

TEXTING FOR OUTCOMES TOOLKIT

*Developed by The Legal Aid Society of Cleveland with
Contributions from Michigan Legal Help*

I. Introduction

This toolkit supports programs that want to use text messaging to gather outcome data following limited scope legal services. Legal service providers, statewide websites and court self-help centers offer self-represented litigants (SRL) help in a variety of ways with a wide range of problems. These limited services include advice at clinics, help filling out forms, and recommendations about enforcing rights and responsibilities. Limited services relate to family law, landlord/tenant matters, debt collection and other civil legal problems. Limited scope services help address the justice gap in the United States, but the legal community knows very little about when and how limited scope services effectively resolve problems.

Cleveland Legal Aid created a text message system to collect outcome data following limited scope services. The lessons learned through two Technology Initiative Grants over a period of five years inform the suggestions that follow. Other programs, such as Michigan Legal Help and Ohio Legal Help, have started using texting to collect outcome data from website users. The goal for this toolkit is to encourage legal services providers, statewide websites, and court self-help centers to incorporate texting for outcome data from clients, users and litigants following receipt of services.

Broader use of texting for outcomes will increase the data available to inform limited scope services. Eventually, the legal services community will be able to answer questions about which limited scope services are helpful in resolving which problems; and the data will inform providers about how to improve services and allocate resources, based on their new understanding of outcomes achieved. This toolkit may serve as the basis for an online platform that offers related content and opportunity for dynamic engagement among stakeholders.¹

II. Toolkit Contents

The Texting for Outcomes toolkit consists of five sections: model projects, technology resources, content resources, data analysis & research resources, and connections.²

Model Projects: This section features case studies explaining the protocol, technology choices, language and content setup, and implementation process used by different stakeholders. It includes one example from legal services and one statewide website. Court self-help center experience should be added in the future.

Technology Resources. This section describes the technology required and available platforms to support text messaging for outcomes. It explains SMS carriers (e.g. Twilio) as well as SMS platforms (e.g. FrontlineSMS). Additionally, commonly used case management systems along with information about the CMS capacity for texting is included. Other relevant technologies that

¹ The structure of this toolkit is based on the platform proposed by The Legal Aid Society of Cleveland and Stanford Design Lab in a 2020 TIG application.

² Initial content reflects the experience of Cleveland Legal Aid and Michigan Legal Help; contributions from others with relevant experience would be welcome.

facilitate use of texting to collect outcome information are also highlighted (e.g. APIs). Users will also find some estimated cost information for budgeting and planning purposes.

Content Resources. This section explains best practices and provides sample content for stakeholders ready to develop outcome texting systems. Information is shared about using plain language, consistent language, length of messages, timing of messages, language access, and reply options. Templates and sample text messages surveys are available.. Finally, this section contains details on how to effectively conduct user testing and troubleshooting prior to launching an outcome texting system.

Data Analysis + Research Resources. This section focuses on data collection and analysis from initial planning through analysis of the results of texting for outcomes. It discusses research design process, and how to ensure that the data collected will be able to inform the most relevant service delivery questions. This section also describes ways to link outcome data with CMS data or other data sets. A sample analytical framework is included. Additionally, uniform outcome measures based on LSC problem codes are proposed to encourage collection of nationally comparable data. Finally, this section addresses relevant ethical rules and how those apply to outcome texting.

Connections. This section provides a list of stakeholders who have expressed interest in outcome texting work. This section should be expanded specifically to identify contacts willing to share their experience texting for outcomes so others can reach out to them directly.

III. Model Projects

a. Legal Services

The Legal Aid Society of Cleveland (“Cleveland Legal Aid”)

Cleveland Legal Aid created a process to text clients following limited service to learn the outcome achieved from that service. All clients who consent to texting,³ speak English or Spanish and whose case is closed as either A or B, receive a follow up text survey. The library of text surveys consists of 18 problem-specific surveys and 1 general survey sent to everyone else. The system is entirely automated such that when an attorney closes a case, the text survey is triggered. Cleveland Legal Aid uses LegalServer for its case management system, FrontlineSMS as its text message platform, and Twilio as its text message carrier.

To illustrate how the process works, imagine an applicant calls for help with a custody dispute. Legal Aid sends the client an advice letter with pro se forms. The attorney closes the case as “advice only.” The closing process in LegalServer triggers information about the case to be sent via API to FrontlineSMS. The FrontlineSMS system relies on preprogrammed logic to assign the case to the survey appropriate for custody matters. Within a week, the client receives a welcome text with some explanatory information and providing the opportunity to opt-out of further texts. Assuming the client does not opt-out, subsequent text questions are sent at predetermined intervals. Every question is sent regardless of whether a client responds. Each question and answer sent and

³ In addition to excluding applicants who do not consent to text messages, the program also excludes applications experiencing domestic violence, immigrant victims of crime, and applicants who do not speak English or Spanish.

received by FrontlineSMS are sent back to LegalServer and recorded in separate fields displayed in the relevant case.

Cleveland Legal Aid learned a great deal from an initial pilot project that tested the possibility of texting for outcomes in only a few substantive areas. Based on the pilot, the project expanded to all limited service cases. The texting process was fully implemented in November 2020. Based on preliminary data from November 2020 through March 2021, advice and brief service can effectively assist some clients with some problems.

b. Statewide Website

Michigan Legal Help

Michigan Legal Help (MLH) created a texting program called “What’s Next Text.” This texting program provides website users with just-in-time information about their court process while also collecting information about their outcomes as they manage their legal problems. Website users can opt-in to the texting program by texting a 4-digit code to the provided phone number. Users see the opt-in message when they finish the Guide to Legal Help or create a form via Michigan Legal Help in a subject that has a texting flow built in.

Once a user has opted in, they are asked questions to assess where they are in the court process. Then, they are given information about what to do next based on where they are in the process. Users also receive reminders to complete the next step of their case, and referrals to items on MLH that might help them if they are stuck. The texting program will continue to send information based on the user’s responses. Ultimately, the text conversation ends when the user finishes their case and responds with their outcome and rates their satisfaction with What’s Next Text.

c. Court Self-Help Center

(Placeholder for future example.)

IV. Technology Resources

a. SMS Carriers and Platforms

A cloud communication platform as a service (CPaaS) is necessary technology for creating an outcome texting system. One of the most common is Twilio. Twilio is a SMS carrier, providing the SMS number and routing messages between sender and receiver. Top competitors with Twilio include Vonage, Infobip, Plivo, and Sinch among others. Cleveland Legal Aid uses Twilio as its SMS carrier.

Numerous web-based platforms support the creation and management of a text message system. Some examples of such platforms include Mission Mobile, Trumpia, and

Solutions by Text. Twilio also offers a user interface to manage SMS communications, called Twilio Studio. MLH uses Twilio Studio.

MLH What's Next Text is completely automated and runs without any assistance from MLH staff. There are text flows programmed into Twilio Studio that account for the common scenarios for a given legal process. These text flows are complex and include branching logic. Twilio relies on the logic in the text flows to fire off messages. Due to the complexity of the text flows, using Twilio liquid template language and JSON can speed up the development process.

