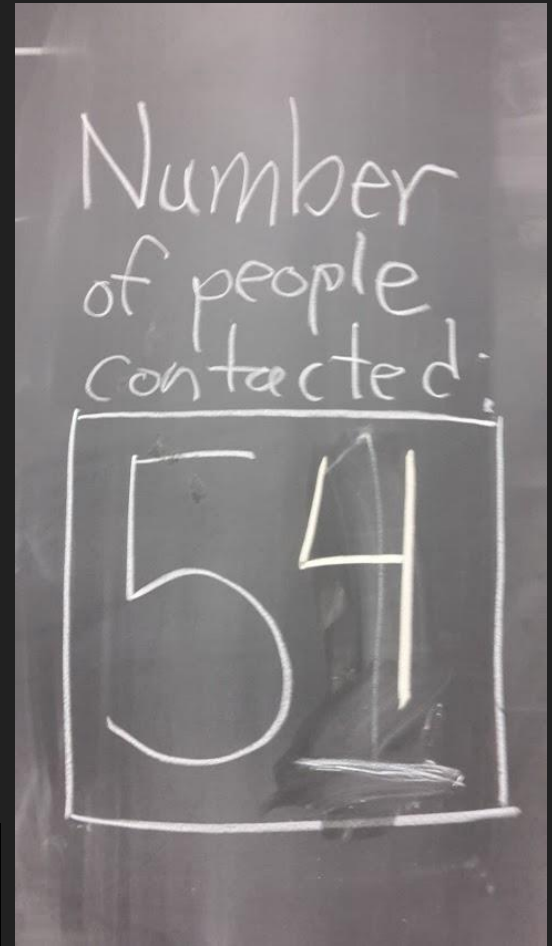


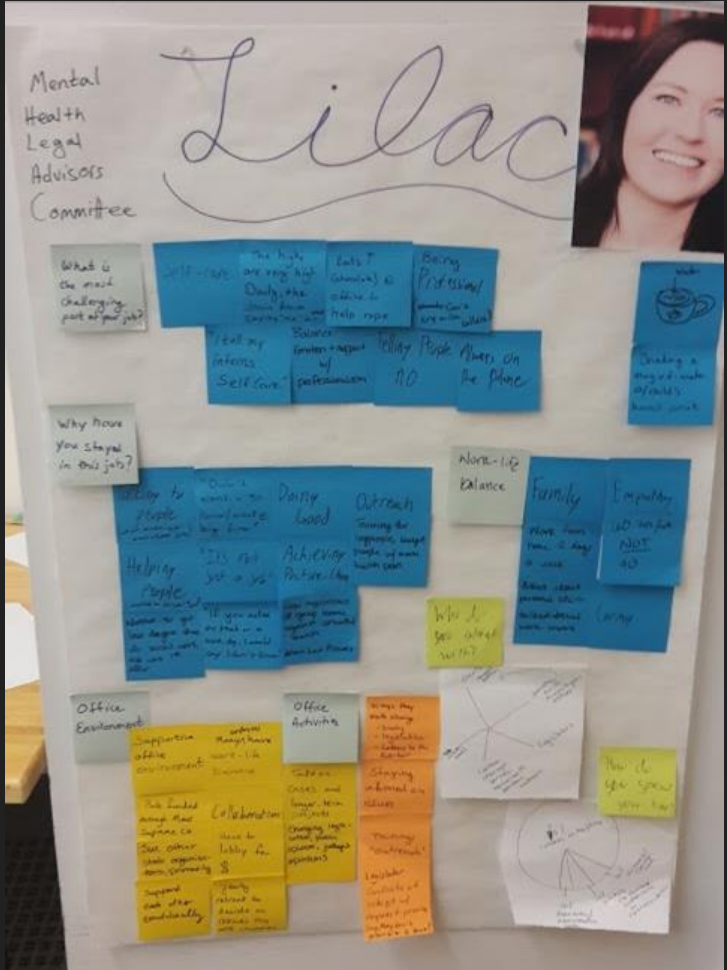
Our Semester's Journey Designing with Lawyers in Legal Aid and Public Defense

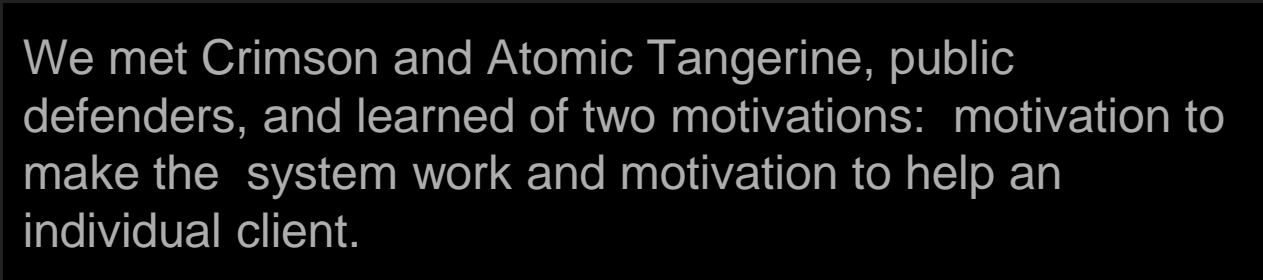
Team: Justin Kunimune, Emma Price, Connor Chin, March Saper, Coleman Ellis



We got our user group, set our learning goals and started contacting people.

