Collaboration, Sharing and Planning for Technology Improvements

Anna Hineline, LawNY
Darrin Lawson, Hiscock Legal Aid Society

Who's Who?

Picking a Project

Project Partners

Project Mgmt

Sustainability

Beyond the project

Existing Resources

LSNTAP

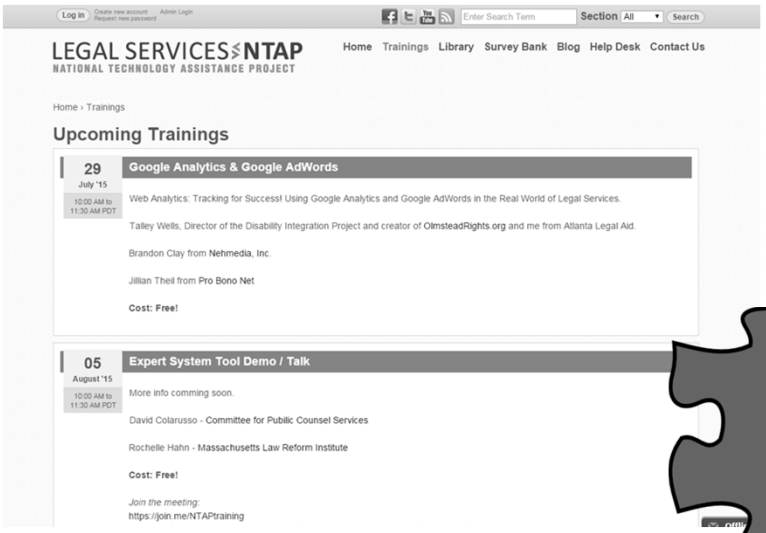
LSTech

NYSTech

NTEN

TIG

LSNTAP



LSTech

[LStech] SNAP (food stamps) calculator LawHelp x LStech x

Rochelle Hahn Jan 22
Does anyone have an online SNAP/ Food Stamps calculator geared towards advoca...

8 older messages

Alison Richards Jan 30
I'd also love to get training in github (and PhoneGap if possible), or resour...

Pieter Gunst <pieter@lawgives.com> Jan 30
to Alison, lstech

Github itself has some great resources: https://help.github.com/articles/good-resources-for-learning-git-and-github/

In particular, this short tutorial gets you into the basics (it's fun too!): https://try.github.io/levels/1/challenges/1

I've given quite some students an intro to Git, typically following these steps:

- start with the short tutorial linked above
- then move to using git in the terminal / command line
- subsequently look at GUI's, such as Github for Mac by Github or the powerful Sourcetree by Atlassian.

Pieter K. Gunst | pieter@lawgives.com
Co-Founder, LawGives | @LawGives | 650.391.3832
Fellow, CodeX | Stanford Center for Legal Informatics
Entrepreneur-in-Residence, StartX | Stanford Student Startup Accelerator

IMPORTANT: The contents of this email should not be construed as legal advice. You should not consider communication to be an invitation to an attorney-client relationship nor does any privilege attach. You should always seek legal advice from an attorney qualified in your jurisdiction.

NTEN

ntc
NONPROFIT TECHNOLOGY CONFERENCE

Home | Event Details | Register | Sponsors & Exhibitors | Connect | search

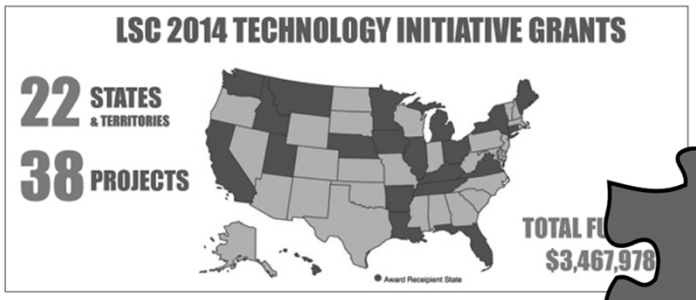
ntc
NONPROFIT TECHNOLOGY CONFERENCE
MARCH 23-25, 2016 | SAN JOSE, CA
MORE INFORMATION COMING SOON!