The data in Twilio is only stored for a limited time. To preserve the texting data from Twilio, the data is posted to a custom Google Cloud Firestore application that was developed by an independent contractor (Scott Friday). The data is not stored in a case management system.

The FrontlineSMS platform that Cleveland Legal Aid used to develop its texting system is going out of business. A similar, open-source version of FrontlineSMS is now available.

The significant expansion of texting systems globally and across industries has led to a proliferation of regulations and use policies. Any provider considering developing an outcome texting project must consider and understand the relevant regulations and policies that apply to their particular project.

b. Case Management Systems and Texting Capacity

LegalServer offers users the capacity to text clients directly and record the messages within a case. LegalServer now also has the capacity to send and receive automated text messages via API to and from an SMS platform such as those described above. LegalServer and Cleveland Legal Aid developed this technology as part of a TIG. Thus, other legal services programs have access to this technology. Other case management systems capable of this integration with SMS should be added to this list.

c. APIs and Other Relevant Technology

An API or “application programming interface” allows different computer systems to talk to each other. More specifically, data and information can be shared between systems that would not otherwise be linked. The value of the API in the texting for outcomes context is that it allows data collected via text message to be stored in a client's case along with all of the other demographic and case information.

d. Costs

The outcome texting system created by Cleveland Legal Aid cost approximately \$225,000 to develop. This cost estimate includes the preliminary planning with the SMS platform to develop the concept, test methodology, pilot the project and troubleshoot. It also includes the cost of expanding from a 7-survey pilot to a comprehensive library of

19 separate surveys, building the API between LegalServer and FrontlineSMS, and engaging social science expert to develop an analytical framework for understanding and using the outcome data.. This initial investment should result in significantly reduced costs to subsequent developers of similar systems.

Separate from the development and implementation costs, the ongoing cost for maintaining and using the system are modest. For example, Cleveland Legal Aid spends between \$50-\$75 per month on its Twilio account which includes not only the outcome texting system but also texting for information (e.g., intake phone number or eviction Know Your Rights) and texting related to cases within LegalServer. Some costs must also be allocated for staff to monitor the system and troubleshoot as necessary. Lastly, time and resources should be dedicated to the data reporting and analysis necessary to make use of the information collected.

V. Content Resources

a. SMS Language

Best practice for writing an SMS message is to limit the message to 160 characters.⁴ The message should also convey two things: 1) why the person is getting the message and 2) what action they should take. Cleveland Legal Aid's outcome texting system followed these guidelines as much as possible, with some messages exceeding the character limit.

The text surveys ask users to respond mostly with “yes” or “no” replies. In a limited number of instances, users may have the option of responding “not yet” or with a key word to request additional help. The short, simple responses made engaging easier for users and also facilitated data collection and analysis. Similarly, the format of questions across surveys was intentionally consistent to aid with analysis. Cleveland Legal Aid's surveys generally following the format:

- Did the help you got better inform you about rights and options?
- Did you take any actions based on the help you got?
- Did the actions you took improve your situation / resolve your problem?

Many surveys ask a few more specific questions as well related to the substantive issue.

b. SMS Timing and Structure

The outcome texting systems afford providers and users the benefit of being able to communicate for an extended period of time after services are delivered. The lengthy time frame is necessary to allow for a person to achieve an outcome. For example, after a person is given pro se forms to file to seal a criminal record, many months may pass before a court decides on the application, and before the person finds employment.

The extended time period also presents a challenge for staying engaged with a user by text. Sending text messages about different steps in the process helps address this issue. Also, Cleveland Legal Aid incorporated the options of texting a key word for additional

⁴ Based on advice from FrontlineSMS consultants.

help in some surveys. The overall amount of time that might be required before a user achieves an outcome amounts to an educated guess from practitioners familiar with specific legal issues and local jurisdictions. In some surveys, the response option “not yet” was used to account for the unpredictability of when a result may be achieved for a given client.

c. User Testing

Extensive formal and informal testing is necessary as part of developing an outcome texting system. User testing should be built in at every stage of development to evaluate at least the following aspects of the process:

- Text message language – does the user understand the question as intended? Is the correct language selected if there is more than one language option?
- Text message timing – are the messages delivered at the intended intervals?
- API technology – is data sent and received correctly? Is the correct date transmitted? Is the transmission secure?
- CMS – are the texts triggered correctly? Is information about texting properly recorded in a case? Is the data collected by text returned and stored in the proper case?

d. SMS Templates

One of the goals of developing an outcome texting system for advice and brief services cases is to begin collecting national data on the effectiveness of limited scope services. That goal will be furthered by providers using the same or comparable survey questions for the same or similar legal problems. Cleveland Legal Aid provided its full library of text surveys, attached as Appendix A.

MLH What’s Next Text was launched on July 28, 2021 with text flows for three problem areas: Eviction, Objecting to a Garnishment and Health Care of Power of Attorney. The Eviction text flow is attached as Appendix B. Additional text flows to be launched in Fall 2021 cover Changing a Child Support Order, Divorce Without Children, Expungement, Starting a Small Claims Complaint, Answer to Divorce Without Children, Starting a Custody Case, and Divorce With Children.

VI. Data Analysis + Research Resources

a. Data Collection and Design

An important early step in developing a system for collecting outcome data is to decide what you hope to learn from the data. Based on what you hope to learn, research experts should help design the survey items to ensure you get the information needed to answer your questions. Similarly, the way questions are asked, the consistency of questions across surveys, and the timing of question will all impact what can ultimately be learned from the data.

b. Linking Data Sets

Another consideration should be whether or not the responses to text surveys need to be linked with other datasets. At Cleveland Legal Aid, one specific goal of the project was to link the survey answers to the client's LegalServer case. In doing so, more data can be incorporated for a more robust analysis.

c. Comparable Outcome Measures

As discussed above, one long term recommendation is that civil justice stakeholders, particularly legal services programs, statewide websites, and court self-help centers, collaborate on how best to use limited scope services to address legal needs. In order to accomplish this goal, stakeholders should strive for comparable datasets to the extent possible. Cleveland Legal Aid shared an example of how it grouped LSC problem codes to correspond to substantively specific text surveys in attached Appendix C. These could form the basis of comparable outcome measures for advice and brief service across legal aid organizations.

d. Analysis and Reports

Cleveland Legal Aid analyzed preliminary data from its outcome texting system to determine whether clients who received limited scope services 1) felt more informed about their legal rights; 2) took action in accordance with their rights; and 3) improved or resolved their problem based on the legal services provided. For each of these measures, Legal Aid also evaluated if the results differed by demographic characteristic, by type of legal issue, or by level of legal service provided. No differences by demographics were identified based on initial data. The data suggest some legal issues appear to be more readily addressed by limited service than others.

MLH What's Next Text uses Retool for developing custom reports. The custom reports are developed using JavaScript queries.

e. Ethical Considerations

Service providers must ask for consent to text the people they serve. Initial consent to receive text messages must be verified in some contexts, and must be renewed if messages are sent after a certain period of time has passed since consent was given.⁵ Also, users should be given clear direction on how to opt out of receiving future messages.

