

Enabling Equal Access to Justice

Background



For the last three years, as part of its Community Program, Kim has supported the Tennessee Alliance for Legal Services (TALS).

Kim provides and hosts TALS instance of Kim for free. TALS is a state-wide non-profit organization with a mission to strengthen the delivery of civil legal help to vulnerable Tennesseans who cannot afford to hire an attorney when facing barriers to meeting their basic needs.

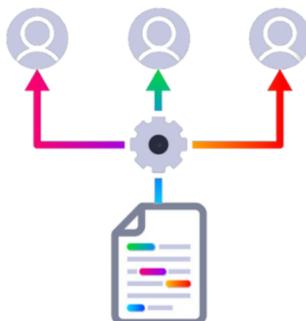
Each year, TALS provides legal advice and referrals to disadvantaged Tennesseans through its free legal helpline, 844-HELP4TN.

The TALS Challenge

Following its launch in 2013, demand for TALS' phone based legal advice service, 1-844-HELP4TN, surged. This led to an increasing amount of data for TALS to manage and a requirement to scale quickly while also gaining efficiency.

The intake, case management and reporting system, built on Excel, required the helpline manager to invest 16-20 hours each month manually entering helpline data through spreadsheets and macros to create reports for stakeholders.

Data could not be quickly harnessed to make decisions. New grants provided an opportunity for the helpline to hire additional attorneys and increase helpline capacity.



Without an efficient case management system, the helpline manager could expect to spend nearly 40 hours each month on data entry alone.

Configuring Kim

Working with the TALS team, a Kim implementation consultant helped configure Kim to the TALS end-to-end process. A secure TALS account was created and a 'Pre-configuration Map' agreed.



No configuration is commenced until a pre-configuration map is signed-off by a customer.

This map is reverse engineered from the outputs (the information that Groups and Users in the Groups need to do their work). The map also includes all the documents and templates in the process, the end-to-end workflow, the core case statuses, key dashboards and any SLAs/KPIs.

This map is accompanied by a 'What does success look like?' template that supports User Acceptance Testing and BAU benefits tracking.



Thanks to Kim, the digital transformation happening across the business world is also happening at my non-profit organization, Tennessee Alliance for Legal Services. Kim's no-code Document and Automation-as-a Service Platform empowered us to automate our legal helpline process, enabling our service to scale exponentially and allowing team members to deliver value at the highest level.

Ann Pruitt
Executive Director



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The TALS Benefits

TALS' helpline capacity was maxed out at approximately 3,000 callers per year using its initial, highly manual processes.

Due in large part to Kim, TALS was able to expand its capacity, by automating its helpline processes, and now handles 5,000 – 6,000 calls annually, providing critically needed legal advice to those who would otherwise not have access to an attorney.

Kim's platform allowed TALS to create a simple, clean workflow and data management system, with no coding required, that intake staff, helpline attorneys, and volunteers can use with very little training.



Through customized dashboards, the HELP4TN Program Manager can easily access data in real-time to track metrics to make data driven decisions and provide enhanced reporting to stakeholders.

The data entry that would take roughly 40 hours per month is now accomplished in seconds.

The structure of the system also allowed simple API connections to an automated text message system for client satisfaction surveys, which saves additional staff time. Kim's no-code platform allows TALS' staff to manage the workflow internally, providing a system that can adapt to the growing HELP4TN program.



Through Kim's platform, TALS has a future proof solution that removed the barriers between envisioning the system TALS needed, creating it and having it in productive use quickly.

Kim also enabled TALS to entirely revamp its intake process. TALS hired a third party to handle inbound calls, schedule appointments for helpline callers, and create Kim files for helpline attorneys.

This increased the caller pick up rate from approximately 66% (fairly standard in the industry) to roughly 90%, improving the caller's experience and allowing the attorneys to work far more efficiently.



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Kim has helped TALS save time, serve more vulnerable Tennesseans, meet stakeholder requirements, partner with Tennessee law schools, and apply for future funding.

Overall, Kim has made a tremendous impact on the helpline, increasing efficiency and helping our attorneys better serve Tennesseans in need.

Tim Hughes
HELP4TN Program Manager

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