

LIFT AS “THE FOURTH MOMENT” IN WISCONSIN CLINICAL LEGAL EDUCATION FOR SOCIAL JUSTICE

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INTRODUCTION

The University of Wisconsin (UW) Law School has a rich and vibrant clinical education history. Clinicians from the Law School's Center for Public Representation (CPR) and the Remington Center were pioneers in clinical education. Their legacy lives on. In 2002, CPR became the Economic Justice Institute (EJI). Also vibrant is the twenty-year-old Center for Patient Partnerships (CPP), an interdisciplinary health advocacy clinic. Recently, Clinical Emerita Professor Louise Trubek, the founder/director of the CPR and chair of this Symposium's Panel on Clinical Legal Education, wrote a comprehensive history of CPR's innovations spanning three moments from 1974–2018.¹

Legal Interventions for Transforming Dane County (LIFT) represents the “fourth moment” for clinical legal education for social justice. LIFT is a collaboration between EJI, CPP, and community organizations to develop a technology application that streamlines legal services, facilitates self-help, and addresses lawyer workload.² In concert, the initiative engages in evaluation efforts and system change to transform the civil legal justice system, so people who have been marginalized are able to address legal problems that often are insurmountable.³ It aspires to prevent civil legal injustice and keeps the education of future leaders core to its mission.

This Essay demonstrates how LIFT represents the start of this fourth moment by democratizing law through collaboration and entrepreneurial approaches.⁴ Building on Trubek's scholarship that highlights and applies historical learnings about experimentation, national networks, and the unique role of clinical education to advance social justice,⁵ this Essay relates how LIFT builds upon CPR's history.

The context surrounding this fourth moment is one of bounty and privation. Born of a national competition, LIFT was thrust into the new philanthropy approach and received an outsized for-the-times single

1. Louise G. Trubek, *Social Justice Advocacy and Innovation: The Wisconsin Center for Public Representation 1974–Present*, 25 GEO. J. ON POVERTY L. & POL'Y 221, 222–23 (2018).

2. Press Release, LIFT Dane, LIFT Dane Launches Free Legal Tune Up App (Dec. 2, 2020), <https://www.liftdane.org/post/lift-dane-launches-free-legal-tune-up-app> [<https://perma.cc/H75J-R38B>].

3. *About Us*, LIFT DANE, <https://www.liftdane.org/about> [<https://perma.cc/KN59-6ZCZ>] (last visited Feb. 28, 2021).

4. See generally Luz Herrera & Louise G. Trubek, *The Emerging Legal Architecture for Social Justice*, 44 N.Y.U. REV. L. & SOC. CHANGE 355 (2020).

5. Trubek, *supra* note 1, at 250.

philanthropic investment in civil legal justice reform.⁶ Additional catalysts for LIFT include the civil legal modernization movement, burgeoning national networks of social justice reformers, and calls for expanding legal service providers to include non-lawyer navigators. It is also influenced by the co-design movement and design lab clinical experiences, which prioritize clients’ perspectives. The challenges necessitating a new approach are intertwined crises: lack of access to the civil legal justice system and pervasive systemic racism. Legal clinics are particularly called to action in this fourth moment.⁷ Part I provides an overview of LIFT, including the innovative role of technology, student involvement, ongoing experimentation and evaluation, and LIFT’s design for engagement. Part II covers the context regarding the civil legal justice system, systemic racism, and the dissolving trust in public institutions. In Parts III and IV, we situate LIFT in contemporary innovations and argue that it represents the start of the fourth moment for clinical legal education at Wisconsin Law.

I. LIFT PROJECT OVERVIEW

LIFT’s mission is to increase economic prosperity and well-being by developing a mobile-friendly tool that streamlines the resolution of civil legal problems that are barriers to improved economic and physical well-being.⁸ When fully implemented, the project will provide mobile technical assistance to make the resolution of common legal problems more efficient, advance technological innovations in the courts and legal system, and advocate for policy changes to advance civil legal justice.⁹

A mobile app offers the possibility to democratize justice.¹⁰ When a person can identify and fix a legal issue on their phone, emotional, intellectual, logistical, and racial barriers are removed. This helps to address issues like a lack of trust, lack of knowledge, lack of

6. Telephone Interview with Sandra Ambrozy, Nonresident Fellow for the Center on Nonprofits and Philanthropy, Urb. Instit. (October 22, 2020); PUB. WELFARE FOUND. & THE KRESGE FOUND., NATURAL ALLIES: PHILANTHROPY AND CIVIL LEGAL AID 1 (2013), <https://kresge.org/sites/default/files/Philanthropy-and-civil-legal-aid.pdf> [<https://perma.cc/WQ3W-ZS4J>] (calling on foundations to invest in legal aid as governmental investment dropped precipitously from 1994–2012).

7. Calls to action are explicitly including law schools. See AM. ACAD. OF ARTS & SCIS., CIVIL JUSTICE FOR ALL 4 (2020); NORC AT THE UNIV. OF CHI., PERSPECTIVES ON TRANSFORMING CIVIL JUSTICE IN THE UNITED STATES 37 (2020).

8. *About Us*, *supra* note 3.

9. *LIFT Dane Launches Legal Tune Up App for Smartphones and Computers*, LIFT DANE, <https://www.liftdane.org/legal-tuneup-app> [<https://perma.cc/N25C-FHHQ>] (last visited Feb. 28, 2021).

10. Tanina Rostain, *Techno-Optimism & Access to the Legal System*, DAEDALUS, Winter 2019, at 93, 93–95. This promise is notwithstanding the significant disparities in internet access. See *infra* note 103 and accompanying text.

transportation, and being treated differently simply based upon appearance. LIFT was created to address these barriers both on the ground and at their core.

Key Wisconsin Law School participants in this initiative are the Economic Justice Institute (EJI), including its 501(c)(3) arm, and the Center for Patient Partnerships (CPP). EJI is home to the Law School's five civil, anti-poverty clinical programs.¹¹ The nonprofit enables the nimbleness necessary for an innovative project, including hiring a technology firm.¹² CPP is an interdisciplinary center¹³ with a patient advocacy clinical experience for students encompassing service and research projects.¹⁴ Core community participants hail from legal and employment services, including Legal Action of Wisconsin (LAW)¹⁵ and Employment and Training Association (EATA).¹⁶ Research partners from campus are the Institute for Research on Poverty (IRP), the Center for Financial Security (CFS), and the WI Network for Research Support (WINRS).¹⁷ LIFT's technology partner is Theory and Principle (T&P).¹⁸

11. *Economic Justice Institute*, UNIV. OF WIS.-MADISON L. SCH., <https://law.wisc.edu/eji/> [<https://perma.cc/NLL9-Z76L>] (last visited Feb. 28, 2021); Founded as the Center for Public Representation (CPR), it became EJI in 2002. Trubek, *supra* note 1, at 222–23.

12. Trubek, *supra* note 1, at 250; Bob Ambrogi, *New 'Legal Tune Up' App Helps People Check Public Records for Legal Issues and Resolve Them*, LAWSITES (Nov. 9, 2020), <https://www.lawsitesblog.com/2020/11/new-legal-tune-up-app-helps-people-check-public-records-for-legal-issues-and-resolve-them.html> [<https://perma.cc/PC7T-2GBB>].

13. Margaret Martin Barry, Jon C. Dubin & Peter A. Joy, *Clinical Education for This Millennium: The Third Wave*, 7 CLINICAL L. REV. 1, 65–67 (2000) (“Newer lawyering models, which shift the focus from vindication of legal rights and injuries to creative problem solving, stress the need to transcend doctrinal areas, legal fora, and professional disciplines to fully address client problems.”).

14. Kathleen G. Noonan & Sarah Davis, *Law in Action: Learning Health Law Through Experience with Stakeholders at the Patient and System Levels*, 9 IND. HEALTH L. REV. 557, 562–63 (2012); *Explore Our Work*, CTR. FOR PATIENT P'SHIPS, <https://patientpartnerships.wisc.edu/> [<https://perma.cc/3RHQ-KY4E>] (last visited Feb. 28, 2021).

15. *Barriers to Employment*, LEGAL ACTION OF WIS., <https://www.legalaction.org/services> [<https://perma.cc/8W4P-JP6M>] (last visited Feb. 28, 2021). LAW also is the site for externships by law students and hires law students for projects including LIFT. Telephone Interview with Erin McBride, Externship Director, Univ. of Wis. L. Sch. (Oct. 1, 2020).

16. *LIFT Dane*, EMP. & TRAINING ASS'N, INC., <http://eata.org/> [<https://perma.cc/EBB3-AFAA>] (last visited Feb. 28, 2021).

17. *LIFT Dane News – March 2020*, LIFT DANE, <https://www.liftdane.org/post/lift-dane-news-march-2020> [<https://perma.cc/9ZQB-PVE2>] (last visited Mar. 2, 2021); *Team Members*, LIFT DANE, liftdane.org/team [<https://perma.cc/Y7MC-JBB7>] (last visited Feb. 28, 2021).

18. *LIFT Dane Year-End Update*, LIFT DANE (Dec. 17, 2020), <https://www.liftdane.org/post/lift-dane-year-end-update> [<https://perma.cc/7VQA-VLDL>].

Access to justice is not merely access to the legal system; it cannot be achieved by increasing the ranks of legal aid and pro bono attorneys nor by making their work more efficient.¹⁹ The legal system was designed to require attorneys, so it must be reimagined.²⁰ And because legal problems are intertwined with social, economic, and employment issues, the siloed nature of many legal and community services is an impediment to solving interconnected root causes.²¹ LIFT shares the goal of creatively increasing access to justice with a growing number of national organizations, including The Pew Charitable Trusts, the American Academy of Arts and Sciences, and the National Opinion Research Center (NORC) at the University of Chicago.²² It is also deeply rooted in the social justice principles of innovation, experimentation, and coordination on both local and national levels as exemplified by CPR.²³

LIFT also was designed to be a system disrupter. Consistent with the NORC framework, it was created to transform laws, policies, and civil

19. Rebecca L. Sandefur, *Access to What?*, DAEDALUS, Winter 2019, at 49, 49–53.

20. Studies show that the lawyer role in court is notably that of watchdog, calling into question the (dis)function of the court system. *Id.* at 52 (“When lawyers are present on both sides of cases, courts act more like courts, following the rules they have made to guide their own activities.”).

