

Sharing Knowledge, Shifting Power: A Case Study of “Rebellious” Legal Design During COVID-19

Hallie Jay Pope

Ashley Treni

Legal designers, Graphic Advocacy Project

Abstract. Communicating legal concepts requires creativity and community-informed design, even—especially—when disaster strikes. In this article, we examine a theory of legal information design rooted in anti-subordination and share insights from our efforts to co-design visual resources with underserved Florida communities during COVID-19.

Keywords: Legal Design, Co-design, Visual Design, Access to Justice, Community Lawyering, Information Design.

Introduction

The problem of communicating legal information to vulnerable audiences drives our work at the Graphic Advocacy Project (GAP),¹ and we are heartened to see an entire issue of this journal devoted to exploring innovative solutions. Our article breaks down just one of these many possible approaches: GAP’s method of co-designing visual informational resources. Part 1 examines three distinct modes of problem-solving—community lawyering, co-design, and visual law—and draws from them a cohesive theory of why and how social-justice-minded lawyers should share legal information with underserved communities. Part 2 describes one of our recent experiences putting this theory into practice: designing informational resources about Florida evictions and unemployment benefits during the COVID-19 pandemic. In Part 3, we turn a critical eye to our work in Florida. We summarize our insights and pose some unresolved questions for anyone joining us in this work of reallocating legal knowledge.

1. Why, and How, Should We Share Legal Information?

The idea that lawyers must communicate legal information to nonlawyers—particularly to people excluded from and targeted by the legal system—is neither new nor contentious in the world of public interest law. But there are many different ways to arrive at this conclusion, and many different ways to act on it. At GAP, the theoretical “why” and “how” of information-sharing guide our actions at every point in the design process. We rely on lessons learned from three problem-solving methods: community lawyering, co-design, and visual law. Their combined insights beget an urgent and actionable plea to redistribute legal knowledge.

¹ GAP is a non-profit organization dedicated to redistributing legal knowledge. We collaborate with advocates and communities to design visual legal resources that engage, inform, and mobilize.

1.1. Shifting Power

For an understanding of *why* we should share legal knowledge with marginalized communities, GAP looks to the practice of community lawyering, or what *Rebellious Lawyering* author Gerald P. López calls “lawyering against subordination” (López, 1992, p. 37). This style of lawyering stems from the belief that social change hinges on cultivating collective power. Our legal and political systems are designed to preserve power for some at the expense of many, many others. Subordinated communities must build power in order to “dismantle the conditions of their subordination” (Kashyap, 2019, pp. 406–10).

The community lawyering framework requires lawyers to confront the fact of our structural power. If we are committed to effecting social justice, we must find ways to reallocate that power to the communities we proclaim to “serve.” How do we do this? López and others conclude that one key to shifting power is sharing knowledge (López, 1992; Ancheta, 1993; Elsesser, 2013). Lawyers must relinquish our monopoly on legal knowledge by educating the clients and communities we work with; at the same time, we “must open [our]selves up to being educated by all those with whom [we] come into contact, particularly about the traditions and experiences of life on the bottom and at the margins” (López, 1992, p. 37). This two-way flow of information remakes the traditional lawyer-client relationship into a partnership in which lawyers, clients, and communities “share power and combine their overlapping practical knowledge of the world in order to solve problems of subordination” (Ancheta, 1993, p. 1364).²

Lawyers can foster these collaborative relationships within our conventional role as legal representatives, but our efforts to build community power clearly can’t hinge on representation alone.³ We must apply every tool at our disposal to our collective problem-solving efforts, serving as community educators and organizers as well as representatives.⁴ And we must engage in knowledge-sharing partnerships in all of these lawyerly capacities, and in any others we have yet to discover.

1.2. Creating Collectively

The community lawyering framework teaches us that the lawyer’s role in effecting social change is to shift power to subordinated communities by sharing knowledge

² In this same vein, Muneer Ahmad (2007) describes community lawyering as “a mode of lawyering that envisions communities and not merely individuals as vital in problem-solving for poor people, and that is committed to partnerships between lawyers, clients, and communities as a means of transcending individualized claims and achieving structural change” (p. 1079).

³ The access to justice gap is a stark reminder of this. Eighty-six percent of the civil legal problems reported by low-income Americans in 2017 received inadequate or no legal help (Legal Services Corporation, 2017, p. 6).

⁴ Ancheta (1993) describes these roles as “inextricably linked” (pp. 1384–86).

and engaging in collaborative problem-solving with communities. If you can't remember learning these skills in law school, you're not alone.⁵ So to understand *how* we should go about sharing knowledge with marginalized communities, GAP looks outside of the legal field to the practice of co-design.

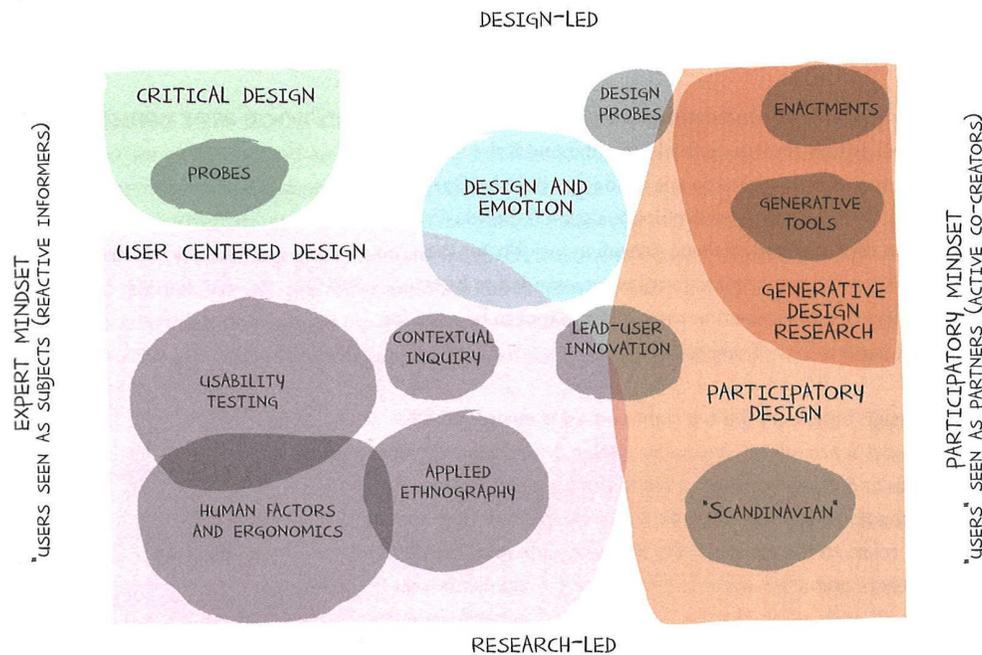


Figure 1. A map of design methods which shows where a participatory mindset sits relative to other types of design research (Sanders & Stappers, 2018, p. 19).

