



2017 STATEWIDE CIVIL LEGAL AID
**TECHNOLOGY
CONFERENCE**

**THE ROLE OF TECHNOLOGY
IN PROMOTING ACCESS TO JUSTICE**

Convened by the New York State
Permanent Commission on Access to Justice

New York University School of Law, June 12, 2017



2017 STATEWIDE CIVIL LEGAL AID TECHNOLOGY CONFERENCE

8:00–8:45AM **REGISTRATION AND LIGHT REFRESHMENTS** **LOBBY/GREENBERG LOUNGE**

8:45–9:15AM **WELCOME AND INTRODUCTION** **GREENBERG LOUNGE**

Helaine M. Barnett, Chair, New York State Permanent Commission on Access to Justice; President, Legal Services Corporation (2004-2009)

Trevor W. Morrison, Dean and Eric M. and Laurie B. Roth Professor of Law, New York University School of Law

OPENING REMARKS

Hon. Janet DiFiore, Chief Judge of the State of New York

9:15–10:30AM **MORNING PLENARY** **GREENBERG LOUNGE**

RAPID FIRE **9:15–9:45AM**

This series of brief presentations will highlight exciting technologies currently in use or within reach of the New York State civil legal services community.

Facilitator: Christopher Schwartz, City Bar Justice Center

- **What is an API?**
John Greiner, Just-Tech
- **Artificial Intelligence**
Jeff Hogue, LegalServer
- **Open Referral and Its Application in New York**
Greg Bloom, Open Referral Initiative
- **WriteClearly/ReadClearly**
Anna Steele, Just-Tech
- **JustFix.nyc**
Georges Clement, JustFix.nyc

PROJECT UPDATES **9:45–10:30AM**

Facilitator: Jeff Hogue, LegalServer

- **Justice for All Strategic Action Plan**
Helaine M. Barnett, New York State Permanent Commission on Access to Justice
- **LawHelpNY**
Quisquella Addison, Pro Bono Net
- **Consumer Portals**
Anna Steele, Just-Tech; Christopher Schwartz, City Bar Justice Center
- **Pro Bono Technology Assistance Project**
Michael Donnelly, Simpson Thacher & Bartlett LLP

10:30–10:45AM BREAK

10:45–11:45AM MORNING BREAKOUT SESSIONS

FURMAN HALL
ROOM 214
ROOM 210 OVERFLOW

A. TECH POLICIES AND COMMON TECH CHALLENGES

This session will focus on the role of the Executive Director and Senior Management in leading and managing technology improvements and innovations. Topics to be discussed include practical tips for advancing and implementing policies and training, and mitigating harm in the event of non-compliance.

Facilitator: **Keith McCafferty**, Legal Assistance of Western New York

Panelists:

- **Sally Curran**, Volunteer Lawyers Project of Onondaga County, Inc.
- **Kate Rubin**, Youth Represent
- **Angela Tripp**, Michigan Legal Help Program

B. SECURITY, HARDWARE AND NETWORKS

FURMAN HALL
ROOM 212

This session will focus on addressing security and technological vulnerabilities proactively. Topics will include addressing, preventing and planning for security incidents.

Facilitator: **Mary O'Shaughnessy**, Her Justice

Panelists:

- **Michael Green**, Just-Tech
- **Joseph Melo**, Just-Tech
- **Jonathan Pyle**, Philadelphia Legal Assistance

11:45AM–1:00PM

LUNCH AND TABLE TALK

GREENBERG LOUNGE

Tabletop demonstrations and discussions of innovative tech projects.

- **Open Referral**
Greg Bloom, Open Referral Initiative
- **2-1-1 New York**
Scott Morrison, 2-1-1 New York Board of Directors
- **Idealware**
John Greiner, Just-Tech
- **ReadClearly/WriteClearly**
Anna Steele, Just-Tech
- **Artificial Intelligence**
IV Ashton, LegalServer
- **Volunteer Management**
Adam Heintz, Legal Services NYC; Mark O'Brien, Pro Bono Net
- **JustFix.nyc**
Georges Clement, JustFix.nyc
- **Consumer Portals**
Keith McCafferty, Legal Assistance of Western New York; Christopher Schwartz, City Bar Justice Center
- **LawHelpNY**
Quisquella Addison, Pro Bono Net
- **Online Dispute Resolution Consumer Debt Pilot**
Diana Colon, Office of Alternative Dispute Resolution, New York State Unified Court System
- **Remote Access Temporary Order of Protection Project**
Audrey Stone, Office of the Statewide Coordinating Judge for Family Violence Cases, New York State Unified Court System
- **Legal.io**
Pieter Gunst, Legal.io