21. This critique is widely covered in the Medical-Legal Partnership (MLP) literature. *See e.g.*, Anne M. Ryan, Christina Dacchille, Debra J. Wolf, Ellen Lawton & Edward G. Paul, *Income and Health: Dynamics of Employment and the Safety Net*, in POVERTY, HEALTH, AND LAW: READINGS AND CASES FOR MEDICAL-LEGAL PARTNERSHIP 189, 189 (Elizabeth Tobin Tyler, Ellen Lawton, Kathleen Conroy, Megan Sandel & Barry Zuckerman eds., 2011) [hereinafter READINGS]; Elizabeth Tobin Tyler, Kathleen N. Conroy, Chong-Min Fu & Megan Sandel, *Housing: The Intersection of Affordability, Safety and Health*, in READINGS, *supra*, at 225, 225, 227; Pamela Tames, Mallory Curran, Samuel Senft & Robert Needlman, *Education: Connecting Health and Quality Learning Opportunities*, in READINGS, *supra*, at 275, 275–76; Samantha Morton, Megan Sprecher, Lynda Shuster & Ellen Cohen, *Legal Status: Meeting the Needs of Immigrants in the Healthcare Setting*, in READINGS, *supra*, at 315, 315; Betsy McAlister Groves, Lisa Pilnik, Elizabeth Tobin Tyler, Jane Liebschutz & Megan Bair-Merritt, *Personal Safety: Addressing Interpersonal and Family Violence in the Health and Legal Systems*, in READINGS, *supra*, at 345, 345; Ellen Cohen, Danya Fortess Fullerton, Randy Retkin, Dana Weintraub, Pamela Tames, Julie Brandfield & Megan Sandel, *Medical-Legal Partnership: Collaborating with Lawyers to Identify and Address Health Disparities*, 25 J. GEN. INTERNAL MED. (Supplement 2) 136, 136 (2010).

22. *See Civil Legal System Modernization*, PEW CHARITABLE TRS., <https://www.pewtrusts.org/en/projects/civil-legal-system-modernization> [<https://perma.cc/AE7B-BN9Z>] (last visited Feb. 28, 2021) (“Nearly everyone involved with the civil legal system . . . agrees it must be made more fair and efficient. However, no consensus exists regarding what courts or local and state policymakers can or should do to accomplish that goal.”); AM. ACAD. OF ARTS AND SCIS., *supra* note 7, at 4; NORC AT THE UNIV. OF CHI., *supra* note 7, at iv, 1; *About*, THE WELLBEING BLUEPRINT, <https://wellbeingblueprint.org/about> [<https://perma.cc/8W5Z-9BWB>] (last visited Feb. 28, 2021).

23. *See About Us*, *supra* note 3.

court system practices by tackling system failures in four interconnected ways through technology solutions, holistic services, evaluation, and system change activities.²⁴ LIFT was conceived through a national competition calling for solutions to enhance economic mobility of the fragile middle class.²⁵ This call pushed usually strapped legal aid attorneys, law school clinicians, and local employment service providers to imagine a systemic solution to the civil legal justice crisis beyond individual services.²⁶

A. Technology

As envisioned, LIFT's web-based application, called the Legal Tune Up, will leverage technology, enabling individuals and non-attorney helpers to address legal issues, making the system more efficient and accessible for all.²⁷ Its design marries an innovative, user-friendly technical platform with legal, social, and employment services networks to streamline and expand legal aid. In this way, it does not fall prey to techno-optimism (thinking that technology alone can solve the problem) and understands the essential role of human assistance.²⁸

Users can access LIFT technology on a smartphone or computer.²⁹ The app allows them to access public records data (e.g., driving, child support, convictions, or evictions), to correct misinformation, and, when eligible, request license recovery, record removal, or modification of support orders. It is designed to be accessible by being mobile-first and available in Spanish.

Users will be able to identify and clear civil legal problems on their own or with streamlined help from trusted professionals like social workers or legal navigators. The app will autofill forms and direct people to free, in-person legal aid. Additionally, it will direct people to online and

24. See NORC AT THE UNIV. OF CHI., *supra* note 7, at 2–3; *About Us*, *supra* note 3.

25. *The Alliance for the American Dream: DreamUp Wisconsin*, INST. FOR RSCH. ON POVERTY, <https://www.irp.wisc.edu/dreamup/> [<https://perma.cc/9ARD-NM8K>] (last visited Feb. 28, 2021).

26. *LIFT Dane Proposal Summary*, INST. FOR RSCH. ON POVERTY, <https://www.irp.wisc.edu/dreamup/top-11-proposals/> [<https://perma.cc/H3CT-9GZF>] (last visited Feb. 28, 2021).

27. LIFT DANE, *supra* note 2.

28. Rostain, *supra* note 10, at 94–95; Lauren Sudeall & Ruth Richardson, *Unfamiliar Justice: Indigent Criminal Defendants' Experiences with Civil Legal Needs*, 52 U.C. DAVIS L. REV. 2105, 2149 (2019) (describing the diversity of defendants' needs and therefore appropriate responses).

29. As of this writing, the first module to clear criminal and eviction records is available online. *Start*, LEGAL TUNE UP WIS., <https://legaltuneup.org/> [<https://perma.cc/HJ34-5GLA>] (last visited Feb. 28, 2021).

in-person professional employment services. While other technology has been developed to address isolated legal issues facing consumers,³⁰ LIFT is unique in its multi-faceted, human-centered approach of addressing a multitude of civil legal barriers via efficient and holistic civil legal interventions.

B. Educational Opportunities

Students from across campus are involved in LIFT. Supervised law students participate in direct legal services at pop-up clinics helping participants reinstate a driver’s license.³¹ They also write legal memos for a county committee on fines and fees,³² provide technology expertise,³³ write grants,³⁴ and contribute to scholarship.³⁵ Students participate for credit through the CPP’s clinic and case-to-cause opportunities,³⁶ as a pro bono project,³⁷ as a paid externship with Legal Action of Wisconsin, and

30. James E. Cabral, Abhijeet Chavan, Thomas M. Clarke, John Greacen, Bonnie Rose Hough, Linda Rexer, Jane Ribadeneyra & Richard Zorza, *Using Technology to Enhance Access to Justice*, 26 HARV. J.L. & TECH. 241, 269–75 (2012) (describing uses of technology to overcome geographic challenges, including self-help kiosks, mobile-optimized websites, text messages, mobile apps, and quick response codes).

31. *Education*, CTR. FOR PATIENT P’S HIPS, <https://patientpartnerships.wisc.edu/education/> [https://perma.cc/9U2E-EE5A] (last visited Feb. 28, 2021).

32. LIFT formed an informal coalition with Just Dane (formerly known as Madison-Area Urban Ministry) and Madison and Dane County elected officials to address inequitable fines and fees in our community. A parallel effort to form a County sub-committee occurred, and members of LIFT and Just Dane were appointed to this Fines & Fees Subcommittee of the Public Protection & Judiciary Committee. See *Legislative Information Center*, DANE CNTY. GOV’T, <https://dane.legistar.com/Departments.aspx> [https://perma.cc/R2YA-BUVB] (last visited Feb. 28, 2021); *Our Staff*, JUST DANE, <https://justdane.org/our-staff/> [https://perma.cc/NG64-CWA9] (last visited Feb. 28, 2021); *Team Members*, LIFT DANE, <https://www.liftdane.org/team> [https://perma.cc/7LNS-H7MQ] (last visited Feb. 28, 2021).

33. Students from the Technology Law Student Association engage in pro bono work to support public data acquisition and technology development. See *Technology Law Student Association*, WIS. INVOLVEMENT NETWORK, <https://win.wisc.edu/organization/tlsa> [https://perma.cc/9WNR-6MQ6] (last visited Feb. 28, 2021).

34. See, e.g., *Systems Change*, CTR. FOR PATIENT P’S HIPS, <https://patientpartnerships.wisc.edu/systems-change/> [https://perma.cc/WH42-N3KD] (last visited Feb. 28, 2021).

35. See, e.g., *Action Research*, CTR. FOR PATIENT P’S HIPS, <https://patientpartnerships.wisc.edu/research/> [https://perma.cc/BNT4-BXCF] (last visited Feb. 28, 2021).

36. See Noonan & Davis, *supra* note 14, at 563–64 (describing case-to-cause).

37. *Current Pro Bono Opportunities*, UNIV. OF WIS.-MADISON L. SCH., <https://law.wisc.edu/probono/opportunities.html> [https://perma.cc/4JNC-HKQP] (last visited Feb. 28, 2021).

to fulfill their Upper-Level Writing Requirement.³⁸ In addition, public policy students had LIFT as a client for a group project in which they provided extensive recommendations for an implementation evaluation.³⁹ Social work students participate as part of a field placement.⁴⁰ These experiences provide opportunities for students to expand skills and legal knowledge while deepening their understanding of the interconnectedness of law with the struggles faced by those seeking access to justice.

Clinical experiences introduce students to law in action.⁴¹ This includes experiencing the law's *inaction* that many people, especially those experiencing poverty or marginalization, confront. Clinics are adapting to communities' needs and students' interests by offering opportunities to engage in broad social justice lawyering, including participation in system change activities, program implementation, evaluation, and technology innovations. LIFT represents one such adaptation. In our law-in-action parlance, LIFT is empowering students, lawyers, and other helpers "to navigate an increasingly complex, competitive and challenging world."⁴² Participation in systems change projects benefits law students by teaching skills to address complex social problems.⁴³

Undergraduates work in CPP's Resource Navigator Program, which will incorporate the Legal Tune Up in its holistic services. A Coding for Good chapter at UW is designing an online training program for volunteers who help people address driver's license suspensions through a game-based learning tool.

38. See *Student Handbook – 4. Graduation & Bar Admission*, UNIV. OF WIS.-MADISON L. SCH., <https://law.wisc.edu/studenthandbook/04.0.html> [https://perma.cc/B8EU-8WSA] (last visited Feb. 28, 2021).

