



2019 STATEWIDE CIVIL LEGAL AID TECHNOLOGY CONFERENCE

THE ROLE OF TECHNOLOGY IN PROMOTING ACCESS TO JUSTICE

Cornell Tech Campus, New York City
June 10, 2019

Convened by the New York State Permanent
Commission on Access to Justice and
co-sponsored by Cornell Tech, Cornell Law
School and the Legal Information Institute



AGENDA

8:00 – 8:45 am **Registration and Light Refreshments** **Lobby**

8:45 – 9:20 am **Welcome and Introductions** **Auditorium**

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

9:20 – 9:30 am **Update on Strategic Action Plan** **Auditorium**

Helaine M. Barnett

The Permanent Commission on Access to Justice has developed a statewide Strategic Action Plan with the goal of providing effective assistance to 100% of low-income New Yorkers confronting civil legal problems impacting the essentials of life. This brief presentation will provide an update on the implementation of the plan, including the important role of data in assessing need and evaluating impact.

9:30 – 10:15 am **Opening Plenary: The Information Society** **Auditorium**

Susan Choe, Ohio Legal Assistance Foundation

Angela Lloyd, Ohio Legal Assistance Foundation

Christopher Schwartz, City Bar Justice Center

Rebecca Widom, The Bronx Defenders

The legal aid community derives tremendous benefits through the effective use of integrated data from numerous sources. This opening plenary will provide an overview of the various types of data created, analyzed and distributed by legal services providers and how this data is being used to further expand access to justice in New York. It also will include a presentation by the Ohio Legal Assistance Foundation on its Statewide Technology Landscape Report.

10:15 – 10:25 am **Break**

10:25 – 11:25 am Morning Breakout Sessions

These breakout sessions will examine how data is being used to identify needs to better serve diverse communities, advance legislative and litigation advocacy, increase public support and funding, and train and supervise advocates.

1A: Online Systems – Client Intake and Pro Bono Management

Room 161/165

Moderator: Christopher Schwartz, City Bar Justice Center

Panelists: Bryan Babcock, Volunteer Legal Services Project of Monroe County

Sally Curran, Volunteer Lawyers Project of Onondaga County

Mirjam Grunenfelder-Reig, Catholic Charities

Anna Steele, Just-Tech, LLC

This panel will explore online systems currently in development or in use, and discuss the aspects of project planning, design and implementation.

1B: Accessing Data Through APIs

Room 081

Moderator: Jeff Hogue, LegalServer

Panelists: Mallory Curran, Mallory Curran Consulting

Simon Rah, Pro Bono Net

Nate Vogel, Community Legal Services of Philadelphia

This session will focus on how organizations are using APIs to enable different software platforms to work together and to leverage data to inform their work.

1C: Data Science, Systems Analysis and Program Improvement

Room 091

Moderator: Rebecca Widom, The Bronx Defenders

Panelists: Hamra Ahmad and Mary O’Shaughnessy, Her Justice

Glenn Baum and Kevin Stadelmaier, Legal Aid Bureau of Buffalo

Caitlin McTiernan and Lisa Rivera, New York Legal Assistance Group

Sarah Deri-Oshiro and Rebecca Widom, The Bronx Defenders

How are organizations integrating data scientists and system analysts for internal program improvement? Pairs of executives and analysts from four organizations will share their experiences with projects ranging from impact litigation to case management system migration, as well as approaches from Six Sigma to data empowerment.

1D: Tech for Enhanced Client Communication and Collaboration

Room 061/071

Moderator: John Greiner, Just-Tech, LLC

Panelists: Susan Choe, Ohio Legal Assistance Foundation

Sienna Fontaine, Make the Road New York

Maire O’Malley, Youth Represent

Legal service providers must communicate and meet with their clients, often on their smartphones, while collecting and storing the data needed to best serve their needs. The panelists will share their tools, including why these tools were selected and how to manage photos and other media files that clients send via text. The panel also will discuss best practices and lessons learned.