1:00–2:00PM**PEER-TO-PEER STRATEGIZING****GREENBERG LOUNGE**

Participants will have the opportunity to attend two of the 30-minute targeted conversations identified below. Each facilitated conversation will include up to ten participants to allow for a one-on-one exchange of information and experience.

Facilitators:

Christine Fecko, IOLA Fund of the State of New York

Christopher Schwartz, City Bar Justice Center

MANAGEMENT-FOCUSED CONVERSATIONS:

- Machine Translation and Language Access
- Policies for Handheld Devices at Work
- Change Management
- Why Moving to the Cloud Makes Sense (Cases, Files & Communications)
- Avoiding Security Nightmares
- Planning and Fundraising for Tech Projects
- VOIP and Other Phone System Improvements
- Gossip about Technology Vendors
- Managing Tech Staff, Consultants and Vendors
- Swapping Stories about Case Management Systems

TECHNOLOGY-FOCUSED CONVERSATIONS:

- Cloud-based Infrastructure Services
- Remote Access/Interoffice Access
- Active Directory Management/Security/Group Policy
- Tech-Solving Language and Disability Access
- Artificial Intelligence
- Procurement Planning, Budgeting and Purchasing

2:00–2:15PM**BREAK**

2:15–3:15PM AFTERNOON BREAKOUT SESSIONS

A. USER-FACING ONLINE TRIAGE AND PRO BONO TOOLS

FURMAN HALL
ROOM 214

This session offers the opportunity to learn about user-facing projects and ideas that can support the future ecosystem of coordinated services.

Facilitator: Jeff Hogue, LegalServer

- **New York State Bar Association Pro Bono Referral**
Pieter Gunst, Legal.io
- **Online Dispute Resolution Consumer Debt Pilot**
Dan Weitz, Director, Professional and Court Services, New York State Unified Court System
- **Designing Legal Tech to Empower Immigrants and Mobilize Allies**
Matthew Burnett, Immigration Advocates Network
- **Blockchain for Triage and Client Control of Data**
Alan Rothman, Consultant
- **Growing Online Self-Help Initiatives**
Angela Tripp, Michigan Legal Help Program

B. FIVE DIY TECH UPGRADES YOU CAN IMPLEMENT NOW

FURMAN HALL
ROOM 212

Panelists will explore a series of technology upgrades that participants can consider implementing upon their return to the office. These upgrades can be made on a limited budget and will give organizations additional technology tools to help to increase efficiency in client services and internal operations.

Panelists:

- **Michael Hernandez**, Just-Tech
- **Anna Steele**, Just-Tech
- **Rebecca Widom**, The Bronx Defenders

3:15–3:30PM BREAK

3:30–5:00PM

CLOSING PLENARY

GREENBERG LOUNGE

SESSION REPORTS

3:30–4:00PM

Each facilitator will report out the key points from their sessions.

Facilitator: Christine Fecko, IOLA Fund of the State of New York

FUNDERS' PERSPECTIVE ON TECHNOLOGY

4:00–5:00PM

This session will be a Q&A with funders on the role of technology and data in serving the civil justice needs of New Yorkers.

