

**NEW YORK STATE PERMANENT COMMISSION ON ACCESS TO JUSTICE**  
**REPORT TO THE WORKING GROUP ON TECHNOLOGY**

**INAUGURAL STATEWIDE CIVIL LEGAL AID TECHNOLOGY CONFERENCE**

**THE ROLE OF TECHNOLOGY IN PROMOTING  
ACCESS TO JUSTICE AND COLLABORATION  
IN THE DELIVERY OF LEGAL SERVICES**

BASED ON A CONFERENCE CONVENED BY THE

**NEW YORK STATE PERMANENT COMMISSION ON ACCESS TO JUSTICE**  
AT COLUMBIA LAW SCHOOL ON JULY 23, 2015



**HELAINÉ M. BARNETT**

*CHAIR, NEW YORK STATE PERMANENT COMMISSION ON ACCESS TO JUSTICE*

**OCTOBER 2015**

**NEW YORK STATE PERMANENT COMMISSION ON ACCESS TO JUSTICE**

**REPORT TO THE WORKING GROUP ON TECHNOLOGY**

**INAUGURAL STATEWIDE CIVIL LEGAL AID TECHNOLOGY CONFERENCE:**

**THE ROLE OF TECHNOLOGY IN PROMOTING ACCESS TO JUSTICE AND  
COLLABORATION IN THE DELIVERY OF LEGAL SERVICES**

**Based on a Conference Convened by the  
New York State Permanent Commission on Access to Justice  
at Columbia Law School on July 23, 2015**

# INAUGURAL STATEWIDE CIVIL LEGAL AID TECHNOLOGY CONFERENCE

## Overview of the Technology Conference

Since 2013, the Permanent Commission on Access to Justice (then known as the Task Force to Expand Access to Civil Legal Services) has focused on the role of technology in increasing access to justice in New York. Guided by the recognition that technology can transform the delivery of civil legal services, but aware of the severe resource limitations facing legal aid providers, the Commission initially conducted a comprehensive technology survey of legal services providers assisting low-income New Yorkers. Approximately 70 providers, from around the state, responded. The results of the survey indicated, overwhelmingly, that most legal services providers have not been able to integrate technology effectively into either their day-to-day internal operations or their client service delivery. And, it was clear that the inability to meet today's technological requirements was not because of a lack of desire, but, rather, due to fiscal constraints and the need for greater knowledge, expertise and understanding. As a result of the survey, the Permanent Commission was able to identify a number of key needs for assisting providers in order to maximize the use of technology for internal efficiencies and the enhanced delivery of services, including staffing, policy development and training.

Accordingly, in its 2013 Report, the Permanent Commission recommended that the civil legal services community prioritize the need for technology in order to improve access to justice for low-income New Yorkers. And, in its 2014 Report, the Permanent Commission recommended convening a technology conference, in order to educate stakeholders from around the state, promote collaborative and sustainable use and support of technology among civil legal services providers, and address the lack of dedicated funding to meet technology needs. To promote collaboration, it was further recommended that the conference be planned in partnership with NYSTech,<sup>1</sup> and include participation of CIOs from major law firms, as well as law school faculty and technology administrators.

Conference planning began in early 2015, spearheaded by a sub-group comprised of members of the Permanent Commission's Working Group on Technology and NYSTech, as well as other justice community partners. A comprehensive agenda was developed with the goal of bringing together stakeholders to learn about the latest technological initiatives, how those could be leveraged to maximize efficiency and increase service population, and the resources available to assist in implementation.

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<sup>1</sup> NYSTech is a voluntary collaboration of legal services providers from across New York that convenes technology leaders regularly for information sharing and training.

On July 23, 2015, the inaugural Statewide Civil Legal Aid Technology Conference, entitled “The Role of Technology in Promoting Access to Justice and Collaboration in the Delivery of Legal Services,” was held at Columbia Law School. Helaine M. Barnett, Chair of the Permanent Commission on Access to Justice, offered opening remarks to the approximately 135 people who came from around the state and beyond to participate in the full-day conference and thanked Columbia Law School and the many people involved in putting the conference together. Avery W. Katz, Vice Dean and Milton Handler Professor of Law at Columbia Law School, welcomed the conference attendees and described the law school’s significant work on law and technology. Helaine Barnett then introduced New York State Chief Judge Jonathan Lippman, who delivered the keynote address. Judge Lippman applauded the efforts to bring about the inaugural conference, noted a number of significant, relevant technological accomplishments, and encouraged the participants to focus on finding additional ways that technology could expand access to justice.