“Co-design is a creative approach that supports and facilitates the democratic involvement of people in addressing social challenges” (Szebeko & Tan, 2010, p. 582). Stakeholders⁶ affected by a problem participate as collaborators in every phase of designing a solution, engaging in “collective creativity” (Sanders & Stappers, 2008, p. 6). Co-design builds on the human-centered design methods that have recently gained traction in the legal world,^{7 8} but diverges in its approach to sharing power. Whereas user-centered design may leverage user insight to inform a design solution, users are treated as research subjects rather than design partners (see Figure 1).⁹ By engaging in participatory methods like co-design, we aim to share power throughout the process of making by actively inviting stakeholders to give feedback

⁵ “There is a massive disconnect between the conditions that are causing mass suffering within low-income communities of color and the skillset taught within virtually every law school” (Freeman & Freeman, 2016, p. 151). Ancheta (1993) puts it more pointedly: “Before, during, and after law school, lawyers are socialized to believe that they are special people” (p. 1368; citing Abel, 1989).

⁶ We’re ambivalent about this term. See footnote 17 for some elaboration.

⁷ For a discussion of human-centered design processes in the legal design context, see Doherty (2020, pp. 4–6).

⁸ Many legal designers are using co-design methods as well. For just a few examples, check out the Innovation for Justice Lab at the University of Arizona, the NuLawLab at Northeastern, the Center for Urban Pedagogy, and the Eviction Lab.

⁹ See also Szebeko and Tan (2010, p. 581).

and engage in the creation of solutions. This framework rejects a hardline distinction between professional designers and users, recognizing that “[a] designer is anyone who has agency to make a decision, however small, that will impact a group of people or the environment” (Creative Reaction Lab, 2018, p. 4). Co-design facilitates space for communities to participate in the process of defining solutions—to become, in other words, co-designers. When we co-design a solution that seeks to effect change, we rely on this participatory process to create “conditions where the constituents own the change we’re asking them to make” (Aye, 2019).

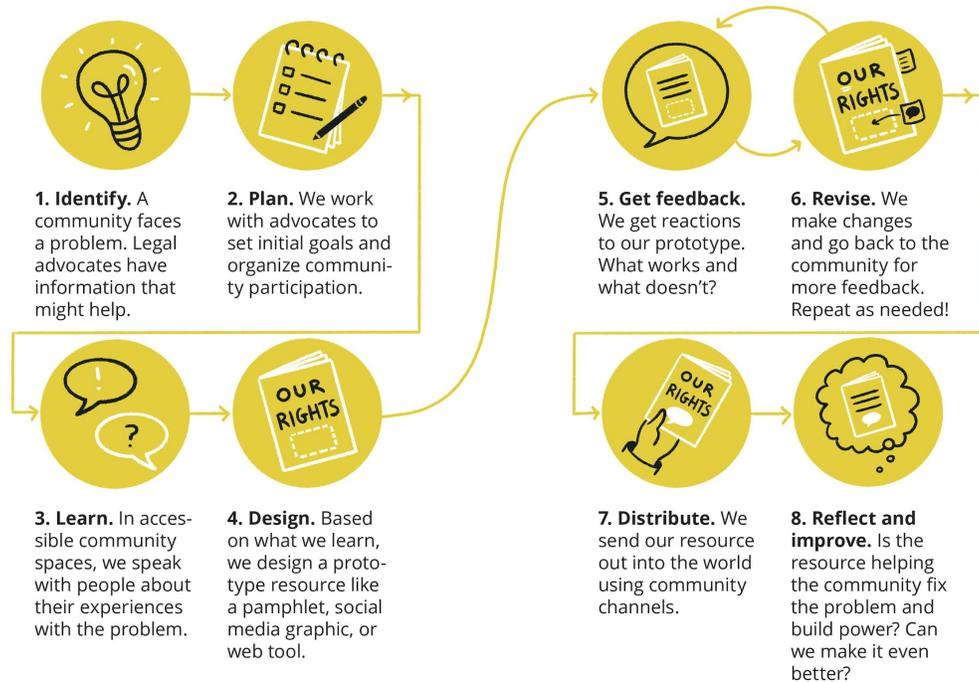


Figure 2. A visual breakdown of GAP’s (constantly evolving) co-design process.

Although co-design is not inherently concerned with social justice,¹⁰ its emphasis on democratic processes makes it well suited to anti-subordination endeavors. One central theme of co-design is the need to build tools *with* people rather than *for* them.¹¹ This ethos echoes López’s instruction to community lawyers:

[L]awyers must know how to work *with* (not just *on behalf of*) [subordinated communities]. They must know how to collaborate with other professional and lay allies rather than ignoring the help that these other problem-solvers may provide in a given situation (López, 1992, p. 37).

¹⁰ The co-design approach stems from Scandinavian Participatory Design, a method that sought to democratize the workplace through systems design and the design process itself (Bjerknes & Bratteteig, 1995, p. 76). But Eevi Beck (2002) has noted that “[t]he term [Participatory Design] itself, originally ‘owned’ by the politically radical, has more recently appeared as a slogan for marketing and other purposes” (p. 79).

¹¹ See Szebeko and Tan (2010, p. 581, citing Thackara, 2005) and McCann (2015).

Co-design provides a roadmap for how to engage in this kind of creative collaboration. In our efforts to share knowledge and redistribute power to subordinated communities, we can use co-design processes in two ways. First, the processes themselves facilitate a dialogue of information and experiences between lawyers and communities. Second, we can use these processes for the specific purpose of creating legal informational resources, so that both the design *process* and the design *output* further our goal of sharing knowledge. This kind of participatory information design is the focus of GAP’s work.

1.3. Visualizing Justice

We understand that our visions of social change require lawyers to build collective problem-solving partnerships with the communities we work alongside. We can use co-design processes to facilitate a collaborative flow of information and produce resources that share knowledge. But when we reach the point of actually creating these resources, what tools do we have at our disposal? How can we effectively convey complex information about the law to nonlawyers?

Of course, our initial response has to be the classic lawyer standby: it depends. The best communication tools for any given informational resource will depend on the needs and experiences of the community with which we’re designing the resource. That said, we all bring our own unique skill sets—and limitations—to any problem-solving endeavor. GAP’s work emphasizes a particular form of information delivery: visual communication.