Outcome texting systems engage former clients after their case is closed. Thus, the information shared via text is not covered by attorney-client privilege in most circumstances. The information is likely confidential and should be treated as such.

⁵ See for example, Twilio Use Policies.
TIG #18027

VII. Connections

Numerous legal service providers, statewide websites and courts have started using versions of texting systems to collect information about services provided. The following people serve as points of contact for their programs regarding use of texting for outcomes.

The Legal Aid Society of Cleveland

Anne Sweeney, Managing Attorney for Community Engagement

Anne.sweeney@lasclv.org

216.861.5242

Michigan Legal Help

Angela Tripp, Director

trippa@mplp.org

(734) 714-3242

Other programs that have expressed interest in, or have started using texting for outcomes in some capacity, include the following:

Bay Area Legal Aid
Michigan Poverty Law Program
Florida Rural Legal Services
OneJustice
Montana Legal Services Association
Community Legal Aid
OhioLegalHelp

These lists should be continuously updated to be most useful.

VIII. Conclusion

Access to justice for civil legal problems remains elusive for too many people who cannot afford to hire an attorney. One way to address this gap is through effective, efficient limited scope services. This guide is meant to help providers collect information about such services so that we can all learn when and how best to use limited services to achieve access to justice for our client community.

Outcome Number	Message type	Message text (EN)	Message text (ES)	Character count	Relative time (days)	Cummulative time (days)	Skip logic	Day of the week	
1	Activity 01A	Message A	You contacted Legal Aid for help filing bankruptcy. We advised you not to file now and sent a letter explaining why not. Did our advice help explain your rights and options? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para que le ayudaran a presentar una declaración de quiebra. Le aconsejamos que no presentara una declaración de quiebra ahora y le enviamos una carta explicando por qué. ¿Nuestro asesoramiento le ayudó a comprender sus derechos y las opciones a su disposición? Textee SÍ o NO para informarnos.	204	1	1	None	Monday
		Message B	Legal Aid's letter to you about not filing bankruptcy also suggested other steps you might take. Have you taken any of these steps? Text YES or NO to let us know.	La carta que le envió Ayuda Legal sobre no presentar una declaración de quiebra además sugirió otras cosas que podría hacer. ¿Hizo alguna de estas cosas? Textee SÍ o NO para informarnos.	162	7	8	None	
		Message C	Legal Aid provided you with sample letters to send to your creditors. Have you sent any of these letters to creditors? Text YES or NO to let us know.	Ayuda Legal le dio cartas de muestra para enviar a sus acreedores. ¿Envío alguna de estas cartas a los acreedores? Textee SÍ o NO para informarnos.	149	7	15	None	
		Message D	Legal Aid advised against filing bankruptcy in your situation. Did our other suggestions help you stop creditors from contacting you? Text YES or NO to let us know.	Ayuda Legal le aconsejó que no presentara una declaración de quiebra en su situación. ¿Las otras sugerencias que hicimos ayudaron a que los acreedores dejaran de comunicarse con usted? Textee SÍ o NO para informarnos.	164	42	57	None	
3	Activity 03A	Message A	You contacted Legal Aid for help with a debt collection or contract issue. Did Legal Aid help you understand your rights and options in your situation? Text YES or NO to let us know.	Se comunicó con Ayuda Legal para obtener ayuda con un problema de cobranza de deudas o contratos. ¿Ayuda Legal le ayudó a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	184	1	1	None	Tuesday
		Message B	After contacting Legal Aid about debt collection or a contract problem, did you take any steps we suggested to try and solve the problem? Text YES or NO to let us know.	Después de comunicarse con Ayuda Legal sobre el problema de cobranza de deudas o contratos, ¿hizo alguna de las cosas que sugerimos para tratar de solucionar el problema? Textee SÍ o NO para informarnos.	170	7	8	None	
		Message C	Did Legal Aid's advice about your debt collection or contract problem help you solve your problem or improve your situation? Text YES or NO to let us know.	¿El asesoramiento de Ayuda Legal sobre el problema de cobranza de deudas o contratos le ayudó a solucionar el problema o mejorar su situación? Textee SÍ o NO para informarnos.	155	14	22	None	
4	Activity 03B	Message A	You contacted Legal Aid for help with a debt collection or contract issue. Did Legal Aid help you understand your rights and prepare documents? Text YES or NO to let us know.	Se comunicó con Ayuda Legal para ayuda con un problema de cobranza de deudas o contratos. ¿Ayuda Legal le ayudó a comprender sus derechos y preparar documentos? Textee SÍ o NO para informarnos.	176	1	1	None	Wednesday
		Message B	After contacting Legal Aid about debt collection or a contract problem, did you use the documents we prepared to try and solve your problem? Text YES or NO to let us know.	Después de comunicarse con Ayuda Legal sobre el problema de cobranza de deudas o contratos, ¿usó los documentos que preparamos para tratar de solucionar el problema? Textee SÍ o NO para informarnos.	172	7	8	None	
		Message C	Did Legal Aid's assistance with your debt collection or contract problem help you solve your problem or improve your situation? Text YES or NO to let us know.	La ayuda que le brindó Ayuda Legal con el problema de cobranza de deudas o contratos, ¿le ayudó a solucionar el problema o mejorar su situación? Textee SÍ o NO para informarnos.	158	14	22	None	
5	Activity 07	Message A	You contacted Legal Aid for help with a utility problem. Did we help you understand your rights and options in your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda por un problema con un servicio público. ¿Le ayudamos a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	157	1	1	None	Thursday
		Message B	Legal Aid provided advice and resources to help you with your utility problem. Did you take any steps based on the advice or try to access the other resources? Text YES or NO to let us know.	Ayuda Legal le dio asesoramiento y recursos para ayudarle con su problema con el servicio público. ¿Hizo algo a partir de nuestro asesoramiento o intentó acceder a los otros recursos? Textee SÍ o NO para informarnos.	190	7	8	None	
		Message C	Did Legal Aid's advice about your utility issue help you solve your problem? Text YES or NO to let us know.	¿El asesoramiento de Ayuda Legal sobre su problema con el servicio público le ayudó a solucionar el problema? Textee SÍ o NO para informarnos.	107	7	15	None	
		Message D	If your utilities are off because the utility company denied your medical certification or did not give you notice before the shut off, reply UTILITY HELP and someone will call you.	Si le cortaron los servicios públicos porque la compañía denegó su certificación médica o no le dio aviso antes de cortarlos, responda con SERVICIOS PÚBLICOS y alguien lo llamará.	181	1	16	None	