AGENDA

11:25 - 11:35 pm Break

11:35 am - 12:05 pm **Understanding the Impact of Technology on Intimate Partner Violence** Auditorium

Nicola Dell, Assistant Professor, Cornell Tech

Intimate Partner Violence (IPV) is widespread, affecting nearly one out of four women and one out of six men at some time in their lives. Increasingly, this violence exploits technology. Research is underway to develop an in-depth understanding of technology's role in IPV and develop tools that better equip victims of IPV, and advocates working on their behalf, to navigate the complex socio-technical challenges encountered in IPV contexts.

12:05 - 12:55 pm Lunch

Lobby

1:00 - 1:40 pm **Rapid Fire**

Auditorium

Facilitator: Anna Steele, Just-Tech, LLC

A series of brief presentations will highlight technologies currently in use or available for integration by the New York civil legal aid community.

Welcome to RIO

Craig Newton, Legal Information Institute

IOLA's Data Journey

Colleen Fehringer, IOLA Fund of the State of New York

Game Theory: Improving Access to Justice Through Mobile-Based Gaming

Marisha Thakker, Cornell Tech

Auditing & Security: Back to Basics

Joseph Melo, Just-Tech, LLC

The Computer Did It: Implications of the Artificial Intelligence Revolution for Civil Justice

David Udell, National Center for Access to Justice

Access to Justice and Real-Time Information Processing

Jeff Hogue, LegalServer

1:45 - 2:45 pm **Peer-to-Peer Discussions**

Attendees will have the opportunity to attend two of the thirty-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 discussions and room numbers.

- Change Management
- Project Management: Who's the Boss?
- Online Intake Using LegalServer Module
- Security Policies and Practices for Remote/Mobile Uses
- How to Approach Technology Training
- Client Communication Tools - Apps and SMS
- Considering a Change in Your IT: In-House vs. Outside Vendors
- How to Create a Strategic Technology Plan
- Implications of the AI Revolution
- Cornell Projects: RIO and Mobile-Based Gaming
- IOLA's Data Journey
- Access to Justice and Real-Time Information Processing

2:45 - 2:55 pm Break

2:55 - 3:55 pm Afternoon Breakout Sessions

These sessions will explore opportunities to develop partnerships and collective approaches to client services and data systems to reduce service gaps, anticipate clients' needs, including how to overcome barriers to accessing services, and improve efficiencies of legal services programs.

2A: Launching a Successful Technology Improvement Plan Room 161/165

Moderator: Brian Babcock, Volunteer Legal Services Project of Monroe County

Panelists: Glenn Baum, Legal Aid Bureau of Buffalo
 Lauren Breen, Neighborhood Legal Services
 Tina Foster, Volunteer Legal Services Project of Monroe County
 Elizabeth Grossman, Lenox Hill Neighborhood House

Executive Directors and IT staff from different-sized programs will describe how they created technology improvement plans and expanded their staff's tech IQ. Panelists will share their motivations for making improvements, describe the process that they went through, including funding considerations, and offer lessons learned.

2B. Building and Integrating Technology Leadership into Your Program Room 091

Moderator: Mary O'Shaughnessy, Her Justice

Panelists: Hamra Ahmad, Her Justice
 John Greiner, Just-Tech, LLC
 Mirjam Grunenfelder-Reig, Catholic Charities
 David Schopp, Legal Aid Bureau of Buffalo
 Carolyn Silver, Lenox Hill Neighborhood House

Panelists will share their experiences in expanding their organization's technology capacity by developing technical awareness among program staff and program awareness among technology staff and consultants. They will also discuss ways that technology and program leaders can work together effectively.

2C. Tech for Enhanced Staff Communication Room 061/071

Moderator: Tim Baran, LawHelpNY, Pro Bono Net

Panelists: Quisqueilla Addison, LawHelpNY, Pro Bono Net
 Rodrigo Camarena, Immigration Advocates Network
 Susan Choe, Ohio Legal Assistance Foundation
 Sateesh Nori, The Legal Aid Society, Queens Neighborhood Office
 Andrew Sta. Ana, Day One
 Christopher Schwartz, City Bar Justice Center

The panel will discuss and demonstrate tools such as Slack, MS Teams, Trello and Google Hangouts which providers are using to move beyond email and provide more nimble communications for their staff.