39. *An Implementation Analysis of LIFT Dane*, UNIV. OF WIS.-MADISON ROBERT M. LA FOLLETTE SCH. PUB. AFFS., <https://lafollette.wisc.edu/research/publications/2020-workshop-lift-dane> [https://perma.cc/NZ94-QNBN] (last visited Feb. 28, 2021) (capstone project for Workshop in Public Affairs (PA 869)).

40. *Field Education*, UNIV. OF WIS.-MADISON SANDRA ROSENBAUM SCH. SOC. WORK, <https://socwork.wisc.edu/programs/field-education/> [https://perma.cc/XSV5-2Y3S] (last visited Feb. 28, 2021).

41. *Our Law-In-Action Tradition*, UNIV. OF WIS.-MADISON L. SCH., <https://law.wisc.edu/law-in-action/> [https://perma.cc/V63C-27YM] (last visited Feb. 28, 2021).

42. *Id.*

43. Sameer M. Ashar, *Deep Critique and Democratic Lawyering in Clinical Practice*, 104 CALIF. L. REV. 201, 212 (2016) (Centering complex social problems in the law school curriculum "preserves essential aspects of the legal profession's commitment to seek justice, and teaches transferable approaches to lawyering in a time of foundational change.").

C. Evaluation Design

Evaluation is central to LIFT. The central research question is: can expanded access to civil legal assistance improve the well-being of economically vulnerable families? This inquiry has two components: (1) evaluating whether LIFT effectively leads to reinstated driver’s licenses, adjusted child support orders, removal of criminal/eviction records, and/or reduction of debt, thereby increasing families’ disposable resources and improving health and well-being; and (2) documenting the implementation process and drawing explicit implications for how to modify the model to better serve people in different communities facing varying legal problems. Evaluation is essential to LIFT’s statewide expansion goals. Community and client engagement and application analytics and data all inform continuous improvement.⁴⁴

Key economic outcomes will include the measures listed above. Potential health outcomes for adults include treatments and diagnosis of hypertension, anxiety, depression, and other issues that could be exacerbated by legal and financial stress factors. Potential health outcomes for children include the use of preventative care, school attendance, and being the subject of child abuse or neglect report. This data is housed at IRP, with the exception of driver’s license data, for which negotiations with the Wisconsin Department of Transportation are underway.⁴⁵

D. Engaging Clients and Community

Community engagement began as the LIFT team envisioned its project. Team members interviewed health and social service providers, employers and employment training specialists, the child support agency director, and others. During implementation, community members inform technology design, program improvement, and best practices.⁴⁶ Community engagement⁴⁷ is achieved through human-centered design

44. See *infra* Part I.D.

45. IRP manages the Wisconsin Administrative Data Core, a set of linked data, including earnings, housing stability, civil court judgments, and child support payment and arrears. See *The Wisconsin Administrative Data Core (WADC)*, UNIV. OF WIS.-MADISON INST. FOR RES. ON PROPERTY, <https://www.irp.wisc.edu/wadc/> [https://perma.cc/4FJ9-GU8Y] (last visited Feb. 28, 2021).

46. See *supra* Part I.C.

47. There is an increasing expectation that community stakeholders drive interventions to solve community-based problems. This expectation comes from various stakeholders including funders, communities themselves, and academic partners. See UNIV. OF WIS. SCH. OF MED. AND PUB. HEALTH OVERSIGHT & ADVISORY COMM., COMMUNITY IMPACTS GRANT PROGRAM 1 (2020), <https://www.med.wisc.edu/media/medwiscedu/documents/service/wisconsin-partnership-program/grant-materials/wpp-2020-community-impact-rfp.pdf> [https://perma.cc/7WC5-

user testing,⁴⁸ focus groups, and inclusion of a community representative on LIFT's advisory committee. Staff regularly communicate with stakeholders to keep them apprised of app development, policy advocacy, and ongoing opportunities.

An emphasis on community and client groups is an essential thread of the modern lawyer's work, encompassing the vision of incorporating design thinking into legal representation⁴⁹ for individuals who may not have access to online legal help, as well as for enriching the voices calling for system policy change. Research partner WINRS brings extensive expertise engaging people from marginalized communities, including ongoing focus groups.⁵⁰ WINRS and IRP researchers will engage staff and clients directly impacted by the intervention—users of the application—via surveys, focus groups, and one-on-one interviews to learn how the program is working and how it can be improved. Community partners are established organizations that have built relationships and trust with their clientele.⁵¹ They are well-positioned to provide feedback on app efficacy, access issues, and other problems.

Using a hub-and-spoke model,⁵² LIFT's intervention will be embedded in the community and have a two-way referral system. This design recognizes the essential role of trust in bringing interventions to

2Q6L]; CLINICAL & TRANSLATIONAL SCI. AWARDS CONSORTIUM CMTY. ENGAGEMENT KEY FUNCTION COMM. TASK FORCE ON THE PRINCIPLES OF CMTY. ENGAGEMENT, PRINCIPLES OF COMMUNITY ENGAGEMENT (2011), https://www.atsdr.cdc.gov/communityengagement/pdf/PCE_Report_508_FINAL.pdf [<https://perma.cc/6BXD-PNSQ>]; TRUST FOR AM.'S HEALTH, ADVANCING HEALTH EQUITY: WHAT WE HAVE LEARNED FROM COMMUNITY-BASED HEALTH EQUITY INITIATIVES (2018), <https://www.tfah.org/wp-content/uploads/2018/07/advancing-health-equity-2018-convening-summary.pdf> [<https://perma.cc/Z4XX-U37V>].

48. Margaret Hagan, *Participatory Design for Innovation in Access to Justice*, DAEDALUS, Winter 2019, at 120, 120, 122; *see also* Tone Bratteteig & Ina Wagner, *What Is a Participatory Design Result?*, in 1 PDC 2016: PARTICIPATORY DESIGN IN AN ERA OF PARTICIPATION, PROCEEDINGS OF THE 14TH PARTICIPATORY DESIGN CONFERENCE 141 (2016) (providing background on participatory design results).

49. Hagan, *supra* note 48.

50. *See* CARDS, WIS. NETWORK FOR RSCH. SUPPORT, <https://winrs.nursing.wisc.edu/services/cards/> [<https://perma.cc/T5VR-TDH3>] (last visited Feb. 28, 2021).

51. *See, e.g.,* Doris Evert, CTR. FOR PATIENT P'SHIPS, <https://patientpartnerships.wisc.edu/advocacy/doris-evert/> [<https://perma.cc/Q6RE-LNUF>] (last visited Feb. 28, 2021) (explaining how the Center for Patient Partnerships, a community partner, helped Doris Evert with healthcare issues).

52. *See* James K. Elrod & John L. Fortenberry Jr., *The Hub-and-Spoke Organization Design: An Avenue for Serving Patients Well*, 17 BMC HEALTH SERVS. RES. (Supplement 1) 25 (2017).

people.⁵³ It also addresses broad social determinants of health,⁵⁴ including financial and employment barriers, by connecting to other community-based resources. The app’s Legal Tune Up “Tips” offer legal prevention recommendations. As the various modules are launched, LIFT will deploy a widespread education campaign for community workers, educators, and employers.

II. CHALLENGES NECESSITATING THE FOURTH MOMENT

Calls for civil justice reform exist within the context of deep social, legal, and financial inequities experienced by Black, Indigenous, and People of Color (BIPOC). Appropriately, much attention is given to criminal justice issues, but it is important to equally focus on civil justice matters, especially given how they overlap in people’s lives. With no constitutional right to representation,⁵⁵ individuals engaged with the civil legal justice system often go at it alone—and face dire consequences as a result. This is most true for people who cannot afford legal help: people in rural areas—who cannot access free legal help—and BIPOC—who often have low incomes and have little reason to trust legal interventions.⁵⁶

Events of 2020—including the COVID-19 pandemic,⁵⁷ police shootings of Black citizens, and the subsequent racial justice flashpoint⁵⁸—made obvious the ever-present disparities that persist in the

53. Rostain, *supra* note 10, at 95; JULIE MATHEWS & DAVID WISEMAN, COMMUNITY JUSTICE HELP: ADVANCING COMMUNITY-BASED ACCESS TO JUSTICE 15–16 (2020), https://cleoconnect.ca/wp-content/uploads/2020/07/Community-Justice-Help-Advancing-Community-Based-Access-to-Justice_discussion-paper-July-2020.pdf [<https://perma.cc/M8ZB-HCEC>].

54. Conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shape the conditions of daily life. *See About Social Determinants of Health (SDOH)*, CTRS. FOR DISEASE CONTROL & PREVENTION, <https://www.cdc.gov/socialdeterminants/about.html> [<https://perma.cc/G6L9-4CGM>] (last visited Feb. 28, 2021).

55. This can be described as a health-harming legal doctrine. *See* ELIZABETH TOBIN-TYLER & JOEL B. TEITELBAUM, ESSENTIALS OF HEALTH JUSTICE: A PRIMER 13–14 (2019).

56. *See* LEGAL SERVS. CORP., THE JUSTICE GAP: MEASURING THE UNMET CIVIL LEGAL NEEDS OF LOW-INCOME AMERICANS 6 (2017).

57. *Health Equity Considerations and Racial and Ethnic Minority Groups*, CTRS. FOR DISEASE CONTROL & PREVENTION (Feb. 12, 2021), <https://www.cdc.gov/coronavirus/2019-ncov/community/health-equity/race-ethnicity.html> [<https://perma.cc/E7VJ-MPNN>]; *The COVID Racial Data Tracker*, THE COVID TRACKING PROJECT, <https://covidtracking.com/race> [<https://perma.cc/H6E9-CCL9>] (last visited Feb. 28, 2021) (“Nationwide, Black people are dying at 1.4 times the rate of white people.”).

58. *See, e.g.*, Nicole Dungca, Jenn Abelson, Mark Berman & John Sullivan, *A Dozen High-Profile Fatal Encounters that Have Galvanized Protests Nationwide*, WASH. POST (June 8, 2020, 7:53 AM), <https://www.washingtonpost.com/investigations/a-dozen->

United States, including Wisconsin and Dane County.⁵⁹ This Part outlines the intervention context, the failures of our civil legal justice system, and the racial justice crisis that can be seen across systems. Underlying these failures is the dissolving trust that many individuals have for public institutions. Together, these challenges present a perfect storm that has catalyzed innovations described in Parts III and IV.