Outcome Number	Message type	Message text (EN)	Message text (ES)	Character count	Relative time (days)	Cummulative time (days)	Skip logic	Day of the week	
6	Activity 13	Message A	You contacted Legal Aid for help with an education problem. Did we help you understand students' rights in school and options for solving your problem? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda por un problema con la educación. ¿Le ayudamos a comprender los derechos de los estudiantes y las opciones para solucionar su problema? Textee SÍ o NO para informarnos.	183	1	1	None	Friday
		Message B	You previously contacted Legal Aid for help with an education problem. Did you take any steps with the school to address the problem based on our advice? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para obtener ayuda por un problema con la educación. ¿Hizo algo con la escuela para tratar el problema a partir de nuestro asesoramiento? Textee SÍ o NO para informarnos.	185	14	15	None	
		Message C	You previously contacted Legal Aid for help with an education problem. Did the school take action to help in response to your request? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para obtener ayuda por un problema con la educación. ¿La escuela tomó alguna medida respecto a su solicitud? Textee SÍ o NO para informarnos.	165	28	43	None	
		Message D	You previously contacted Legal Aid for help with an education problem. Did Legal Aid's advice help you resolve the education problem? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para obtener ayuda por un problema con la educación. ¿El asesoramiento de Ayuda Legal le ayudó a resolver el problema con la educación? Textee SÍ o NO para informarnos.	164	28	71	None	
7	Activity 31	Message A	You contacted Legal Aid for help with custody. Did we help you understand your rights and options in your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para que le ayudaran con la custodia. ¿Le ayudamos a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	148	1	1	None	Monday
		Message B	When Legal Aid advised you about custody, did we tell you to file any papers in court? Text YES or NO to let us know.	Cuando Ayuda Legal le dio asesoramiento sobre la custodia, ¿le dijimos que presentara documentos en la corte? Textee SÍ o NO para informarnos.	118	1	2	None	
		Message C	Did you file the papers we recommended? Text YES or NO to let us know.	¿Presentó los documentos que recomendamos? Textee SÍ o NO para informarnos.	71	1	3	If Msg B = Y	
		Message D	Are you filing papers in court using a poverty affidavit or fee waiver? Text YES or NO to let us know.	¿Presentó los documentos en la corte con una declaración jurada de pobreza o exención de cuotas? Textee SÍ o NO para informarnos.	102	1	4	If Msg B = Y	
		Message E	You recently got advice on custody from Legal Aid. Was the other party served with papers you filed in court? Text YES or NO to let us know.	Recientemente recibió asesoramiento de Ayuda Legal sobre la custodia. ¿La otra parte recibió la entrega legal de los papeles que usted presentó en la corte? Textee SÍ o NO para informarnos.	142	14	18	If Msg B = Y	
		Message F	Legal Aid advised you about a custody matter. Did the court give you what you wanted related to custody? Text YES, NO or NOT YET to let us know.	Ayuda Legal le dio asesoramiento sobre un asunto de custodia. ¿La corte le dio lo que quería en cuanto a la custodia? Textee SÍ, NO o TODAVÍA NO para informarnos.	146	56	74	If Msg B = Y	
		Message G	You previously told us the court did not yet give you a decision on your custody matter. Now did the court give you what you wanted related to custody? Text YES or NO to let us know.	Anteriormente nos contó que la corte todavía no había tomado una decisión en su asunto de custodia. ¿La corte ya le dio lo que quería en cuanto a la custodia? Textee SÍ o NO para informarnos.	184	28	102	If Msg F = NOT YET	
8	Activity 32	Message A	You contacted Legal Aid for help with a divorce. Did we help you understand your rights and options in your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para que le ayudaran con un divorcio. ¿Le ayudamos a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	149	1	1	None	Tuesday
		Message B	Legal Aid provided you with legal advice about a divorce. Were you able to follow through on next steps? Text YES or NO to let us know.	Ayuda Legal le dio asesoramiento legal sobre el divorcio. ¿Usted pudo completar los pasos siguientes? Textee SÍ o NO para informarnos.	135	14	15	None	
		Message C	Legal Aid's advice about divorce covers serving papers on the other party. Have you completed service? Text YES or NO to let us know. Text SERVICE HELP if you are having trouble.	El asesoramiento de Ayuda Legal para el divorcio trata la entrega legal de papeles a la otra parte. ¿Usted completó la entrega legal? Textee SÍ o NO para informarnos. Textee ENTREGA LEGAL para obtener ayuda.	178	14	29	None	
		Message D	Legal Aid recently gave you legal advice about divorce. Have you obtained a divorce or achieved another goal you had? Text YES or NO to let us know.	Recientemente, Ayuda Legal le dio asesoramiento legal sobre el divorcio. ¿Obtuvo un divorcio o logró otro objetivo que tenía? Textee SÍ o NO para informarnos.	149	84	113	None	
9		Message A	You contacted Legal Aid for help with child support. Did we help you understand your rights and options in your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para que le ayudaran con la manutención de los hijos. ¿Le ayudamos a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	154	1	1	None	
		Message B	You previously contacted Legal Aid for help with child support. Were you able to follow through on next steps, such as filing papers with a court or agency? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para que le ayudaran con la manutención de los hijos. ¿Pudo completar los pasos siguientes, como presentar papeles con una corte o agencia? Textee SÍ o NO para informarnos.	188	28	29	None	