Sponsor 16NTC | Online NTC | 16NTC S Submis

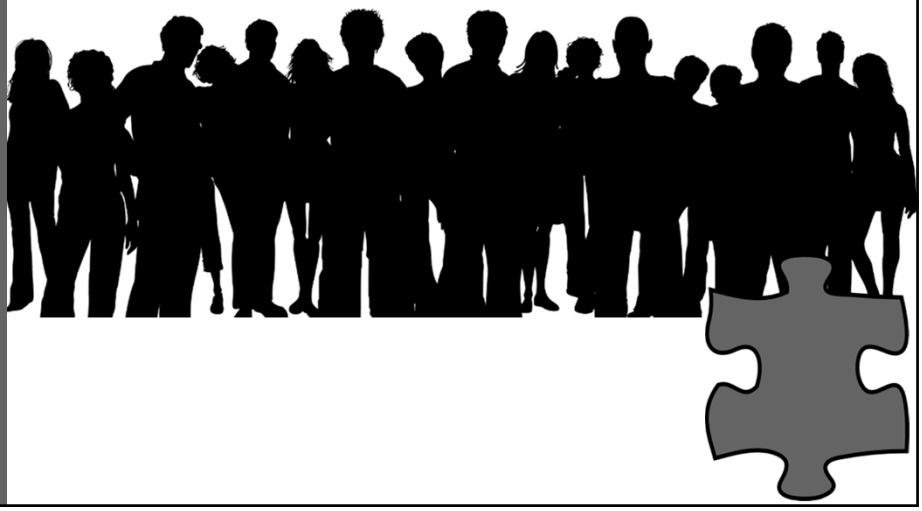
LSC TIG Community

LSC Awards Nearly $3.5 Million in Technology Grants to Legal Aid Organizations

Friday, October 17, 2014

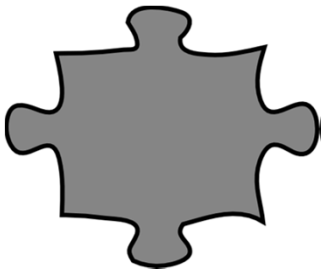


You!



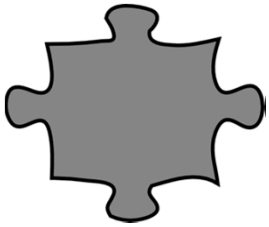
Picking Your Project

- Internal processes
- Service delivery
- Data availability
- Funding stream

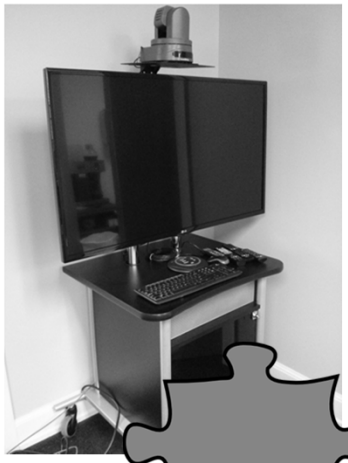


Internal Process

- Evaluating system efficiency
- Business intelligence and expert systems
- Don’t automate inefficient processes!!



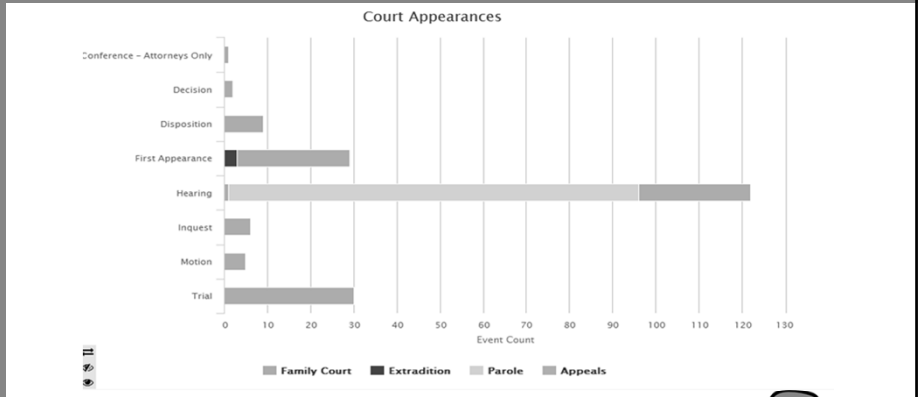
Video Conferencing



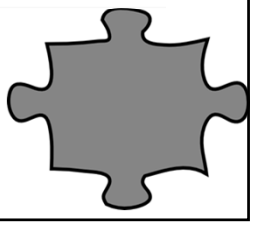
Case Management Systems

- Is anyone else making the switch?
- Resource and expertise sharing
- Reporting requirements