Presenters included directors and technology experts from civil legal service providers, technology directors from major law firms, leading academics in the legal/technology field and other technology experts. Attendees included over 80 Executive Directors, technology managers and other staff, representing more than 50 civil legal aid providers. In addition, there were technology directors and staff from law firms, technology leaders from law schools, administrators from the New York State Unified Court System, major funders and technology service providers. The agenda included three plenary panels, as well as three, distinct, break-out sessions, offering a total of six panel options.<sup>2</sup>

### **Morning Plenary - Inspiring Examples of Technology Innovation**

#### Summary of Panel Discussion

This session was led by Jeff Hogue, Community Relations & Operations, Legal Server, and provided an overview of a number of existing technology-related projects in New York, followed by a national view of the direction of technology in the provision of civil legal services. New York justice community partners highlighted projects and technologies currently in use. Merritt Birnbaum, Chief Administrative Officer, NYLAG, spoke about data visualization. Mike Williams, Clerk of Court, Bronx County Family Court, explained how online court forms are making use of guided interviews. Mark O’Brien, Executive Director, Pro Bono Net, explored online self-help and virtual consultations. Adriene Holder, Attorney-in-Charge, Civil Practice, The Legal Aid Society, highlighted LawHelpNY and mobile/SMS outreach, and Brian Donnelly, Lecturer in Law & Director of Educational Technology, Columbia Law School, spoke about law student technology projects.

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<sup>2</sup> The Conference program, including a list of participants, is attached as Exhibit 1. Conference materials are available at <http://www.nycourts.gov/accesstojusticecommission/tech-conference.shtml>.

Panelists with significant expertise and experience outside New York then shared a global and systemic perspective on the technologies in place in New York and suggested paths forward for future technology development in the legal services community, including use of Business Process/Analysis to reduce costs, increase efficiency and improve processes. Glenn Rawdon, Program Counsel for Technology, Legal Services Corporation, challenged the participants to think anew because we “can’t keep doing that which we’ve been doing,” if the aim is to use technology to move toward providing some form of effective assistance to 100% of persons with legal needs. Ron Staudt, Professor of Law & Director, Center of Access to Justice & Technology, Chicago-Kent College of Law, emphasized the importance of collaborations, particularly with the law schools, and asked the participants to think about possible additional funding streams by involving for-profit entities in the collaboration.

The overall message to the community was that the landscape for legal services delivery is changing. Civil legal aid providers should be prepared for accelerating convergence of services and information, and the coordination that will be required to build a tech-enabled framework of services. Methodical process analysis is crucial to finding efficiencies, informs better management and resource decisions, and will help prevent the expensive automation of undesirable systems. Parts of the legal landscape long considered separate silos are getting a public-facing, technology treatment, such as online dispute resolution in conjunction with, or as an alternative to, traditional court cases.

### Findings

Civil legal aid providers should be encouraged to engage in critical analysis and revolutionary thinking in their efforts to reach the goal of giving 100% of low-income New Yorkers access to effective legal assistance.

The civil legal aid community should be encouraged to engage in sustained collaboration around the improved use of technology to increase access to effective legal assistance by low-income New Yorkers, including through an annual technology conference.

## **Executive Director Breakout**

### Summary of Panel Discussion

This session, moderated by Lillian Moy, Executive Director, Legal Aid Society of Northeastern NY, included five Executive Directors who reported on technology innovations in their organizations. Ken Perri, Executive Director, Legal Assistance of Western New York, spoke about a single point of entry consumer portal. William Hawkes, Executive Director, Neighborhood Legal Services, explained the role of Voice Over Internet Protocol (VOIP) in Intake. Raun Rasmussen, Executive Director, Legal Services NYC, spoke about the benefits of an integrated Financial, Human Resources and Case Management System. Sally Curran,

Executive Director, Volunteer Lawyers Project of Onondaga County, explained how her organization implemented a SharePoint/Knowledge Management system. And, Joe Keleman, Executive Director, Western New York Law Center, spoke about the value of on-line training. Discussion focused on the presenters' vision for the innovation, financial hurdles and other challenges faced and the approaches used to create staff buy-in, to accept new ways of operating through the use of technology.