Visual communication tools won’t make sense for every project,¹² but studies indicate that they are an effective means conveying complex information.¹³ The flourishing practice of visual law demonstrates the breadth of applications to legal information tools.¹⁴ Typography, charts, icons, illustrations—any kind of visual element can be used to make legal information clear and engaging. And by employing visuals in the context of a co-design process, we can ensure that our designs reflect and resonate with end users.

¹² On the other hand, visual communication tools might be useful in more situations than we realize, if we are willing to engage meaningfully in inclusive design. Sara Frug’s recent article in this journal makes this point compellingly and provides practical guidance. (Frug, 2019).

¹³ See, for example, Greiner, Jiménez, and Lupica (2017, p. 1136), and Doherty (2020, pp. 8–9).

¹⁴ Examples include using cartoons in self-help materials for people dealing with financial distress (Greiner, Jiménez, & Lupica, 2017); using icons to convey data privacy concepts (Rossi & Lenzini, 2020); using visuals to help people navigate traffic court (Hagan, 2019); and using visuals to explain FEMA relief programs (Lam, 2020).



Figure 3. One legal concept, communicated primarily with text (left) and with text and images (right). The comic panel is from a resource GAP created with Co-Op Dayton.

One particularly compelling tool in the visual communication toolbox is visual narrative (see, for example, Figure 3). Both within and beyond our problem-solving partnerships, we—lawyers and laypeople—must persuade others to take action based on the knowledge we share. Our community education work means little if people don’t act on the information they learn: we want to mobilize people to successfully navigate legal interactions like debt collection hearings, wage theft complaints, and voter registration, and to organize collectively to remake or dismantle those processes. According to López, “storytelling is the primary vehicle for persuading others to act” (Ancheta, 1993, p. 1372; citing López, 1992). Storytelling has both generative and destructive power: it can build community around shared experiences, and it can break down dominant mindsets that protect the status quo (Delgado, 1989, pp. 2413–15). Add visual elements and this power expands. When we see a character in a comic or animation, we experience a recognition of mutual humanity.¹⁵ Visual narratives remind us that law is all about people.

2. A COVID-19 Co-Design Case Study

The ongoing pandemic has affected all of our advocacy efforts, exacerbating existing challenges and producing a seemingly endless slew of new ones. When GAP teamed up with the Community Justice Project (CJP)¹⁶ in Florida to design legal informational resources about COVID-related issues, we were eager to employ co-design methods as a way to understand the urgent needs of the communities most directly impacted by the pandemic. However, we needed to thoroughly consider to what extent a co-design approach would be feasible during this crisis. Through a mix of careful assessment and on-the-fly adjustments, we adapted our methods to ensure

¹⁵ Comics creator and scholar Scott McCloud beautifully describes the intensity with which we crave human stories, and our resulting tendency to see human beings in even the simplest of scribbles. (McCloud, 2006, pp. 60–61). We highly recommend his books to anyone interested in visual narratives!

¹⁶ The Community Justice Project is a community lawyering organization that works alongside low-income communities of color in South Florida.

that community members could participate in the creative process, even if only in a light-touch way. This Part recounts our process (see Figure 2), beginning in early April 2020.

2.1. Identify, Plan, and Learn

Our early discussions with CJP aimed to identify key challenge areas we might address through GAP’s design work. CJP was supporting a wide range of pandemic-related efforts, some armed with existing resources, some with developing ones. The breadth of the crisis was staggering, but we knew we would have to prioritize one or two problems around which to design resources. CJP’s understanding of evolving community needs led us to focus on two issues: unemployment benefits and eviction moratoriums.

Employing co-design to validate the need for resources to support these issues was the first critical piece of GAP’s process. Although CJP’s grasp of community needs was robust, we needed to hear from other stakeholders¹⁷ to ensure that we had properly identified the unmet needs raised by the pandemic. Crunched for time and limited by the physical constraints of sheltering in place, we decided to conduct our generative design research¹⁸ with advocates and organizers who were directly working with community members: this proved a less democratic but logistically simpler alternative to facilitating broader direct community input at the outset of the project. CJP connected us with community organizers and non-lawyer advocates across the state of Florida, so that we could learn from their day-to-day experiences supporting individuals who faced unemployment, eviction, and any other issues intensified by COVID-19.

To begin, we crafted a research plan—a planning document that helps provide structure to any research phase—which identified our research participants (community organizers in CJP’s network), research method (contextual interviews), and learning objectives (research goals). We sought to understand the existing landscape of available resources, how they were being used, and where there were gaps in support. We would rely on our participants’ observations of persistent challenges and needs, especially those that related to unemployment benefits and evictions. With our approach and goals clearly defined we crafted an interview script to guide our conversations with participants. Having a script is especially important across a series of conversations to give consistency to a body of research and

¹⁷ We use the term “stakeholders” to describe our design partners, yet we made no attempts to engage with a whole host of actors who arguably had a “stake” in the problems we sought to address (e.g., landlords). Human-centered design teaches us that understanding a problem requires observing it neutrally from multiple perspectives. Community lawyering and other leftist modes of thinking caution that perspective-holders with power will act to preserve that power. For now, we can only acknowledge this tension and endeavor to explore it further.

¹⁸ “Generative design research is an approach to bring the people we serve through design directly into the design process in order to ensure that we can meet their needs and dreams for the future” (Sanders & Stappers, 2018, p. 8).

maintain focus on research goals (though there are always natural tangents in conversations—and that’s ok!).

We had five conversations with community organizers and advocates who worked across the state of Florida in different capacities, all navigating issues like unemployment and housing insecurity. These advocates became our first co-design partners, helping to shape our focus and identify the critical gaps and needs where legal knowledge could play a valuable role. Conversations were thirty minutes each and were conducted via Zoom; we took detailed notes, and after each interview we discussed key takeaways. Though our participants worked with different communities across the state, we could see shared pain points and challenges right away.

Once we completed our interviews, it was time to synthesize what we learned from our participants. We used a method called insights mapping,¹⁹ which helps to organically organize research findings. First, we combed through our takeaways and interview notes and wrote down insights—one insight per (digital!) post-it note—using MURAL.²⁰ Then, we clustered similar insights together. When using this method, it is important not to have predefined categories or themes, but to see what clusters of insights emerge through the activity. In this way, we don’t self-impose observations, but rather let the research reveal them.