We met Lilac, an intake attorney at a state-funded advocacy group in Boston, and learned about the second-hand trauma that many attorneys in legal aid experience.





We realized we were starting to have design ideas and put them in a parking lot for later.

Parking Lot

Self Care
-Turning
-Turning
-Turning
-Turning

Data Management
Huge part
of data's job

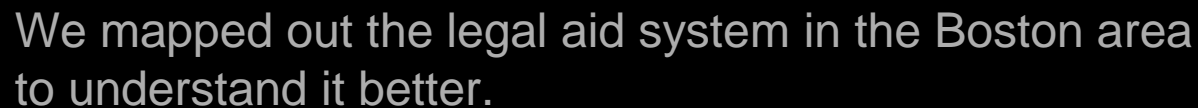
Support
System

Improve
Accountability for
Clients

Being
Informed
public that
we are not a
big thing to
be afraid of

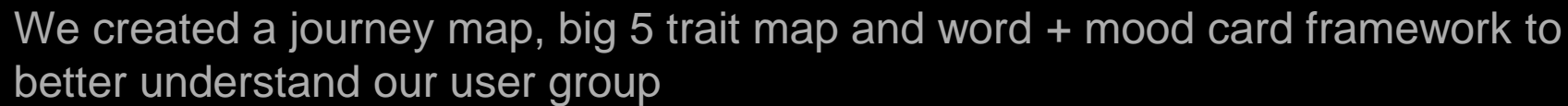
Sharing
Information
to help others
to understand
the situation
and to help
the community

Transportation





We met with more people who work in the legal aid/public defense space and eventually conducted 11 interviews.



Helping clients
is a driving passion
but causes 2nd
hand trauma

Those who maintain
direct client contact
are often emotionally
connected to clients but
analytical to support them.

"Lawyers educate
and inform their
clients, but in the end it's
the client's choice"

FEELS SOME BURNOUT,
BUT THEIR PASSION
KEEPS THEM THERE.

There is a strong
interest in social
work, but they feel
law is more powerful

Many have
stayed in same
job, but find daily
changes interesting

Want to fight
for their clients
but feel like the
system is stacked

System-focused
people tend to be
more compartmental-
ized.

We collected insight statements from all of our frameworks.

Supportive Sarah



She needs to maintain personal connections with clients, a focus on self-care, and a supportive environment.

VALUES Support Connections Clients Pride

MOTIVATION Making a difference Social work element Protecting Clients - "it's her job"

Sarah developed an interest in law and public interest through high school and college. After college she attended law school and got her first professional law experience interning at a public defender office. Sarah loved the internship so much that she knew helping people through public defense was her calling.

Justice Jim



He needs to work "based on the system" and solve otherwise problems everyday.

VALUES Challenge Improvement Justice Free Real Estate

MOTIVATION "It's not this or the next time they don't come to me" "We are the reason the system works"

Jim found a passion for law through mock trial in high school. After graduating law school, he chose not to enter the unfulfilling world of corporate law and instead joined a clinic. Now still working at the same clinic, he actively works toward making the system fair for just for all.

Tired Tracy



She needs to feel there is a good balance between funding train lawyers and changing the system.

VALUES Impact Collaboration Activism

MOTIVATION "People are forced to handle things they can't handle themselves" Family welfare Making the system and people work together

Tracy went to law school and did a clinic while she was there. She's been a practicing attorney at a family law legal aid group ever since. Over time, she's accumulated more responsibilities in the group and is now deputy director. While she still represents clients in court, she also works to change systemic values in the system - things like swaying judges' prejudices and working directly with legislators.

We created 3 personas from our interviews and frameworks: Supportive Sarah, Justice Jim and Tired Tracy

what I do.

SUPPORTIVE SARAH ●



VALUES

- Support
- Connections
- Clients
- Pride

MOTIVATIONS

- Making a difference
- Social work
- Protecting clients

"Sometimes all
you can be
is the one
standing
next to them"

JUSTICE JIM ●



VALUES

- Challenge
- Improvement
- Justice

MOTIVATIONS

- "I do this at
the next time
they don't come
to me"
- "We are the
system, the
system works"

Defending the
Constitution.
Everyone has
the right to
an attorney
and that's
what I do."