A. *The Civil Legal Justice Crisis*

According to the Legal Services Corporation, the “gap” between the civil legal needs of families with low incomes and the resources to meet those needs has become more of a “gulf.”⁶⁰ For families with low incomes, civil legal problems are all too common, with 71% experiencing at least one civil legal problem in 2017.⁶¹ Ultimately, for 86% of civil legal problems reported, families received “inadequate or no legal help.”⁶² LSC-funded organizations reported that a lack of resources accounted for 85% to 97% of the civil legal problems that the organizations could not fully address.⁶³

Unmet civil legal needs result in poor economic and health outcomes for already vulnerable, marginalized communities. For instance, when an individual lacks the financial means to pay a traffic ticket, this can snowball into a driver’s license suspension for failure to pay forfeitures,⁶⁴ which can then lead to multiple suspensions and increasing debt if the individual continues to drive unlicensed in order to work. Suspended driver’s licenses, child support obligations that fail to reflect a person’s income, and inaccurate criminal records are all barriers to gainful

high-profile-fatal-encounters-that-have-galvanized-protests-nationwide/2020/06/08/4fdbfc9c-a72f-11ea-b473-04905b1af82b_story.html [https://perma.cc/W2ZH-BLJY] (listing just some of the police killings of Black people in the United States since 2014).

59. See Steven Elbow, *‘None of This Has Changed’: Madison’s Racial Disparities Have Gotten Worse, Despite Decades of Reports, Task Forces and Funded Programs*, CAP. TIMES (Mar. 4, 2020), https://madison.com/ct/news/local/govt-and-politics/none-of-this-has-changed-madisons-racial-disparities-have-gotten-worse-despite-decades-of-reports/article_0490a398-46f5-54ea-af5c-66ff1a32dfac.html [https://perma.cc/7J8D-EFNB].

60. LEGAL SERVS. CORP., *supra* note 56, at 9.

61. *Id.* at 6.

62. *Id.*

63. *Id.* at 8.

64. In 2018, 59% of all driver’s license suspensions and revocations were due to failure to pay forfeitures. WIS. DEP’T OF TRANSP., REVOCATIONS AND SUSPENSIONS BY REASON OF CONVICTION 64 (2018), <https://wisconsindot.gov/Documents/about-wisdot/newsroom/statistics/factsfig/revsus-statistics.pdf> [https://perma.cc/8755-4QZD].

employment, preventing people from economic mobility.⁶⁵ Likewise, there is a strong connection between civil legal problems and health.⁶⁶

Despite these potential consequences, Americans with low incomes only seek legal help for 20% of their civil legal problems because they either decide to go it alone, do not know where to find help, or are not sure whether the problem is a legal one.⁶⁷ Perhaps one reason people choose to go-it-alone is because they do not trust legal systems. This is not surprising, as public trust in government and public institutions broadly is eroding.⁶⁸ While trust of courts remains higher than trust of other institutions, it too recently declined.⁶⁹ A recent study found that participants view courts as having an important role in “preserving a civil society, maintaining democracy, or providing a mechanism for justice.”⁷⁰ However, a majority of participants were worried about procedural fairness and concerned about “systemic racial or gender bias, differential treatment based on financial ability, and judicial biases.”⁷¹

B. The Racial Justice Crisis

People from marginalized communities, especially BIPOC, have little reason to trust the courts or the civil justice system as a whole. In Dane County, Wisconsin, the Black poverty rate is nearly 41% (4 times the overall rate of 10%⁷²), the Black child poverty rate is 57% (versus 11%

65. See *About Us*, *supra* note 3.

66. Robin L. Nobleman, *Addressing Access to Justice as a Social Determinant of Health*, 21 HEALTH L.J. 49 (2014); see also *infra* Part III.C, for a discussion of legal issues as health determinants.

67. LEGAL SERVS. CORP., *supra* note 56, at 7.

68. GBAO, STATE OF THE STATE COURTS – SURVEY ANALYSIS 2 (2020), https://www.ncsc.org/_data/assets/pdf_file/0018/16731/sosc_2019_survey_analysis_2019.pdf [<https://perma.cc/3YUH-F2Y4>].

69. *Id.*

70. LOGAN CORNETT & NATALIE ANNE KNOWLTON, INST. FOR THE ADVANCEMENT OF THE AM. LEGAL SYS., PUBLIC PERSPECTIVES ON TRUST AND CONFIDENCE IN THE COURTS 1 (2020).

71. *Id.*

72. Jessica VanEgeren, *Dane County Poverty Rate Remains Above State Average*, CAP. TIMES (May 7, 2014), https://madison.com/ct/news/local/writers/jessica_vanegeren/dane-county-poverty-rate-remains-above-state-average/article_6ff0d90e-d61a-11e3-9054-0019bb2963f4.html#:~:text=The%20poverty%20rate%20varies%20widely,2.6%20percent%20child%20poverty%20rate [<https://perma.cc/HUR6-EBZL>].

overall⁷³), and Black homeownership is just 17% (versus 58% overall⁷⁴).⁷⁵ Rates of police interactions and arrests mirror these inequities.⁷⁶

People from marginalized communities distrust, avoid involvement, and are reluctant to seek help when they become entangled in these systems. In a 2016 study, the majority believed that seeking *civil* legal help would likely be futile, based on their perceptions of fairness in the *criminal* justice system.⁷⁷ In the study, Black respondents were less likely than white respondents to seek legal help due to a greater degree of skepticism about the legal system's general fairness.⁷⁸ When asked about a hypothetical rental housing dispute, 40% of white respondents said they would seek formal help, compared to just 9% of Black respondents.⁷⁹ This distrust comes from lived experiences—generations of discrimination that Black people have experienced in formal systems.⁸⁰

Solving these problems will be greatly facilitated by a supportive regulatory environment, the professional bar, and the courts.⁸¹ It will also require innovations involving leadership and partnership with the individuals and communities most disparately impacted by these systems.⁸² Innovations must center race and income inequality⁸³ while simultaneously building and sustaining trust with BIPOC communities and those experiencing poverty.⁸⁴ Fortunately, many of the innovations

73. *Id.*

74. *Housing & Living*, DATA USA: DANE CNTY., WI, <https://datausa.io/profile/geo/dane-county-wi#housing> [<https://perma.cc/8QQQ-TH52>] (last visited Feb. 28, 2021).

75. RACE TO EQUITY, <https://racetoequity.net/> [<https://perma.cc/C3CW-LZXG>] (last visited Feb. 28, 2021).

76. In Madison, Wisconsin's state capital in Dane County, in 2004, Blacks made up 6% of the population, 15% of traffic citations, and 29% of arrests. By 2018–19, with only an increase from 6% to 7% of the population, traffic citation rates had jumped to 25% and arrests to 43%. Elbow, *supra* note 59.

77. Sara Sternberg Greene, *Race, Class, and Access to Civil Justice*, 101 IOWA L. REV. 1263, 1267 (2016).

78. *Id.* at 1268.

79. *Id.* at 1312.

80. *Id.* at 1276–78.

81. Deborah L. Rhode & Scott L. Cummings, *Access to Justice: Looking Back, Thinking Ahead*, 30 GEO. J. LEGAL ETHICS 485, 490–92 (2017) (discussing how the legal profession has been a huge barrier to innovation—in terms of expanding roles and using technology).

82. Ashar, *supra* note 43, at 217–18.

83. See Dina Shek, *Centering Race at the Medical-Legal Partnership in Hawai'i*, 10 U. MIAMI RACE & SOC. JUST. L. REV. 109, 112–14 (2019) (criticizing the MLP model for failing to meaningfully address structural racism that undergird and maintain structures of inequality and poor health).

84. See MATHEWS & WISEMAN, *supra* note 53, at 15–16 (discussing that when people who have low incomes need help with basic needs and rights, they need it urgently,

described below include trust-building as a core tenet in the delivery of civil legal services and education and are included in LIFT’s model.

III. LIFT IN THE INNOVATION CONTEXT

The civil justice crisis necessitates new social justice lawyering approaches, requiring us to reimagine what access to justice truly looks like and to explore innovations in roles, locations, timelines for interventions as well as in how we define a legal issue.

The civil legal aid crisis has refocused interest and energy in social justice lawyering. In *The Emerging Legal Architecture for Social Justice*, Luz Herrera and Louise Trubek write about these lawyers and how they are reimagining the practice of law.⁸⁵ They resurrect the term “critical lawyer” to describe lawyers who care about social justice and who are establishing law practices that are transforming public interest practice.⁸⁶ These lawyers “regard law as [an essential] tool for combating inequality and abuse of power.”⁸⁷ They focus on systems change *and* on individual representation.⁸⁸ Similar to the Law for Black Lives network they describe,⁸⁹ groups across the country, such as Force Multiplier,⁹⁰ are supporting community groups, nonprofits, and other organizations that address inequities by targeting key issues in their communities through legal challenges.

This fourth moment includes LIFT and its critical lawyers. As a result of COVID-19, all of these efforts are virtual, which may actually accelerate efforts towards addressing inequality and inequities around the country. This section places LIFT in the context of innovations essential to critical lawyers in technology design, court modernization, role expansion, and philanthropic investments.

often turning to community workers they already know and trust); Rostain, *supra* note 10, at 95 (providing multiple examples of projects involving trusted individuals including librarians and barbers).

85. Herrera & Trubek, *supra* note 4.

86. *Id.* at 357–58 (citing Louise G. Trubek & M. Elizabeth Kransberger, *Critical Lawyers: Social Justice and the Structures of Private Practice*, in *CAUSE LAWYERING: POLITICAL COMMITMENTS AND PROFESSIONAL RESPONSIBILITIES* 201 (Austin Sarat & Stuart Scheingold eds., 1998)).

87. *Id.* at 357.

88. *See id.* at 357–58.

89. *Id.* at 359.

90. *About FM*, FORCE MULTIPLIER, <https://www.forcemultiplierma.org/copy-of-about-fm> [https://perma.cc/4M6E-MVBM] (last visited Mar. 1, 2021).