Facilitator: Mark O'Brien, Pro Bono Net

Panelists:

- **Jordan Dressler**, New York City Office of Civil Justice
- **Hanna Kaufman**, The Lawyers Trust Fund of Illinois
- **Erica Teasley Linnick**, Open Society Foundations
- **Shawn Morehead**, New York Community Trust
- **Glenn Rawdon**, Legal Services Corporation

CLOSING REMARKS

Helaine M. Barnett, New York State Permanent Commission on Access to Justice

**Quisquella Addison**

Program Director, LawHelpNY
Pro Bono Net

Jasmine Amor

Coordinator of
Digital Initiatives
Children's Law Center

IV Ashton

President
LegalServer

Greg Bangser

Director of Strategic
Development & Operations
Northern Manhattan
Improvement Corporation

Helaine M. Barnett

Chair
NYS Permanent Commission
on Access to Justice

Monica Bay

Fellow
CodeX, Stanford Center for
Legal Informatics

Brittany Belknap

IT/Finance/Database
Volunteer Legal Services
Project of Monroe County

Kelly Benson

Staff Attorney
Office of Pro Se Litigation
U.S. District Court, S.D.N.Y.

Lindita Berdynaj

Program Director of Operations
Immigration Legal Services
& Immigration Hotline
Catholic Charities
Community Services

Laura Bligh

Director of Performance
Management & Evaluation
Lenox Hill Neighborhood House

Greg Bloom

Chief Organizing Officer
Open Referral Initiative

Michelle Born

LiveHelp Coordinator,
LawHelpNY
Pro Bono Net

Matthew Burnett

Director
Immigration
Advocates Network

Sarah Burrows

Pro Bono Manager
Brooklyn Bar Association
Volunteer Lawyers Project

Kathy Chae

Grants Manager
Brooklyn Defender Services

Ben Chan

IT Manager
Center for Family
Representation

Stephen Cho

Staff Attorney
Western New York
Law Center

Georges Clement

Co-Founder
JustFix.nyc

Alex Collins

Data Analyst
The Legal Aid Society

Diana Colon

Assistant Deputy Counsel
Office of Alternative
Dispute Resolution
New York State Unified
Court System

Sally Curran

Executive Director
Volunteer Lawyers
Project of Onondaga County

Payal Dalal

HR Manager
Center for Family
Representation

Jameson Dempsey

Associate Attorney
Kelley Drye & Warren LLP

Heidi Dennis

Civil Legal Services Director
Rural Law Center

Samantha DiDomenico

Senior Analyst
Stout Risius Ross, LLC

Michael Donnelly

Chief Information Officer
Simpson Thacher & Bartlett LLP

Maria Dosso

Director of Communications
and Volunteer Services
Nassau Suffolk Law Services

Jordan Dressler

Civil Justice Coordinator
New York City Office
of Civil Justice

Christine Fecko

General Counsel
IOLA Fund of the State
of New York

Jessica Fields

Chief Financial Officer
Center for Elder Law & Justice

Brett Figlewski

Legal Director
The LGBT Bar Association
of Greater New York

Barbara Finkelstein

Chief Executive Officer
Legal Services of the
Hudson Valley

Wayne A. Francis

Chief Operating Officer
Legal Services NYC

Sarah Freeman

Staff Attorney
Safe Horizon Domestic
Violence Law Project

Sheila Gaddis

Executive Director
Volunteer Legal Services
Project of Monroe County

Taylor Goetzinger

Website Coordinator
LawHelpNY/LawNY

Fabian Gomez

Office Manager
New York Lawyers
for the Public Interest

Michael Green

Consultant & Engineer
Just-Tech

Nancy Melanson Green

Director of Office
Administration and
Information Technology
Nassau Suffolk Law Services

John Greiner

President
Just-Tech

Steven Guerra

IT Manager, Mobility
and Print Services
Simpson Thacher & Bartlett LLP

Jennifer Gundlach

Clinical Professor of Law
Maurice A. Deane
School of Law,
Hofstra University

Pieter Gunst

Co-Founder
Legal.io

Louis Guzman

Coordinator
Economic Justice Project
The Family Center

Rachel Halperin
Chief Program Officer
Legal Services of the
Hudson Valley

Aram Hambardzumyan
IT Manager
Brooklyn Defender
Services

Melody Harkness
PAI Coordinator
Legal Aid Society of
Northeastern New York

Alissa Harrison
Deputy Director of
Civil Grants and Contracts
The Legal Aid Society

Heidi Henderson
Executive Director
Brooklyn Bar Association
Volunteer Lawyers Project