AGENDA

**2D. Leveraging Academic and Volunteer Resources:
Creating a Sustainable Tech Development Ecosystem**

Room 081

Moderator: Matthew D'Amore, Cornell Tech

Panelists: Conrad Johnson, Columbia Law School
Mark O'Brien, Pro Bono Net

Panelists will discuss law school tech development efforts and other volunteer resources that support the civil legal aid delivery system, including the challenges in translating student work into production and use by organizations and clients.

3:55 - 4:05 pm Break

**4:05 – 4:55 pm Closing Plenary:
Reflections on Data: Next Steps and a Vision for the Future**

Auditorium

Christine Fecko, IOLA Fund of the State of New York

John Greiner, Just-Tech, LLC

Facilitators will report out the key points from their breakout sessions, including most promising action items. This will be followed by a wrap-up discussion, including next steps to focus on in the coming year.

4:55 - 5:00 pm Closing Remarks

Auditorium

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

Candice Adams

Clinic Manager
Fordham University School of Law

Quisquella Addison

LawHelpNY Program Director
Pro Bono Net

Hamra Ahmad

Legal Director
Her Justice

Jasmine Amor

Coordinator of Digital Initiative
The Children's Law Center

Christopher Argiropoulos

Chief Information Officer
CUNY School of Law

Akira Arroyo

Program Director
City Bar Justice Center

Jonathan Askin

Professor, Incubator & Policy Clinic
Brooklyn Law School

Bryan Babcock

IT Director
Volunteer Legal Services Project of Monroe County

Tim Baran

LawHelpNY Program Manager
Pro Bono Net

Helaine Barnett

Chair
NYS Permanent Commission on Access to Justice

Glenn Baum

Data & Technology Manager
Legal Aid Bureau of Buffalo

Margie Bechara

Managing Attorney
Her Justice

Eunice Bencke

Pro Bono Assistant
New York State Bar Association

Lindita Berdynaj

Program Director of Operations,
Immigration Legal Services
Catholic Charities Community Services

Mark Berman

Partner
Ganfer Shore Leeds & Zauderer LLP

Laura Bligh

Director, Performance Management & Evaluation
Lenox Hill Neighborhood House

Jacob Bowden

IT Analyst
The Bronx Defenders

Larisa Bowman

Deputy Director, Housing Unit, Legal Advocacy
Department
Lenox Hill Neighborhood House

Ed Braunstein

Chief Information Officer
The Legal Aid Society

Lauren Breen

Executive Director
Neighborhood Legal Services, Inc.

Dennis Brink

Member, AmeriCorps Vista Program
LawHelpNY

Elgin Bryant

Business Data Reporting Analyst
CUNY School of Law

Amanda Busch

Marketing Project Manager
New York City Bar Legal Referral Service

Rodrigo Camarena

Director
Immigration Advocates Network, Pro Bono Net

Kathy Chae

Grants Manager
Brooklyn Defender Services

Shelly Chakraborty

IT Manager
Legal Services NYC

Vincce Chan

Staff Attorney
Queens Legal Services

Daniel Chavez

Legal Intern
LGBT Bar Association of NY

Connie Cheng

Field Support Associate
Immigration Advocates Network, Pro Bono Net

Kathryn Chmielewski

Communications & Partnerships Associate
Safe Passage Project

Susan Choe

Deputy Director and General Counsel
Ohio Legal Assistance Foundation

Amy Ciardiello

Law Clerk
National Center for Access to Justice

Mary Cipriano-Walter

Supervising Attorney, Family Matters Unit
Prisoners' Legal Services of New York

Alex Collins

Grants and Contracts Coordinator
The Legal Aid Society

Tracy Colvard-Pellerin

Fiscal Director
Rural Law Center of New York

Felicity Conrad

Chief Executive Officer
Paladin

Mallory Curran

LegalServer & MLP Consultant
Mallory Curran Consulting

Sally Curran

Executive Director
Volunteer Lawyers Project of Onondaga County

Matthew D'Amore

Associate Dean and Professor of Practice
Cornell Tech

Natalie Deduke

IT Manager
The Legal Aid Society

Nicola Dell

Assistant Professor, Information and Computer
Science
Cornell Tech

Heidi Dennis

Executive Director
Rural Law Center of New York

Sarah Deri-Oshiro

Managing Director, Immigration
The Bronx Defenders

Thomas Dewar

Executive Director of Information Technology
Lutheran Social Services of New York