A. Design Labs: Prototyping for Rapid Change

LIFT has developed its technology based upon the design lab principles of *participatory design*, a way to think more effectively about workplace decision-making that emerged in Scandinavia in the 1970s.⁹¹ “It evolved into a strategy for developing software [where] potential users . . . help define a vision of a product . . .”⁹² Margaret Hagan applies these concepts in her legal Design Lab at Stanford, where students from a variety of interdisciplinary backgrounds work together alongside legal organizations to identify opportunities for innovation and create working prototypes of new tools, services, and policies.⁹³ Other law schools also offer design lab experiences.⁹⁴

In creating its proposal, LIFT worked closely with local and national organizations—legal and non-legal—to identify opportunities for technology innovation that would benefit the local community. Team members examined data and spoke with service providers to better understand the nature and scope of barriers that inhibited economic growth, particularly as they impacted BIPOC.

LIFT issued a Request for Proposals (RFP) to hire a technology development firm, ultimately selecting T&P, a product design and development firm founded by a lawyer with the primary purpose of

91. Hagan, *supra* note 48, at 120.

92. *Id.* Design labs have “been widely used for changing systems like elementary education, hospital services, and smart cities.” *Id.*; see also Bratteteig & Wagner, *supra* note 48.

93. See Hagan, *supra* note 48, at 123; Amanda Perry-Kessaris, *Legal Design for Practice, Activism, Policy, and Research*, 46 J.L. & SOC’Y 185, 192–93 (2019).

94. Including: Northeastern University’s NuLaw Lab, NULAWLAB, <https://www.nulawlab.org/> [<https://perma.cc/W3KT-4SAE>] (last visited Mar. 1, 2021); Chicago Kent’s Law Lab, LAWLAB, <https://www.thelawlab.com/> [<https://perma.cc/8BFC-TH39>] (last visited Mar. 1, 2021); Harvard Law School’s Access to Justice Lab, ACCESS TO JUST. LAB, <https://a2jlab.org/> [<https://perma.cc/6DGY-7X6H>] (last visited Mar. 1, 2021); University of Arizona’s Innovation for Justice program, *Innovation for Justice*, UNIV. OF ARIZ., JAMES E. ROGERS COLL. OF L., <https://law.arizona.edu/innovation-for-justice> [<https://perma.cc/JZA9-7LVG>] (last visited Mar. 1, 2021); Suffolk Law School’s LIT Lab, LEGAL INNOVATION & TECH. LAB, <https://suffolklitlab.org/> [<https://perma.cc/AJG9-XRDL>] (last visited Mar. 1, 2021); Georgetown’s Iron Tech Lawyer program, *Iron Tech Lawyer*, GEO. L., INST. FOR TECH. L. & POL’Y, <https://www.georgetowntech.org/irontechlawyer> [<https://perma.cc/TN7X-GZS5>] (last visited Mar. 1, 2021); Brigham Young’s LawX program, *LawX*, BYU L., <https://law.byu.edu/clinics-and-centers/lawx/> [<https://perma.cc/8TAG-L52G>] (last visited Mar. 1, 2021); Michigan State’s Legal RnD, *LegalRnD Lab*, MICH. STATE UNIV., COLL. OF L., <https://www.law.msu.edu/lawtech/legal-rnd-lab.html> [<https://perma.cc/3TKE-N6Y4>] (last visited Mar. 1, 2021); and Vanderbilt’s Law and Innovation program, *Program on Law & Innovation*, VAND. L. SCH., <https://law.vanderbilt.edu/academics/academic-programs/law-and-innovation/index.php> [<https://perma.cc/SXM4-RY4U>] (last visited Mar. 1, 2021).

innovating for the legal industry “to create a better system.”⁹⁵ Similar to the design labs model, T&P takes a design-first approach to technology.⁹⁶ Ensuring that the product meets end-users’ needs is key to their approach. This includes interviews with actual clients and attorneys, observations of client services, and user testing.⁹⁷

In the early design phase, T&P attended an in-person legal clinic in Madison to observe client and attorney interactions and to interview both about the processes and their overall experience. Later in development, they showed early-stage prototypes to targeted users for their reactions and edits to the technology ranging from color, design, and ease of use. User testing and continued modification of the app are key to its functionality.

B. Civil Legal (Court) Systems Modernization

The court system looks very different today than it did just twenty-five years ago. Until the mid-to-late 1980s, nearly every litigant in state court was represented by counsel.⁹⁸ Today, in family law, domestic violence, landlord-tenant, traffic, and small claims matters, 70% to 98% of cases nationwide involve at least one unrepresented litigant.⁹⁹ A court system developed by and for lawyers has not evolved much in response to its users’ changing needs. In 2015, the chief justices and top administration officials of the state courts called for “100 percent access to effective assistance for essential civil legal needs . . . through a continuum of meaningful and appropriate services,”¹⁰⁰ spurring a robust court modernization effort by national leaders such as The Pew Charitable Trusts,¹⁰¹ the Self-Represented Litigant Network (SRLN), and the

95. See *About Us*, THEORY & PRINCIPLE, <https://www.theoryandprinciple.com/about-us/> [https://perma.cc/6JPB-VUXA] (last visited Mar. 2, 2021).

96. See Marsha Mansfield, Sarah Davis & Nicole Bradick, *The Journey from Dream to Game-Changer: Using Technology to Transform Civil Legal Aid*, Presentation at the Innovations in Technology Conference (Jan. 14, 2021) (describing their design approach as applied to LIFT).

97. The COVID pandemic necessitated some pivots from user testing by Wisconsin-based clients to use of a national service with demographic matching. See *id.*

98. See Jessica K. Steinberg, *Demand Side Reform in the Poor People’s Court*, 47 CONN. L. REV. 741, 751 nn.34–35 (2015).

99. *Id.* at 749–50 n.23.

100. CONF. OF CHIEF JUSTS., RESOLUTION 5 REAFFIRMING THE COMMITMENT TO MEANINGFUL ACCESS TO JUSTICE FOR ALL (2015), https://ccj.ncsc.org/__data/assets/pdf_file/0013/23602/07252015-reaffirming-commitment-meaningful-access-to-justice-for-all.pdf [https://perma.cc/6CCP-TW83].

101. PEW CHARITABLE TRS., *supra* note 22 (setting out four ways to construct more accessible and effective court systems). For a specific example, see *Technology Solutions Can Help Modernize U.S. Civil Courts*, PEW CHARITABLE TRS. (2020), <https://www.pewtrusts.org/en/research-and-analysis/articles/2020/04/14/technology->

American Bar Association's Judicial Division Court Technology Committee.¹⁰² E-filing and the adoption of online fillable court forms have been major drivers in the changing access to justice landscape, but many of those seeking to access the courts lack the ability to take advantage of these innovations.¹⁰³ During the COVID-19 pandemic, more state-administered federal funds have been made available to help support a range of court-based services, including court navigators, online legal information, plain language fillable forms, and the development of document assembly or guided interview tools.¹⁰⁴

LIFT's technology has the potential to catalyze court modernization in several ways that are already yielding results. First, the Legal Tune Up requires access to public data from courts and state agencies such as the Departments of Justice, Transportation, and Children and Families. While this data is public, it is not easily accessible, especially in a format that allows for easy form auto-population. For example, a suspended driver's license due to unpaid government or court fines and fees requires those underlying causes to be cleared up.¹⁰⁵ In Wisconsin, the necessary information is on a driver's abstract, available through the Public Abstract Request System (PARS) by paying \$7 or working with a nonprofit that has free access.¹⁰⁶ The abstract is a (nonautomated) PDF document that does not always contain all of the information that a person needs. Individuals

solutions-can-help-modernize-us-civil-courts [https://perma.cc/LPM4-F7H4] (last visited Mar. 2, 2021) (describing an online dispute resolution tool).

102. *Court Technology Committee*, AM. BAR ASS'N, <https://www.americanbar.org/groups/judicial/committees/court-tech/> [https://perma.cc/HG34-38TZ] (last visited Mar. 2, 2021).

103. People living in poverty often lack the literacy and computer skills needed to effectively use digital legal tools, and there can be costs involved that are unaffordable for many. Furthermore, access to high-speed internet remains a barrier for much of rural America. See Margaret Hagan, *The User Experience of the Internet as a Legal Help Service: Defining Standards for the Next Generation of User-Friendly Online Legal Services*, 20 VA. J.L. & TECH. 394, 399–400 (2016); see also Andrew Perrin, *Digital Gap Between Rural and Nonrural America Persists*, PEW RSCH. CTR. (May 31, 2019), <http://pewrsr.ch/2qBuZY1> [https://perma.cc/TM3X-PBHP].

104. Erika Rickard & Casey Chiappetta, *State Courts Seek Resources to Support Operations During COVID-19 Pandemic*, PEW CHARITABLE TRS. (Aug. 26, 2020), <https://www.pewtrusts.org/en/research-and-analysis/articles/2020/08/26/state-courts-look-for-resources-to-support-operations-during-covid-19-pandemic> [https://perma.cc/MP4L-N45H].

105. Telephone Interview with Stacia Conneely, Managing Att'y, Legal Action of Wis. (Apr. 5, 2020); *Eligibility and Reinstate Driving Privileges*, STATE OF WIS. DEP'T OF TRANSP., <https://wisconsin.gov/Pages/dmv/license-drvs/susp-or-rvkd/reinstate.aspx> [https://perma.cc/7SX6-3NZ8] (last visited Apr. 5, 2021).