Michael Hernandez
Director of
Consulting Services
Just-Tech

John Hocieniec
Staff Attorney
Neighborhood Legal Services

Jeff Hogue
Operations and
Community Relations
LegalServer

Paul Holzer
Manager IT & Infrastructure
Legal Services of the
Hudson Valley

Randal Jeffrey
General Counsel
NYLAG

Sergio Jimenez
Director, Civil Justice Practice
Brooklyn Defender Services

Maryann Joyner
Program Director
Rural Law Center

Lauren Kanfer
Staff Counsel
NYS Permanent Commission
on Access to Justice

Tom Karkau
IT Coordinator
Western New York Law Center

Dennis Kaufman
Executive Director
Legal Services of Central
New York

Hanna Kaufman
Counsel for Innovation
& Technology
The Lawyers Trust
Fund of Illinois

Alison King
Pro Bono Counsel
Arnold & Porter
Kaye Scholer

Rochelle Klempner
Chief Counsel
NYS Courts Access
to Justice Program

Vichal Kumar
Managing Attorney, Civil
Defense Practice
Neighborhood Defender
Service of Harlem

Dale Kwasnaza
Associate Director,
Projects and Planning
Simpson Thacher & Bartlett LLP

Bill Lienhard
Executive Director
Volunteers of Legal Service

Erica Teasley Linnick
Senior Program Officer
Open Society Foundations

Myra Loewenstein
Chief Financial Officer
Legal Services of the
Hudson Valley

Linda Lopez
Deputy Director
Center For Battered
Women's Legal Services
Sanctuary for Families

Valeriya Lukonen
Grants Analyst
IOLA Fund of the
State of New York

Paul Lupia
Executive Director
Legal Aid Society of
Mid-New York, Inc.

Anne Malak
Managing Attorney
Legal Aid Society of
Northeastern New York

Thomas Maligno
Executive Director
Public Advocacy Center
Touro Law School

Margaret Malloy
Chief Counsel, Pro Se Litigation
U.S. District Court, S.D.N.Y.

Keith McCafferty
Director of Operations
Legal Assistance of
Western New York

Natasha McDougall
Counsel to the
Administrative Judge
NYC Family Court

Caitlin McTiernan
Data Coordinator
NYLAG

Mirenda Meghelli
Program Coordinator
LawHelp Interactive
Pro Bono Net

Joseph Melo
Director of Engineering
Just-Tech

Evan Mesterhazy
Analyst
Stout Risius Ross, LLC

Sara Meyers
Chief Operating Officer
NYLAG

Jon Miller
Regional Technology
Coordinator
Legal Assistance of
Western New York

Mary Mone
Special Advisor
NYS Permanent Commission
on Access to Justice

Shawn Morehead
Program Officer
New York Community Trust

Alice Morey
Managing Attorney
City Bar Justice Center

Scott Morrison
Board Member
2-1-1 New York

Lillian Moy
Executive Director
Legal Aid Society of
Northeastern New York

Barbara Mulé
Staff Counsel
NYS Permanent Commission
on Access to Justice

Gayle Murphy
Pro Bono Manager
ECBA Volunteer Lawyers Project

Maureen North
Member, Americorps VISTA
Legal Assistance of Western
New York

PARTICIPANTS

Mark O'Brien
Executive Director
Pro Bono Net

Mary O'Shaughnessy
Director, Information Services
Her Justice

Carla Palumbo
President and
Chief Executive Officer
The Legal Aid Society of
Rochester

Susan Pattenaude
Senior Attorney/Director
of Pro Bono Services
The Legal Project

Ken Perri
Executive Director
Legal Assistance of
Western New York

Seeta Persaud
Staff Attorney
Legal Aid Bureau of Buffalo

Michelle Peterson
Senior Training Manager/
IT Manager
Empire Justice Center

Lilly Prince
Content Manager
LawHelpNY
Pro Bono Net

Jonathan Pyle
Contract Performance Officer
Philadelphia Legal Assistance

Glenn Rawdon
Senior Program Counsel
for Technology
Legal Services Corporation

Amanda Reynoso-Palley
Legal Fellow
Day One

Gabriella Richman
Associate Director, Legal
Services
Her Justice

Lisa Rivera
Director of Strategic
Initiatives
NYLAG

Alan Rothman
Consultant

Kate Rubin
Director of Policy
& Strategic Initiatives
Youth Represent

Hon. Jeanette Ruiz
Administrative Judge
NYC Family Court

Diana Saguilan
Operations Manager
Worker Justice Center
of New York

Jairo Santana
IT Supervisor & Webmaster
The Bronx Defenders

David Schopp
Chief Executive Officer
Legal Aid Bureau of Buffalo

Christopher Schwartz
Deputy Director, Legal Hotline
City Bar Justice Center

Stephen Seemer
Senior Director, Thought
Leadership Content and
Strategic Relations
Thomson Reuters

