)
- ▶ Add New Calendar Entry
- ▶ Add New LSC Other Services Record
- ▶ Subscribe to Calendar (iCal)
- ▶ View Another Person's Calendar:

To Do List

No entries

Time Slip and Activity Log for 6/19/2018 (2 hours)

Type	Time	Description	Case Info	Hours
Time Slip	4:06 PM	Meeting at FOC	1-18-00120 Client, Carmen (617) 970-4311	2.00
Appointment	4:35 PM	Meeting at FOC	1-18-00120 Client, Carmen (617) 970-4311	

Time/Funding Breakdown

Funding Code	Hours
No Funding Code	2 hours

Using or Clearing Appointments from Your Calendar

▶ [Email Case Link](#)
▶ [Transfer this case](#)
▶ [Duplicate this case](#)
▶ [Delete this case](#)

▶ Add to this case:
Client

First:

Middle:

Last (or Org. Name):

Jr., Sr., etc.

Date of Birth:

SSN:

▶ [Toggle Mileage Detail](#)

Mileage Reimbursement Detail

Odometer Beginning:

Odometer Ending:

Location:

Case Notes for 1-18-00119

▶ [Reverse Order of Case Notes](#)

Time Slip - Tripp, Angela
6/19/2018 4:06 PM | 2.00 hours | [Edit this record](#)

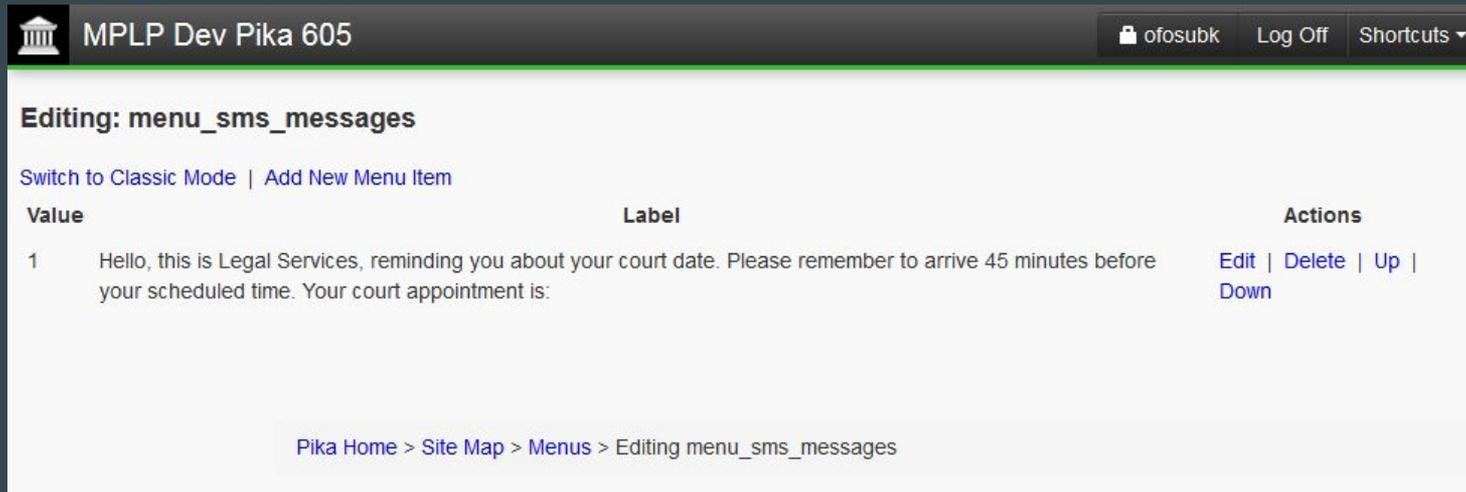
Meeting at YCUA
Here is what happened.

