

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

Inaugural Statewide Civil Legal Aid Technology Conference *The Role of Technology in Promoting Access to Justice and Collaboration in the Delivery of Legal Services*

Faculty Biographies

John Attinger is the Director of Training at Capensys, a full-service training company with expertise in user adoption and change management for law firms, where he is responsible for managing the training components of all client work. Mr. Attinger is experienced in managing technology rollouts, small to large and multi-office projects. His expertise includes project management, personnel sourcing and management, and training curriculum development and delivery. Mr. Attinger previously worked at Dewey & LeBoeuf LLP as the technology training manager for six years. He also worked at Orrick, Herrington & Sutcliffe LLP and O'Melveny & Myers LLP as a senior IT trainer and a regional training coordinator, respectively.

Bryan Babcock is a staff member at Volunteer Legal Services Project in Rochester where he focuses on finances, databases and IT. In his spare time, Mr. Babcock runs a small not-for-profit, Sweet Beez, Inc. which does community development through urban beekeeping educational programs. He has a Bachelors in Business, with minors in Music and Computer Science, and a Masters in Urban Studies.

Veyom Bahl is a senior program officer at Robin Hood, a foundation that distributes \$130 million annually in the fight against poverty in New York City. At Robin Hood, Mr. Bahl helps to create and grow effective nonprofit programs in support of immigrant families. For the last two years, he has managed the team launching the Immigrant Justice Corps, the nation's first fellowship program focused on immigration legal services and the largest expansion of these services in New York City's history. Previously, Mr. Bahl served on President Obama's re-election campaign and interned at the White House, where his work focused on social enterprise. He also worked in a similar capacity at the Young Foundation in London, following two years as a public finance investment banking analyst at Morgan Stanley. Mr. Bahl holds a Master's degree in Urban Development Planning from University College London (Distinction) and a B.A. in Political Science from the University of Pennsylvania (summa cum laude). He was also a Fulbright Scholar to Mexico.

Rajat Basu, PhD, recently retired as a Senior Principal Scientist from Honeywell's Buffalo Research Laboratory where he worked for over 33 years and held various positions. As a scientist in the lab, Dr. Basu worked on developing many chemicals and processes. His major achievement was the development of a new generation of environmentally-friendly chemicals for refrigeration and air-conditioning as well as solvents to replace chlorofluorocarbons which depletes the earth's ozone layer. He was honored by the American Chemical Society in 1997 for this work and in 2005 was nominated as distinguished alumni of the University of Maryland. Dr. Basu was later involved in developing chemicals with lower greenhouse warming potential. He is a certified six-sigma Black-Belt and Lean Master of Honeywell and was involved in

operational improvement of many projects there. Dr. Basu has authored/co-authored over 60 United States and International Patents, and over 50 scientific publications in reputed journals. He did his undergraduate studies in India and received a PhD in Physics from the University of Maryland at College Park.

Merritt Birnbaum oversees New York Legal Assistance Group's non-legal operations, including fundraising and strategic development, marketing and communications, reporting and evaluation, technology, and human resources. Since joining NYLAG in 2010 as Development Director and then Chief Development Officer, Ms. Birnbaum spearheaded the organization's fundraising, increasing revenues from \$9 million to \$23 million annually through public and private funding sources. Prior to her work at NYLAG, she served as Director of Marketing & Development at Youth Renewal Fund, a New York-based charity providing education to disadvantaged children in Israel. Previously, Ms. Birnbaum held development and communications positions at the American Committee for the Weizmann Institute of Science and the National Multiple Sclerosis Society. In 2002, she co-founded a non-profit that awarded scholarships to victims of domestic violence in New York City. A classically trained painter, Ms. Birnbaum majored in Art at Vassar College and began her career as a producer of corporate videos and events.

Sally Curran is the Executive Director of the Volunteer Lawyers Project of Onondaga County, Inc. (OnVLP), a pro bono legal services organization serving low-income individuals throughout Central New York. She guided OnVLP through a spin-off into an independent nonprofit, major technology upgrades, and expansion, including new programming to address immigration, family law, LGBT rights, and homeless needs. Prior to joining OnVLP, Ms. Curran had a child-centered family law practice in Portland, Maine, where she provided over 200 hours of pro bono service annually. She graduated summa cum laude from the University of Maine with degrees in Spanish Language and Women's Studies and obtained her Juris Doctorate at the City University of New York College of Law.

