**Meeting Notes 2/12 - Taproot Law**

**Focus on Accessibility**

Addressing the needs of certain elderly populations who prefer low-tech to no-tech solutions.

**Affordability through repackaging:** Erika’s initial approach to making legal services more affordable through legal coaching

**Time is money:** Emphasis on the correlation between the lawyer’s time and cost to the client.

**Human-centered interaction:** Creating tools and processes, like the Google Form worksheet, that are user-friendly for both clients and lawyers.

**Library Network Creation**: Exploring the development of a network to support document access and distribution, especially for those with limited internet access or preference for paper documents.

**Legal Coaching and Consultation:** Offering free initial consultations, with a focus on providing insight rather than just information.

**Client Onboarding and Worksheet Process:** Clients receive a health experience-based worksheet, aiming to lower anxieties and offer alternatives in a time-efficient manner.

**Targeting Specific Legal Needs:** Erika focuses on real estate and probate, avoiding highly-contested divorce cases, and leveraging her network in the Upper Peninsula.

**“Make-It-Legal”** Program: A proposal to formalize certain legal aids or coaching into document forms.

**Social Media and Education:** Considering the lawyer's role as a teacher, using social media (avatars, stories, posts) and workshops for peer learning.

**Digital and Low-Tech Solutions**: While utilizing digital forms like Google Forms for client worksheets, there's also a push towards printed materials and workshops to accommodate low-tech preferences.

**Optimizing Client Questionnaires**: The need for a better-optimized questionnaire to streamline the process for clients and Erika.  
  
**Accessibility Research in Marquette**: Investigating internet accessibility and potential solutions for document delivery, including a focus on library networks and senior services.

**Cost Considerations**: Discussing the market rate and the importance of evaluating the time and cost-effectiveness of legal services.

**App Development and Digital Products**: Debating the usefulness of apps and digital solutions versus the preference for low-tech approaches.

— just some notes I took during the meeting

**Key Highlights:**

* Consider certain populations of elderly that may only prefer low-tech to no-tech type circumstances.
* Repackaging a product to make it more affordable.
* Time is money, the more time the lawyer needs to spend, the more money.
* Create a human-centered interaction that the lawyers themselves can use too.
* Refer to the worksheet process that the client receives via a Google Form.
* Think about the Library Network Creation.

Traditional law does not make it affordable.

Repackaging a product to make it more affordable.

First thing Erika did is legal coaching.

**You can get a free initial consultation.**

* Under the misbelief that there is free legal information, but you may get free legal insight.
* They have a regular onboarding process.
* The customer is given a worksheet, based on a health experience that Erika went through.
* The client is given a worksheet and the lawyer will take 5 minutes to respond to it in a cold-setting.
* Her task is lower anxieties and to offer them alternatives.

Erika is a retired litigator and she does not want to deal with highly-contested divorce clients.

Erika has a huge network of the biggest law firms in the Upper Peninsula.

You should be able to take care of 80% of the needs.

Real-estate, probate.

Erika knows how to solve these problems.

Accommodate low-end needs.

A program known as “Make-it-Legal”.

Asking to put it in document form.

What is an Avatar?

1. Avatar, Social Media Presence.
2. Workshops - peer programming (AA).
3. In terms of social media presence, would you be posting stories or posts?

* Picture the lawyer as a teacher.
  + Instructions, graphics off of canvas
  + Ok so she’s referring to a UX persona.

The worksheets that they refer to, is it digitized? Is it sorted?

They use a google form, some form of journal practice.

Figure out values and figure out their lifestyle.

A journal practice that is probably digitized, preferably.

Ericka Do not do well switching from a business, solving problems, etc. Tapping into the creative process. The moment I have to jump into executive function.

Create some form of better optimized questionnaire for Erika.

* Downtown Marquette.
  + Another group did research about accessibility of Internet.
  + Newberry (isolated, full class -> limited 14, high interest. Feedback from the library is that a lot of elderly and are choosing not to have it. Can’t print documents, but since they are delivered electronically, are there other solutions? Researching other solutions would be helpful. Mailing documents can be expensive, but other companies that could do that. Slows down process. If we could figure out a way that could do it faster.  
      
    Creating a network of libraries, what if there was an elderly library network. Or something with the senior services. Do we contemplate on a $100 fee, tax on the elderly, preventing ageism.
* - One concept is the idea of low-tech. We are trying to be as low-lean, using graphic design to create printed resources, we are trying to reverting back on the good ole paper. All workshops are low-tech, just printed documents.

Market rate: $300/hour.

How long is that going to take and is that worth my time.

Maybe an app could not be the thing to do. We may need to reform the mobile app development.

Workshop attendees feel very respected, so the issue of time is one thing we may want to consider.

There are nuances to that. UX is not always about digital products,.

Answer the question of mistrust.