Appointment - Tripp, Angela
6/19/2018 4:00 PM | 0.00 hours | [Edit this record](#)

Meeting at YCUA

Adding and Editing Reminder Message Content

Reminder messages are stored in an OCM system table- “menu_sms_messages”. Pika Administrators can add or edit its contents via the “Menu and Special Tables” utility (Site Map->Menus and Special Tables->Menu Listing->sms_messages):



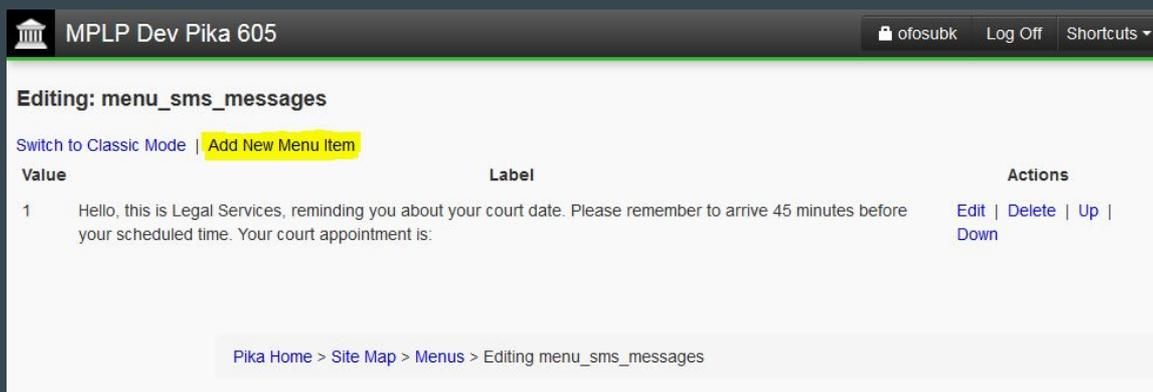
The screenshot shows the Pika Admin interface. At the top, there is a header bar with the Pika logo, the text "MPLP Dev Pika 605", and user information "ofosubk", "Log Off", and "Shortcuts". Below the header, the page title is "Editing: menu_sms_messages". There are two links: "Switch to Classic Mode" and "Add New Menu Item". A table with three columns: "Value", "Label", and "Actions" is displayed. The table contains one row with the value "1", a long label text, and actions "Edit", "Delete", "Up", and "Down". At the bottom, there is a breadcrumb trail: "Pika Home > Site Map > Menus > Editing menu_sms_messages".

Value	Label	Actions
1	Hello, this is Legal Services, reminding you about your court date. Please remember to arrive 45 minutes before your scheduled time. Your court appointment is:	Edit Delete Up Down

[Pika Home](#) > [Site Map](#) > [Menus](#) > Editing menu_sms_messages

Adding and Editing Reminder Message Content

To add a new menu item, click “Add New Menu Item”:



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ofosubk Log Off Shortcuts

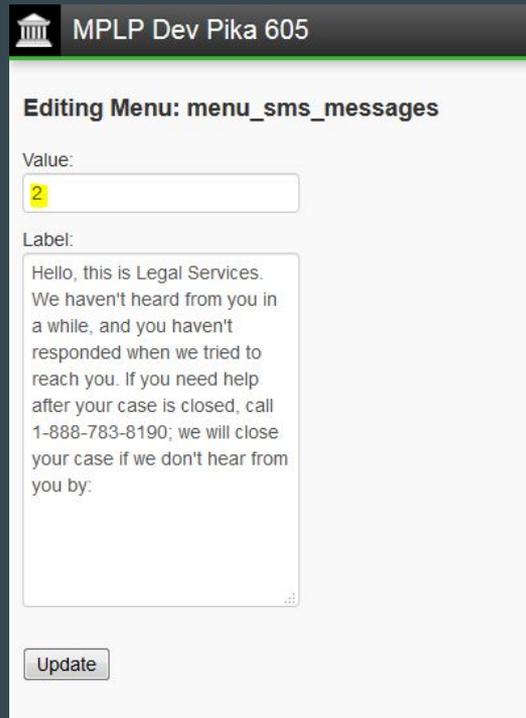
Editing: menu_sms_messages

Switch to Classic Mode | **Add New Menu Item**

Value	Label	Actions
1	Hello, this is Legal Services, reminding you about your court date. Please remember to arrive 45 minutes before your scheduled time. Your court appointment is:	Edit Delete Up Down

[Pika Home](#) > [Site Map](#) > [Menus](#) > Editing menu_sms_messages

Choose the next available number in sequence, enter a number in the value field. Enter the reminder message content within the “label” field (note: field entry is limited to 512 characters). Click “Update” to save the new menu item.