Outcome Number	Message type	Message text (EN)	Message text (ES)	Character count	Relative time (days)	Cummulative time (days)	Skip logic	Day of the week	
Activity 38	Message C	You previously contacted Legal Aid for help with child support. Did the court or agency schedule a hearing or meeting with you about your issue? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para que le ayudaran con la manutención de los hijos. ¿La corte o agencia programó una audiencia o reunión con usted sobre el tema? Textee SÍ o NO para informarnos.	177	42	71	None	Wednesday	
	Message D	You previously contacted Legal Aid for help with child support. Did the court or agency resolve your child support issue the way you wanted? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para que le ayudaran con la manutención de los hijos. ¿La corte o agencia resolvió su asunto de manutención de los hijos de la manera que usted quería? Textee SÍ o NO para informarnos.	172	84	155	None		
10	Activity 51	Message A	You contacted Legal Aid for help with a health insurance problem. Did we help you understand your rights and options to solve the problem? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda por un problema con el seguro médico. ¿Le ayudamos a comprender sus derechos y las opciones que tiene para solucionar el problema? Textee SÍ o NO para informarnos.	169	1	1	None	Thursday
		Message B	After you contacted Legal Aid for help about health insurance, did you take any steps we suggested to try and solve your problem? Text YES or NO to let us know.	Después de comunicarse con Ayuda Legal para que le ayuden con el seguro médico, ¿hizo alguna de las cosas que sugerimos para tratar de solucionar el problema? Textee SÍ o NO para informarnos.	160	7	8	None	
		Message C	You previously contacted Legal Aid for help related to your health insurance. Did Legal Aid's advice help you get the coverage or services you need? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para obtener ayuda relacionada con el seguro médico. ¿El asesoramiento de Ayuda Legal le ayudó a obtener la cobertura o los servicios que necesitaba? Textee SÍ o NO para informarnos.	181	56	64	None	
11	Activity 60A	Message A	You contacted Legal aid for help with the conditions at your home. Did we help you understand your rights and options in your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda con la condición de su vivienda. ¿Le ayudamos a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	167	1	1	None	Friday
		Message B	<u>When you contacted Legal Aid about conditions issues, we suggested some steps to take and advised you to tell your landlord in writing what repairs need to be made. Have you done this?</u> Text YES or NO to let us know. See more info at www.tinyurl.com/LegalAidRentDeposit	Cuando se comunicó con Ayuda Legal por problemas con la condición de su vivienda, le sugerimos algunas cosas para hacer y le aconsejamos que le informara por escrito al propietario de la vivienda cuáles eran las reparaciones necesarias. ¿Ya lo hizo? Textee SÍ o NO para informarnos. Para más información visite www.tinyurl.com/LegalAidRentDeposit	270	1	2	None	
		Message C	If your landlord does not fix the problems that you listed in writing, then you might be able to rent deposit. You must be current with your rent. Are you current? Text YES or NO to let us know.	Si el propietario de la vivienda no arregla los problemas que puso por escrito, es posible que pueda depositar el alquiler en una cuenta de plica. Tiene que estar al día con los pagos de alquiler. ¿Está al día con el alquiler? Textee SÍ o NO para informarnos.	194	14	16	None	
		Message D	<u>Legal Aid advised you on how to rent deposit as a way to get your landlord to fix the conditions at your home. More info about how to rent deposit is at www.tinyurl.com/LegalAidRentDeposit</u> Did you rent deposit? Text YES or NO to let us know.	<u>Ayuda Legal le asesoró sobre cómo depositar el alquiler en una cuenta de plica para que el propietario arreglara las condiciones en su vivienda. Puede obtener más información sobre cómo depositar el alquiler en una cuenta de plica en www.tinyurl.com/LegalAidRentDeposit</u> ¿Depositó el alquiler en una cuenta de plica? Textee SÍ o NO para informarnos.	242	14	30	None	
		Message E	Legal Aid suggested steps to get your landlord to fix housing conditions. Did any of the steps, like rent deposit, help improve your housing conditions? Text YES or NO to let us know.	Ayuda Legal le sugirió cosas que hacer para conseguir que el propietario arregle las condiciones en la vivienda. ¿Alguna de estas cosas, como depositar el alquiler en una cuenta de plica, mejoró las condiciones de su vivienda? Textee SÍ o NO para informarnos.	183	28	58	None	
12	Activity 60B	Message A	You contacted Legal Aid for help related to an eviction. Did the advice we gave you help you understand your rights and options? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda relacionada con el desalojo. ¿El asesoramiento que le dimos le ayudó a entender sus derechos y opciones? Textee SÍ o NO para informarnos.	160	1	1	None	Monday
		Message B	You contacted Legal Aid for help related to an eviction. Did you use the advice or forms Legal Aid provided? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda relacionada con el desalojo. ¿Usó el asesoramiento o los formularios que le dio Ayuda Legal? Textee SÍ o NO para informarnos.	139	1	2	None	
		Message C	You got advice from Legal Aid about an eviction. Did the advice or forms we gave you help you avoid court or prepare for court? Text YES or NO to let us know.	Recibió asesoramiento de Ayuda Legal sobre un desalojo. ¿El asesoramiento o los formularios que le dimos le ayudaron a no tener que ir a la corte o prepararse para ir a la corte? Textee SÍ o NO para informarnos.	158	14	16	None	
		Message D	You got advice from Legal Aid about an eviction. Did the advice or forms we provided help you avoid eviction or get more time to move? Text YES or NO to let us know.	Recibió asesoramiento de Ayuda Legal sobre un desalojo. ¿El asesoramiento o los formularios que le dimos le ayudaron a evitar el desalojo o tener más tiempo para mudarse? Textee SÍ o NO para informarnos.	165	28	44	None	

Outcome Number	Message type	Message text (EN)	Message text (ES)	Character count	Relative time (days)	Cummulative time (days)	Skip logic	Day of the week	
	Message E	You got advice from Legal Aid about an eviction. Did the advice or forms Legal Aid provided help you avoid or lower the amount of money the landlord claimed you owed? Text YES, NO or NOT YET to let us know.	Recibí asesoramiento de Ayuda Legal sobre un desalojo. ¿El asesoramiento o los formularios que recibí de Ayuda Legal le ayudaron a no pagar o reducir la cantidad de dinero que le reclamaba el propietario? Textee SÍ, NO o TODAVÍA NO para informarnos.	207	28	72	None		
	Message F	You told Legal Aid the forms or advice provided had not yet helped you avoid or lower the amount of money the landlord claimed you owed. Have you now avoided or lowered the amount you owed your landlord? Text YES or NO to let us know.	Usted le dijo a Ayuda Legal que los formularios o el asesoramiento que recibí todavía no le ayudaron a no pagar o reducir la cantidad de dinero que le reclamaba el propietario. ¿Ahora pudo reducir o evitar pagar la cantidad de dinero que le debía al propietario de su vivienda? Textee SÍ o NO para informarnos.	234	28	100	If Msg. E = NOT YET		
13	Activity 60C	Message A	You contacted Legal Aid because a housing program or provider denied your application. Did our advice help you understand your legal rights and options? Text YES or NO to let us know.	Se comunicó con Ayuda Legal porque un programa o proveedor de vivienda denegó su solicitud. ¿Nuestro asesoramiento le ayudó a comprender sus derechos legales y opciones? Textee SÍ o NO para informarnos.	184	1	1	None	Tuesday
		Message B	After contacting Legal Aid about your housing denial, did you request a meeting or informal hearing to dispute the decision? Text YES or NO to let us know.	Después de comunicarse con Ayuda Legal sobre la denegación, ¿solicitó una reunión o una audiencia informal para disputar la decisión? Textee SÍ o NO para informarnos.	156	7	8	None	
		Message C	If Yes, has the housing provider scheduled the meeting? Text YES or NO to let us know.	Si contestó que sí, ¿el proveedor de vivienda programó la reunión? Textee SÍ o NO para informarnos.	86	14	22	None	
		Message D	Based on Legal Aid's advice, was your housing application eventually approved or were you placed on the waiting list? Text YES or NO to let us know.	A partir del asesoramiento de Ayuda Legal, ¿pudo lograr que se aprobara su solicitud de vivienda o que lo colocaran en la lista de espera? Textee SÍ o NO para informarnos.	148	14	36	None	
14	Activity 67	Message A	You contacted Legal Aid for help regarding foreclosure, and we provided advice and forms. Did our advice help you understand your rights and options in your situation? Text YES or NO to let us know.	Se comunicó con Ayuda Legal para que le ayudaran con una ejecución hipotecaria y le dimos asesoramiento y formularios. ¿Nuestro asesoramiento le ayudó a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	198	1	1	None	Wednesday
		Message B	You previously got advice and forms from Legal Aid about foreclosure. Did you use the advice or forms that we provided? Text YES or NO to let us know.	Anteriormente recibí asesoramiento y formularios de Ayuda Legal sobre la ejecución hipotecaria. ¿Usó el asesoramiento o los formularios que le dimos? Textee SÍ o NO para informarnos.	151	21	22	None	
		Message C	You previously got advice from Legal Aid about foreclosure. Did the advice and forms from Legal Aid get you more time in your home or help save your home from foreclosure? Text YES, NO or NOT YET to let us know.	Anteriormente recibí asesoramiento de Ayuda Legal sobre la ejecución hipotecaria. ¿El asesoramiento y formularios de Ayuda Legal le ayudaron a evitar la ejecución hipotecaria o poder quedarse en su casa por más tiempo? Textee SÍ, NO o TODAVÍA NO para informarnos.	212	56	78	None	
		Message D	You previously said you did not yet know if Legal Aid helped slow or stop a foreclosure. Now did the advice and forms from Legal Aid get you more time in your home or help save your home from foreclosure? Text YES or NO to let us know.	Anteriormente nos dijo que todavía no sabía si Ayuda Legal ayudó a demorar o evitar la ejecución hipotecaria. ¿Ahora, el asesoramiento y formularios de Ayuda Legal le ayudaron a quedarse en su casa por más tiempo o evitar la ejecución hipotecaria? Textee SÍ o NO para informarnos.	237	28	106	If Msg. C = NOT YET	
15	Activity 70	Message A	You contacted Legal Aid for help related to benefits (like food stamps, cash assistance, or Social Security). Did our advice help you understand your rights and options in your situation? Text YES or NO to let us know.	Se comunicó con Ayuda Legal para obtener ayuda con los programas sociales (como cupones para alimentos, ayuda en efectivo o Seguro Social). ¿Nuestro asesoramiento le ayudó a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	218	1	1	None	Thursday
		Message B	You previously contacted Legal Aid for help with a benefits problem. Did you take any steps to solve your problem based on the advice we gave you? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para obtener ayuda por un problema con los programas sociales. ¿Hizo algo para solucionar su problema a partir del asesoramiento que le dimos? Textee SÍ o NO para informarnos.	177	7	8	None	
		Message C	You previously contacted Legal Aid for help with a benefits problem. Did our advice help you get, keep or increase benefits? Text YES or NO to let us know.	Usted se comunicó anteriormente con Ayuda Legal para obtener ayuda por un problema con los programas sociales. ¿Nuestro asesoramiento le ayudó a obtener, conservar o aumentar los beneficios? Textee SÍ o NO para informarnos.	155	56	64	None	
		Message A	You contacted Legal Aid for help related to immigration. Did we help you understand your rights and options in your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda relacionada con la inmigración. ¿Le ayudamos a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	158	1	1	None	