106. See *Public Abstract Request System (PARS)*, WIS. DIV. OF MOTOR VEHICLES 1 (Apr. 14, 2015), <https://portal.wi.gov/Documents/pars-user-manual.pdf> [https://perma.cc/Q5GG-9RXT].

also may need to contact a municipal court to determine the fees or fines owed.¹⁰⁷

Accessing this data in an automated form requires these entities to change practices and procedures in ways that have the potential to lead to other efficiencies and improvements. This spillover has already happened in the record-clearing context. Once LIFT automated the process for clearing old criminal and eviction court records, the courts committee overseeing online form development for the entire state adopted a new form that specifically allows people to clear old evictions and criminal records that are eligible for removal from the online court records.¹⁰⁸ Second, the app is advancing efficient auto-population of these forms and facilitating their filing. Combined with other efforts, these innovations are pushing the courts to modernize.¹⁰⁹

C. Expanding Roles

Technological solutions—such as kiosks in clerks’ offices and self-help centers that produce tailored pleadings and other legal documents—are of limited help unless individual assistance is also provided.¹¹⁰ A lesson comes from the use of nonlawyer court navigators, who make a vital difference for self-represented litigants in the more than fifteen states that allow them to provide direct “person-to-person” assistance to litigants.¹¹¹ They can ease the burden on self-represented litigants’ (SRLs) attempts to make sense of complicated court processes. Both program structures and navigator roles differ across jurisdictions; however, each strives to simplify the court process for the roughly 36 million individuals who handle civil legal cases without an attorney every year.¹¹² Court navigator programs typically recruit volunteers, students, AmeriCorps members, and/or paid staff who are not licensed to practice law.¹¹³ Navigators are trained on the basic processes of specific types of cases and

107. See *Frequently Asked Questions*, WIS. DEP’T OF TRANS., <https://portal.wi.gov/Pages/FAQs.aspx> [<https://perma.cc/55NE-FKRV>] (last visited Mar. 2, 2021).

108. *Request to Correct Court Records, GF-148A*, WIS. CT. SYS. (Jan. 8, 2021), <https://www.wicourts.gov/formdisplay/GF-184A.pdf?formNumber=GF-184A&formType=Form&formatId=2&language=en> [<https://perma.cc/S89J-96GK>].

109. See *supra* Part III.B.

110. Rostain, *supra* note 10, at 95.

111. MARY E. McCLYMONT, THE JUST. LAB AT GEORGETOWN L. CTR., NONLAWYER NAVIGATORS IN STATE COURTS: AN EMERGING CONSENSUS 5 (2019), <https://napco4courtleaders.org/wp-content/uploads/2019/08/Nonlawyer-Navigators-in-State-Courts.pdf> [<https://perma.cc/7MZ7-LRHB>].

112. *SRLN Brief: How Many SRLs? (SRLN 2019)*, SELF-REPRESENTED LITIG. NETWORK (Feb. 26, 2021), <https://www.srln.org/node/548/srln-brief-how-many-srls-srln-2015> [<https://perma.cc/6BCQ-T5LF>].

113. McCLYMONT, *supra* note 111, at 6.

are limited to assisting SRLs only in those areas.¹¹⁴ Tasks that navigators can assist SRLs with include: (1) physically navigating the courthouse, (2) providing legal and procedural information or referrals (not advice), and (3) helping complete forms.¹¹⁵

LIFT utilizes the navigator model through the CPP's Community Resource Navigator Program, a partnership between CPP and two local primary care clinics affiliated with the University's Academic Medical Center.¹¹⁶ These navigators are undergraduate students trained to assist primary care patients in securing resources, such as transportation, housing, utility assistance, and food security.¹¹⁷ They will later be trained to use LIFT's app to help patients with civil legal problems.

A significant aspect of LIFT's work also involves outreach, training, and education, so that social service providers, libraries, and other community-based providers can also serve as navigators. LIFT is developing online training materials and reference guides as resources for these community helpers. It also is coordinating with other community-based legal outreach clinics, such as one at a local technical college,¹¹⁸ to ensure that the LIFT app is a tool in their toolbox.¹¹⁹

Team-based problem-solving is gaining traction in the legal field.¹²⁰ Common examples of collaboration between attorneys and social workers include child welfare¹²¹ and Medical-Legal Partnerships (MLPs).¹²² Traditionally, however, this collaboration has added a role to the team—the social worker—as opposed to integrating new skills and approaches

114. *Id.* at 11–12.

115. *Id.* at 19–20.

116. *Resource Navigator Program*, CTR. FOR PATIENT P'SHIPS, <https://patientpartnerships.wisc.edu/education/resource-navigator-program/> [<https://perma.cc/93RY-SWC7>] (last visited Mar. 2, 2021).

117. *Id.*

118. *See Legal Clinic*, MADISON AREA TECH. COLL., <https://madisoncollege.edu/legal-clinic> [<https://perma.cc/PNS5-C289>] (last visited Mar. 2, 2021).

119. *See supra* Part III.C.

120. *See* Mary Kay Kisthardt, *Working in the Best Interest of Children: Facilitating the Collaboration of Lawyers and Social Workers in Abuse and Neglect Cases*, 30 RUTGERS L. REC. 1 (2007); *see also* Janet Weinstein, Linda Morton, Howard Taras & Vivian Reznik, *Teaching Teamwork to Law Students*, 63 J. LEGAL EDUC. 36 (2013) (describing pedagogy to teach law students teamwork).

121. Kisthardt, *supra* note 120.

122. Elizabeth Tobin Tyler, Melissa A. Rodgers & Dana L. Weintraub, *Bridging the Health and Legal Professions Through Education and Training*, in POVERTY, HEALTH AND LAW: READINGS AND CASES FOR MEDICAL-LEGAL PARTNERSHIP 117, 119–21 (Elizabeth Tobin Tyler, Ellen Lawton, Kathleen Conroy, Megan Sandel & Barry Zuckerman eds., 2011) (highlighting the potential role of nurses, social workers, public health workers, and doctors in medical-legal partnerships).

into all roles.¹²³ Lawyers were focused on court-based solutions, while social workers were tasked with addressing the psychosocial factors that largely contributed to the legal issue.¹²⁴ Over time, the legal profession and legal clinical educators have realized the need to adopt a more holistic approach to problem-solving.

By expanding the definition of what constitutes “legal work,” critical lawyers can effectively partner with others to better serve their communities by comprehensively addressing social determinants of health.¹²⁵ The fundamental idea is that integrating lawyers into healthcare teams allows individuals to access legal expertise before minor legal issues escalate into major problems, thus hopefully avoiding the potential emotional and financial drain of going to court. For example, the remedy to someone’s health issue (asthma) is a legal one (getting the landlord to get rid of mold).

Attorneys in this role must acknowledge that legal issues do not exist in a vacuum and also attend to “law-related psychological well-being.”¹²⁶ That is the genesis of LIFT’s Legal Tune Up approach, where users will be encouraged to think of a Legal Tune Up in the same way they do a medical check-up—as a fundamental preventative approach.¹²⁷ By utilizing tools such as text messaging, users will be notified when they need to take affirmative steps to maintain their legal health.

123. Adding a role is multidisciplinary practice (parallel play) compared to interdisciplinary (sharing expertise) practice. See Eric S. Janus, *Clinical Teaching at William Mitchell College of Law: Values, Pedagogy, and Perspective*, 30 WM. MITCHELL L. REV. 73, 77–81 (2003) (discussing the value of a truly interdisciplinary clinical experience for law students). Much has also been written about barriers to formal collaborations. See, e.g., Charles W. Wolfram, *Comparative Multi-Disciplinary Practice of Law: Paths Taken and Not Taken*, 52 CASE W. RESV. L. REV. 961, 965–66 (2002).

124. Rosemary Sheehan, *Social Work and the Law: Collaboration or Domination?*, 45 SOC. WORK NOW 2, 2–3 (2010).

125. Marcy L. Karin & Robin R. Runge, *Toward Integrated Law Clinics that Train Social Change Advocates*, 17 CLINICAL L. REV. 563, 568–69 (2011). The clearest example of this is the evolution of MLPs. See TOBIN-TYLER & TEITELBAUM, *supra* note 55, at xi (offering a succinct definition of social determinants of health (SDoH) and a connection to legal interventions); *The Need*, NAT’L CTR. FOR MED.-LEGAL P’SHIP, <https://medical-legalpartnership.org/need/> [<https://perma.cc/F4CN-993Y>] (last visited Mar. 2, 2021); see generally CTRS. FOR DISEASE CONTROL & PREVENTION, *supra* note 54.

126. Carolyn Copps Hartley & Carrie J. Petrucci, *Practicing Culturally Competent Therapeutic Jurisprudence: A Collaboration Between Social Work and Law*, 14 WASH. U. J.L. & POL’Y 133, 135 (2004) (quoting David B. Wexler, *Practicing Therapeutic Jurisprudence: Psycholegal Soft Spots and Strategies*, 67 REVISTA JURÍDICA U.P.R. 317, 319 (1998)).

127. This evolution of legal work into preventative law has been described as a more humane and therapeutic practice of law. See Copps Hartley & Petrucci, *supra* note 126, at 134–35. For a bibliography of published materials on therapeutic jurisprudence, see *TJ Bibliography*, INT’L SOC’Y OF THERAPEUTIC JURIS., <https://intljtj.com/bibliography/> [<https://perma.cc/L58Y-H3JR>] (last visited Mar. 2, 2021).

D. New Philanthropy

LIFT was created from an award of \$1.1 million from Schmidt Futures through the 2019 Alliance for the American Dream competition.¹²⁸ The competition was designed to reduce inequality and relieve poverty.¹²⁹ LIFT has also received local support from key foundations, including from a healthcare divestment fund.¹³⁰ It continues to seek financial support from national and local philanthropic entities and eventually will seek governmental and business sector funding. Evidence gained through philanthropic support will provide proof of concept for future diversified funding.

The Ford Foundation catalyzed the growth of clinics and the role of clinical legal education in the 1960s.¹³¹ This investment was substantial, carrying the vision that it would lead to one-third of the law school curriculum being devoted to field or clinical experience to ensure that legal education had a “lifeline through which it may keep in touch with the changing society it must serve.”¹³² The (unrealistic) expectation was that clinics would serve a large volume of clients, playing their part in addressing society’s needs.¹³³ When this investment ended, a combination of law school funding, targeted philanthropy, and government contracts took its place.¹³⁴

128. *Schmidt Futures Announces Winners of 2019 “Alliance for the American Dream” Competition*, SCHMIDT FUTURES (June 27, 2019), <https://schmidtfutures.com/schmidt-futures-announces-winners-of-2019-alliance-for-the-american-dream-competition/> [https://perma.cc/MDL8-9JUX].

129. In Dane County, the competition was called “DreamUP.” *Two DreamUp Wisconsin Teams Awarded Funding*, INST. FOR RSCH. ON POVERTY (2020), <https://www.irp.wisc.edu/dreamup/two-dreamup-wisconsin-teams-awarded-funding/> [https://perma.cc/K38D-CU6N].