In addition, Peter Lesser, Chief Information Officer (CIO), Skadden, discussed the Pro Bono Law Firm IT Initiative, which taps into the expertise and experience of large-firm CIOs to assist civil legal aid providers with their technology needs. Lesser emphasized that providers cannot think in terms of technology projects but, rather, should focus on projects that better serve clients and then make those processes more efficient for staff with technology as the necessary underpinning.

The panelists urged directors and other program leaders to think of the use of technology as being integral to their efforts to increase access to civil legal aid. A great place to start thinking about implementing a vision, including how to find funding, is by consulting with peers, other directors and program leaders. Directors were reminded to always involve staff; those who are faced with the actual workflow, whose participation can result in the creation of a better product; and to “zoom out” to get the big picture.

### Finding

Executive Directors should be encouraged to view technology as the baseline for delivery of civil legal services to clients. Executive Directors should include discussions regarding technology from the beginning in developing and expanding projects, and should identify key partners both internally and externally to optimize service delivery.

## **Technology Managers and Chief Information Officers Breakout**

### Summary of Panel Discussion

This panel consisted of three CIOs from large law firms and was moderated by John Greiner, President, Just-Tech LLC. Michael Donnelly, Chief Information Officer, Simpson, Thacher & Bartlett, began the discussion by reporting on the initial work of the Pro Bono Law Firm IT Initiative, which paired five civil legal services providers with large firm CIOs in order to assess the providers' current use of technology and provide guidance on addressing technology needs. Donnelly indicated that the providers had been open and eager to participate, providing detailed information about the state of their existing technology. Initial findings of the assessment include: (1) case management is the key technology function for civil legal aid providers; and (2) IT policies, information security, training and document management are essential areas that providers need to address.

Jeff Franchetti, CIO, Cravath, Swaine & Moore LLP, provided an overview of document management systems (“DMS”) and their value to law firms. Franchetti outlined some of the challenges firms without DMS face in finding, reusing, sharing, and securing their documents. He also discussed some recommendations to help ensure a successful rollout and user adoption. John Attinger, Director of Training, Capensys, discussed the impact of insufficient technology training for advocates and program staff. Recognizing the challenges faced by providers, particularly resource limitations and employee turnover, Attinger also explained how training and minimum skill proficiencies can be a strategic benefit to programs in grant sourcing and better serving their mission. He further discussed the benefits for individual employee growth, development and morale as well as key elements of a successful training initiative. And, he urged participants to consider outsourcing training, and to explore implementing existing standard legal technology core competencies.

This session included a significant amount of discussion among the session participants. They were supportive of expanding the IT Initiative as a mechanism for individual providers to improve their internal technology systems. Participants were also interested in continuing the conversation regarding IT management, in particular through participation in NYSTech and in future statewide technology conferences.

There was significant discussion concerning particular technologies that the IT Initiative had identified for improvement. The group was eager to educate the broader community on the benefits of DMS and supported continued efforts to develop a statewide DMS solution that civil legal services providers could take advantage of economically. Providers are familiar with case management systems (“CMS”); however, session participants noted the need to increase collaboration regarding CMS innovations (including the technical details), to improve the consistent use of their CMS (e.g., through training), and to expand CMS’ functionality. Finally, session participants acknowledged the need for improved technology training and supported working together to address the need. It was suggested that a pilot training program be developed, with initial sessions focused on security awareness and Microsoft Word.

### Findings

The IT Assistance Initiative should continue and, where possible, expand to include additional law firms, to engage members of law school communities, and to serve additional civil legal aid providers throughout the state.

The members of the IT Assistance Initiative, along with directors and technology experts from civil legal service providers, should continue to work together on improving the use, functionality, training and cost of technologies critical to the civil legal aid delivery system.