Outcome Number	Message type	Message text (EN)	Message text (ES)	Character count	Relative time (days)	Cummulative time (days)	Skip logic	Day of the week	
16	Activity 81	Message B	Did you take any additional steps based on the advice Legal Aid gave you related to immigration? Text YES or NO to let us know.	¿Tomó alguna medida adicional a partir del asesoramiento que le dio Ayuda Legal sobre la inmigración? Textee SÍ o NO para informarnos.	128	7	8	None	Friday
		Message C	You contacted Legal Aid for help related to immigration several weeks ago. If you are having trouble following the advice we gave you, reply US HELP and someone will call you back.	Hace unas semanas, usted se comunicó con Ayuda Legal para obtener ayuda relacionada con la inmigración. Si tiene problemas para seguir el asesoramiento que le dimos, responda con AYUDA EEUU y alguien lo llamará.	180	56	64	None	
		Message D	Did the advice Legal Aid gave you about immigration help improve your immigration status or solve another immigration issue? Text YES, NO or NOT YET to let us know.	¿El asesoramiento que le dio Ayuda Legal sobre la inmigración le ayudó a mejorar su condición migratoria o solucionar otro problema relacionado con la inmigración? Textee SÍ, NO o TODAVÍA NO para informarnos.	165	84	148	None	
		Message E	You texted earlier that you did not yet know if Legal Aid's advice helped improve your immigration status or solve another immigration issue. Now do you know if Legal Aid's advice helped? Text YES or NO to let us know.	Anteriormente textee que todavía no sabía si el asesoramiento de Ayuda Legal le ayudó a mejorar su condición migratoria o solucionar otro problema de inmigración. ¿Ya sabe si el asesoramiento de Ayuda Legal le ayudó? Textee SÍ o NO para informarnos.	219	42	190	If Msg. D = NOT YET	
17	Activity 87A	Message A	You contacted Legal Aid for help sealing a criminal record. We told you that you were not eligible under Ohio law. Do you understand what makes you ineligible? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda para sellar un expediente penal. Le dijimos que no cumplía con los requisitos según las leyes de Ohio. ¿Entiende por qué no es elegible para hacerlo? Textee SÍ o NO para informarnos.	191	1	1	None	Monday
		Message B	When you applied to seal your record, we might have told you to wait longer or take other steps to become eligible. Do you plan to take those steps? Text YES or NO to let us know, do not answer if not applicable.	Cuando solicitó sellar sus antecedentes, es posible que le hayamos dicho que esperara más tiempo o que hiciera otras cosas para ser elegible. ¿Piensa hacer esas cosas? Textee SÍ o NO para informarnos, o no responda si no corresponde.	213	1	2	None	
		Message C	Legal Aid may have suggested applying for a Certificate of Qualification for Employment (COE). Do you plan to apply for a COE? Text YES or NO to let us know, do not answer if not applicable	Es posible que Ayuda Legal le haya sugerido que solicite un Certificado de cualificación para el empleo (Certificate of Qualification for Employment, COE). ¿Piensa solicitar un COE? Textee SÍ o NO para informarnos, o no responda si no corresponde.	190	1	3	None	
		Message D	If you have questions about why you are not eligible, text SEALING HELP and Legal Aid will call you.	Si tiene preguntas sobre por qué no es elegible, textee AYUDA PARA SELLAR y Ayuda Legal lo llamará.	100	1	4	None	
18	Activity 87B	Message A	You contacted Legal Aid for help sealing a criminal record or applying for a COE. Did we help you understand your rights and options in your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda para sellar un expediente penal o solicitar un COE. ¿Le ayudamos a comprender los derechos y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	182	1	1	None	Tuesday
		Message B	After you contacted Legal Aid for help sealing a criminal record or applying for a COE, did you file the papers we prepared? Text YES or NO to let us know.	Después de comunicarse con Ayuda Legal para obtener ayuda para sellar un expediente penal o solicitar un COE, ¿preparó los papeles que preparamos? Textee SÍ o NO para informarnos.	155	1	2	None	
		Message C	Do you have questions about your application to seal your criminal record or for a COE? Text SEALING HELP and Legal Aid will call you.	¿Tiene preguntas sobre la solicitud que presentó para sellar sus antecedentes penales u obtener un COE? Textee AYUDA PARA SELLAR y Ayuda Legal lo llamará.	134	7	9	None	
		Message D	Legal Aid helped you apply to seal your criminal record or for a COE. Was your record sealed or did you get a COE? Text YES, NO or NOT YET to let us know.	Ayuda Legal le ayudó a presentar una solicitud para sellar sus antecedentes penales u obtener un COE. ¿Se sellaron sus antecedentes u obtuvo un COE? Textee SÍ, NO o TODAVÍA NO para informarnos.	156	84	93	None	
		Message E	Message D (ONLY if Msg C = Not Yet): You told Legal Aid earlier that your criminal record had not yet been sealed or that you had not yet received your COE. Now have you? Text YES or NO to let us know.	Message D (ONLY if Msg C = Not Yet): Anteriormente le dijo a Ayuda Legal que todavía no se sellaron sus expedientes penales o que todavía no había recibido su COE. ¿Ahora sí se sellaron sus expedientes o recibió su COE? Textee SÍ o NO para informarnos.	202	42	135	If Msg C = NOT YET	
		Message F	Message E (ONLY if Msg C=Y or Msg D = Y): Legal Aid helped you seal your criminal record or receive a COE. Did this help you get a job? Text YES or NO to let us know.	Message E (ONLY if Msg C=Y or Msg D = Y): Ayuda Legal le ayudó a sellar sus antecedentes penales u obtener un COE. ¿Esto le ayudó a obtener un trabajo? Textee SÍ o NO para informarnos.	167	84	219	If Msg C = Y or Msg D = Y	
		Message A	You asked Legal Aid for help with a will or advanced directive. Did the documents we prepared reflect your wishes? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para que le ayudaran con un testamento o voluntad anticipada. ¿Los documentos que presentamos reflejan sus deseos? Textee SÍ o NO para informarnos.	146	1	1	None	
		Message B	Legal Aid sent you instructions for how to properly sign your will or advance directives. Did you sign them? Text YES or NO to let us know.	Ayuda Legal le envió instrucciones para firmar su testamento o voluntad anticipada correctamente. ¿Los firmó? Textee SÍ o NO para informarnos.	141	7	8	None	