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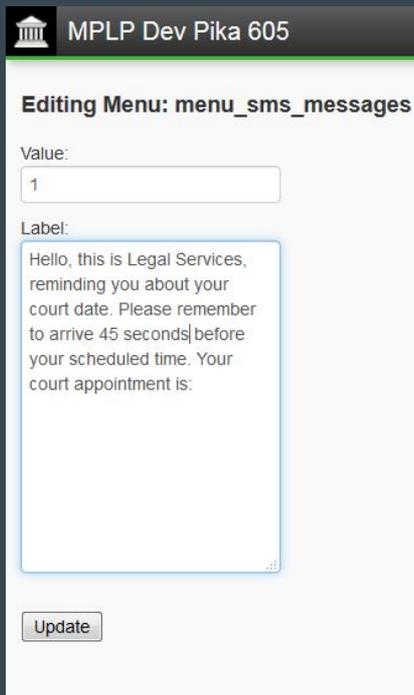
Editing Menu: menu_sms_messages

Value:

Label:

Adding and Editing Reminder Message Content

To edit an existing menu item, click “Add New Menu Item”:



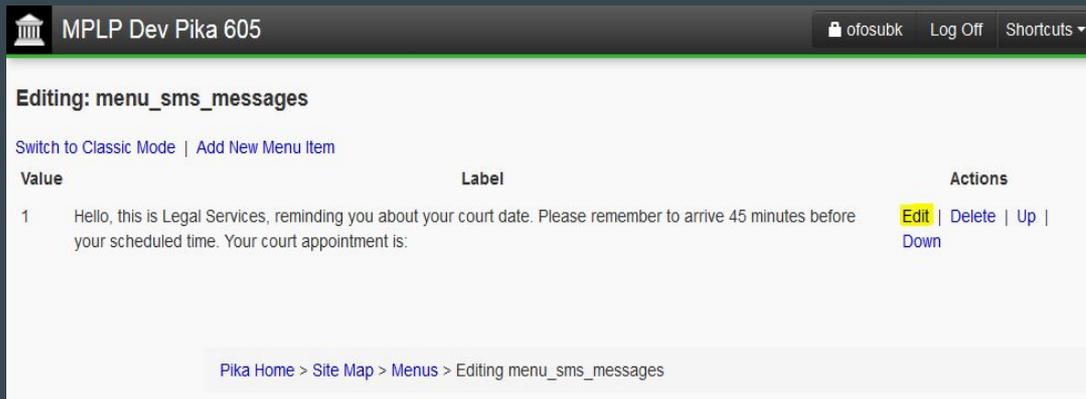
MPLP Dev Pika 605

Editing Menu: menu_sms_messages

Value:
1

Label:
Hello, this is Legal Services, reminding you about your court date. Please remember to arrive 45 seconds before your scheduled time. Your court appointment is:

Update



MPLP Dev Pika 605 ofosubk Log Off Shortcuts

Editing: menu_sms_messages

[Switch to Classic Mode](#) | [Add New Menu Item](#)

Value	Label	Actions
1	Hello, this is Legal Services, reminding you about your court date. Please remember to arrive 45 minutes before your scheduled time. Your court appointment is:	Edit Delete Up Down

[Pika Home](#) > [Site Map](#) > [Menus](#) > Editing menu_sms_messages

Edit the reminder message content within the “label” field (note: field entry is limited to 512 characters). Click “Update” to save the edited content.

FAQs for Automated Reminder Texts

1. Can clients respond to an automated text?
 - a. Yes, and the response is treated like any other text - you get reminders by email and in Pika, and the reminder text and any response are recorded in the SMS tab in Pika and in the Notes tab.
2. Who can schedule a reminder text?
 - a. Anyone with access to your Pika instance - students, admin staff, etc.
3. Who can edit/change the texts that go to clients?
 - a. Anyone with administrative rights within Pika.
4. Can I change the order of canned text/date & time/free text?
 - a. No.

How to Get Started

1. Make sure you have Pika 6.x. If not, work with MPLP IT for an upgrade ASAP!
2. Get a Twilio account and work with MPLP IT to configure your Pika instance for texting.
3. Determine as an organization what automated reminder texts you want to build into your Pika instance, and have an administrator add them. Build an online survey if that is part of your plan. Modify all other stock texts (no open case text, determine if you'll use the “thanks we got your text message, etc.).
4. Make sure your staff emails are in their Pika user accounts.
5. Train your staff (or share training videos).
6. Go!

