

Get Legal Help at ILAO (Illinois Legal Aid Online)



Introduction

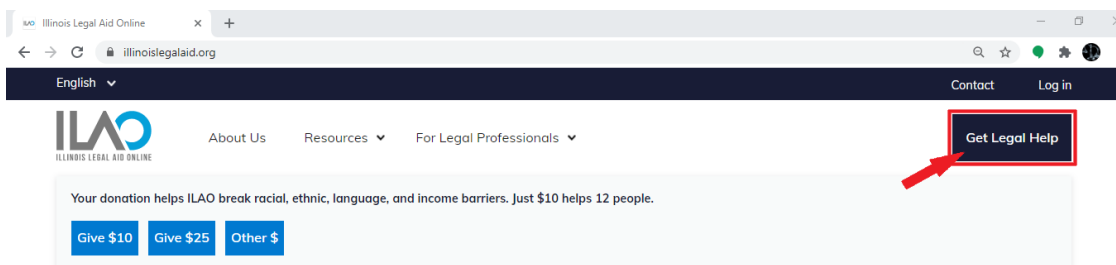
Illinois' Online Triage and Intake System, found in the Get Legal Help section of ILAO, was developed as an online access system, which would serve as a virtual entryway to the Illinois legal services delivery system. The goal of Get Legal Help is to improve access to legal services for low/moderate income and vulnerable Illinois residents and increase efficiencies among legal aid programs.

Get Legal Help helps users find the best available resources that will be most useful to their legal needs. By asking a series of questions, the system's algorithm directs them to self-help tools and information, legal bar association directories, or an online application process for one of the twelve legal aid programs that are system partners.

In 2020, approximately 95,000 individuals found help using Get Legal Help. While legal aid programs cannot accept all legal issues from every applicant, Get Legal Help is able to refer those cases with the greatest need and highest likelihood of acceptance for representation. Filter out cases that legal aid programs are not able to accept saves precious time and resources. In 2020, Get Legal Help has saved legal aid programs over 1442 hours (more than 36, 40-hour work weeks), assuming it takes only 1 minute to determine if a case will be rejected. Utilizing and directing individuals that need help to Get Legal Help allows legal aid programs to shift the time-saved to the cases with the greatest need. Individuals that are not referred receive self-help tools, legal information, and a short-list of referral organizations that may be able to help.

Getting Help

Get Legal Help can be accessed either by going to ILAO's homepage (<https://www.illinoislegalaid.org>) and following the Get Legal Help link or going directly to <https://www.illinoislegalaid.org/get-legal-help>.



We simplify the law so
you can get justice.