Outcome Number	Message type	Message text (EN)	Message text (ES)	Character count	Relative time (days)	Cummulative time (days)	Skip logic	Day of the week	
19	Activity 95	Message C	Legal Aid sent you instructions about what to do with your will or advanced directives after signing them. Did you follow those instructions? Text YES or NO to let us know.	Ayuda Legal le envió instrucciones sobre qué hacer con su testamento o voluntad anticipada después de firmarlos. ¿Siguió las instrucciones? Textee SÍ o NO para informarnos.	174	7	15	None	Wednesday
		Message D	You asked Legal Aid for help with a will or advanced directive. If you still need help with your documents, reply ESTATE HELP and someone will call you.	Usted se comunicó con Ayuda Legal para que le ayudaran con un testamento o voluntad anticipada. Si todavía necesita ayuda con sus documentos, responda con AYUDA TESTAMENTOS y alguien le llamará.	152	7	22	None	
20	Activity 99	Message A	You contacted Legal Aid for help with a civil legal issue. Did we help you understand your legal rights and options in your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda con un problema legal civil. ¿Le ayudamos a comprender los derechos legales y las opciones que tiene en su situación? Textee SÍ o NO para informarnos.	166	1	1	None	Thursday
		Message B	After contacting Legal Aid about your legal problem, did you take any steps based on our advice to try and resolve the issue? Text YES or NO to let us know.	Después de comunicarse con Ayuda Legal por su problema legal, ¿hizo algo para tratar de solucionar el problema a partir de nuestro asesoramiento? Textee SÍ o NO para informarnos.	156	7	8	None	
		Message C	You contacted Legal aid for help with a legal problem. Did the advice Legal Aid gave you help you solve your problem or improve your situation? Text YES or NO to let us know.	Usted se comunicó con Ayuda Legal para obtener ayuda con un problema legal. ¿El asesoramiento que le dio Ayuda Legal le ayudó a solucionar su problema o mejorar su situación? Textee SÍ o NO para informarnos.	174	14	22	None	
	Intro message (Sent 7-14 days after case is closed in LS.)	Thanks for contacting Legal Aid. We want to know if our advice was helpful. We will send a few texts over the next several weeks. If you do not want these messages, reply OUT.	Gracias por comunicarse con Ayuda Legal. Queremos saber si nuestro asesoramiento le resultó útil. Le enviaremos varios mensajes de texto en las próximas semanas. Si no quiere recibir estos mensajes, responda con SALIR.	175					
	Thank you message (Only sent when a valid response is received)	Thank you for giving Legal Aid feedback! Your input is much appreciated. Other questions? Reply LAS INFO or visit www.lasclev.org. New problem? Call 1-888-817-3777.	¡Gracias por sus comentarios sobre Ayuda Legal! Agradecemos mucho su aporte. ¿Tiene más preguntas? Responda con LAS INFO o visite www.lasclev.org. ¿Tiene un problema nuevo? Llame al 1-888-817-3777.	167					
	Opt out message (Only sent out when a client opts out using the opt out keyword "OUT")	Thank you for your message. You will not receive any further messages from us with regards to this topic.	Muchas gracias por su mensaje. No recibirá más mensajes de Ayuda Legal sobre este tema.	105					
	Help request autoreply	Your request has been received and noted, someone from our team will call you back.		83					
	Opt-out keywords	OUT	SALIR						
	Help-request email	Anne.Sweeney@lasclev.org	Anne.Sweeney@lasclev.org						
	hourOfDay	09:00	09:00						

Texting for Outcomes Toolkit

Appendix B: MLH Eviction Text Flow

Sample 1: You said:

- I am a tenant (renter).
- I am facing eviction or have been evicted.
- I do not live in public or subsidized housing.
- I got a Notice to Quit or Demand for Possession from my landlord.
- I am being evicted for nonpayment of rent (termid: 1594)

Outcomes to track: Did you go to court? Did you get evicted? Did you contact a lawyer?

[Opt In]

[Date of visit (D)] Welcome to What's Next Text. You'll receive information about your legal problems from Michigan Legal Help. Text STOP to opt-out. Msg & Data rates may apply. (153)

[Not a Real Person Disclaimer]

This system is automated. We'll text questions soon about your progress and guide you through next steps. Answer by picking the best option you see. We won't share your personal information with anyone. MLH is not your lawyer and these texts don't create a lawyer-client relationship. You don't need to reply to this message

[Eviction Complaint]

[D + 3] When you visited MLH you were facing eviction. Did you receive an eviction complaint?

A. Yes → **[Have you used our tool]**

B. No → **[Resolve Problem]** (95)

[Have you used our tool]

Have you used the DIY Eviction tool to complete your Answer?

Y → **[Plan for Court]**

N → **[DIY Eviction Tool]** → **[Live Help]** → **[Text Again]** → **[Plan for Court after 3 days]**

[DIY Eviction Tool]

You can use the DIY Answer to Eviction tool to check for eviction defenses and explain to the judge your side of the story. Learn more: <https://michiganlegalhelp.org/self-help->

[tools/housing/do-it-yourself-answer-eviction-complaint](#) (135 not including link or space after colon)

[Live Help]

Need more help? Visit <https://michiganlegalhelp.org/livehelp> to chat with someone who can answer questions. If no one is available, you can email us and we'll respond soon. (181)

[Guide]

Use the Guide to Legal Help to find lawyers, Self-Help Centers, and other resources in your area. <https://michiganlegalhelp.org/guide-to-legal-help>

[Text Again]

We'll text again later to check on your progress.

[Resolve Problem]

You said you haven't received an eviction complaint. Did you pay your landlord what was owed, move out, or do something else so you are no longer facing eviction?