Samantha DiDomenico

Manager
Stout

Michael Donnelly

Chief Information Officer
Simpson Thacher & Bartlett LLP

Cecilia Dougherty

Manager, Data, Evaluation and Impact
Sanctuary for Families

PARTICIPANTS

Jordan Dressler

Civil Justice Coordinator
NYC Office of Civil Justice

Anna Edwards

Attorney
CAMBA

Sara Effron

Associate Director
Volunteers of Legal Service

Samantha Elliott

Manager of Accounting & Reporting
Center for Family Representation

Anne Erickson

Chief Executive Officer
Empire Justice Center

Brian Escaravage

Telecom Manager
The Legal Aid Society

Christine Fecko

General Counsel
IOLA Fund of the State of New York

Colleen Fehringer

Grant Manager
IOLA Fund of the State of New York

Barbara Finkelstein

Chief Executive Officer
Legal Services of the Hudson Valley

Sienna Fontaine

Co-Legal Director
Make the Road New York

Tina Foster

Executive Director
Volunteer Legal Services Project of Monroe
County

Wayne Francis

Chief Operating Officer
Legal Services NYC

Ryan Gallagher

Director of Legal Technology
Legal Information for Families Today

Linda Gehron

Executive Director
Hiscock Legal Aid Society

Grace Gilligan

Assistant General Counsel
JPMorgan Chase

Stephen Goldmeier

Organizational Systems Analyst
The Bronx Defenders

Gretchen Gonzalez

Deputy Director
Erie County Bar Association Volunteer Lawyers
Project

Hayley Gorenberg

Legal Director
New York Lawyers for the Public Interest

Nancy Green

Director of Office Administration and IT
Nassau Suffolk Law Services

John Greiner

Founder & President
Just-Tech, LLC

Elizabeth Grossman

Legal Advocacy Director
Lenox Hill Neighborhood House

Mirjam Grunenfelder-Reig

Special Projects Manager
Catholic Charities

Jennifer Gundlach

Clinical Professor of Law
Hofstra Law School

Charbel Hajj

Developer
Dissent With Tech

Madeline Halimi

Intern
National Center for Access to Justice

Aram Hambarzumyan

IT Manager
Brooklyn Defender Services

Gordon Hamm

IT Manager
Center for Family Representation

Melody Harkness

Interim PAI Director
Legal Aid Society of Northeastern New York

Alissa Harrison

Deputy Director of 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, LLC

Jeff Hogue

Community Relations and Operations
LegalServer

Paul Holzer

Manager IT & Infrastructure
Legal Services of the Hudson Valley

Matthew Hughes

Founder
RightsNOW

Aurora Hurtado

IT Support Specialist
Nassau Suffolk Law Services

Samantha Ingram

Director of Pro Bono Programs
Legal Information for Families Today

Ignacio Jaureguilorda

Director, Jonathan Lippman Access to Justice
Fellowship and Legal Hand
Center for Court Innovation

Randal Jeffrey

General Counsel
New York Legal Assistance Group

Conrad Johnson

Clinical Professor of Law
Columbia Law School

Maryann Joyner

Program Director
Rural Law Center of New York

Boris Kaminsky

Network & Systems Specialist
Legal Services NYC

Michael Kane

Director, Legal Services
Mental Health Advocates of Western New York

Lauren Kanfer

Staff Counsel
NYS Permanent Commission on Access to Justice

Dennis Kaufman

Executive Director
Legal Services of Central New York

Scott Kelly

President
Community.lawyer

Dilip Kulkarni

Chief Information Officer
Legal Services NYC

Elisa Lackey

Clinical Paralegal & Program Coordinator
University at Buffalo School of Law

Nancy Larcher

Volunteer Outreach and Resources Coordinator
Immigration Advocates Network, Pro Bono Net