## **Single Point of Entry: Online Coordination, Triage & Intake**

### Summary of Panel Discussion

Deborah Wright, President, Local 2325, United Auto Workers, moderated this session, which began with an overview of the work that the Technology Working Group, a subcommittee of the Permanent Commission, carried out over the past two years, which led to its interest in online single point of entry service delivery. Wright reported that the Working Group initially focused on the findings and recommendations from the Legal Services Corporation's December 2013 Summit Report,<sup>3</sup> the product of a two-year effort by national civil legal aid and technology leaders, who examined the ways in which technology could help narrow the justice gap. The Working Group recommended, in its 2014 report, that New York adopt the approach advocated in the LSC Summit Report and support the creation of two single point of entry portals in New York City and Western New York that would coordinate online screening, intake and referral in the consumer law area. It has subsequently focused on obtaining necessary funding for the two pilots, without which the pilots would not be able to move forward.

Next, the panel reviewed the different types of online intake tools already being utilized by civil legal services providers throughout New York State and discussed other examples of expansive on-line intake systems in other states. Although their funding applications were still pending at the time, the civil legal aid providers who would be participating in the two pilots were announced. The Western New York pilot includes Neighborhood Legal Services, Inc., Legal Aid Society of Mid-New York, Inc. and Legal Assistance of Western New York. The New York City pilot includes The City Bar Justice Center, CAMBA, MFY Legal Services, Inc., The Urban Justice Center and Fordham Law Center. A robust discussion amongst attendees covered the potential for the two pilots, possible pitfalls, and lessons learned from the experiences in other states. Particular concerns raised included interface compatibility, accessibility and ease of use for clients; accessibility for non-English speakers; and sufficiency of funding to support expanding and sustaining the provision of services through technology.

### Finding

The developers of the pilots should work together as they plan and implement the two single point of entry portals so that data standards are developed and adopted that will move New York State toward having compatible systems that would address the full range of legal problems that low-income people commonly face.

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<sup>3</sup> Legal Services Corporation, Report of The Summit on the Use of Technology to Expand Access to Justice (December 2013), available at <http://archive.lsc.gov/media/in-the-spotlight/report-summit-use-technology-expand-access-justice>.

## **Technologies that Support Pro Bono & Remote Delivery**

### Summary of Panel Discussion

At this session, moderated by Sally Curran, the discussion focused on how technology is, and can, assist with recruiting, training, managing and delivering pro bono programs. Presenters, including Joe Keleman, Bryan Babcock, IT/Administrator, Volunteer Legal Services Project of Monroe County, and Leah Margulies, Project Director, LawHelpNY, showcased several technologies that programs are currently using to support and facilitate pro bono engagement. Topics covered included volunteer recruitment and screening, online training and support of lawyers and law students, document assembly in limited scope pro bono clinics, online questionnaires for case building, and the use of online chatting and video conferencing in the remote delivery of services. The showcase demonstrated that there are many different technologies being used to do similar things, and each raises its own challenges and questions regarding confidentiality, training, supervision, support and cost.

### Finding

Pro bono stakeholders should continue to discuss best practices in the use of technology in pro bono programs and to explore collaboration and replication of successful programs throughout the state, including through existing networks and committees.

## **Collaboration, Sharing, & Planning for Technology Improvements**

### Summary of Panel Discussion

This session, presented by Anna Hine, Technology Coordinator, Legal Assistance of Western New York, and Darrin Lawson, IT Manager, Hiscock Legal Aid Society, highlighted the importance of collaboration when initiating and completing technology projects. The presenters reviewed resources available to the legal services technology community and discussed opportunities for collaboration, as well as realized projects that have successfully utilized collaboration to reach a common goal. Also discussed was the importance of evaluating internal process, the needs of clients, data availability and dedicated funding streams, before starting a new technology process or automating an existing one. The presenters encouraged participants to reach out to colleagues in the community who have undertaken similar projects, or are facing the same challenges with technology. The goal should be to strengthen the network of experts who are willing to share their insight gained from past technology projects, even from those that have not succeeded.

### Finding

Technology staff, executive directors and managers should all be encouraged to join NYSTech to discuss technology projects, training and collaboration opportunities. This community should continue to foster collaboration through thoughtful, regional or statewide technology planning.

Sharing resources and expertise across the State will lift the burdens (financial and otherwise) on individual programs, while still ensuring that service delivery and internal process are enhanced through the introduction or enhancement of technology.

