



2018 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**

Cornell Tech, June 19, 2018



2018 STATEWIDE
CIVIL LEGAL AID TECHNOLOGY CONFERENCE

8:00 - 8:45 am	Registration and Light Refreshments	Lobby
8:45 - 9:15 am	Welcome and Introductions Helaine M. Barnett , Chair, New York State Permanent Commission on Access to Justice Daniel P. Huttenlocher , Jack and Rilla Neafsey Dean and Vice Provost, Cornell Tech Opening Remarks Hon. Janet DiFiore , Chief Judge of the State of New York	Auditorium
9:15 - 9:30 am	Update on Strategic Action Plan Helaine M. Barnett , Chair, New York State Permanent Commission on Access to Justice Anne Erickson , CEO, Empire Justice Center Neil Steinkamp , Managing Director, Stout Risius Ross The Permanent Commission on Access to Justice has developed a Strategic Action Plan (SAP) to help close the justice gap by ensuring effective assistance to all New Yorkers confronting legal challenges impacting the essentials of life. This presentation will provide a brief overview of the SAP, particularly the elements of the plan that pertain to technology strategies and initiatives and their implementation.	Auditorium
9:30 - 10:15 am	Developing the Ecosystem to Support 100% Access Christine Fecko , General Counsel, IOLA Fund of the State of New York John Greiner , President, Just-Tech Christopher Schwartz , Deputy Director, Legal Hotline, City Bar Justice Center To develop an enduring technology ecosystem that supports 100% access to effective assistance, we need to create a common vocabulary, identify the range of how civil legal aid providers are using technology, and talk about the best ways to expand and integrate our tech projects. This session will begin a discussion that is anticipated to guide technology efforts in the future.	Auditorium
10:15 - 10:45 am	A Contextual Approach to Privacy Helen Nissenbaum , Professor, Cornell Tech According to the theory of contextual integrity, consent is not a necessary or sufficient condition to protect an individual's privacy. Instead, contextual integrity demands appropriateness of information flow. Professor Nissenbaum will discuss the usefulness and challenges of adhering to contextual integrity as compared to other approaches.	Auditorium
10:45 - 11:00 am	Break	

11:00 - 12:10 pm Morning Breakout Sessions – Workshops on Collaboration and Integration

These breakout sessions will allow continued conversations about advancing the integration of technology tools used by the civil legal aid community.

1A: Integrating Systems – Manager-Focused Conversation**Auditorium****Facilitator:**

Lillian Moy, Executive Director, The Legal Aid Society of Northeastern New York

Speakers:

Adriene Holder, Attorney-in-Charge, Civil Practice, The Legal Aid Society

Ken Perri, Executive Director, Legal Assistance of Western New York

James Sandman, President, Legal Services Corporation

This session will provide an opportunity for non-technologist leadership to discuss how to manage existing technology and use technology to facilitate client services and 100% access, program integration and the growth of interconnected networks.

1B: Integrating Systems – Technologist-Focused Conversation**Room 061**

Doug Carlson, Chief Technology Officer, Pro Bono Net

Matthew D'Amore, Professor, Cornell Tech

Jeff Hogue, Director of Operations, LegalServer

Building a flexible ecosystem of interchangeable tech services will help ensure 100% access by leveraging what current and future platforms do best. Together we can ensure that providers are technologically equipped to implement multi-provider and multi-platform projects. We will explore existing technologies that facilitate integration including data standards, platform Interoperability, APIs and seamless user referral methods.

1C: Current Tech Integration Initiatives**Room 161/165**

Christopher Schwartz, Deputy Director, Legal Hotline, City Bar Justice Center

Anna Steele, Director of Consulting, Just-Tech

Initiatives around the State are using technology to better integrate services including implementation of the Universal Access to Legal Services law, the Victim Services portal and the Consumer Help Finder portals. This session will examine the various aspects of designing technology systems including successes and challenges, and the key role of cooperation and partnerships, as well as explore how further integration across provider networks can occur.