Aimee Latorre

LiveHelp Program Coordinator, LawHelpNY
Pro Bono Net

Donna Lee

Senior Associate Dean for Clinical Programs
CUNY School of Law

Dylan Lee

Project Coordinator
City Bar Justice Center

Dana Leshem

Student
Cornell Tech

Erica Teasley Linnick

Senior Program Officer
Open Society Foundations

Anglie Lloyd

Executive Director
Ohio Legal Assistance Foundation

Myra Loewenstein

Chief Financial Officer
Legal Services of the Hudson Valley

Paul Lupia

Executive Director
Legal Aid Society of Mid-New York

Anne Malak

Managing Attorney
Legal Aid Society of Northeastern New York

Vitaliy Malyshev

IT Manager
Legal Services NYC

Caitlin McTiernan

Data Analyst
New York Legal Assistance Group

Joseph Melo

Director of Engineering
Just-Tech

Sara Meyers

Chief Operating Officer
New York Legal Assistance Group

Barbara Michalska

Supervising Attorney
The Legal Aid Society

Janet Miller

Senior Vice President
CAMBA

Jon Miller

Director of Technology
Legal Assistance of Western New York

Jean Marie Miranda

Director of Civil Helplines
The Legal Aid Society

Mary Mone

Special Advisor
NYS Permanent Commission on Access to Justice

Alice Morey

Managing Attorney
City Bar Justice Center

Lillian Moy

Executive Director
Legal Aid Society of Northeastern New York

Kevin Mulcahy

VP of Education & Community Programs
Neota Logic

Barbara Mulé

Staff Counsel
NYS Permanent Commission on Access to Justice

Craig Newton

Associate Director
Legal Information Institute

Sateesh Nori

Attorney-in-Charge, Queens Neighborhood Office
The Legal Aid Society

Mark O'Brien

Executive Director
Pro Bono Net

Anne O'Grady

Pro Bono Director
Brooklyn Bar Association Volunteer Lawyers
Project

Maire O'Malley

Chief Operating Officer
Youth Represent

Jeanne Ortiz-Ortiz

Disaster Response Legal Fellow
Pro Bono Net

Mary O'Shaughnessy

Director, Information Services
Her Justice

Jessica Penkoff

Pro Bono & Strategic Initiatives Coordinator
Pro Bono Net

Ken Perri

Executive Director
Legal Assistance of Western New York

Seeta Persaud

Development and Communications
Legal Aid Bureau of Buffalo

Zachary Pike

Civil Division Director
The Legal Aid Society of Rochester

Christopher Plumb

Social Media Coordinator,
Erie County Bar Association Volunteer Lawyers
Project

Henry Prine

Litigation Assistant
Brooklyn Defender Services

Simon Rah

Senior Technical Project Manager
Pro Bono Net

Runa Rajagopal

Managing Director
The Bronx Defenders

Natalia Ramirez

Project Coordinator
City Bar Justice Center

Michele Pollock Rich

Executive Director
The Legal Project

Lisa Rivera

Managing Attorney
New York Legal Assistance Group

Joe Rosenberg

Professor
CUNY School of Law

Michael San

Director of Data Management and Analysis
Catholic Charities of the Archdiocese of New York

Rodrigo Sanchez-Camus

Director of Legal, Organizing & Advocacy
Northern Manhattan Improvement Corp.

Jairo Santana

IT Supervisor and Webmaster
The Bronx Defenders

Charlie Scheel

Director, Grants and Contracts
The Legal Aid Society

David Schopp

Chief Executive Officer
Legal Aid Bureau of Buffalo

Christopher Schwartz

Deputy Director, Legal Hotline
City Bar Justice Center

PARTICIPANTS

Adam Shoop

Legal Director, Civil Action Practice
The Bronx Defenders

Carolyn Silver

Co-Chair
New York State Legal Services Coalition

Joanne Sirotkin

Attorney-in-Charge, White Plains Office
Legal Services of the Hudson Valley

Andrew Sta. Ana

Director of Legal Services
Day One

Kevin Stadelmaier

Chief Attorney
Legal Aid Bureau of Buffalo

Anna Steele

Director of Consulting
Just-Tech, LLC

Neil Steinkamp

Consultant, NYS Permanent Commission on
Access to Justice
Managing Director, Stout

Diana Tarling

Director of Data, Evaluation and Impact
Sanctuary for Families

Michael Telfer

Senior Attorney
Legal Aid Society of Northeastern New York

Terry Terenzetti

Technology Administrator
Legal Aid Society of Mid-New York

Damian Tew

Chief Executive Officer
Immingo, Inc.