Data Interpretation and Visualization

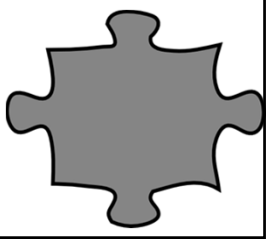


- ➢ Share training and resources
- ➢ Share products (if licensing allows)
- ➢ Don't reinvent the wheel



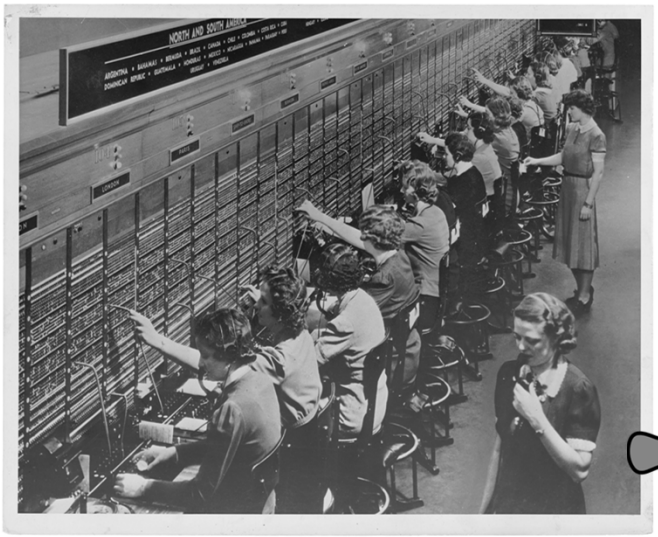
Service Delivery

- ➢ Online Triage and Intake
- ➢ Coordinated Hotlines
- ➢ Self Help and Document Assembly



Online Triage and Intake

Coordinated Hotlines



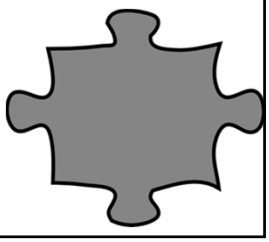
Self Help and Doc Assembly

- Never rely on only one form of help
  - Internal BI Models
  - External
    - Networking and community forums
- Well organized documented procedures
- Templates for software apps
- CMS based document assembly
- Online document generation
  - Hotdocs

Hiscock Legal Aid Project

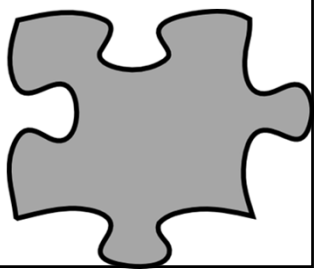
HISCOCK LEGAL AID SOCIETY

How about you?

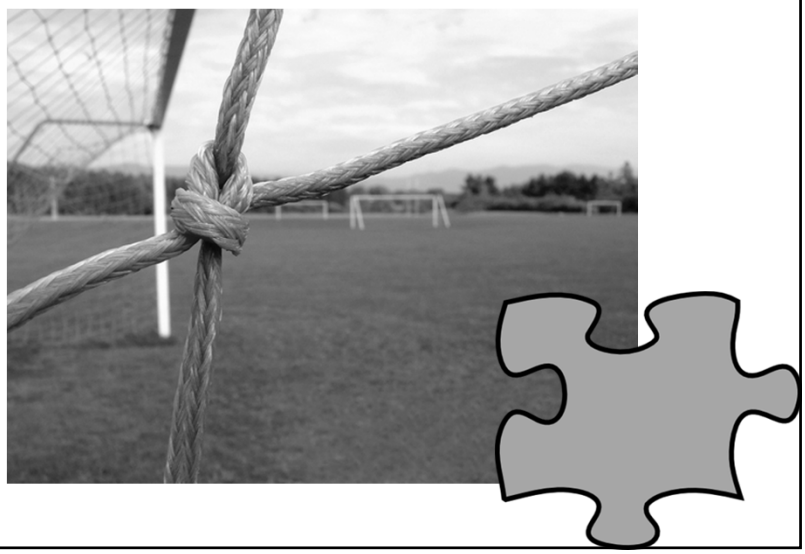


Project Partners

- Identifying goals
- Current non-technology partners
- Community Partnerships
- Local consortiums



Identifying Goals



Utilizing Partnerships

- Other legal services providers
- Non-legal community partners
- Corporate/private companies
- Private law firms