Jeffrey Seigel
Executive Director
Nassau Suffolk Law Services

Margie Sheehan
Outreach & Technology
Coordinator
The Legal Project

Steven Simone
Analyst
Stout Risius Ross, LLC

Laren Spierer
Director of Pro Bono Programs
Columbia Law School

Andrew Sta. Ana
Director of Legal Services
Day One

Anna Steele
Senior Consultant
Just-Tech

Neil Steinkamp
Managing Director
Stout Risius Ross, LLC

Audrey Stone
Chief Counsel
Office of the Statewide
Coordinating Judge
for Family Violence Cases
NYS Unified Court System

Diana Urquhart Tarling
Director of Program
Evaluation & Client Data
Systems
Sanctuary for Families

Terry Terenzetti
Technology Administrator
Legal Aid Society of
Mid-New York

Angela Tripp
Director
Michigan Legal Help Program

Josselyn Tufino
Program Administrative
Coordinator
Lenox Hill Neighborhood House

David Udell
Executive Director
National Center for
Access to Justice

Greg Valure
IT Director
Sanctuary for Families

Kermit Wallace
Chief Information Officer
Stroock & Stroock & Lavan LLP

Joseph Warren
Director of Technology
Legal Services of
Central New York

Dan Weitz
Director, Professional and
Court Services
NYS Unified Court System

Stacey Whiteley
Managing Director of Legal
and Community Services
New York State Bar Association

Rebecca Widom
Chief Data Scientist
The Bronx Defenders

Monique Wilson
Associate Director, User Support
Simpson Thacher & Bartlett LLP

Diana Wooden
Legal Assistant
Brooklyn Bar Association
Volunteer Lawyers Project

Deborah Wright
President
Association of
Legal Aid Attorneys
Local 2325, UAW

Brent Yoshikami
Information Systems Manager
Legal Action Center

Barbara Zahler-Gringer
Counsel for Administration
NYS Unified Court System

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

The Technology Conference Planning Committee extends its deep appreciation to New York University School of Law: Trevor W. Morrison, Dean and Eric M. and Laurie B. Roth Professor of Law, for hosting this event; and Penelope Fernandes, Associate Director, Office of the Dean, Christina Avgerinos, Assistant Director, VIP and Front-of-House Operations, Hospitality and Food Services, and Josie Haas, Events Coordinator, for their invaluable assistance.

The Permanent Commission extends its sincere gratitude to the NYSTech members of the Technology Conference Planning Committee, who worked tirelessly with the Chair of the Permanent Commission's Technology Working Group, Deborah Wright, to make this event possible. Particular thanks go to Christine Fecko, Jeff Hogue and John Greiner. In addition, thank you to Just-Tech and LegalServer for their support of the Conference website.

TECHNOLOGY CONFERENCE PLANNING COMMITTEE

HELAINÉ M. BARNETT

Chair, NYS Permanent Commission on Access to Justice

CHRISTINE FECKO

General Counsel, IOLA Fund of the State of New York

JOHN GREINER

President, Just-Tech

JEFF HOGUE

Operations and Community Relations, LegalServer

BARBARA MULÉ

Staff Counsel, NYS Permanent Commission on Access to Justice

MARY O'SHAUGHNESSY

Director, Information Services, Her Justice

NIKKI RAYNOR

Consultant, Just-Tech

CHRISTOPHER SCHWARTZ

Deputy Director, Legal Hotline, City Bar Justice Center

ANNA STEELE

Senior Consultant, Just-Tech

DEBORAH L. WRIGHT

President, Association of Legal Aid Attorneys, Local 2325, UAW