130. In 2020, LIFT was awarded a five-year, \$1 million community impact grant. *See Wisconsin Partnership Program Announces \$6 Million in Community Impact Grant Awards to Health Equity Initiatives*, SCH. OF MED. & PUB. HEALTH (Oct. 16, 2020), <https://www.med.wisc.edu/news-and-events/2020/october/wpp-announces-2020-community-impact-grants/> [https://perma.cc/XH4L-4H3K].

131. J.P. “Sandy” Ogilvy, *Celebrating CLEPR’s 40th Anniversary: The Early Development of Clinical Legal Education and Legal Ethics Instruction in U.S. Law Schools*, 16 CLINICAL L. REV. 1, 9–11 (2009). (detailing the extensive investment made by the Ford Foundation to law schools for clinical legal education from 1959–1972).

132. *Id.* at 12 (quoting William Pincus, *Reforming Legal Education*, 53 A.B.A. J. 436, 437 (1967)).

133. *Id.* at 8; Meredith J. Ross, *A “Systems” Approach to Clinical Legal Education*, 13 CLINICAL L. REV. 779, 784–85 (2007).

134. Trubek, *supra* note 1, at 228 (“By 1974, . . . the national foundation enthusiasm for public interest law appeared to be waning.”); Roger S. Haydock, *Clinical Legal Education: The History and Development of a Law Clinic*, 9 WM. MITCHELL L. REV. 101, 141–45 (1983).

Historically, funding for civil legal services has waxed and waned between governmental and philanthropic investments.¹³⁵ The role of philanthropy for direct services was primarily a targeted investment in a specific area, such as housing, health, seniors, or veterans.¹³⁶ Between 1994 and 2012, federal government funding for low-income civil legal services decreased substantially and then leveled off.¹³⁷ The gap between need and resources has widened, leading to increased calls to address the justice gulf.¹³⁸

Access to justice is now increasingly framed as broader than just access to lawyers.¹³⁹ This widened lens heightens the expectation that the legal profession itself¹⁴⁰ takes care of the issue to a larger societal responsibility.¹⁴¹ No longer are “pro bono” and “low bono” services by lawyers seen as the complete solution. This is consonant with the increasing philanthropic focus on outcomes instead of outputs¹⁴² and also

135. Catherine R. Albiston & Laura Beth Nielsen, *Funding the Cause: How Public Interest Organizations Fund Their Activities and Why It Matters for Social Change*, 39 L. & SOC. INQUIRY 62 (2014) (providing a comprehensive analysis of changing funding over time).

136. PUB. WELFARE FOUND. & THE KRESGE FOUND., *supra* note 6; Albiston & Nielson, *supra* note 135, at 69–70 (explaining that during the Expansion Era foundations also funded cause litigation for social change as public interest law “had become political expression, a legitimate and powerful means for political interests and social movements to further their goals”).

137. PUB. WELFARE FOUND. & THE KRESGE FOUND., *supra* note 6, at 3 (explaining that LSC funding dropped by 60% from 1994–2012). Interest on Lawyers Trust Accounts (IOLTA) was also a key source of funding, and it declined 74% between 2007 and 2011. *Id.* See generally AM. BAR ASS’N RES. CTR. FOR ACCESS TO JUST. INITIATIVES, LEGAL AID FUNDING REPORT (2019), <https://abarray.org> [<https://perma.cc/P7GT-6L5K>] (providing data since 2003).

138. LEGAL SERVS. CORP., *supra* note 56, at 9. See *supra* Part II.A for details about this crisis, now, referred to as “a gulf.”

139. Sandefur, *supra* note 19, at 50 (“If the problem is unresolved justice problems, a wider range of options opens up.”); PUB. WELFARE FOUND. & THE KRESGE FOUND., *supra* note 136; Nobleman, *supra* note 66, at 49; THE SEC’Y’S ADVISORY COMM. ON NAT’L HEALTH PROMOTION AND DISEASE PREVENTION OBJECTIVES FOR 2030, ISSUE BRIEFS TO INFORM DEVELOPMENT AND IMPLEMENTATION OF HEALTHY PEOPLE 2030 3 (2018).

140. Deborah L. Rhode, *Rethinking the Public in Lawyers’ Public Service: Pro Bono, Strategic Philanthropy, and the Bottom Line*, 77 FORDHAM L. REV. 1435, 1437–38 (2009) (explaining there are ethical, regulatory, and business reasons for pro bono service).

141. See David F. Levi, Dana Remus & Abigail Frisch, *Reclaiming the Role of Lawyers as Community Connectors*, DAEDALUS, Winter 2019, at 30 (arguing that lawyers still have a role in addressing the justice gap and need to reclaim their role as community connectors).

142. *Evaluation and Measurement Outcomes*, NAT’L COUNCIL OF NONPROFITS, <https://www.councilofnonprofits.org/tools-resources/evaluation-and-measurement-of-outcomes> [<https://perma.cc/LSX8-PCJ8>] (last visited Mar. 2, 2021).

on systems and policy change.¹⁴³ The focus on access to justice is on the broader societal *outcome*—inclusion and equality—as compared to increasing pro bono to increase the *output* of legal services hours.¹⁴⁴ This framing has broadened the opportunity for new and more significant investments in access to justice from funders who may not have historically considered civil legal services as within their priority area.

IV. LIFT AS THE “FOURTH MOMENT”

Brave and courageous leaders in both civil justice and the social sector are deconstructing their business models . . . to champion transformation at all levels [T]hey are changing muscle and connective tissue to create an integrated, holistic system that addresses structural issues.

—Sandra Ambrozy¹⁴⁵

This fourth moment for civil legal education at Wisconsin is punctuated by increasing national calls to address the civil legal justice crisis, including the explicit role for law schools.¹⁴⁶ LIFT has responded to this call with an innovative intervention that includes technology,¹⁴⁷ collaboration, and expanded roles.¹⁴⁸ As an academic-community collaboration, LIFT leverages the strengths of each partner by reviving the

143. Naomi Orensten, *Funders Need to Advocate for Policy Change Right Now*, CTR. FOR EFFECTIVE PHILANTHROPY (July 20, 2020), <https://cep.org/funders-need-to-advocate-for-policy-change-right-now/> [<https://perma.cc/KC6U-B65J>]. Policy and systems change advocacy can be distinct from lobbying, a prohibited practice for 501(c)(3) organizations. See *Advocacy vs. Lobbying*, NAT’L COUNCIL OF NONPROFITS, <https://www.councilofnonprofits.org/advocacy-vs-lobbying> [<https://perma.cc/A3QQ-N99Z>] (last visited Mar. 2, 2021).

144. Sandefur, *supra* note 19, at 49–51.

145. See Sandra Ambrozy, *Justice Determinants of Wellbeing* (forthcoming 2021) (on file with *Wisconsin Law Review*); *The Intersection of Civil Legal Justice and Wellbeing*, WELLBEING BLUEPRINT (Oct. 14, 2020), <https://wellbeingblueprint.org/events/the-intersection-civil-legal-justice-and-wellbeing/> [<https://perma.cc/Z46T-JBEW>].

146. See AM. ACAD. ARTS & SCIS., *supra* note 7; Ashar, *supra* note 43, at 201–02, 231 (arguing that law school clinics are well-positioned to envision new forms of legal practice due to their educational mission and institutional flexibility); Rhode & Cummings, *supra* note 81, at 499 (arguing that legal academics can do more to educate broadly about the extent of unmet needs and cost-effective responses).

147. The critical role of technology has been animated by Wisconsin clinicians. See Trubek, *supra* note 1, at 250–51; see Marsha M. Mansfield & Louise G. Trubek, *New Roles to Solve Old Problems: Lawyering for Ordinary People in Today’s Context*, 56 N.Y. L. SCH. L. REV. 367, 368 (2011).

148. See Mansfield & Trubek, *supra* note 147.

hybrid model of the CPR’s beginnings, with the nonprofit arm of a law school clinic taking the lead.

A. New Organizational Form for Today’s Challenges

Similar to the reasons underlying the structure of CPR back in the 1970s, LIFT initially chose to forego forming an independent entity structure. Instead, it is a joint venture between the Economic Justice Institute, Inc. (the 501(c)(3) that supports the work of the law school’s civil legal clinics), LAW, and EATA to ensure nimbleness for fundraising, service provision, and contracting.

As a community-based 501(c)(3), EJI, Inc. is eligible for a broad array of funding from foundations. From a service standpoint, LAW’s client management system and culture of practice are constrained by Legal Services Corporation funding limitations.¹⁴⁹ This makes it logistically and culturally challenging to offer innovative programs with fewer restrictions. From a contracting perspective, purchasing through the University requires an extensive, cumbersome bidding process that can limit selection.¹⁵⁰ A nonprofit structure also benefits from the formal involvement of a board of directors, which, when leveraged effectively, adds significant expertise and insight into strategic planning and decision-making.¹⁵¹ This joint venture structure enables LIFT to draw upon the strengths of each organization. Although each organization has a role (LAW focuses on legal advice at the pop-up clinics, EATA provides employment training and resources, etc.), the overall management and fundraising responsibilities lie with part-time directors.

The forming of the joint venture also involved discussions of the roles and responsibilities of each entity, resulting in the creation of a formal Advisory Board. The Advisory Board includes a member from the client community who offers valuable lived experience. The Board also includes national and Wisconsin experts in civil legal justice, pro bono services, technology, finance, and fundraising/philanthropy.¹⁵² The Advisory Board

149. *About Statutory Restrictions on LSC-Funded Programs*, LEGAL SERVS. CORP., <https://www.lsc.gov/about-statutory-restrictions-lsc-funded-programs> [https://perma.cc/2RV9-V5VD] (last visited Mar. 3, 2021).

150. *See, e.g., Official Sealed Bid*, UNIV. OF WIS.-MADISON, DIV. BUS. SERVS., http://www.bussvc.wisc.edu/purch/forms/agent_bid_SCOB.docx [https://perma.cc/HND3-H7FD] (last visited Mar. 3, 2021).