Marisha Thakker

Student
Cornell Tech

John Tsiforas

Director Law & Tech and Professor
Hofstra Law School

Josselyn Tufino

Administration Manager
Lenox Hill Neighborhood House

David Udell

Executive Director
National Center for Access to Justice

Alejandra Valenzuela

Staff Attorney
CAMBA Legal Services

Elizabeth Vanasdale

Director of Operations
New York State Dispute Resolution Association

Kaavya Viswanathan

Director, Legal Services Center
The Door

Nate Vogel

Director Law & Technology
Community Legal Services of Philadelphia

Joseph Warren

Director of Technology
Legal Services of Central New York

Molly White

Staff Attorney
Center for Elder Law & Justice

Rebecca Widom

Chief Data Scientist
The Bronx Defenders

Claire Wiley

Director, Data & Evaluation
The Door

Keisha Williams

Deputy Executive Director
Western New York Law Center

Miguel Willis

Director, Access to Justice Tech Fellows
Law School Admissions Council

Stephanie Wolter

Supervising Attorney
Legal Aid Society of Rochester

Melissa Woods

Staff Paralegal
Center for Elder Law & Justice

Deborah Wright

Political Director
United Auto Workers

John Wroblewski

Deputy Chief Information Officer
The Legal Aid Society

Toni Xu

Chief Technology Officer
Immingo, Inc.

Barbara Zahler-Gringer

Counsel for Administration
NYS Unified Court System

Mary Zulack

Clinical Professor of Law
Columbia Law School

The New York State Permanent Commission on Access to Justice and the Technology Conference Planning Committee gratefully acknowledge the generosity of:

- Cornell Tech, Cornell Law School and the Legal Information Institute for co-sponsoring the Conference; and
- Simpson Thacher and Bartlett, LLP for providing the Conference refreshments.

The Technology Conference Planning Committee extends its deep appreciation to Cornell Tech:

- Daniel P. Huttenlocher, Jack and Rilla Neafsey Dean and Vice Provost, for hosting this event; and
- Matthew D'Amore, Associate Dean and Professor of Practice, Kathy A. Mendall, Event and Visitor Relations Manager, and Rachel Sirotkin, Catering Sales Manager, for their invaluable planning 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.

Technology Conference Planning Committee

Quisquella Addison

LawHelpNY Program Director
Pro Bono Net

Brian Babcock

Director of IT
Volunteer Legal Services Project of Monroe County

Tim Baran

LawHelpNY Program Manager
Pro Bono Net

Helaine M. Barnett

Chair
New York State Permanent Commission on Access to Justice

Glenn Baum

Data and Technology Manager
Legal Aid Bureau of Buffalo

Matthew D'Amore

Associate Dean and Professor of Practice
Cornell Tech

Christine Fecko

General Counsel
IOLA Fund of the State of New York

Tina Foster

Executive Director
Volunteer Legal Services Project of Monroe County

John Greiner

President
Just-Tech, LLC

Jeff Hogue

Operations & Community Relations
LegalServer

Lillian Moy

Executive Director
Legal Aid Society of Northeastern New York

Barbara Mulé

Staff Counsel
New York State Permanent Commission on Access to Justice

Christopher Schwartz

Deputy Director, Legal Hotline
City Bar Justice Center

Anna Steele

Director of Consulting
Just-Tech, LLC

Rebecca Widom

Chief Data Scientist
The Bronx Defenders

Deborah L. Wright

Political Director, United Auto Workers;
Chair, Technology Working Group, New York State
Permanent Commission on Access to Justice

