

# LAET Offers Clients Online Application Option

## New Online Program Offers 24/7 Applications for Civil Legal Services

KNOXVILLE – Legal Aid of East Tennessee (LAET) has launched an innovative web-based system that improves access to applicants for civil legal services. The new system accepts applications for all LAET legal problem priorities, and includes a triage tool that helps people determine if they are likely to be eligible for legal aid services. Those not eligible for LAET services because of income or legal situation are redirected to alternative legal resources.

Persons seeking legal assistance will be able to apply for legal aid 24-hours a day, seven days a week. The online system particularly benefits those in rural areas who may not have access to transportation to one of LAET's six offices. Users will also find links to relevant legal information through the LAET and statewide websites.

“Legal Aid of East Tennessee is very aware that eligible persons facing civil legal crisis cannot always contact us during normal business hours without risking loss of wages or even employment itself,” says David R. Yoder, Executive Director of Legal Aid of East Tennessee. “Other personal conflicts they might have, as well as LAET's constantly busy phones, can make it extremely difficult to apply for services.”

To access the new system, users should visit [www.laet.org](http://www.laet.org) and click on “Begin On-line Intake.” They will be guided through the application process. Development of this system was funded through a grant from Legal Services Corporation, a Washington, D.C., non-profit organization that is the single largest funder of civil legal aid for low-income Americans.

For more information on this program, contact any of LAET's regional offices: Johnson City (423) 928-8311; Knoxville (865) 637-0454; or Chattanooga (423) 756-4013.

*Legal Aid of East Tennessee's mission is to ensure justice for elderly, abused, and low-income people by providing a broad scope of civil legal assistance and advocacy. LAET serves eligible persons in 26 counties through offices in Chattanooga, Knoxville, Johnson City, Maryville, and Morristown.*

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