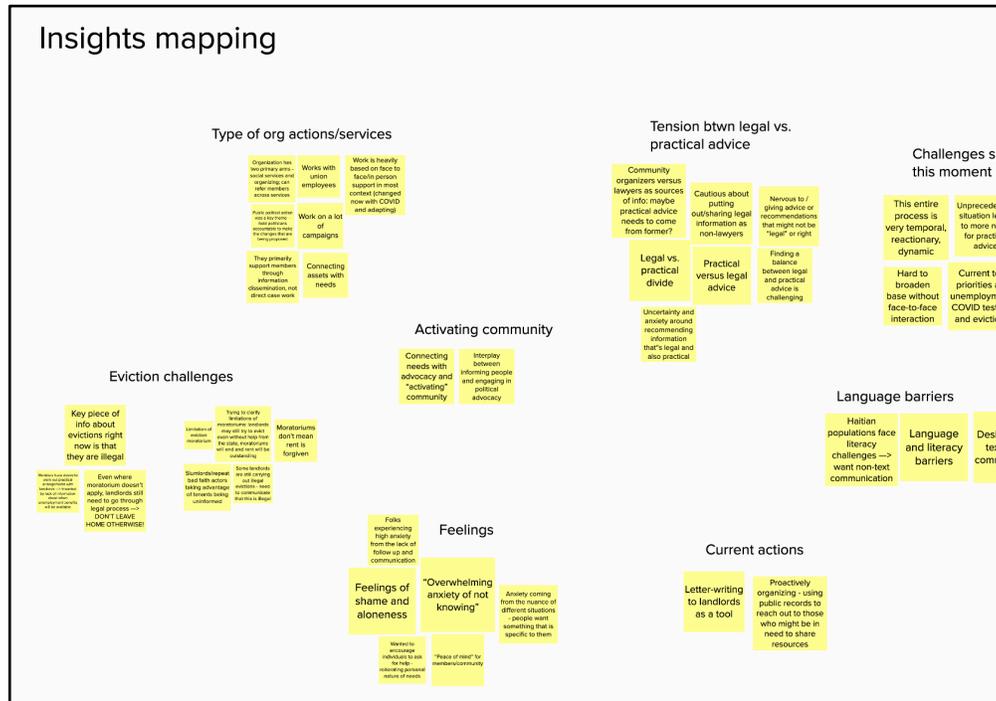


Figure 4. A portion of a MURAL digital whiteboard of our insights mapping exercise.

¹⁹ See Kumar (2012, pp. 140–41).

²⁰ MURAL is an online visual collaboration tool, available at <https://www.mural.co/>.

Reflecting back on our research goals, we discussed each cluster in depth to further understand the implications of our findings. The research helped us confirm the need for support around unemployment benefits and evictions—virtually every participant identified those issues as among the most pressing for their communities—clarified the shape of that need, and revealed opportunities to address it. Here are a few examples of insights that informed the design solutions:

- **There was a need for clear, digestible, practical, and flexible informational resources.** Participants emphasized the importance of resources that are simple and clear to avoid overwhelming people with information.
- **Community members needed information about the limits of the evictions moratoriums.** Participants noted that certain knowledge gaps about the eviction moratoriums were causing anxiety for community members and, in some circumstances, putting them at risk of losing their homes.
- **Communities faced technology barriers, but some tech-based communication had proved successful.** Participants expressed that significant portions of the populations they organize with have trouble navigating technology. Facebook, WhatsApp, and email seemed to be the most successful online communication platforms.
- **A perceived tension existed between “practical” and “legal” advice.** As non-lawyers, participants were cautious about distributing legal information, even though people were coming to them for that information. And although they stressed the importance of giving their communities practical advice, they expressed concerns about this advice potentially conflicting with “legal” or “correct” recommendations.

Next, we conducted an ideation brainstorm of potential solutions, building upon these research insights. Giving ourselves creative freedom before considering feasibility, we spent ten minutes writing down every (and any) idea we could think of. Afterwards, we reviewed the ideas, thinking through applicability and feasibility of different solutions, to focus on a few we felt addressed the critical pain points our research uncovered. We shared these findings and our design recommendations with CJP, and together, decided on the format for moving forward.

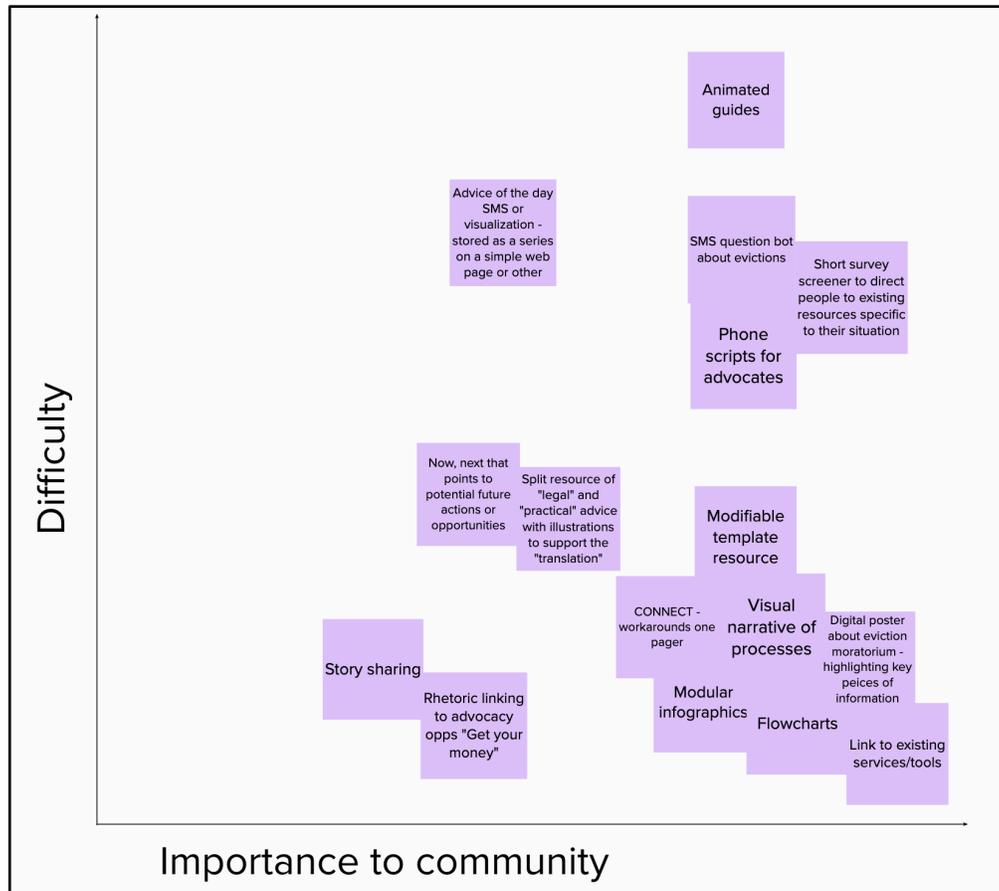


Figure 5. A priority matrix of our potential solutions, created in MURAL.