## **Gathering and Using Data**

### Summary of Panel Discussion

This panel, moderated by Merritt Birnbaum, introduced methods for gathering and using the myriad data that providers collect to evaluate and increase services, including how funders drive data collection, as well as how programs use data to inform service delivery and the supervision of legal services. Veyom Bahl, Senior Program Officer, The Robin Hood Foundation, discussed the funders' perspective, outlining the data points that interest his foundation most (i.e., case volume; case outcome; and cost/hours per case), and the impact of the data on grant-making. Laura Haring, Grant Writer & Data Analyst, NYLAG, discussed the various elements her organization measures (i.e., caseloads, caseload per handler; hours; where cases are from or tend to be from) and the low-cost technology tools that it has used to provide data visualization and management (Excel-based dashboards and pivot tables). Wilneida Negron, a Fellow at the Data & Society Research Institute, discussed the broader impact of data collection and offered three strategies for using legal services data to raise awareness about broader social issues and support civil rights. These include developing standards for measurement of delivery and services, data mining and prediction, and data-driven advocacy.

## **Closing Plenary**

### Summary of Panel Discussion

Moderated by Christine Fecko, General Counsel, NYS IOLA Fund, this panel first provided the facilitators from the earlier panels an opportunity to briefly report out the key points from their sessions. One overriding issue that was discussed throughout the conference was the need for dedicated funding to support technology initiatives.

Next, panel members Michael Mills, Co-Founder and Chief Strategy Officer, Neota Logic Inc., Rajat Basu, PhD, Senior Principal Scientist (Ret'd.), Honeywell, and Jeff Hogue, reflected on how the New York civil legal services community could move forward to implement the ideas that had been generated, to benefit providers and ensure that the state is at the forefront of providing civil legal services. Hogue and Mills encouraged future efforts to set appropriate technology standards as a way of encouraging an environment where innovation can thrive. From a practical perspective, Mills bluntly challenged the community as a whole to be more efficient with its limited financial and other related resources by sharing responsibility for non-mission technology infrastructure and by moving much of it to the Cloud. Basu's description of

Business Process Analysis (or Six Sigma) captured the audience's attention as a method for improving the efficiency of existing or new technologies used in the delivery of civil legal services. Finally, the panel recommended that clients participate in future discussions so that their perspectives can be integrated into client-facing technology enhancements and innovations.

### **Conference Evaluation and Feedback**

According to a detailed, post-conference survey sent to all attendees, the conference was an overwhelming success. "Excellent," "well organized," "informative," "insightful," "important," "inspiring," and "fantastic" were some of the comments offered. The topics that attendees found the most useful included document management systems, integration of technology systems within a program and in collaboration with colleagues, online intake, technology tools for self-represented litigants, and data visualization for fundraising and management. Information security was one of the topics identified for future attention. Virtually everyone who responded indicated that they would attend a similar conference next year, and many urged that the conference be extended for a longer time period with more time allocated for breakout sessions, demonstrations, brainstorming and networking. It was suggested that consideration be given to allocating more time for the discussion of innovative ideas and technology standards and integration. As a practical matter, the conference also spurred over 25 people to join NYSTech, which will serve as an important vehicle for ongoing collaboration within the civil legal aid community on technology issues until any future conference can be held.