Brian Donnelly is the Director of Educational Technology and Lecturer in Law at Columbia Law School. He began his career at Columbia Law School in the early 1990's working on a large-scale digital library initiative. In 2001, Mr. Donnelly helped to found the Lawyering in the Digital Age Clinic and has collaborated for many years with Professors Conrad Johnson and Mary Zulack on the development of other efforts to teach lawyering and technology. In his administrative role, Mr. Donnelly is responsible for the curriculum-based technology initiatives at Columbia Law School. He is active in the American Bar Association Law Practice Division. He is also a Fellow of the American Bar Foundation and was a member of the Westlaw Law School Advisory Board (2009-2011).

Michael Donnelly is the Chief Information Officer at Simpson Thacher. Mr. Donnelly has been with the firm since 2004, where he establishes the firm's technology strategy and also oversees information security, information technology operations and all other technology-related functions. Mr. Donnelly received his B.A. in Computer Science from La Salle University.

Christine M. Fecko has been the General Counsel of the IOLA Fund of the State of New York since 2011. She is active within the National Association of IOLTA Programs and also currently serves on the New York State Bar Association's ("NYSBA") President's Committee on Access to Justice, the NYSBA Committee on Legal Aid, the NYSBA Law Practice Management Committee, the New York City Bar Association's Pro Bono and Legal Services Committee and the Technology Working Group of the Task Force to Expand Access to Civil Legal Services in New York. Prior to joining the IOLA Fund, Ms. Fecko spent nearly five years as the General Counsel and Chief Operating Officer of My Sisters' Place, a non-profit organization providing social and legal services to domestic violence victims in Westchester County. Previously, she practiced commercial litigation in New York City for over ten years at McGuireWoods LLP and Kelley Drye & Warren LLP. Ms. Fecko served as a member of the Westchester County Domestic Violence Council and secretary to the New York City Lawyers Committee Against Domestic Violence, and is a former Chair of the New York City Bar Association's Committee on Legal Services for Persons of Moderate Means. Ms. Fecko earned a B.A. from SUNY Binghamton in History and Women's Studies and a J.D. from New York University School of Law.

Jeff Franchetti is the Chief Information Officer for Cravath, Swaine & Moore LLP where he oversees the direction and strategy of the Information Technology, Research Services, Conflicts, Information Governance and e-Discovery functions. In addition, Mr. Franchetti leads Cravath's Knowledge Management, Information Security and Business Continuity initiatives. He is on the steering committee for the International Legal Technology Association's LegalSEC forum and is actively involved with legal industry efforts to promote best practices and increase awareness on cybersecurity risks.

John Greiner is the founder of Just-Tech, LLC, a 2015 startup dedicated to fulfilling the technology needs of legal services providers. Just-Tech addresses the full complement of organizations' technology needs or supplements existing in-house IT. Prior to Just-Tech, Mr. Greiner was the first Chief Information Officer for Legal Services NYC, the nation's largest civil legal services provider. He led the citywide integration of disparate technology and systems, and advanced the use of technology for service delivery, client access and overall operations. During his tenure at LSNYC, Mr. Greiner helped providers in New York State and around the country with technology and systems needs. Prior to his work at LSNYC, Mr. Greiner was the first Executive Director of Illinois Legal Aid Online where he operationalized the center, raised significant grant dollars, and led the build-out of its initial systems. He spent several years working for the federal government implementing a small business regulatory enforcement fairness statute as well as developing the voice and data systems needed to manage the national program. While working for the federal government, Mr. Greiner volunteered with the Chicago bar and the legal services community on the role of technology in addressing access to justice. He has also worked for Indiana Legal Services where he served as a staff attorney and technology manager. Mr. Greiner serves on the boards for 211NY and NYSAirs, and is a coordinator for the NYSTech group. Prior to graduating from the University of Wisconsin Law School with honors, Mr. Greiner spent several years in systems analysis, programming, and systems administration.