Incentivising Collaboration

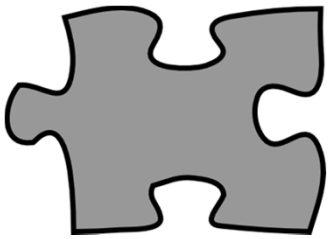
Photo by Themeplus (BY-SA)

Tech Project Management

- Managing your project
- Collaboration tools
- Technology setbacks
- Cost sharing
- Knowledge sharing

Managing Your Project

- Project Determination
- Project Summary/Analysis
- Phases
  - Collective Research
  - Surveys of Need/Use
  - Tap Outside Resources
  - Cost Prohibitives, etc…
  - Milestones
    - Internal effort,
    - External dependencies
    - Flexibility



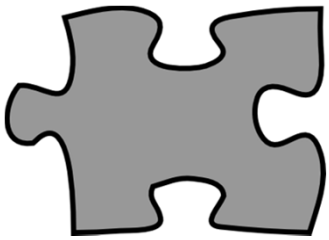
Collaboration Tools

asana:

Trello

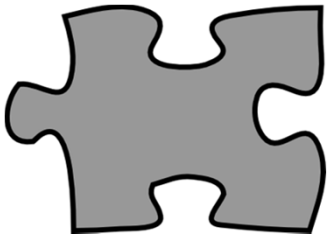
Dropbox

Basecamp®



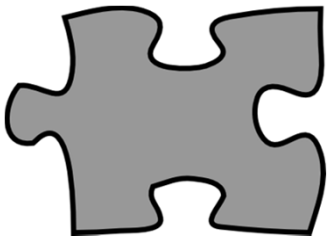
Technology Setbacks

- Downtime
- OS & Software updates, exploits, & patches
- Remote connectivity pitfalls
- Vendor Changes
- Scope creep



Cost Sharing and Purchasing

- Group procurement
- Minority and Women Owned Vendors
- Non-Profit Software availability
  - Free software
  - Free cloud services
  - Discounted Licensing
    - Techsoup.org

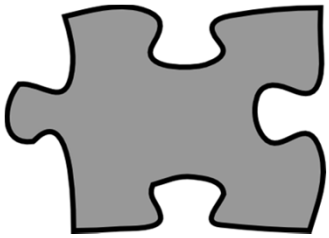


Knowledge Sharing

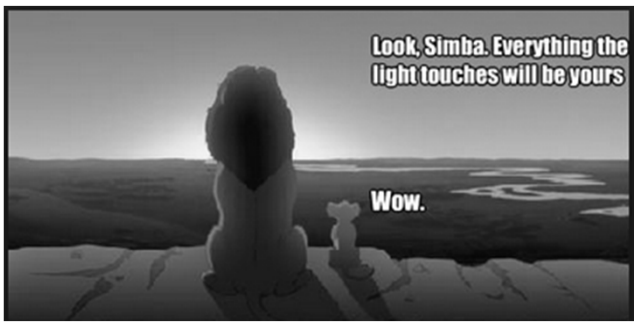
Know an expert at another legal services provider?

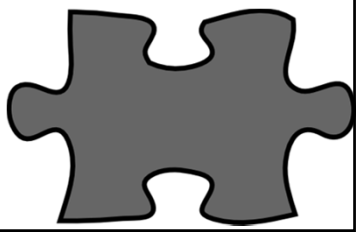
Give them a call!

How can we facilitate this?



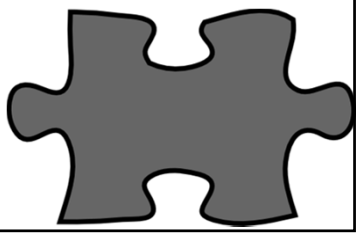
Sustainability and Planning





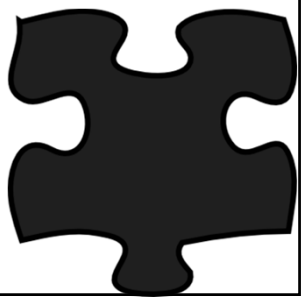
Sustainability and Planning

- Cyclical Updating, Upgrading, & Implementation
- Cost/Benefit Analysis
- Single Point of Failure Reduction or Elimination
- Cloud Usage
- Accounting For Data Growth
- Staff Training



Beyond the Project

- Training
- IT Needs and Documentation
- Web content development
- Resource sharing



Thank You!

Anna Hineline
Technology Coordinator
LawNY
ahineline@lawny.org

Darrin Lawson
Technology Manager
Hiscock Legal Aid Society
dlawson@wnylc.org