**EXHIBIT 1 TO THE TECHNOLOGY CONFERENCE REPORT**

**STATEWIDE CIVIL LEGAL AID TECHNOLOGY  
CONFERENCE – PROGRAM**

**INAUGURAL**

**STATEWIDE CIVIL LEGAL AID  
TECHNOLOGY CONFERENCE**

**THE ROLE OF TECHNOLOGY IN  
PROMOTING ACCESS TO JUSTICE AND  
COLLABORATION IN THE  
DELIVERY OF LEGAL SERVICES**



CONVENED BY THE  
**TASK FORCE TO EXPAND  
ACCESS TO CIVIL LEGAL SERVICES IN NEW YORK**

COLUMBIA LAW SCHOOL, NEW YORK

July 23, 2015



# STATEWIDE CIVIL LEGAL AID TECHNOLOGY CONFERENCE

THE ROLE OF TECHNOLOGY IN PROMOTING ACCESS TO JUSTICE AND  
COLLABORATION IN THE DELIVERY OF LEGAL SERVICES

JULY 23, 2015 • COLUMBIA LAW SCHOOL • NEW YORK

## AGENDA

**8:30–9:00 A.M.** REGISTRATION AND LIGHT REFRESHMENTS

**9:00–9:30 A.M.** WELCOME AND INTRODUCTION

ROOM 106

**Helaine M. Barnett** *Chair, Task Force to Expand Access to Civil Legal Services in New York*

**Avery W. Katz** *Vice Dean and Milton Handler Professor of Law, Columbia Law School*

### OPENING REMARKS

**Hon. Jonathan Lippman** *Chief Judge of the State of New York*

**9:30–11:00 A.M.** MORNING PLENARY:

ROOM 106

### INSPIRING EXAMPLES OF TECHNOLOGY INNOVATION

**Jeff Hogue** *Co-Chair, NLADA Technology Section*

This series of presentations will provide an overview of exciting technologies currently in use or within reach of the New York civil legal aid community.

**9:30–10:15 A.M.**

### NEW YORK TECHNOLOGY INITIATIVES

- Data Visualization & Dashboards (*Merritt Birnbaum, NYLAG*)
- Online Self-Help: DIY Court Forms, LHI & E-Filing (*Mike Williams, Bronx County Family Court*)
- Rich Self-Help and Virtual Consultations (*Mark O'Brien, Pro Bono Net*)
- Mobile/SMS Outreach with the Self-Represented (*Adriene Holder, The Legal Aid Society*)
- Lawyering in the Digital Age (*Conrad Johnson, Columbia Law School*)

**10:15–11:00 A.M.**

### NATIONAL TECHNOLOGY INITIATIVES

- Business Process Analysis and Expert Systems (*Rajat Basu, PhD, Honeywell [Ret.]*);  
Examples from Other States (*Glenn Rawdon, LSC*)
- Rechtwijzer Project & Online Dispute Resolution (*Glenn Rawdon*)
- Convergence - Reaching 100% by Scaling the Successes - Public/Private Partnerships to Tap the Latent Market and Leverage Start-Up Investments (*Ron Staudt, Chicago-Kent*)
- Law School Apps for Justice - Teaching 21st Century Core Competencies by Building Content and Tools for Statewide Legal Aid Websites (*Ron Staudt*)
- Convergence Gaps and Coordination (*Glenn Rawdon*)
- Statewide Planning - Highly Coordinated Examples (*Glenn Rawdon*)

**11:00–11:15 A.M. BREAK**

**11:15 A.M.–12:30 P.M. BREAKOUT SESSION ONE**

**1.A EXECUTIVE DIRECTOR BREAKOUT**

**ROOM 106**

**Lillian Moy** *Executive Director, Legal Aid Society of Northeastern New York and Member, Task Force*

**Peter Lesser** *CIO, Skadden Arps*

Executive Directors from civil legal aid providers and a CIO from a major law firm will discuss what they are doing and what they can realistically envision. What does technology offer to improve client services, program management and the efficiency of legal services? Panelists will discuss creating a cohesive vision for integrating technology into various aspects of organizational missions.

- Unified Consumer Portal (*Ken Perri, LawNY*)
- VoIP (Voice over Internet Protocol) in Intake (*Bill Hawkes, NLS*)
- Document Assembly (*Joe Kelemen, WNYLC*)
- Case Management (*Raun Rasmussen, LSNYC*)
- Sharepoint/Knowledge Management (*Sally Curran, Volunteer Lawyers Project of Onondaga County*)
- Pro Bono Tech Assessment (*Peter Lesser, Skadden Arps*)

**1.B TECHNOLOGY MANAGERS & CIO BREAKOUT**

**ROOM 107**

**John Greiner** *President, Just-Tech, LLC (Former CIO, Legal Services NYC)*

Technology managers, both accidental and intentional, come together to discuss the state of technology in their programs, including shared challenges, innovative projects, resources and purchasing.