Though the shape of the solution was still to be defined, a few directives from our research findings helped to create parameters:

- There was a need for clear and digestible resources: **This led to the decision to create one-page resources following GAP’s style of using comics and other graphics to visualize legal information.**
- Early responses to the pandemic were dynamic: **This led to the design of adaptable materials, to be easily updated for changing dates and deadlines.**
- Communities faced language and literacy barriers: **All design solutions would be made available in English, Spanish, and Haitian Creole, and heavily rely on visual language to communicate complex information.**
- In lieu of in-person interactions, some tech-based communication had proven successful: **Solutions would be digital-first designs, sized for phone and laptop screens and social media.**

2.2 Design, Get Feedback, Revise

One of the most intimidating parts of design is starting with a blank piece of paper. Starting with content first is a helpful (and important) way to break through that creative barrier, letting the content inform the design solution. This approach ensures your resources are first and foremost functional—and then visually compelling. Content-driven design is especially important for legal information design, which relies heavily on sequence and hierarchy to ensure comprehension. We worked in close collaboration with CJP to draft content for our resources before making any visual design decisions.

The co-design process is inherently iterative, meaning the design solution doesn't have to be perfect the first time! The first iteration will always—*always*— need to be refined, emphasizing the power of collaboration and iterative development. This is why we make prototypes. Prototyping is an “incredibly effective way to make ideas tangible, to learn through making, and to quickly get key feedback from the people you're designing for” before investing too much time in the finalized design solutions (*Rapid Prototyping*, Design Kit).

Our early prototypes were critical to ensure that we were capturing and visualizing the most essential information. The examples below highlight the iterative nature of the design process and show how each prototype iteration helped us to gather and implement feedback from our co-design partners, sharing ownership in the solution through the process of making.

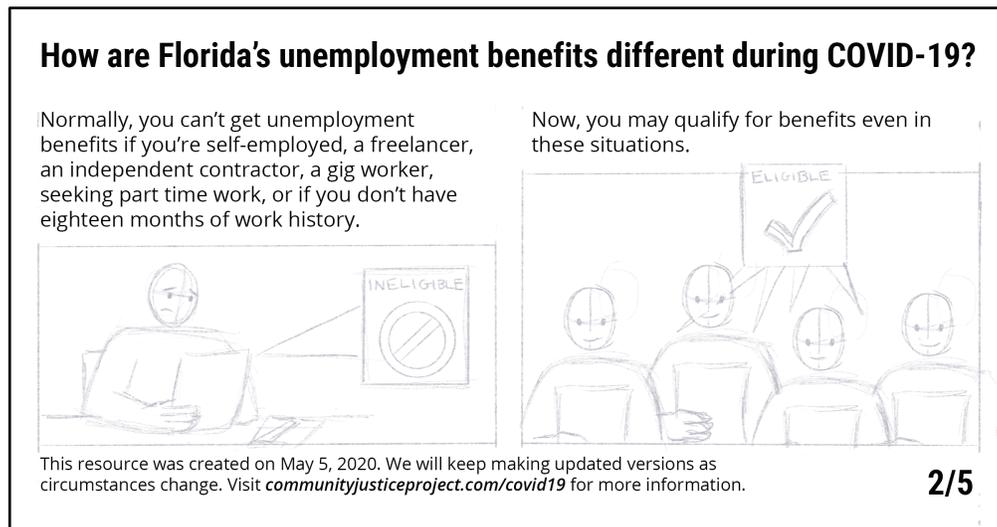


Figure 6. An initial sketch of one of the unemployment resources, formatted for Facebook and Twitter.

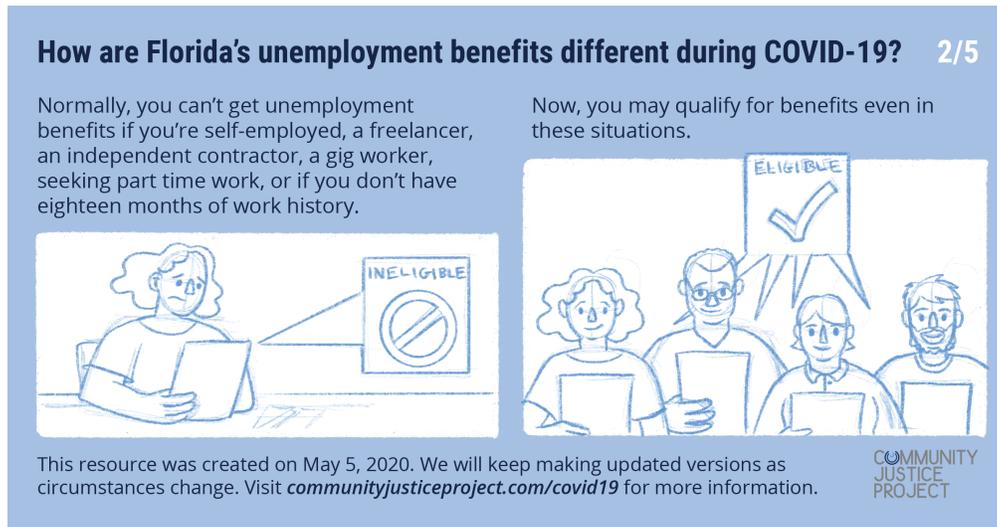


Figure 7. The second iteration of the same unemployment resource.

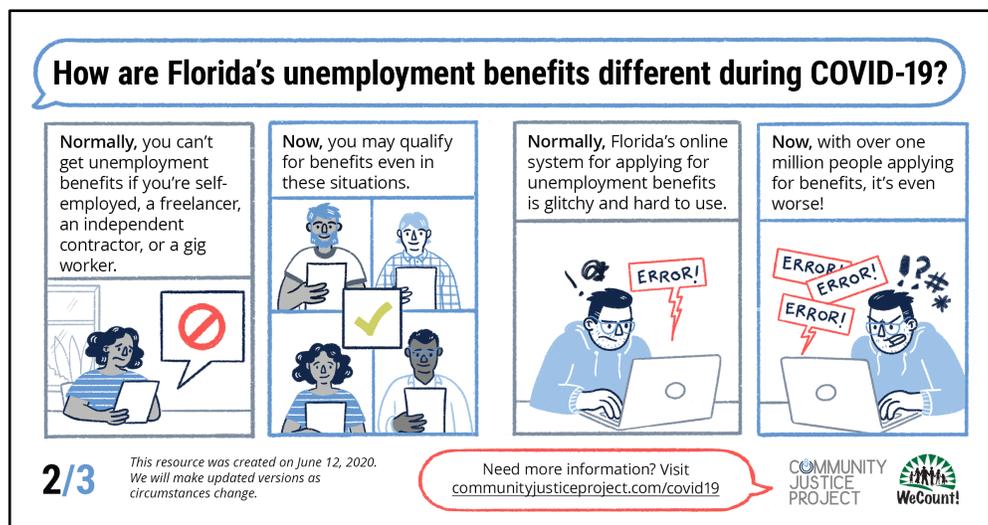


Figure 8. The final iteration of this unemployment resource.