TRANSLATOR TRACY ●



VALUES

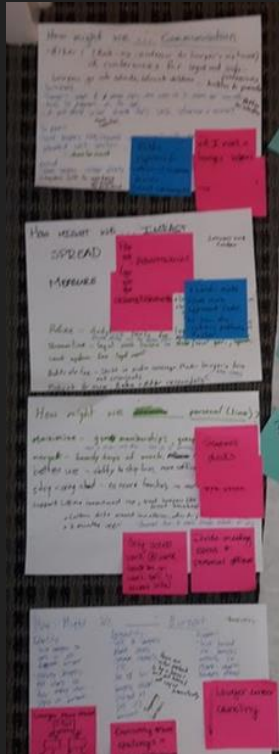
- Impact
- Collaboration
- Activism

MOTIVATIONS

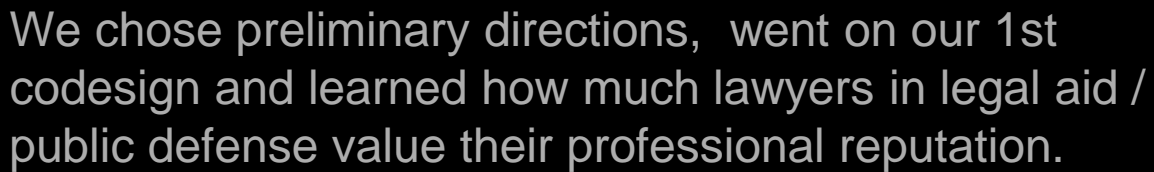
- "People are afraid
to handle things
they don't handle
themselves"
- Family values
- Helping the
system and
people work
together

"Lawyers
must educate
and reform
their clients"

After our first design review and more reflection, we realized Tired Tracy was actually Translator Tracy.



We began ideating design solutions using several methods including mind maps and association brainstorming.





We went on our 2nd and 3rd codesigns and learned that sometimes the client is the best investigator in their own case and that it is important they be seen as a person.

It's really important
that the client be
seen as a person

The problem with
Self care is that
they don't know
how to prioritize it.

We also heard about the difficulty of prioritizing self care in a job that induces second-hand trauma.

Burnout Meter

Vision of the future:	No one is ever over-worked - case by case distributed better	Cases distributed more evenly rather than overloaded	Provides action plan for when people are overloaded
Design Principles:	Maintain professional reputation	Self-care + supportive environment	
Insight statements:	People know when they are burnt out but may or may not do anything about it		
Personas:	Smith - says yes Jim - yes I am Tracy - sounds like	"Knowing when people are getting burnt out" w/ work slips	

Sorting Hat

Vision of the future:	Clients go to the optimal lawyer given experience w/ specialty and current workload	Less time spent w/ clients + do they want to represent	
Design Principles:	Provide good representation	Make smart choices + Connect w/ rep clients	
Insight statements:	Ideal is better world, but less unnecessary work is good	Spent more time w/ real clients	
Personas opinions:	"Saying no to people over and over again is draining"		

VR Courtroom

Vision of the future:	People do not spend time commuting anywhere	Lawyers can spend more time w/ clients even more	
Design Principles:	Support + connect w/ clients	Solve diverse problems	Make positive change
Insight statements:	Virtual law practices much more is spent commuting	Just, so lawyers are not always in a good condition w/ locations	
Personas opinions:	Jim - dyes Tracy - dyes Sarah - dyes	"No 4 time to be in a location"	

Car offices

Vision of the future:	More time w/ clients	No time wasted commuting	Have more professional place to meet clients
Design Principles:	Support + connect w/ clients	Make + change	
Insight statements:	Face-to-face interaction is important to build trust	It is really important that a client be seen as a person	Doing the work they want without extra busywork
Personas opinions:	"When I'm representing a witness in court I have to drive to the hearing room"	Everyone - long drive to court	

Stack Exchange

Vision of the future:	Spent time doing what they want to do	Lawyers have answers - Data for decisions	Is it answered?
Design Principles:	Make Positive Change	Solve Diverse Problems	More time to support, connect w/ clients
Insight statements:	Doing work needs to do what they want to do	Doing work they want without extra busywork	
Personas	Lawyers don't have time to post on there	Attorney T. uses sim. every day	

With these further insights, we converged on opportunity areas and shaped them using our personas, insight statements and design principles.

Appreciation Button

Vision of the future:	Higher morale	Supportive environment	Space for reflection
Design Principles:	Supportive environment	Maintain a professional reputation	
Insight statements:	Outside recognition is valid	"We should do better to say more" is a constant pressure to a step back	"I would prevent the 'I want to do better' pressure to a step back"
Personas opinion:	It's good when I do something well, but I will not be recognized	I prefer seeing clients happy	rah-jay says: "It's not happy but having some recognition is good"

Magic Pamphlets

Vision of the future:	Clients hold lawyers provide the best name	Clients understand better what is	Clients are more informed + prepared
Design Principles:	Make laws understandable	Make positive change	Support + connect w/ clients
Insight statements:	Individuals can be very instrumental in their own cases	It they do it right for clients	Lawyers spend more time actually helping the clients
Personas opinions:	"With the correct instructions ppl can be very helpful"	Tracy - says: "Providing good representation is crucial - ppl need good info, but sometimes it's not so simple"	

Not your grandfather's filing cabinet

Vision of the future:	Find files easily	Spent less time looking for files	Search for data for decisions
Design Principles:	Spent time supporting + connecting w/ clients	Make positive change	Provides a better representation
Insight statements:	Doing work they need to do from doing what they want to do	Some offices really want (need) good data tracking	
Personas:	In prob. you can't take e-notes		

Emotional Support

BURNOUT APP


Allows individuals to track their own emotional health.