Laura Haring is the Grant Writer & Data Analyst at New York Legal Assistant Group (NYLAG), working with each of NYLAG's units to develop fundraising proposals and grant reports. She has also spearheaded NYLAG's efforts to better use data collection and analysis to understand and improve the agency's impact. This includes overseeing the agency's case management system and developing a system of dashboards to track trends. Prior to joining NYLAG, Ms. Haring was a reporter for the New York Law Journal, covering pro bono and legal services, law schools and court decisions. Additionally, she has worked as a News Assistant for CNN Washington, and held internships with WCBS and the United States Senate. She received her B.A. in Politics from The Catholic University of America and is an MPA candidate at New York University.

William Hawkes has been the Executive Director of Neighborhood Legal Services, Inc., (NLS) in Buffalo since May 1998. NLS is a Legal Services Corporation grantee which serves Erie, Niagara, Orleans, Genesee and Wyoming Counties from three offices, including locations in Niagara Falls and Batavia. From 1990 to 1998, he served as the Director of Training at the Greater Upstate Law Project (GULP) in Rochester, directing the statewide training services provided to the legal services programs across New York State outside of New York City. Mr. Hawkes organized teams to produce most of the New York State legal services conferences and regional trainings conducted in the 1990's and served on other training team collaborations with programs in the Northeast and Atlantic regions. He has served as a trainer on numerous topics over the years. Mr. Hawkes began his legal career in 1977 as a public benefits paralegal at Monroe County Legal Assistance Corporation, Inc., in Rochester as a University Year in ACTION (UYA/VISTA) volunteer. He has represented low-income and disabled clients in hundreds of administrative hearings and appeals in front of the New York State Departments of Labor, Health and Social Services, as well as the Social Security Administration. Mr. Hawkes holds B.S. and Master of Public Administration degrees from the State University of New York, College at Brockport.

Adam Heintz is the Director of Pro Bono Services for Legal Services NYC. Mr. Heintz works with staff and pro bono partners to create and manage pro bono projects, place cases, access in-kind resources, and match individual volunteers with appropriate LS-NYC offices. He also manages communications related to pro bono, builds and maintains relationships with private partners, and ensures that pro bono partners are adequately trained and supervised. Mr. Heintz has overseen a dramatic expansion of LSNYC's pro bono program, more than doubling most metrics year after year. Prior to joining LSNYC, Mr. Heintz spent six years as a litigation associate at Morrison & Foerster LLP, where he maintained an active pro bono docket. He has served on the Pro Bono Advisory Council for New York Lawyers for the Public Interest. He is also a founding member of the Brooklyn Family Defense Project's Associate Advisory Board. Previously, Mr. Heintz was employed as the HIV-Related Violence Program Coordinator at the New York City Gay and Lesbian Anti-Violence Project, and as Director of Education at the Gay Men's Domestic Violence Project. Mr. Heintz received his B.A. from Oberlin College and J.D. from New York University School of Law.

Anna Hineline is the Technology Coordinator at Legal Assistance of Western New York, Inc. (LawNY®) where she works with staff to ensure that they have access to and understand the technology that is available to better serve clients and effectively collaborate with others in the organization. She also assists in the administration of a variety of innovative technology-related initiatives including LSC TIG-funded projects. Ms. Hineline has also served as the Upstate Organizational Listing Coordinator for LawHelpNY and as coordinator of the pro se divorce clinic in the Geneva office of LawNY®. She started at LawNY® as an AmeriCorps VISTA member, helping establish the Veteran Outreach Project. Ms. Hineline is a 2011 graduate of William Smith College.

Jeff Hogue is the Community Relations Coordinator for Legal Server, which provides technology solutions for legal aid providers. Prior to his current position, he served as a legal aid attorney for 14 years and has led a number of innovative technology and legal aid projects. Mr. Hogue serves on the NYSBA Committee on Legal Aid, served on the Technology Working Group of the Task Force to Expand Access to Civil Legal Services in New York, and is the national co-chair of the NLADA Technology Section. Mr. Hogue was honored in 2010 with the New York State Bar Association's 2010 Denison Ray Civil Legal Services Award. He is a graduate of the Fulbright College Honors Program at the University of Arkansas and Cornell Law School.