We shared our initial sketches with CJP, and then distributed more polished iterations to all of our community partners via email with a short feedback survey attached. The responses we received shaped our final designs. Feedback ranged from broad recommendations around the language used—such as suggestions to change or simplify the language to make it more accessible—to pulling out certain pieces of information to give them more prominence. The images above show some of the ways we implemented feedback: (a) adding not just the CJP logo, but the logo of a key community partner,²¹ in order to inspire user trust and bridge the perceived

²¹ We wish GAP could take credit for the idea to add a community partner's logo, but we made this change at CJP's request. We benefited and learned from their deep, organic coalition-building throughout the project.

legal/practical divide revealed by our research; (b) visually highlighting the link to CJP’s website to provide a clearer path to additional resources; (c) visually emphasizing the “Normally” and “Now” distinction to clarify what had changed since the pandemic and what hadn’t; and (d) editing language for accuracy and simplicity. Each iteration became stronger and more focused, and we had the confidence along the way of knowing our work was shaped by community input through co-design.

2.3 Distribute, Reflect and Improve

Access is a critical consideration when creating and disseminating resources. As informed by the research, GAP designed the final resources to be shared electronically through social media, email, and messaging apps like WhatsApp. We replicated the resources in three languages—Spanish, Haitian Creole, and English—to reflect the most common languages spoken in the Florida communities where our partners were working. In addition to posting the resources on social media, CJP added all of the assets in each language to their website²² and sent them to our co-design participants and other community partners via email.

Through each distribution channel, we shared a companion survey with the aim of gathering feedback from organizers and individual recipients of the resources. Gathering feedback is a critical step in the co-design process, validating the efficacy of resources and/or illuminating their shortcomings. Unfortunately, although we’ve heard positive feedback secondhand through CJP and social media, we’ve collected almost no responses to our survey. It remains important to GAP to understand how the resources have or have not been helpful, and how we might improve them. We are still exploring ways to continue soliciting and gathering feedback.

A responsive and iterative design process not only facilitates receptiveness to feedback (if it’s available!), but also accounts for changing circumstances. In August 2020, Florida’s governor ordered a new statewide eviction relief measure that differed significantly from the previous moratorium. And as we rushed to design an updated resource (see Figure 9), the Center for Disease Control (CDC) issued a new federal eviction moratorium extending protections to a whole new set of tenants. We conducted a somewhat slapdash mini-round of feedback collection, but were able to rely primarily on the insights we’d gleaned earlier in the process. As of this writing in mid-September, the updated resource has just begun to circulate on social media (see Figure 10).

²² *Coronavirus Resource Page*, Community Justice Project, <http://communityjusticeproject.com/covid19>.

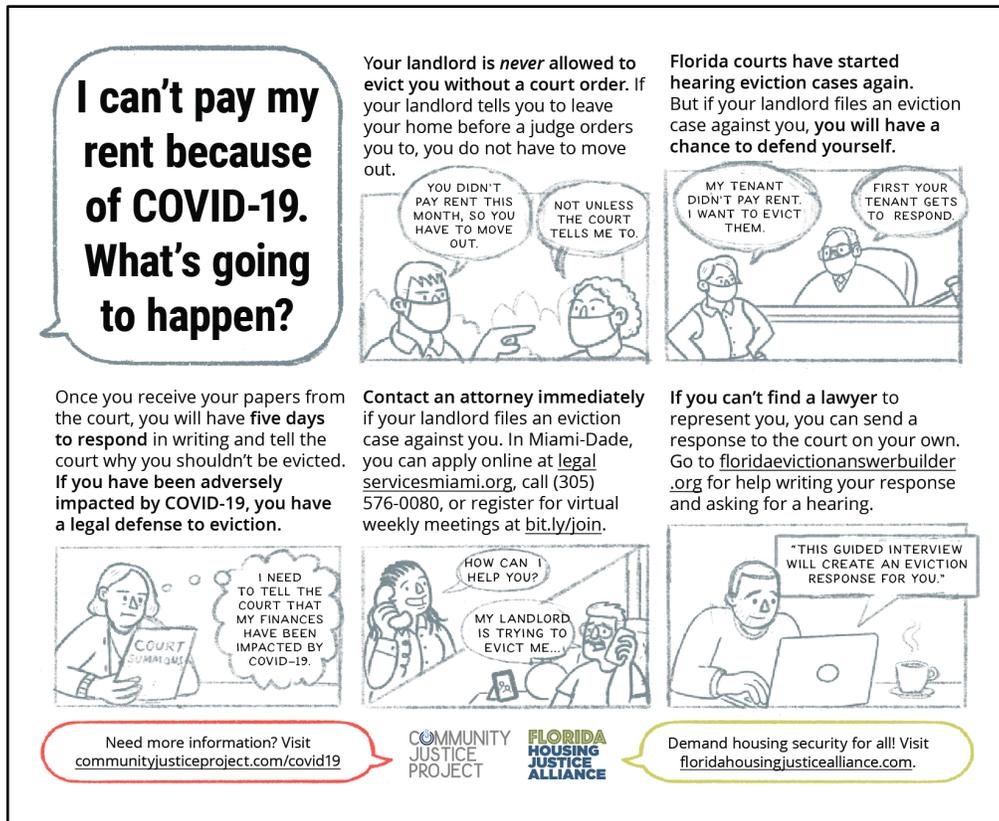


Figure 9. A sketch of the updated evictions resource, from before the CDC issued its moratorium. We were able to reuse a lot of imagery and language from earlier iterations.