Provides suggestions for managing case load and tough cases.

Allows lawyers to identify risks and seek support when necessary.

Self care and supportive environment.

"In a world where you are sold, regulating the best to reflect."



Small logo with text 'Small Business' and '2019'.

Client + System Interaction

SORTING HAT

Ideal is a better world, but less necessary work, approach.


"Simplifying the way and over again is allowing."

Quickly identify whether potential clients have a viable case.

Search lawyers and effort in dealing with complex clients.

Points viable clients to the best lawyer for their case.

"Don't think without what they want, there are times when you need clients."



Small logo with text 'Small Business' and '2019'.

Removing Inefficiency

CAR OFFICE

Mobile self-driving office which can also function as a personal office.

Always lawyer is within the great amount of time every spend traveling to trials and courts.

Spends the responsibility of a person, I have to drive to "Franklin."

Time to time interaction is required to build trust.




Small logo with text 'Small Business' and '2019'.

BURNOUT METER

Supervisors can monitor lawyers' emotional health.

"Need to know when people are getting burned out b/c work stress."

Assists in proper case distribution and emotional assistance.



Small logo with text 'Small Business' and '2019'.

VR COURTROOM


Allows court proceeding without transportation.

Virtual law offices are starting.

Balances outreach practice.

Allows a person to inform client about the case, right what they do to help.

Thoughtful and updates as lawyer client progress through case.



Small logo with text 'Small Business' and '2019'.

NOT YOUR GRANDFATHER'S FILING CABINET

All files put into the Filing Cabinet are scanned and put onto the cloud.

Attorneys can search for files and reach to assist with cases that are similar.

Some offices need better data tracking and organization.



Small logo with text 'Small Business' and '2019'.

APPRECIATION DECORATION

Photos of clients' anniversaries, awards, etc.


Watches you to get better at making you feel good.

Appreciates you through the most effective technique.

Soothing screensaver.

Multiple forms.

Many say "We should always do better". Taking a step back is not remembrance.



Small logo with text 'Small Business' and '2019'.

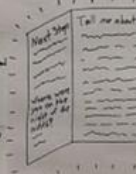
MAGIC PAMPHLET

Support + Connect w/ clients.

"With the correct guidance people can be really helpful in these cases."

Allows lawyer to inform client about their individual case, rights and what they can do to help.

Thoughtful changes and updates as lawyer client progress through case.



Small logo with text 'Small Business' and '2019'.

WATSON LAW

Analyzes public court data.

Connects cases and data across the country.

Watson's Answer.

User's Choice Answer.

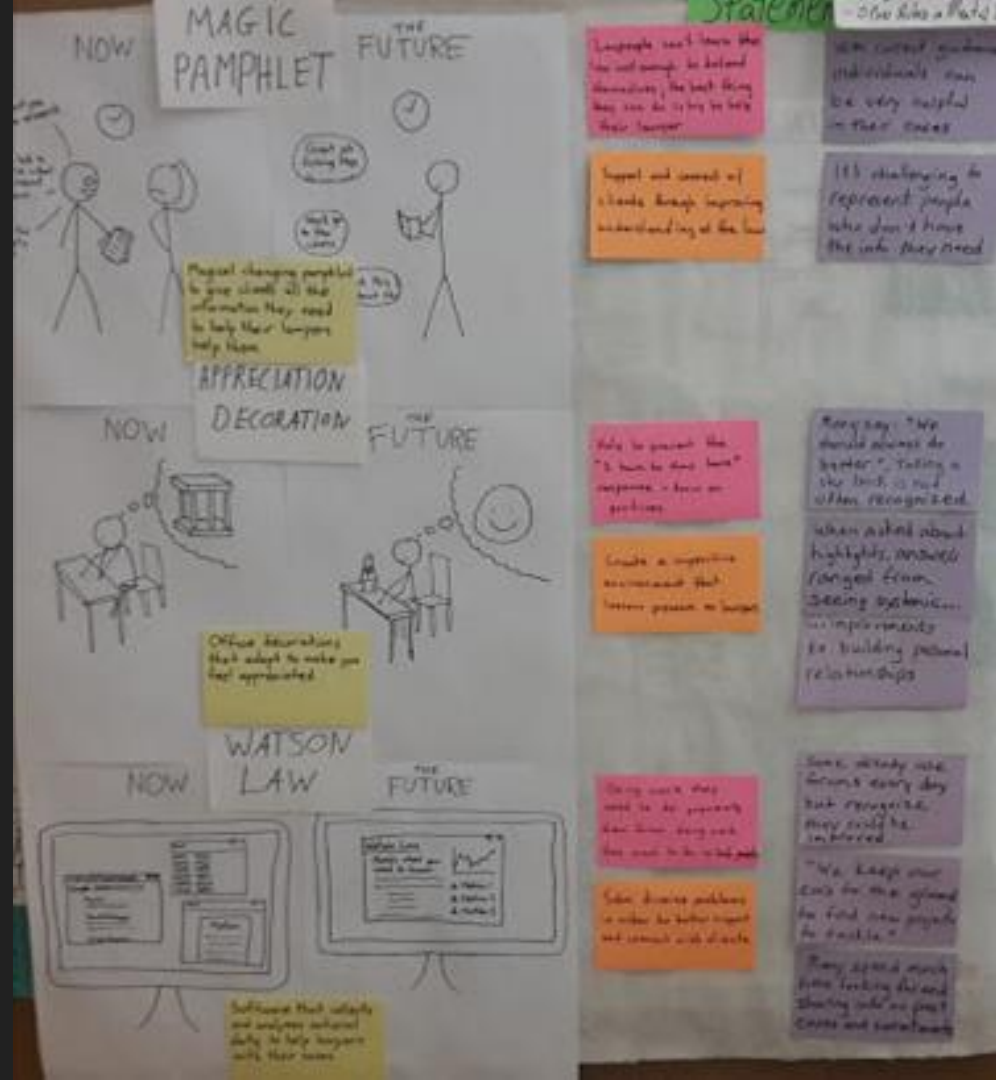
Filing Trends.