151. *See* Kristina Jaskyte, *Boards of Directors and Innovation in Nonprofit Organizations*, 22 NONPROFIT MGMT. & LEADERSHIP 439, 443–45, 448 (2012).

152. *See LIFT Dane News – July 2020*, LIFT DANE (Dec. 2, 2020), <https://www.liftdane.org/post/lift-dane-news-july-2020?fbclid=IwAR0s6eHWmdK9RkJNEt379wxHi23fIKyc7MHIDYb71-QClbb9dOjI0ghqzDY> [https://perma.cc/8LX2-NZDU].

meets monthly to review LIFT's work, its financial situation, funding opportunities, and provides guidance to and oversight of LIFT's Director.

B. Becoming a Part of the National Voice

Much more is happening on the national stage today than thirty years ago. Fulfilling a CPR aspiration,¹⁵³ LIFT benefits greatly from national resources and opportunities, while also contributing to them. National organizations, such as the SRLN, which has been in existence for over fifteen years, bring together a network of allies, including lawyers, judges, court staff, legal technologists, and librarians working for access to justice.¹⁵⁴ SRLN highlights and shares innovative, evidence-based, access-oriented solutions such as comprehensive court and legal aid self-help services, simplified court rules and procedures, and integrated systems.¹⁵⁵ During the COVID-19 pandemic, SRLN has hosted regular, ongoing meetings that address a variety of issues impacting litigants.¹⁵⁶ LIFT actively benefits from this broad community of practice, participating in networking calls, receiving technical assistance, and attending conferences.¹⁵⁷ We also contribute by actively sharing our learnings through presentations and conversations. COVID-19 has accelerated video conferencing, making it easier and less expensive to participate in national conversations.

LIFT's original idea was formed with significant input from national legal technology experts, justice scholars, and community leaders as they developed the proposal. The DreamUp competition also assigned a mentor with national stature, who has remained in an advisory capacity.¹⁵⁸ Additionally, calls to transform the civil justice system are amplified by national groups, such as Voices for Civil Justice, a communications hub for civil legal aid.¹⁵⁹ LIFT has benefited from sample op-eds and messaging advice leading to several published pieces by its Director and advisory board members.¹⁶⁰

153. Trubek, *supra* note 1, at 251.

154. *About*, SELF-REPRESENTED LITIG. NETWORK (FEB. 26, 2021), <https://www.srln.org/node/21/about-srln> [<https://perma.cc/3G4C-RYTY>].

155. *Id.*

156. *COVID-19 Resources*, SELF-REPRESENTED LITIG. NETWORK (Dec. 9, 2020), <https://www.srln.org/node/1427/covid-19-resources> [<https://perma.cc/D9TX-LPY8>].

157. *See, e.g.*, Mansfield, Davis & Bradick, *supra* note 96.

158. *See About Us: Authors and Staff: Sandra Ambrozy*, URB. INST., <https://www.urban.org/author/sandra-ambrozy> [<https://perma.cc/2CFT-7A69>] (last visited Mar. 15, 2021).

159. *See* VOICES FOR CIV. JUST., <https://voicesforciviljustice.org/> [<https://perma.cc/X7FJ-UMKH>] (last visited Mar. 3, 2021).

160. *LIFT Dane Blog*, LIFT DANE, <https://www.liftdane.org/blog> [<https://perma.cc/S6U4-RED6>] (last visited Mar. 3, 2021).

The *Civil Justice for All* report, recently released by the American Academy of Arts and Sciences (AAAS), highlights the persisting disparities in our civil justice system and suggests a national roadmap for change.¹⁶¹ LIFT members attended the Academy’s webinar launching the report and have benefited greatly from this scholarship. Groups already operating on a national scale include not only SRLN and Voices but also well-established organizations such as The Pew Charitable Trusts’ Civil Legal System Modernization Project.¹⁶² We regularly update Pew representatives on LIFT activities and participated in their call for white papers on evaluation efforts for civil justice reform.¹⁶³

Also, the National Center for Access to Justice (NCAJ), a research and policy advocacy organization that works with data to expand justice in the United States,¹⁶⁴ has spearheaded a number of justice system reform initiatives that LIFT has built upon, including the adoption of its system change framework and technical assistance from The Fines and Fees Project that supports county-level policy work.¹⁶⁵ These organizations are generating tremendous support and change throughout the country, and LIFT endorses a national clearinghouse, such as that envisioned by AAAS, to centralize and disseminate the work already being done nationally.

161. AM. ACAD. OF ARTS & SCIS., *CIVIL JUSTICE FOR ALL* 4–5 (2020). The recommendations include a substantial contribution of financial and broad human resources dedicated to closing the civil justice gap and creating a national structure that coordinates efforts, collects data on the state of civil justice, and helps identify and publicize innovations that improve access. *Id.*

162. See PEW CHARITABLE TRS., *supra* note 22; see *supra* Part III.A.

163. Pew’s Call for White Papers sought “to solicit refined ideas for research . . . [to] examine access to and ways to improve the United States’ civil legal system in the aftermath of the Covid-19 pandemic, which has forced state and local courts across the country to restrict physical access to the courts and to transfer court processes and proceedings online.” Call for White Papers: Access to Civ. Just. Rsch., no. CLSM-2020-01, Pew Charitable Trs. (Apr. 28, 2020) (on file with authors).

164. NAT’L CTR. FOR ACCESS TO JUST., <https://ncforaj.org> [<https://perma.cc/M7X6-H6PY>] (last visited Mar. 3, 2021) (demonstrating that these projects include the Justice Index, the Fines & Fees Project, the A2J Initiative and A2J Summit Collection, and the National Science Foundation’s AtJ Scholars Project).

165. See, e.g., Emily Hamer, *New Dane County Policy Eliminates Debt, Fees Related to Juvenile Justice System*, WIS. STATE J. (Dec. 31, 2020), https://madison.com/wsj/news/local/govt-and-politics/new-dane-county-policy-eliminates-debt-fees-related-to-juvenile-justice-system/article_ab1fc4c1-9290-54d5-869f-36bcfb09e5b1.html#:~:text=New%20Dane%20County%20policy%20eliminates%20debt%2C%20fees%20related%20to%20juvenile%20justice%20system,-Emily%20Hamer%207C%20Wisconsin&text=The%20Dane%20County%20Board%20recently,in%20the%20Juvenile%20Detention%20Center [<https://perma.cc/ARX9-TPER>].

C. A Hybrid Model: Integrating Academic and Community-Based Experiences

Trubek rightly highlighted renewed interest in solutions to provide social justice advocacy while meeting the responsibilities of educating law students.¹⁶⁶ Experimentations with hybrid models are found at law schools across the country, including at the design labs described above.¹⁶⁷ Since LIFT is a community-academic partnership and its leaders are clinical educators, it is experimenting with ways to expand student experiences and introduce them to the diverse roles of stakeholders across the university and broader community. When the app is fully developed, other UW Law School clinics and externship sites can incorporate the technology tool into their existing services.

Students often drive this experimentation themselves. With a law student, we co-created an externship with our community partner LAW, combining a traditional externship with work with LIFT, involving program management, grant writing, and service delivery. Similarly, law students from UW Law's Technology Law Student Association used their expertise to support public data acquisition and technology development as well as through research related to privacy concerns and data sharing, all pro bono.¹⁶⁸ This summer, LIFT plans to host a fellow from the Access to Justice Tech Fellows Program.¹⁶⁹

D. Beyond Law Schools: Using University Resources Effectively

With civil legal justice issues viewed expansively as economic and wellness issues and law schools positioned as crucial actors in the future of social justice practice,¹⁷⁰ university resources can be applied more broadly. Nationally, the AAAS's commitment and the interdisciplinary nature of design labs highlight this broadening responsibility.¹⁷¹ LIFT benefited from a university-sponsored competition, partnership with researchers across campus, and medical school-based funding. In turn, LIFT offers extensive opportunities for students across campus to learn about social, technological, and legal innovation.¹⁷²

166. Trubek, *supra* note 1, at 247–49.

167. *See supra* Part III.A.

168. *See supra* note 33 and accompanying text.

169. *See* ACCESS TO JUST. TECH FELLOWS, <https://www.atjtechfellows.org/> [https://perma.cc/2SZ5-CKVD] (last visited Mar. 3, 2021).

170. Trubek, *supra* note 1, at 252–53 (explaining that law schools have a unique role in advancing regulatory changes to increase access to justice and the education of future lawyers); *see supra* Part I.B.

171. AM. ACAD. OF ARTS & SCIS., *supra* note 7.

172. *See supra* Part I.B.

Public law schools like UW Law are feeling the economic pinch during COVID-19, and clinical education, while valued, is perceived to be an expensive enterprise.¹⁷³ We are wise to highlight the civil legal crisis as a broad responsibility and accept resources from across the university and community, made possible by our organizational structure and joint enterprise. Innovative organizational forms and experimental hybrid models of service delivery and education are essential for this time.

CONCLUSION

In this fourth moment, LIFT is carrying on the civil law traditions birthed by CPR and nurtured by EJI and CPP. It is embracing the dual responsibility of social justice and teaching lawyering with a responsive for-our-times hybrid model. Its efforts are a national model for civil justice transformation. LIFT demonstrates all five principles recommended in NORC’s *Perspectives on Transforming Civil Justice*, including being person-centered, focusing on prevention, coordinating with non-legal resources, leveraging technology, and grounding interventions in evidence.¹⁷⁴

As a joint venture between two law school clinics and community-based entities, LIFT is driven by the collective values of clinical education and social justice reform. It benefits from the assets of a community-based initiative with academic partnerships for evaluation, student involvement, and the laboratory of ideas mindset to test and iterate solutions—what we call the “Wisconsin Idea.”¹⁷⁵

173. *But see* Peter A. Joy, *The Cost of Clinical Legal Education*, 32 B.C. J.L. & SOC. JUST. 309, 309–10 (2012) (discussing how critics of clinical legal education often malign its expense without considering its value).

174. NORC AT THE UNIV. OF CHI., *supra* note 7, at iv–v.

175. *The Wisconsin Idea*, UNIV. OF WIS.-MADISON, <https://www.wisc.edu/wisconsin-idea/> [<https://perma.cc/8CCE-D7VL>] (last visited Mar. 3, 2021).