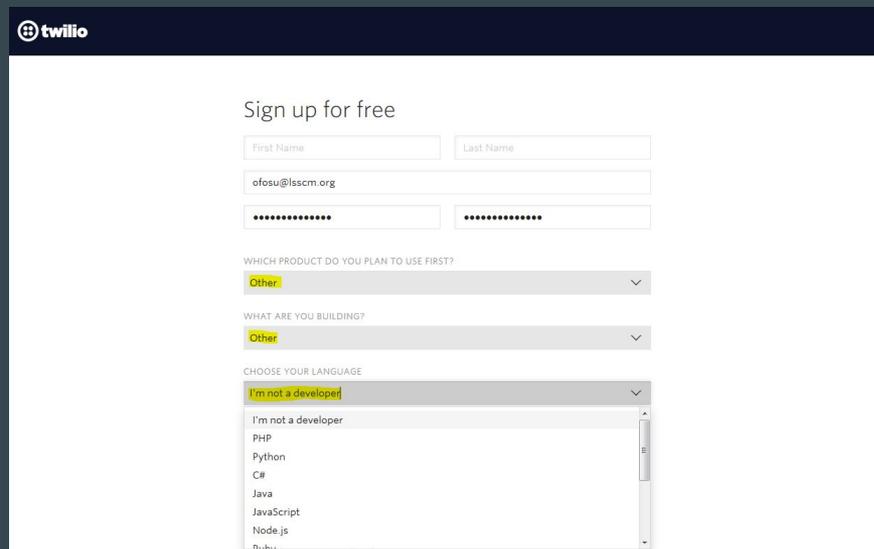


The Technical Parts: Twilio

Texting with Pika is facilitated by the Twilio platform, which provides an API, SMS number and carrier services. Each legal services program must create and maintain a Twilio account. Service costs include a \$0.0075 charge for each text message sent or received and a recurring charge of \$1.00/month for the SMS phone number.

To create a Twilio account for the Pika SMS module, request an SMS number and obtain SID and token information.

1. [Create a generic trial account](#) (choose "Other" for product and build type, "Less than 100,000" monthly interactions)



The image shows a screenshot of the Twilio website's sign-up page. The Twilio logo is in the top left corner. The main heading is "Sign up for free". Below this, there are several input fields: "First Name", "Last Name", "Email" (containing "efosu@lsscm.org"), and "Password" (with a strength indicator). There are three dropdown menus: "WHICH PRODUCT DO YOU PLAN TO USE FIRST?" with "Other" selected, "WHAT ARE YOU BUILDING?" with "Other" selected, and "CHOOSE YOUR LANGUAGE" with "I'm not a developer" selected. A scrollable list of languages is visible below the language dropdown, including "I'm not a developer", "PHP", "Python", "C#", "Java", "JavaScript", "Node.js", and "Ruby".

Configuring your Twilio Account

2. Verify the registered contact number- from Twilio support: "When you sign up for a your free Twilio Trial, you'll be asked to verify your phone number. This is an important security step that is mandatory to trying Twilio. You must verify any non-Twilio phone numbers that you wish to send SMS or MMS messages to while in trial mode. This is an extra security measure for trial accounts that we **remove once you upgrade your account.**"
3. Request a new SMS number- Click "Get your first Twilio phone number" from Twilio support: "If you don't like the number Twilio selects for you, you can search for another Twilio phone number instead. Click on the 'Search for a different number' link to reach the phone search interface where you can find a number that better suits your needs. You can customize country, area code, or capabilities."