Adriene Holder serves as Attorney-in-Charge of the Civil Practice of The Legal Aid Society, and has devoted her entire professional career to addressing income inequality, and advancing equal rights and social justice. She is responsible for managing the provision of comprehensive civil legal services through a network of 16 neighborhood offices, courthouse-based offices, and specialized city-wide units serving all five boroughs of New York City. In addition to her formal duties, Ms. Holder also serves as an executive member on several boards, is actively involved with not-for-profits, and previously served as a Tenant Representative on the New York City Rent Guidelines Board for ten years. Often called upon to work on the Society's legislative agenda, Ms. Holder frequently testifies before legislative bodies on the local and State levels. She also is consulted on various legal and policy matters impacting low-income communities by the media, law schools, and policy or governmental agencies. She is the recipient of numerous honors and awards including the Thurgood Marshall Award (recognition of service as pro bono counsel to an individual under a sentence of death); The Legal Aid Society Pro Bono Award for work on the Alabama Pro Bono Death Penalty Project; New York Moves Magazine – Power Woman; Earl Warren Legal Scholar and a Reginald L. Lewis Fellow by her law school and a Melvin C. Steen Fellow by The Legal Aid Society when she started her employment. Ms. Holder graduated with honors from Spelman College, and Columbia Law School.

Conrad Johnson joined the Columbia Law School faculty in 1989 after two years as an assistant professor at the City University of New York School of Law and many years as the Attorney-in-Charge of the Harlem Neighborhood Office of The Legal Aid Society. He served as Director of Clinical Education from 1992 to 1996. He co-founded, and for eleven years directed, the Law School's Fair Housing Clinic, which specialized in civil rights litigation. He is co-creator of the Law School's first distance-

learning offering, the Seminar in Race-Conscious Remedies (1999), and co-created, with Brian Donnelly, the Law School's first e-course (2000), "The Impact of Technology on the Legal Profession." In 2001, he co-founded the Lawyering in the Digital Age Clinic, a path breaking offering that explores the impact of technology on law practice and the profession through client work and collaborative projects with major public interest legal organizations and prominent jurists. Prof. Johnson is nationally recognized as a leader in innovative legal education, access to justice, technology in law practice and diversity in legal education. He is the 2013 recipient of the Professor Willis L.M. Reese Award for Excellence in Teaching, the Law School's only teaching award.

Joseph Kelemen is the Executive Director of the Western New York Law Center which runs the Civil Legal Advice and Resource Office (CLARO) in Buffalo. CLARO's mission is to educate unrepresented debtors regarding their rights as consumers and to help them through the legal process. CLARO aims to maximize legal resources to those in need by providing limited-scope legal advice to unrepresented litigants, as part of the larger pro se movement. Mr. Kelemen attends all sessions of the CLARO consumer clinic and has automated many of the form pleadings used in the clinics.

Darrin Lawson is the IT manager at the Hiscock Legal Aid Society. His position affords him the opportunity to not only maintain the Society's infrastructure, but continue to research and implement ever-improving technologies. Mr. Lawson began his career as a faculty member of the Utica School of Commerce. His 15 years there included becoming the network administrator, computer science department chair, and faculty senate president. He has authored degree programs in computer sciences, information security and cyber security training seminars over his 20 years in the industry. In addition to industry certifications, he received a Bachelor's degree from SUNY Polytechnic Institute (formerly SUNY IT), and is working toward an MBA in Technology Management.

Peter Lesser is the Director of Global Technology at Skadden, Arps, Slate, Meagher & Flom LLP, where he has worked since 2006. He is responsible for the Firm's technology strategy, planning and implementation, and oversees applications and user support, business systems, infrastructure and operations, security and development. As a result of Mr. Lesser's commitment and service to The Legal Aid Society, in 2006, he received its Pro Bono Service Award. Prior to joining Skadden Arps, Mr. Lesser helped to create Kraft Kennedy & Lesser, Inc., a systems integration and consulting firm specializing in the legal community. Peter spent 18 years at KKL and served as the firm's Managing Partner. Mr. Lesser is a graduate of Brown University (magna cum laude) with a degree in Computer Science.

Leah Margulies has been leading LawHelpNY since 2006, helping unrepresented low-income New Yorkers access legal information and referrals when faced with an "essentials of life" legal crisis. She previously served as a staff attorney with Queens Legal Services and MFY Legal Services. She also served as a legal advisor at the United Nations Centre on Transnational Corporations and UNICEF. Prior to law school, Ms. Margulies founded and led an international boycott of the Nestle Company

for the unethical and dangerous marketing of baby formulas in Third World countries. She received her J.D. from Brooklyn Law School.