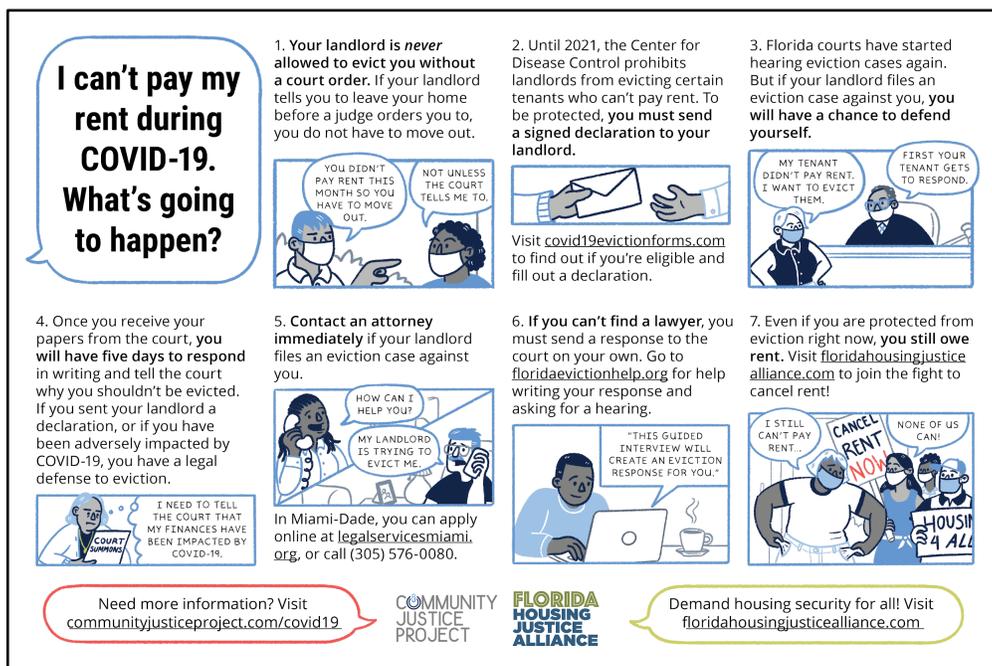


Figure 10. The final updated evictions resource.

This entire project has been an illuminating experience, challenging us to design responsively, intentionally, and in solidarity with our co-designers at every step of the way. We've learned and are learning how to be adaptive and explore new methods of co-design that acknowledge even the most unprecedented constraints and challenges.

3. ...And Reflect and Improve, and Reflect and Improve...

Inherent in the co-design process is the intention to continuously evaluate and adapt solutions to meet user need. This approach welcomes flexibility, embracing iteration and evolution. In other words: there's always room for improvement! Throughout our design process with CJP, we made decisions intended to facilitate the meaningful participation of our community partners, create timely resources that would help people navigate difficult legal processes, and shift power to collective organizing efforts. But to what extent did we achieve these goals? How can we do better next time?

3.1. Facilitating Participation

Because GAP partnered with CJP, an organization explicitly devoted to community lawyering methods, we weren't building community relationships so much as benefitting from—and hopefully strengthening—existing ones. CJP regularly engages in collective advocacy with grassroots groups and organizers, and as a result it is part of a robust community network built on years of mutual trust and solidarity.

Even with this well-developed network at GAP's disposal, facilitating community participation proved challenging. In a pre-pandemic world, we would have traveled to Miami and met with stakeholders face to face. We would have made ourselves available in community spaces and interacted organically with a varied cross-section of people seeking guidance around the issues our tools addressed. Obviously, in April 2020, none of this was possible. Our pool of participants was limited to people we could connect with remotely and rapidly. Furthermore, everyone we interacted with—and presumably everyone we weren't able to reach—was dealing with an abnormal amount of stress. Organizers and service providers were working constantly to keep up with the community's needs. One participant made her lunch as she spoke with us over Zoom—it was 6 pm. We heard themes of anxiety and fear repeated over and over again in our research conversations. To the extent that participation was dampened, surely these stressors played a role.

Despite these challenges, dozens of community stakeholders provided insights and feedback throughout the process; we are incredibly grateful for their time and energy, both of which were undoubtedly in short supply. We worked with CJP to solicit input and share updated prototypes via email, keeping participants in the loop at every stage of the project even when they weren't able to engage actively with the design

process. Google Forms proved a useful tool for distributing short, targeted feedback surveys, allowing participants the flexibility to respond within a less structured timeframe than a real-time conversation.

3.2. Creating Effective Resources

The limited feedback we’ve received about the distributed resources has been largely positive, and we are cautiously optimistic that our resources have fulfilled some community needs. But we’ve known from the start that they wouldn’t meet *all* needs, not even all information-based needs, not even within the limited issue areas they addressed. A lot of the constructive feedback we received about our prototypes focused on what *wasn’t* in the resources—missing information about unemployment benefits and eviction moratoriums that would undoubtedly be useful to users. We were able to incorporate some of this additional information into the resources, but nowhere near all of it. CJP and GAP had to make a strategic choice: take the time to create extensive, comprehensive guides, or quickly create bite-sized guides limited to priority information. Given the urgency and overwhelming stress of the situation, we chose the latter.

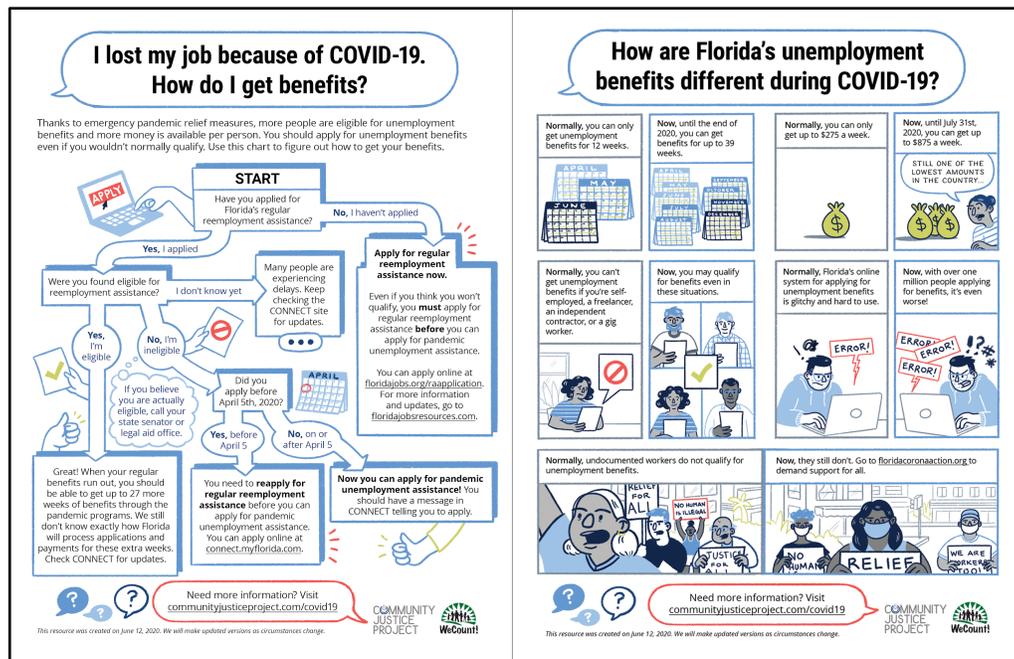


Figure 11. The most recent full-page versions of our unemployment benefits resources.