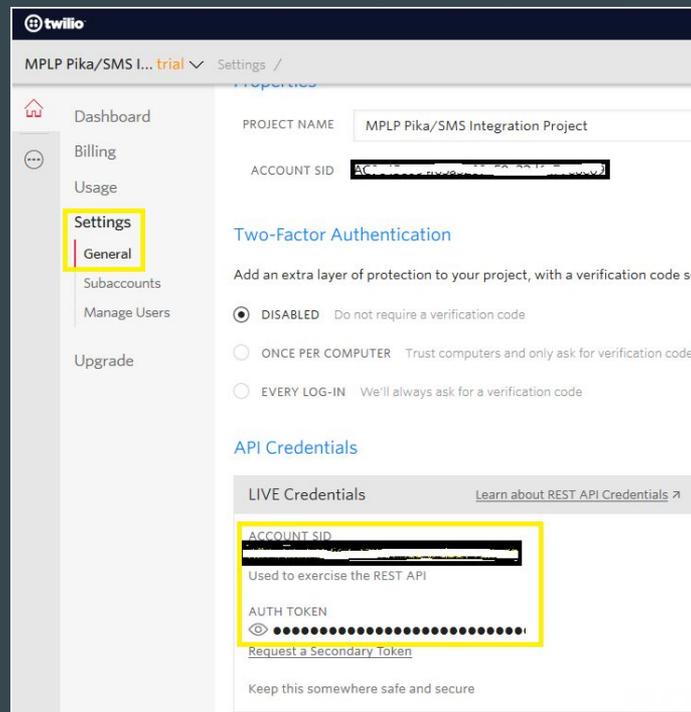
The screenshot shows a dialog box titled "Your first Twilio Phone Number". It has a close button (X) in the top right corner. The "COUNTRY" is set to "United States (+1)". Below it, there is a link that says "Can't find the country you need? Please let us know." The "Number" field contains "734" and the "MATCH TO" dropdown is set to "First part of number". Below the number field, there is a search prompt: "Search by area code, prefix, or characters you want in your phone number." The "CAPABILITIES" section has radio buttons for "ANY", "Voice", "Fax", "SMS" (which is selected), and "MMS". Below this, there is a note: "Different numbers have different communications capabilities. Select the ones your phone number needs." At the bottom, there is a link "Go back to your preselected number", a "Cancel" button, and a red "Search" button.

The screenshot shows a dialog box titled "Buy A Number - Search Results". It has a close button (X) in the top right corner. The "COUNTRY" is set to "United States" and the "Number" field contains "734". There is a "Capabilities" dropdown and a red "Search" button. Below this is a table of search results:

NUMBER	LOCATION	TYPE	CAPABILITIES			
			VOICE	SMS	MMS	
+1 (734) 636-2378	Monroe, MI	Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Choose this Number
+1 (734) 887-1493	Ann Arbor, MI	Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Choose this Number
+1 (734) 530-4390	Wyandotte, MI	Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Choose this Number
+1 (734) 530-4451	Wyandotte, MI	Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Choose this Number
+1 (734) 530-4361	Wyandotte, MI	Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Choose this Number
+1 (734) 329-5149	Wayne, MI	Local	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Choose this Number

Your Twilio Account

4. **Upgrade your account- from Twilio support:** “Go to the [billing page](#) and provide your payment information. Payment is accepted via credit card or Paypal. Twilio will either automatically charge you whenever your account balance falls below a threshold that you set, or you can buy Twilio credits with individual payments.”
5. **Obtain account SID and authentication token**- and give these to Scott at MPLP IT.