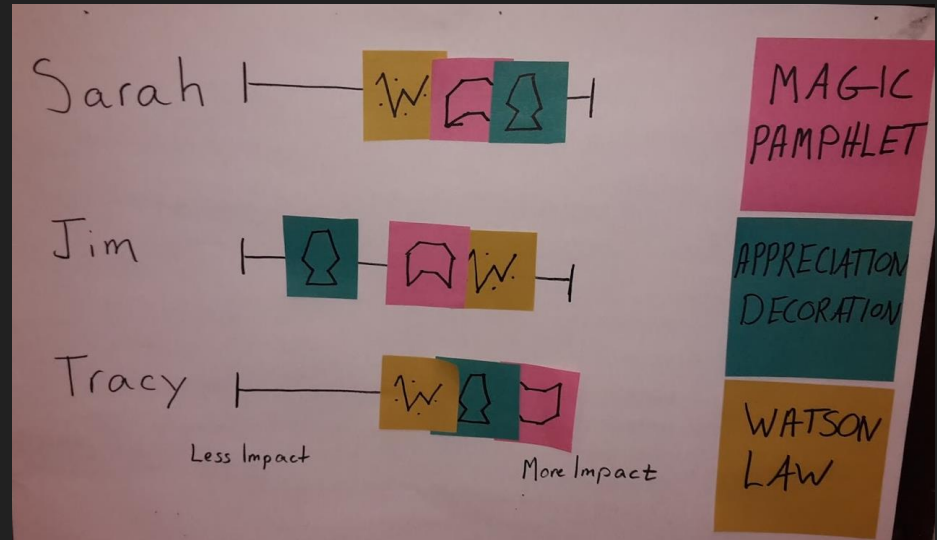
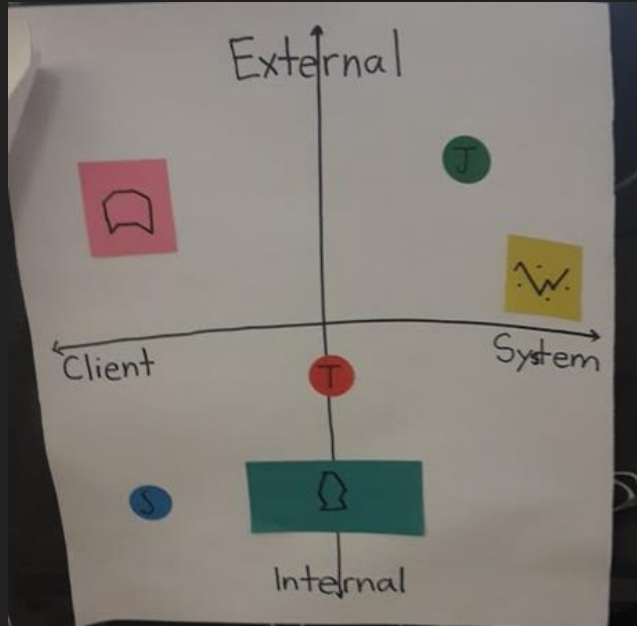


Small logo with text 'Small Business' and '2019'.

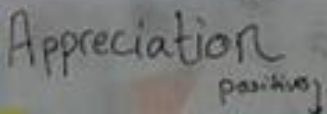
We developed 9 ideas, three each within the categories of emotional support, client + system interaction and removing inefficiencies.

At our second design review we presented three compelling future visions: an interactive pamphlet for clients, a decoration for recognizing accomplishments and a website for aggregating and searching for data.