A. Yes **[Rate Us]**

B. No → **[Illegal Evictions]** → **[Guide]** → **[Text Again]** (173)

[Rate Us]

If A: Thank you for texting with us! Please rate your texting experience from 1 to 5. 5 = Excellent, 1 = Poor. (104) [no more texts]

[Illegal Evictions]

Your landlord can't remove you or your things without going to court first. If you want to learn more about illegal evictions, read this article: <https://michiganlegalhelp.org/self-help-tools/housing/illegal-evictions-what-they-are-and-what-you-can-do>

→ **[Guide]** → **[Text Again]**

→ **[Eviction Complaint 12 days later, repeat twice]**

- **[Eviction Complaint D+15]**
- **[Eviction Complaint D+27]** → closing message → rating

[Plan for Court]

[D+6] Make a plan for going to court for your eviction hearing. Did you contact a lawyer?

A. Yes → **[Lawyer Help]**

B. No → **[Represent Yourself]**

C. I need help finding one. → **[Guide]** → **[Text Again]** → **[then Plan for Court after 3 days; repeat once]** → **after repeat once** → **[Court Follow Up D+6]**

(120)

[Represent Yourself]

You may want to speak with a lawyer who can help you. Do you plan on representing yourself?

A. Yes → **[File Answer]**

B. No → **[Guide]** → **[Text Again]** → **[then Plan for Court after 3 days; repeat once]**

C. I don't know. **[Guide]** → **[Text Again]** → **[then Plan for Court after 3 days; repeat once]**

[Lawyer Help]

If A: Select from the following options about the help you got:

A. You got legal advice only. → **[File Answer]**

B. The lawyer agreed to represent you. → **[Court Follow Up]**

C. You didn't get any help. → **[File Answer]** [151]

[File Answer]

Did you file an answer with the court?

A. Yes → **[Text Again]** → **[Court Follow Up on D12 or after 6 days]**

B. No → **[DIY Eviction Tool]** → **[Live Help]** → **[Text Again]** → **[Court Follow Up on D12 or after 6 days]**

C. I need more help. → **[Guide]** → **[Text Again]** → **[Court Follow Up on D12 or after 6 days]**

Note: If this is a direct continuation from eviction complaint, Court Follow Up after 9 days

[Court Follow Up]

[D+12] This is Michigan Legal Help following up with you about your eviction case. Did you go to court?

A. Yes → **[Outcome]**

B. No → **[Outcome]**

C. Not yet. → **[Text Again]** (*ask again in 15 days - max repeat twice*) **[D+25]** and **[D+40]** → **closing message** → **rating**

D. My landlord and I settled and the case was dismissed. **[Rate Us]**

[Outcome]

What was the outcome of the case?

A. My landlord and I settled. I think I can pay and stay in my home. → **[Time]**

B. My landlord and I settled. I don't think I can pay and stay in my home. → **[Eviction]**

C. The judge decided what I owe. I think I can pay and stay in my home. **[Time]**

D. The judge decided what I owe. I don't think I can pay and stay in my home. → **[Eviction]**

E. I don't know → **[Other Options]**

[Other Options]

You said you didn't know the outcome of your eviction court case. Please choose the option that best describes why.

A. I didn't go to court and I think there is a default judgment against me. → **[Live Help]**

[Rate Us]

B. The case was dismissed. → **[Rate Us]**

C. The judge set a new court date. → **[Text Again]** → **[in 12 days Outcome, repeat twice]**
after repeat twice → **closing message** → **rating**

(203)

[Time]

How much time were you given to pay?

A. Seven days or less. → **[Rate Us]**

B. Seven to 30 days. → **[Rate Us]**

C. We worked out a payment plan that allows me to pay everything off within the next six months or less. → **[Rate Us]**

D. We worked out a payment plan that allows me to pay everything off within the next year. → **[Rate Us]**

E. Some other amount of time. → **[Rate Us]**

[Eviction]

If you need more help, visit Eviction After Court: <https://michiganlegalhelp.org/self-help-tools/housing/eviction-after-court-over> or use Live Help: <https://michiganlegalhelp.org/livehelp> on Michigan Legal Help to chat with someone who can answer questions. → **[Rate Us]**

[No Reply notice] *(Each question will use this.)*

You didn't reply to our last message. If you do not reply to the next message, we will end our chat.

Texting for Outcomes Toolkit

Appendix C: Cleveland Legal Aid Text Activities with LSC Special Problem Codes

Activity	Topic	Special Legal Problem Code	Close Code
Activity 01A*	Bankruptcy	01-1	A or B
Activity 01B	Bankruptcy	01-2, 01-3	A or B
Activity 03A	Collection & Contracts	02-1, 02-3, 02-4, 02-5, 02-9, 03-1, 03-2, 03-4, 03-5, 03-9, 04-3, 04-4, 04-9, 05-1, 05-9	A
Activity 03B	Collection & Contracts	02-1, 02-3, 02-4, 02-5, 02-9, 03-1, 03-2, 03-4, 03-5, 03-9, 04-3, 04-4, 04-9, 05-1, 05-9	B
Activity 07	Utilities	07-1,07-2,07-4,07-5,07-9, 63-8, 61-9, 64-8, 65-8	A or B
Activity 13	Special Education	13-1, 13-2, 13-9, 12-1, 12-2, 14-1, 14-2, 14-4, 14-5, 14-9	A or B
Activity 31	Divorce	31-1, 31-3	A or B
Activity 32*	Custody	32-1, 32-2, 32-4, 32-5, 32-6, 32-7, 32-8, 32-9	A or B
Activity 38*	Child Support	38-1, 31-2	A or B
Activity 51	Health Insurance	51-1,51-2, 51-4, 51-5, 51-6, 51-8, 51-9, 52-1, 52-2, 52-3, 52-4, 52-9, 55-1, 55-2, 55-9	A or B
Activity 60A	Housing Conditions	61-7, 63-5, 64-5, 65-6	A or B
Activity 60B	Eviction	61-1, 61-5, 63-1, 63-7, 63-15, 64-1, 65-2, 65-4	A or B
Activity 60C	Housing Denial	61-2,61-3,61-4,61-6,61-8,61-10,61-11,61-12,61-13,61-14,61-15,61-16,61-19 62-9 63-2,63-3,63-4,63-6,63-9,63-10,63-11,63-12,63-13,63-14,63-19 64-2,64-3,64-4,64-6,64-7,64-9,64-10,64-11,64-13,64-15,64-19	
Activity 67*	Foreclosure	65-1,65-3,65-5,65-7,65-9,65-11,65-12,65-13,65-19 62-6,67-1, 67-2, 67-3, 67-9 71-1, 71-2, 71-4, 71-5, 71-9, 72-1, 72-2, 72-4, 72-5, 72-9, 73-1, 73-2, 73-4, 73-7, 73-9, 74-1, 74-2, 74-4, 74-9, 75-1, 75-2, 75-3, 75-4, 75-5, 75-6, 75-8, 75-9, 75-19, 76-1, 76-2, 76-3, 76-5, 76-6, 76-9, 77-1, 77-2, 77-4, 77-5, 77-6, 77-9	A or B A or B
Activity 70	Income Benefits		B
Activity 81	Immigration	81-3, 81-10, 81-11, 81-12, 81-19	A or B
Activity 87A*	Record Sealing	87-1	A
Activity 87B	Record Sealing	87-1, 87-3, 87-5	B
Activity 95	Advance Directives	95-3, 96-1, 96-2	B
Activity 99	General	Everything not included above	A or B