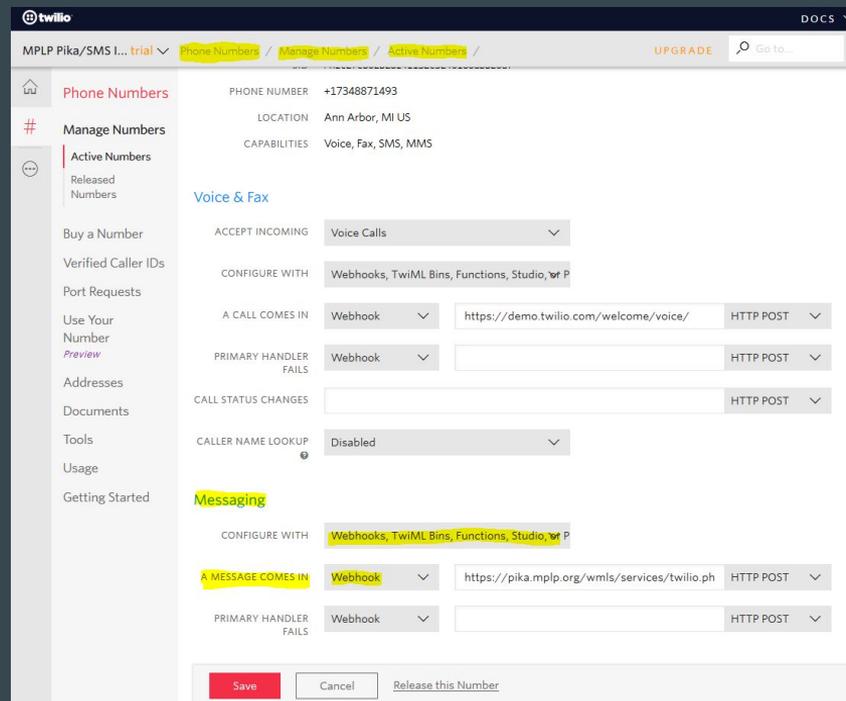


The screenshot displays the Twilio account settings interface. On the left, a navigation menu includes 'Dashboard', 'Billing', 'Usage', 'Settings', 'Subaccounts', 'Manage Users', and 'Upgrade'. The 'Settings' option is highlighted with a yellow box, and its sub-menu 'General' is also highlighted. The main content area shows the 'Settings' page for the project 'MPLP Pika/SMS Integration Project'. It includes fields for 'PROJECT NAME' and 'ACCOUNT SID'. Below this, there is a section for 'Two-Factor Authentication' with three options: 'DISABLED' (selected), 'ONCE PER COMPUTER', and 'EVERY LOG-IN'. A 'LIVE Credentials' section is also visible, containing fields for 'ACCOUNT SID' and 'AUTH TOKEN', both of which are highlighted with yellow boxes. A link to 'Request a Secondary Token' is provided below the 'AUTH TOKEN' field.

Configuring the Twilio Account

6. **Define a Messaging Webhook**- The OCM SMS module utilizes a Twilio webhook to register incoming messages; users must configure Twilio's message "Webhook" setting by entering the following URL as instructed below: `https://enter actual $base_url value here/services/twilio.php`

Go to -> Phone Numbers / Manage Numbers / Active Numbers / Twilio Number / Configure / Messaging / "A MESSAGE COMES IN" / Webhook (HTTP POST)



The screenshot shows the Twilio console interface for configuring a phone number. The breadcrumb trail is: MPLP Pika/SMS 1... trial > Phone Numbers > Manage Numbers > Active Numbers > [Phone Number]. The phone number is +17348871493, located in Ann Arbor, MI US, with capabilities for Voice, Fax, SMS, and MMS. Under the "Voice & Fax" section, "ACCEPT INCOMING" is set to "Voice Calls" and "CONFIGURE WITH" is set to "Webhooks, TwiML Bins, Functions, Studio, P". The "A CALL COMES IN" setting is configured with "Webhook" as the handler and the URL "https://demo.twilio.com/welcome/voice/" with an "HTTP POST" method. The "PRIMARY HANDLER FAILS" and "CALL STATUS CHANGES" settings are also set to "Webhook" with "HTTP POST" methods. The "CALLER NAME LOOKUP" is set to "Disabled". Under the "Messaging" section, "CONFIGURE WITH" is set to "Webhooks, TwiML Bins, Functions, Studio, P". The "A MESSAGE COMES IN" setting is configured with "Webhook" as the handler and the URL "https://pika.mplp.org/wmls/services/twilio.php" with an "HTTP POST" method. The "PRIMARY HANDLER FAILS" setting is also set to "Webhook" with an "HTTP POST" method. At the bottom, there are buttons for "Save", "Cancel", and "Release this Number".

Costs and Tracking of Costs

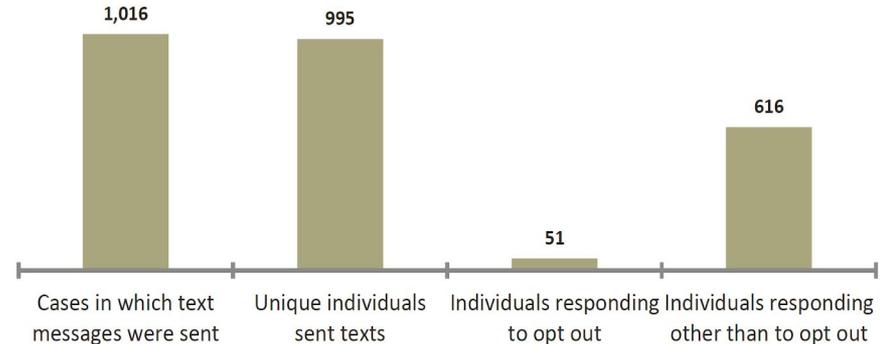
1. Costs are estimated at about \$50 per month, but this depends on volume.
2. Consider the costs of your Twilio accounts and then add:
 - Each message is \$0.0075 - messages longer than 160 characters are double that, \$0.0150.
 - Very long messages (over 1000 characters) are sent as media messages and cost \$0.01.
3. To bill offices separately if you need to, consider basing this on the proportion of users in each office.
4. Another office-specific billing option is available by running a mega report on `sms_count` and grouping it by `case_county`. This is still not perfect, as it doesn't capture the automated "thank you for your message" texts but it can give you a more accurate proportion by which to divide the monthly/annual bill.