We also knew that our resources probably wouldn’t have a very long shelf life. Community and government responses to the pandemic are constantly in flux. We designed the resources to be relatively easy to modify by reserving hand-drawn elements for more general concepts and relegating specific information—like dates—to editable text. Social media variants of the resources included the date the resource was created, and directed users to visit CJP’s site for the most up-to-date version. We

updated the evictions resources multiple times before overhauling them to reflect the new Florida and CDC moratoriums. But as of this writing, the original relief measures we sought to explain have already expired or changed completely, and our initial resources have become obsolete.

Despite this, we will continue to seek feedback about the resources. We had hoped to synthesize our findings one month after distribution and make recommendations for revisions, but we simply didn't collect enough critical feedback to support such an analysis. By the time we do, these resources will no longer be timely, but any insights into their effectiveness will help us refine our design process for future projects.

3.3. Building Collective Power

It's relatively simple to try to determine whether a resource is helpful to individuals: just ask them. But how do we measure a resource's impact on collective power-shifting efforts? Given more resources and social science expertise, we might try to answer questions like these:

- Did more people apply for and receive unemployment benefits?
- Was there an increase in engagement with ongoing advocacy efforts to improve unemployment benefits and extend them to undocumented workers?
- Were fewer people evicted from their homes?
- Did engagement with ongoing housing justice efforts, like the campaign to cancel rent, increase?
- Did new forms of collective organizing emerge around unemployment and housing justice?

These are big questions for a very limited project. But our community lawyering framework tells us that all of our work is intertwined.²³ Each small effort, if undertaken with collaborative input and intention, can contribute to systemic change. Because they emerged from a community-focused co-design process, the resources we made are rooted in an expansive ecosystem of advocacy efforts collectively moving towards the power-shifting outcomes above. This is the beauty of sharing knowledge: when we learn from one another, our social justice endeavors coalesce, deepen, and swell, becoming greater than the sum of their parts.

References

López, G.P. (1992), *Rebellious Lawyering*, Westview Press, Boulder, CO.

²³ See Ancheta (1993).

- Kashyap, M.B. (2019), *Rebellious Reflection: Supporting Community Lawyering Practice*, N.Y.U. Review of Law & Social Change, Vol. 43 No. 3, pp. 403–28.
- Ancheta, A.N. (1993), *Review Essay: Community Lawyering*, California Law Review, Vol. 81 No. 5, pp. 1363–99.
- Elsesser, C. (2013), *Community Lawyering—The Role of Lawyers in the Social Justice Movement*, Loyola Journal of Public Interest Law, Vol. 14 No. 2, pp. 375–404.
- Ahmad, M.I. (2007), *Interpreting Communities: Lawyering Across Language Differences*, UCLA Law Review, Vol. 54 No. 5, pp. 999–1086.
- Legal Services Corporation (2017), *The Justice Gap: Measuring the Unmet Civil Legal Needs of Low-income Americans*.
- Freeman, A.N. and Freeman, J. (2016), *It’s About Power, Not Policy: Movement Lawyering for Large-Scale Social Change*, Clinical Law Review, Vol. 23 No. 1, pp. 147–166.
- Abel, R.L. (1989), *American Lawyers*, Oxford University Press, New York, NY.
- Sanders, E.B.N. and Stappers, P.J. (2018), *Convivial Toolbox*, BIS Publishers, Amsterdam, The Netherlands.
- Szebeko, D. and Tan, L. (2010), *Co-designing for Society*, Australasian Medical Journal, Vol. 3 No. 9, pp. 580–90.
- Sanders, E.B.N. & Stappers, P.J. (2008), *Co-creation and the New Landscapes of Design*, CoDesign, Vol. 4 No. 1, pp. 5–18.
- Doherty, M. (2020), *Comprehensibility as a Rule of Law Requirement: The Role of Legal Design in Delivering Access to Law*, Journal of Open Access to Law, Vol. 8 No. 1.
- Creative Reaction Lab (2018), *Equity Centered Community Design Field Guide*.
- Aye, G. (2019), *It’s Time to Define What “Good” Means in Our Industry*, Design Observer, 14 March, available at: <https://designobserver.com/feature/its-time-to-define-what-good-means-in-our-industry/40021/> (accessed 15 September 2020).
- Bjerknes, G. and Bratteteig, T. (1995), *User Participation and Democracy: A Discussion of Scandinavian Research on System Development*, Scandinavian Journal of Information Systems, Vol. 7 No. 1, pp. 73–98.
- Beck, E.E. (2002), *P for Political: Participation is Not Enough*, Scandinavian Journal of Information Systems, Vol. 14 No. 1, pp. 77–92.
- Thackara, J. (2005), *In the Bubble: Designing in a Complex World*, MIT Press, Cambridge, MA.
- McCann, L. (2015), *Building Technology With, Not For, Communities*, Medium, 30 March, available at: <https://medium.com/organizer-sandbox/building-technology-with-not-for-communities-an-engagement-guide-for-civic-tech-b8880982e65a> (accessed 15 September 2020).
- Frug, S. (2019), *Toward Inclusive Design for Visual Law*, Journal of Open Access to Law, Vol. 7, No. 1.

- Greiner, D.J., Jiménez, D., and Lupica, L.R. (2017), *Self-Help, Reimagined*, *Indiana Law Journal*, Vol. 92 No. 3, pp. 1119–73.
- Rossi, A. and Lenzi, G. (2020), *Making the Case for Evidence-based Standardization of Data Privacy and Data Protection Visual Indicators*, *Journal of Open Access to Law*, Vol. 8 No. 1
- Hagan, M. (2019), *The Justice is in the Details: Evaluating Different Self-Help Designs for Legal Capability in Traffic Court*, *Journal of Open Access to Law*, Vol. 7 No. 1
- Lam, K. (2020), *Visualizing Disaster Legal Aid Relief with Figuring out FEMA*, *Connecting Justice Communities*, 4 February, available at: <https://www.connectingjusticecommunities.com/visualizing-disaster-legal-aid/2020/02/> (accessed 15 September 2020).
- Delgado, R. (1989), *Storytelling for Oppositionists and Others: A Plea for Narrative*, *Michigan Law Review*, Vol. 87 No. 8, pp. 2411–41.
- McCloud, S. (2006), *Making Comics*, William Morrow Paperbacks, New York, NY.
- Kumar, V. (2012), *101 Design Methods: A Structured Approach for Driving Innovation in Your Organization*, John Wiley & Sons, Hoboken, NJ.
- Rapid Prototyping*, Design Kit, available at: <https://www.designkit.org/methods/rapid-prototyping> (accessed 31 July 2020).