- Pro Bono Tech Assessments (*Michael Donnelly, Simpson Thacher*)
- Document Management Systems (*Jeff Franchetti, Cravath, Swaine & Moore, LLP*)
- Technology Training (*John Attinger, Capensys*)
- Shared Technology Challenges (*Open Discussion*)
  - Change Management and Innovative Projects
  - Identifying the Right Free and Low-Cost Resources
  - Justifying, Measuring and Critiquing Tech Initiatives
  - Procuring IT Hardware, Services and Systems

**12:30-1:15 P.M. LUNCH & NETWORKING**

**1:15-2:15 P.M. BREAKOUT SESSION TWO**

**2.A SINGLE POINT OF ENTRY: ONLINE COORDINATION, TRIAGE & INTAKE**

**ROOM 107**

**Deborah Wright** *President, Local 2325, UAW; Chair, Task Force Technology Working Group*

An overview of the LSC Summit Report vision for “single point of entry” with highly coordinated intake, referral services and resources will be presented, along with a look at how New York is incorporating these ideas.

- Overview of LSC Summit Report and the Vision for Intelligent Seamless Routing of People and Problems Extending Beyond Online Intake (*Glenn Rawdon, LSC*)
- Use of Online Intake Tools in NYS: An Update to the 2013 Technology Survey (*Christine Fecko, IOLA Fund*)
- Examples of Online Triage/Intake Projects (*Anna Hineline, LawNY*)
- Bakersfield, CA Project (*Brian Donnelly, Columbia Law School*)

## 2.B TECHNOLOGIES THAT SUPPORT PRO BONO AND REMOTE DELIVERY

ROOM 106

**Sally Curran** *Executive Director, Volunteer Lawyers Project of Onondaga County*

How technology can assist with recruiting, training, managing and delivery of pro bono programs, including the remote delivery of legal services.

- Volunteer Recruitment and Screening
  - Built-in Salesforce: Pro Bono Volunteer Applicant Screening (*Adam Heintz, Legal Services-NYC*)
- Online Training and Support of Pro Bono Attorneys and Law Students
  - CLARO Project (*Joe Keleman, WNYLC & Conrad Johnson, Columbia Law School*)
    - Online Training
    - Document Assembly on the Spot for Clients
  - Law Student Pro Bono: Fair Hearing Bank (*Conrad Johnson*)
  - Online Training: Surge Docket Training for Immigration Court (*Conrad Johnson*)
- Online Intake and Case Development or Document Drafting
  - Pro Bono Online Questionnaires for Case Building (*Bryan Babcock, VLSP*)
  - Bankruptcy Preparation (*John Greiner, Just-Tech*)
- Remote Delivery of Pro Bono Service
  - LiveHelp - Law Student Pro Bono (*Leah Margulies, LawHelpNY*)
  - Reaching Rural Clients with Video Conferencing and Remote Document Drafting (*Sally Curran, Bryan Babcock*)

2:15-2:30 P.M. BREAK

2:30-3:30 P.M. BREAKOUT SESSION THREE

## 3.A COLLABORATION, SHARING AND PLANNING FOR TECHNOLOGY IMPROVEMENTS

ROOM 107

**Anna Hineline** *Technology Coordinator, LawNY*

**Darrin Lawson** *Technology Manager, Hiscock Legal Aid Society*

Focusing on collaboration, presenters will provide examples of the resources available to further integrate technology into legal services, including the necessary planning (business process analysis or business intelligence) and the challenges that can naturally arise in collaborations.

- Who's Who in Legal Services Technology
  - Existing Resources (*LSNTap, LSTech, NYSTech, NTEN, TIGs*)
  - What Can We Do as a Community to Better Communicate about Technology?
- Picking a Project that Best Meets the Needs of Your Staff and Clients
  - Evaluating Systems and Efficiencies: Business Intelligence and Expert Systems to Avoid Automation of Inefficient Processes
- Choosing the Right Partners
  - Identifying the Goals: Navigating Divergent Views of Good Change
- Project Sustainability and Planning
  - Assessing the Availability of Resources to Continue Projects
- Training
- Challenges with Collaboration

### 3.B GATHERING AND USING DATA

ROOM 106

**Merritt Birnbaum** *Chief Administrative Officer, NYLAG*

The panel will introduce methods for gathering and using the myriad data collected to evaluate and increase services, including how funders drive data collection, how programs use data to inform service delivery and the supervision of legal services.