Questions?

Next Level - possibly coming in 2020 - Texting for Outcomes

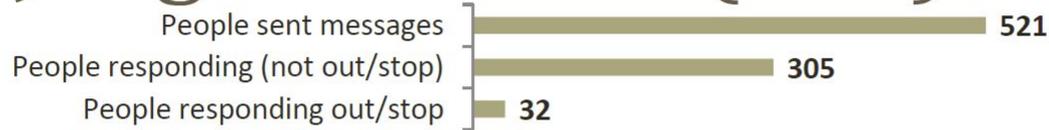
MPLP & MAP applied for a TIG to build a system to engage clients in a texting conversation after their A/B cases are closed to find out whether the info we gave them helped them resolve their problem. This is based on a similar project in Cleveland.

Outcome Msgs: Response Rate



- Overall pilot response rate (based on individuals): 61.9%
- Overall pilot opt out rate (based on individuals): 5%

Judgment Proof (01A)



Response Rate:
58.5%

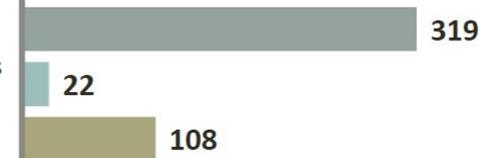
Message A: You recently contacted Legal Aid for help filing bankruptcy. We advised that you should not file at this time, and sent you a letter. Was this advice helpful? Text Y or N to let us know.



Message B: Legal Aid wants to know if the letter we sent helped you. Did you take any additional steps based on Legal Aid's advice? Text Y or N to let us know.

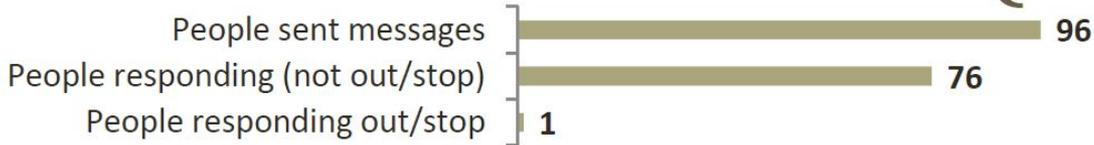


Message C: You contacted Legal Aid for help with debt. Was your problem resolved? Text Y or N to let us know.



■ People Sent Messages ■ "Yes" ■ "No"

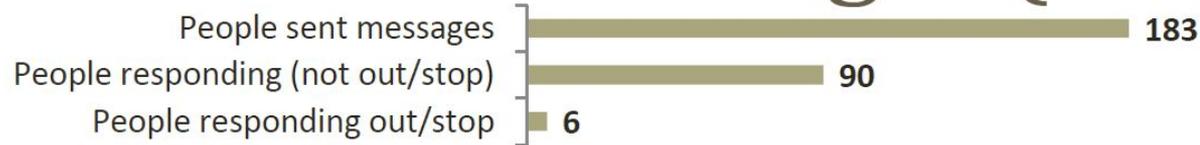
Pro Se Divorce Clinic (32A)



Response Rate:
79.2%



Eviction - \$ Damages (60B)



Response Rate:
49.2%

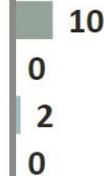
Message B: Legal Aid gave you advice and papers about representing yourself when your landlord sues you for money. Did you file an answer with the court using these forms? Text Y or N to let us know.



Message C: Legal Aid gave you advice and forms regarding a claim your landlord filed against you for money. Did Legal Aid's advice and forms help you to reduce or avoid the amount owed to your landlord? Text Y or N or NOT YET to let us know.



Message D (ONLY if Msg C = NOT YET): You told us the case with your landlord about money was not yet resolved. Did Legal Aid's advice and forms help you to reduce or avoid the amount owed to your landlord? Text Y or N to let us know.



■ People Sent Messages ■ "Not Yet" ■ "Yes" ■ "No"

We are:

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You'll get a survey from GTW right after this webinar; please take a few moments to fill it out and give us feedback on this project and this training.

We'll also make the slides available to everyone who registered. Thanks!