Michael Mills is the co-founder and chief strategy officer of Neota Logic Inc., developer of a no-code software platform with which lawyers and other professionals build expert systems to automate advice, documents and processes. Previously, Mr. Mills was a partner at the law firm of Mayer Brown. He also worked at Davis Polk & Wardwell where he lead technology strategy, business development, knowledge management, lawyer training and e-discovery, and at Kraft & Kennedy, where he served as a technology consultant to law firms and law departments. Mr. Mills is a director of Pro Bono Net and was a co-founder of the Central Park Conservancy. He is a graduate of the University of Chicago Law School.

Lillian M. Moy has been the Executive Director of the Legal Aid Society of Northeastern New York since 1995. Ms. Moy is a nationally recognized leader, writer and trainer in the civil legal aid community. Her particular areas of expertise are leadership development and diversity. Ms. Moy currently serves on the ABA Standing Committee on Pro Bono and Public Service, the Legal Access Job Corps Task Force and the Task Force to Expand Access to Civil Legal Services in New York. She is past Chair of the Civil Policy Group and the Board of the National Legal Aid and Defender Association. Ms. Moy serves as the Chair of the New York State Bar Association's Committee on Attorney Professionalism, and serves on the Nominating Committee, President's Committee on Access to Justice and the Committee on Legal Aid. Ms. Moy is also co-convenor of the New York Diversity Coalition, a group of legal services staff and managers dedicated to raising and resolving diversity issues in the legal aid community. She also is a member of the Board of Directors of the Albany Medical Center and a member of the Governance Committee of the Capital District Pride Center. She is a graduate of Hunter College of the City University of New York and Boston University School of Law.

Wilneida Negron is a civic technologist, project manager and researcher investigating data, technology and social change, with special focus on human/civil rights and vulnerable populations. Ms. Negron leads large and small technology projects to increase access to justice for low-income communities, nationally and internationally. She is a Fellow at Data & Society Institute where she conducts participatory research on data-centric approaches to prosocial change. She holds a Masters in Public Administration, a Masters in International Affairs, and is a PhD Candidate at the CUNY Graduate Center.

Mark O'Brien is the co-founder and Executive Director of Pro Bono Net, a national nonprofit that increases access to justice for the poor and other vulnerable populations through innovative uses of technology, collaboration and volunteer mobilization. Prior to starting Pro Bono Net, Mark spent eight years building a nationally-recognized pro bono program at Davis Polk and Wardwell. He has served on the advisory boards of the University of Pennsylvania Law School Public Service Program and the Public Interest Law Alliance (Ireland), and is a member of the Pro Bono and Legal Services Committee of the New York City Bar, and of Chief Judge Jonathan Lippman's Committee on Non-Lawyers and the Justice Gap. He is currently

an Adjunct Professor of Law at Georgetown University Law Center, where he co-teaches the Technology, Innovation, and Law Practice Practicum. Mark was named a 2012 "FastCase 50" honoree for his contributions to the legal technology field.

Ken Perri has served as the executive director of Legal Assistance of Western New York (LawNY®) since 2004. LawNY® is a not-for-profit corporation established to provide access to the justice system for low-income individuals and other vulnerable populations who have civil legal problems. LawNY® provides civil legal services throughout a large 14-county service area in western New York with staffed offices in Bath, Elmira, Geneva, Ithaca, Jamestown, Olean and Rochester. Mr. Perri is a member of the American Bar Association, the New York State Bar Association, the Monroe County Bar Association and the Ontario County Bar Association. Within NYSBA, he presently serves on the Committee on Legal Aid and the President's Committee on Access to Justice (PCAJ). Within PCAJ, he chairs a subcommittee which seeks to increase pro bono by attorneys employed by government agencies and serves on the *cy pres* subcommittee. Mr. Perri chaired the Committee on Legal Aid from June 2007 through May 2011. He is an active member of NYSBA's New York Pro Bono Coordinators' Network and presently serves on the Statewide Law School Access to Justice Council, the Unified Court System's Pro Bono Scholars Task Force, the New York State Legal Services Initiative and the Independent Judicial Election Qualification Commission for the Seventh Judicial District. Mr. Perri is a graduate of Boston University School of Law.