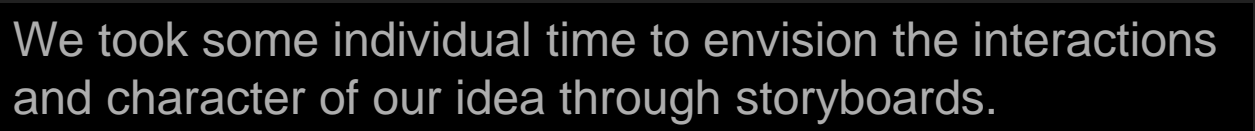




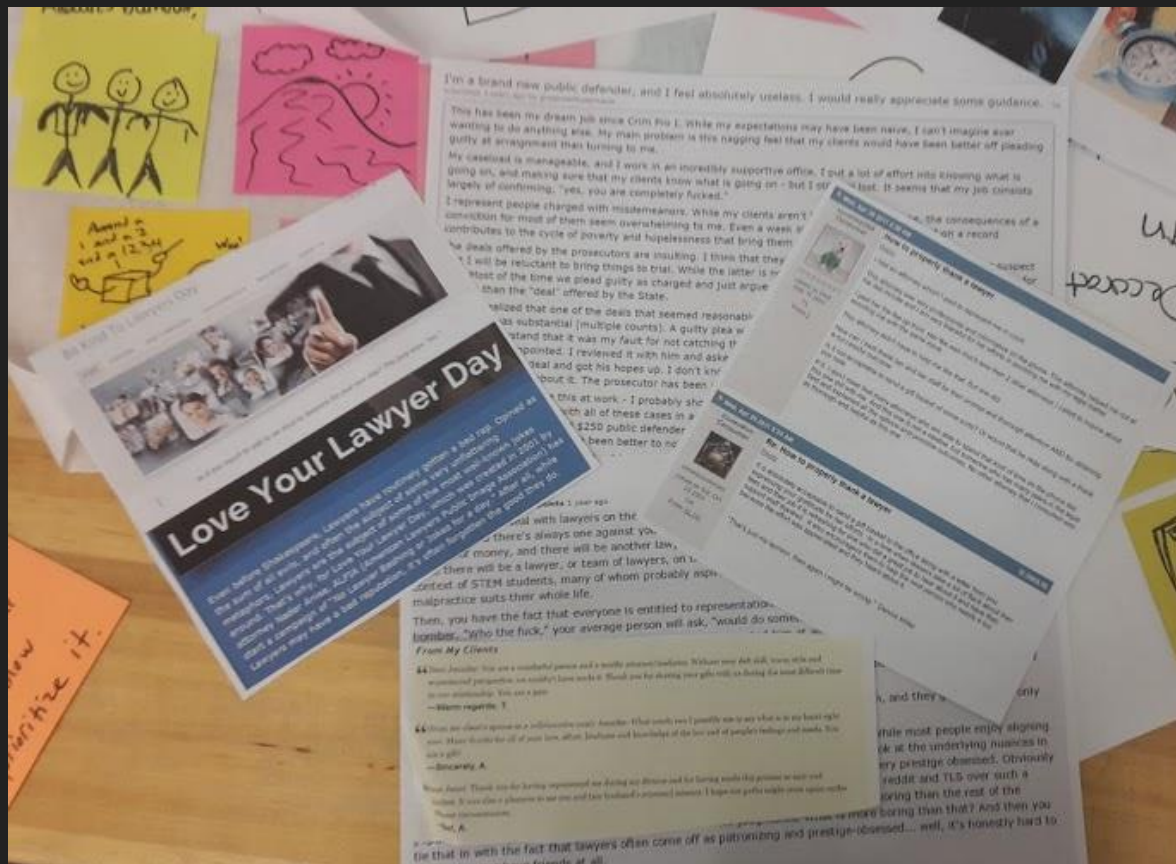
We evaluated our three directions in relation to our personas and chose our direction: appreciation and emotional support.