- **Funder Perspective** (*Veyom Bahl, Robin Hood Foundation*)
  - Which Data Points Interest Robin Hood Most and Why?
  - Key Robin Hood Metrics for Legal Services and How They are Applied
- **Agency Perspective** (*Laura Haring, NYLAG*)
  - Deciding What to Measure for External & Internal Purposes
    - What Information do Funders Want?
    - What Information do Supervisors Want or Need to Manage Programs More Effectively?
  - Tools for Data Management
    - Using Excel-based Dashboards and Pivot Tables to More Easily Visualize and Analyze Data
  - Analysis and Reporting
    - Trend Tracking to Inform Program Priorities, Grant Reporting, Fundraising Appeals, Legislative Advocacy, etc.
- **Broader Impact** (*Wilneida Negron, Data & Society Research Institute*)
  - What Role can Legal Services Data Play in Larger Efforts to Raise Awareness about Social Issues and Support Civil Rights?
  - How Legal Aid Data can be Combined with Public Data to:
    - Inform Legal Services Deliveries
    - Enhance the Statewide Legal Service Delivery Capacity
    - Better Integrate Legal Aid into Existing Community-Based Service Delivery Systems through Increased Triage Service Delivery Models
  - Developing Measurement Standards
  - Using Data Mining and Predictive Analytics
  - Data-Driven Advocacy and Leveraging Data for Outreach

3:45-4:45 P.M.

### CLOSING PLENARY

ROOM 106

**Christine Fecko** *General Counsel, IOLA Fund*

**Michael Mills** *Neota Logic, Inc.*

**Rajat Basu** *PhD, Honeywell (Ret.)*

The conference facilitators will report out the key points from their sessions and a panel will reflect on next steps for the New York civil legal aid community. Together, they will ask how New York can move forward to implement the ideas considered during the conference.

4:45-5:00 P.M.

### CLOSING REMARKS

ROOM 106

**Helaine M. Barnett** *Chair, Task Force to Expand Access to Civil Legal Services in New York*

# PARTICIPANTS

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**VEYOM BAHL**

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**AMY BARASCH**

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**HELAINÉ M. BARNETT**

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# The Task Force to Expand Access to Civil Legal Services in New York

## ACKNOWLEDGMENTS

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*The Technology Conference Planning Committee gratefully acknowledges the generosity of Simpson Thacher and Bartlett, LLP for the Conference refreshments.*

*The Technology Conference was planned in conjunction with NYSTech and The Task Force extends its sincere gratitude to those members who worked tirelessly to make this event possible with particular thanks to John Greiner, Jeff Hogue and Christine Fecko.*

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**PERMANENT COMMISSION ON ACCESS TO JUSTICE**

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**REPORT TO THE CHIEF JUDGE OF THE STATE OF NEW YORK**

**APPENDIX 17:**

**Statement from the New York State Bar Association in  
Support of Pro Bono Service by Government Attorneys**

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**NOVEMBER 2015**

The New York State Bar Association (NYSBA) is in favor of facilitating the ability of government attorneys to perform more *pro bono* service. To provide a tool to aid in this effort, NYSBA is in the process of developing a model *pro bono* policy for government attorneys. The policy is being developed by a subcommittee of the NYSBA President's Committee on Access to Justice (PCAJ), which began its work in March 2015.

We hope to have a model policy finalized in 2016. We anticipate that the model policy, in its final form, will:

- Summarize the significant unmet need for additional resources to provide civil legal services to low-income people who currently must proceed unrepresented in court proceedings and in other civil matters;
- Encourage and support participation by government agency attorneys in providing *pro bono* services;
- Define *pro bono* services consistently with the Rules of Professional Conduct, 22 NYCRR Part 1200, Rule 1.6;
- Take into consideration Public Officers Law sections 73 and 74, which govern the business and professional activities of state employees, including uncompensated outside employment; and
- Provide a series of recommended policies and procedures for agencies to consider adopting.

Following approval of the policy by NYSBA's executive committee, NYSBA will transmit it to the Permanent Commission on Access to Justice (the "Commission"). NYSBA hopes to work closely with the Commission and with federal, state and municipal agencies with respect to adoption of the policy.