Raun Rasmussen has been the Executive Director of Legal Services NYC since June 2011. From 2003 to 2011, he served as LSNYC's Chief of Litigation and Advocacy, directing the Legal Support Unit, which provides litigation and advocacy leadership, training and support to legal services providers across New York City. Mr. Rasmussen began his legal career as a housing attorney at South Brooklyn Legal Services (a program of LSNYC). He later became Director of the Housing Unit and then Director of Litigation, supporting the development of affirmative litigation, helping to develop a highly successful foreclosure prevention project, and creating the Child Care Network Support Project, which provides legal services to home-based child care providers. Mr. Rasmussen has written numerous articles on residential displacement, foreclosure-related issues, ethics, affirmative litigation and leadership and management issues. He serves on the Task Force to Expand Access to Civil Legal Services in New York and is a member of the Board of Directors of the New Economy Project. Mr. Rasmussen holds a B.A. from Amherst College and a J.D. from Harvard Law School.

Glen Rawdon is Program Counsel for Technology at the Legal Services Corporation (LSC). He is responsible for helping legal services programs with their technology efforts and with the administration of the Technology Initiative Grants (TIG) program. Since the program started in 2000, TIG has made over 525 grants totaling more than \$40 million, many of them in partnerships with SJI and the courts. Before coming to LSC in 1999, Mr. Rawdon was a managing attorney at Legal Services of Eastern Oklahoma for five years, and before that, he was in private practice. He has served as co-chair of the Law Office Management Section of the Oklahoma Bar Association and was a member of the Legal Technical Advisory Counsel of the ABA.

Ronald W. Staudt is Professor of Law and Director of the Center for Access to Justice & Technology (CAJT) at Chicago-Kent College of Law. Prof. Staudt teaches the Justice and Technology Practicum and Practice & Professionalism, and he has taught Copyright Law, Intellectual Property Strategies, Internet Law, Public Interest Law & Policy, and Computer Law. CAJT is devoted to using Internet resources to improve access to justice with special emphasis on building web tools to support legal services advocates, pro bono volunteers and pro se litigants. Current CAJT projects include the law school's Public Interest Certificate program; A2J Author, a collaboration with the Center for Computer-Assisted Legal Instruction to build new computer interfaces for self-represented litigants; and the Self-Help Web Center at the Cook County Courthouse in the Daley Center, where law student volunteers help self-represented litigants to use technology tools developed at CAJT. Prof. Staudt has written numerous articles and books on technology and law, including the report co-authored by Charles L. Owen and Edward B. Pedwell, titled: ACCESS TO JUSTICE: MEETING THE NEEDS OF SELF-REPRESENTED LITIGANTS. Prof. Staudt is a fellow, board member and former president (2012–14) of the College of Law Practice Management. He has served on many boards and committees that promote technology solutions to access to justice problems, including the ABA Legal Access Job Corps Task Force (2013–14), and currently the ABA Commission on the Future of Legal Services.

Mike Williams is the Clerk of Court of Bronx County Family Court. He previously served as a Court Clerk Specialist in Kings County Family Court and an Assistant Deputy Chief Clerk of Self-Represented Services in Kings and Queens Counties. Mr. Williams is the author of several online DIY programs, including the Child Support Modification Petition. He has received honors and awards for his work, including the NYS Courts Access to Justice Program's first DIY Access to Justice Award, the New York State Unified Court System's Merit Performance Award and the NYC Bar Association's Kathryn Mc Donald Award for Excellence in Service to the Family Court. He earned a B.S. from Brooklyn College.

Deborah Wright is the President of UAW Local 2325/The Association of Legal Aid Attorneys. With over 1,200 members, Ms. Wright represents the attorneys employed at The Legal Aid Society, The Federal Defenders of the Eastern and Southern Districts, The Legal Aid Society of Orange County, The Legal Aid Society of Nassau County, and the attorneys and support staff employed at The Legal Aid Society of Westchester County. Ms. Wright began her legal career at The Legal Aid Society in the Manhattan Criminal Defense Trial Office. She is a member of the Task Force to Expand Civil Legal Services in New York and chair of its Technology Working Group. Ms. Wright is a graduate of New York Law School.