12:10 - 12:55 pm Lunch**Lobby**



1:00 - 1:35 pm Rapid Fire Auditorium

A series of brief presentations will highlight technologies currently in use or available to integrate into the New York civil legal aid community.

Facilitator: Anna Steele, Director of Consulting, Just-Tech

- **Legal Access Portals**
James Sandman, President, Legal Services Corporation
- **Easter Eggs and Change Management**
Mary O'Shaughnessy, Director, Information Services, Her Justice
- **Lawyer Referral Platform**
Scott Kelly, President, Community.lawyer, P.B.C.
- **Open Access to Information**
Sara Frug, Associate Director, Legal Information Institute, Cornell Law School
- **Artificial Intelligence in Action**
IV Ashton, President & Founder, LegalServer/Houston.ai
- **Voice-Enabled Technology**
Zeke Hughes and Maximilian Paterson, Co-Founders, RightsNow

1:35 - 1:45 pm Break

1:45 - 2:45 pm Peer-to-Peer Discussions Rooms 161/165, 061

Attendees will have the opportunity to attend two of the 30-minute targeted conversations identified below. Each facilitated conversation will max out at about ten people to allow for a one-on-one exchange of information and experience. See handout for descriptions of the conversations and room numbers.

- **Change Management**
- **Project Management**
- **Online Systems for Client Access**
- **Tech Training**
- **Legal Access Portals**
- **Law School Engagement**
- **Lawyer Referral Platform**
- **Security Policies and Practices**
- **Open Access to Information**
- **Artificial Intelligence**
- **Legal Hackathons**

2:45 - 2:55 pm Break

2:55 - 3:55 pm **Afternoon Breakout Sessions – Strengthening Your Internal Technology**
These sessions will emphasize the importance of evaluating and continuing to improve your existing technology and processes.

2A: Security and Business Continuity **Room 071**

Michael Donnelly, CIO, Simpson Thacher & Bartlett, LLP
Jon Miller, Regional Technology Coordinator, Legal Assistance of Western New York
Nancy Lundergan, IT Oversight Manager, Skadden Arps

This session will discuss security systems, best practices and essential policies for all organizations.

2B: Advanced Reporting: Data Visualization and Dashboards **Auditorium**

Simon Rah, Senior Technical Project Manager, Pro Bono Net
Rebecca Widom, Chief Data Scientist, The Bronx Defenders
Anna Steele, Director of Consulting, Just-Tech

Civil legal services programs collect significant amounts of data. This session will explore how technology can be used to increase the data's accessibility.

2C: IT Management: Leading Tech Change Among Your Staff **Room 161/165**

Heidi Golabek, Director of Program Management, Proskauer Rose LLP
Michael Hernandez, Director of Client Services, Just-Tech
Mary O'Shaughnessy, Director, Information Services, Her Justice

How do you keep your staff engaged, learning and using technology?
Join your colleagues to share ideas on how to implement change management.

2D: Identifying, Sharing and Retaining Knowledge **Room 061**

Quisquella Addison, Program Director, LawHelpNY, Pro Bono Net
Anne Erickson, CEO, Empire Justice Center
John Greiner, President, Just-Tech
Christopher Schwartz, Deputy Director, Legal Hotline, City Bar Justice Center

Knowledge retention is essential to the operations of civil legal services providers. Come learn from your colleagues about the challenges of knowledge retention and the importance of confronting these challenges with viable solutions.

3:55 - 4:05 pm **Break**



4:05 - 5:00 pm

**Reflections on Integration and Collaboration:
Next Steps and Vision for the Future**

Auditorium

Christine Fecko, General Counsel, IOLA Fund of the State of New York
Christopher Schwartz, Deputy Director, Legal Hotline, City Bar Justice Center

Facilitators will report out the key points from their sessions. This will be followed by a discussion of a shared vision for a highly functioning, tech-friendly organization with interconnected networks, and action items that can be undertaken in the coming year to move toward that vision.

Closing Remarks

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

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