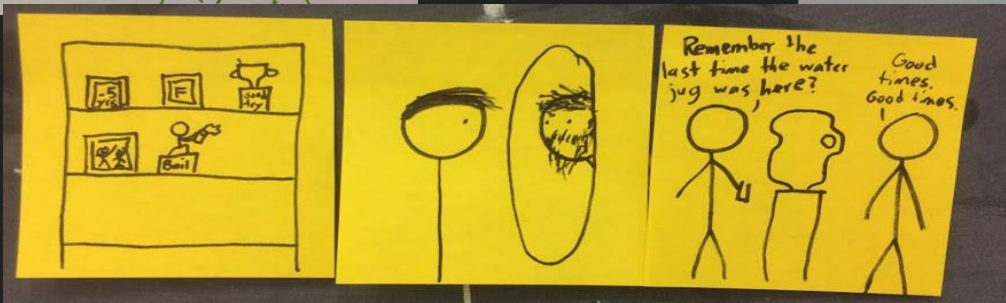
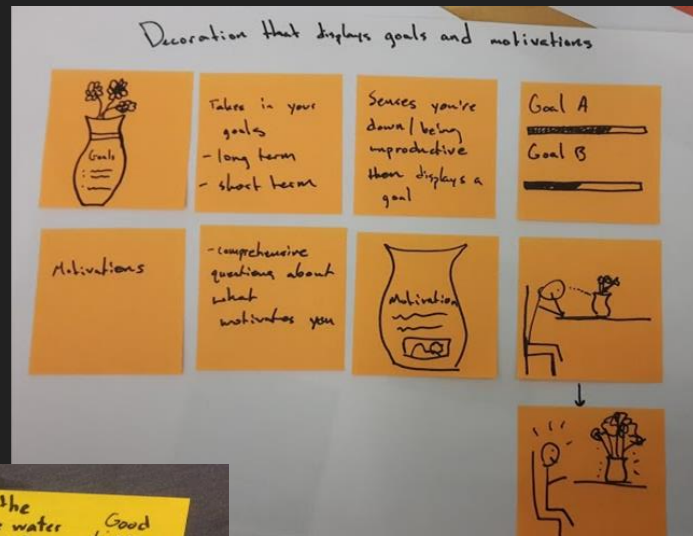
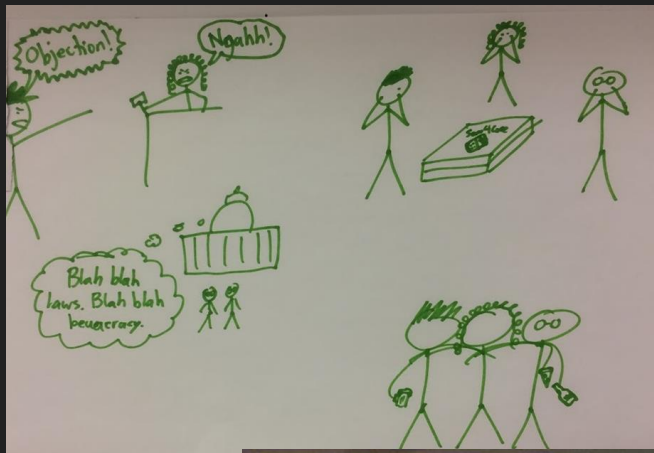


Then, we explored widely.



We also examined trends in lawyer appreciation and workplace culture.

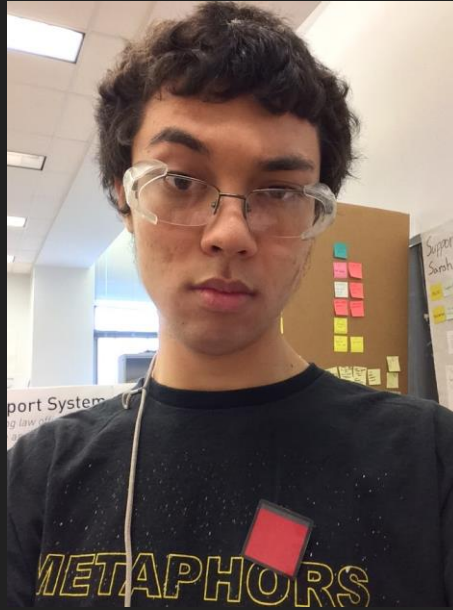
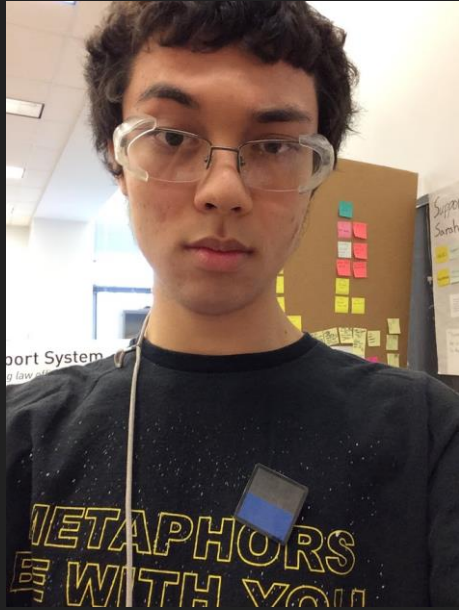




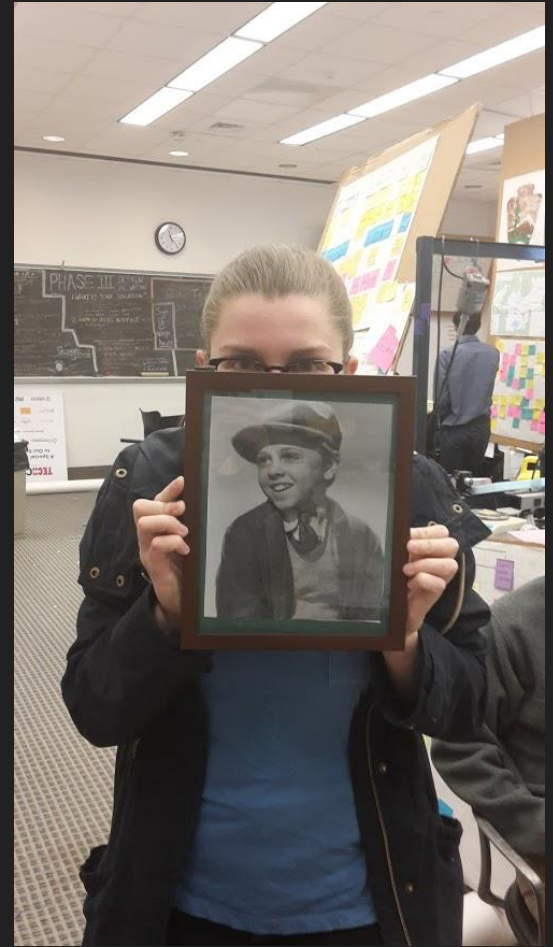
Then we combined the best of our individual ideas and roleplayed the interactions we wanted to facilitate.

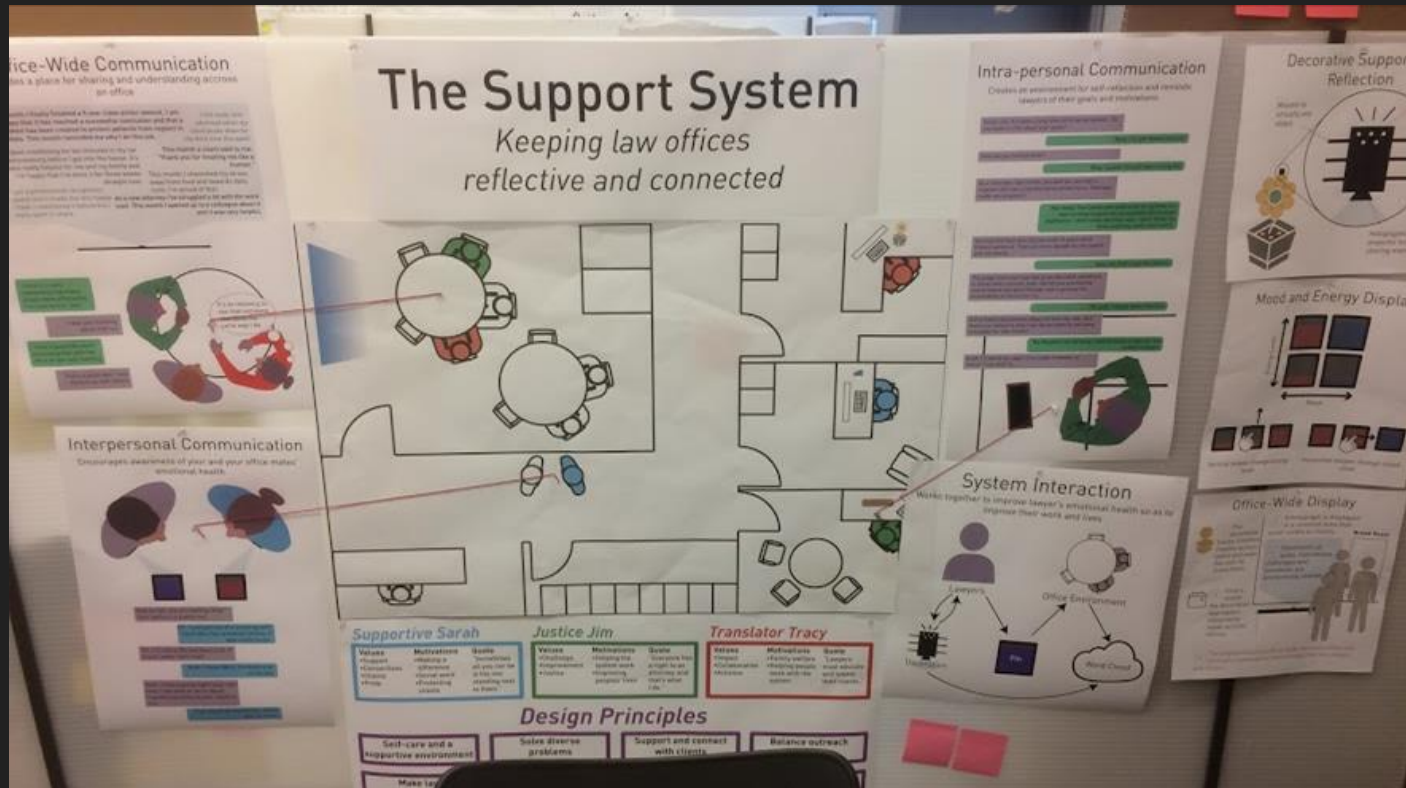


We used feedback from our instructors and others who visited our space to polish our design idea.



Making physical representations of the products involved in our idea helped us make choices about size.





Finally, we prepared for one last design review.