

2020 NY Statewide Civil Legal Aid Technology Conference

N New York Only **P** Plenary

OCTOBER 7 • WEDNESDAY

PINNED 1:00pm – 1:40pm	P Welcome and Opening Remarks <i>Speakers: Greg Morrisett, Helaine Barnett, Hon. Janet DiFiore</i>	Cornell Tech Room
1:40pm – 1:50pm	P Introduction to Our Collaborative Conference Notes <i>Speakers: Jeff Hogue</i> Embody the spirit of collaborative technology by helping us document the most useful information shared in our conference, and help shape the future by drafting recommendations with your colleagues as the day progresses. This session will introduce the padlet tool we will use to help you participate and be heard.	Cornell Tech Room
1:50pm – 2:00pm	P Take a Breath with Judi Cohen of Warrior One <i>Speakers: Judi Cohen</i> During the break, take a breath, with eight minutes of mindfulness meditation: give yourself a few minutes of peace in this chaotic moment.	Cornell Tech Room
2:05pm – 2:50pm	P Rapid Fire Tech <i>Moderators: Anna Steele</i> <i>Speakers: Suzanne Tomatore, Celia Matos, Marc Vainrib, Paula Couselo-Findikoglu, Antonella Barbieri</i> A series of brief presentations will highlight technologies currently in use or available for integration by the New York civil legal aid community. Presenters will also be available for Q&A later today. <ul style="list-style-type: none">• NYS Courts Electronic Filing in the NYC Housing Court – Antonella Barbieri• How to Stay Safe: Security Tips for Working from Home – Celia Matos• New Mexico Judiciary’s Human-Computer-Interaction (HCI) Voice-User-Interface (VUI) Clara Applications Family – Paula Couselo-Findikoglu• Service Dog Advisor – Marc Vainrib• Fast-Track Tech: Finding Tech Solutions for a Suddenly Remote Legal Services Office – Suzanne Tomatore	Cornell Tech Room
3:00pm – 3:50pm	N 1A Metrics in Our New Service Models <i>Moderators: Mary O’Shaughnessy</i> <i>Speakers: Chris O’Malley, Renee L. Danser, Hamra Ahmad</i> In the wake of the pandemic, we have been moved to think critically about how we measure our work. So much has changed in the way we interact with our clients, our colleagues and the court. In this interactive session, we will hear from a funder, a service provider, and a researcher and will discuss more effective metrics to capture the impact of the work we do. Whether you are a legal services provider or a data lover, this session is for you.	LegalServer Room

3:00pm – 3:50pm	<p>N 1B From Document Assembly to E-Filing: Fast-Track Collaborations with Courts</p> <p><i>Moderators: Tim Baran</i></p> <p><i>Speakers: Quinten Steenhuis, Caroline Robinson, Jean Schneider, Johanna Santos Bassetti</i></p> <p>Have you ever had a bad experience in a collaborative technology project? What if a rapid response is needed during a pandemic to address the urgent legal needs that arise in a fast-changing environment? All stakeholders need to work together to address the need; collaboration is key within and across sectors. In this dynamic session, you'll hear from two collaborative efforts during COVID: the Document Assembly Line Project in Massachusetts and JustFix.nyc tools for tenants in New York. Both projects rapidly created tech solutions from assembly of forms to filing with the courts. Find out the essential elements that made these partnerships successful; how they circumvented bureaucratic obstacles; how they staffed the projects at no cost; and how they created new ways to navigate the legal system to solve their problems. Learn what it takes to replicate a successful tech project from four different perspectives: Court System, Legal Services Provider, Vendor, and Law School Innovation & Tech Lab. Attendees will take-away valuable lessons for their future projects and will help brainstorm about ways New York's existing document assembly projects and e-filing can be similarly improved through technology.</p>	Simpson Thacher Room
3:00pm – 3:50pm	<p>N 1C Tackling the Real Challenges Behind Document Management</p> <p><i>Speakers: Stephen Goldmeier, Sally Curran, Joanne Sirotkin</i></p> <p>Good document management comes from not just a change in technology, but also a change in modes of thinking and working. We'll discuss how to come up with a realistic plan for document-management transition; how to think about document storage structure based on the actual work your staff does; the difficult job of document cleanup and triage before migrating to a new system; the things you can start doing now to make your work easier in the future; and the role of management, supervision, and training in shifting staff behavior.</p>	Just-Tech Room
3:00pm – 3:50pm	<p>P 1D Cornell Tech's new Urban Tech Hub & Connections to Civil Legal Aid</p> <p><i>Moderators: Matthew D'Amore</i></p> <p><i>Speakers: Michael Samuelian</i></p> <p>Today pervasive technologies are changing cities before our eyes, even before COVID lockdowns made us even more dependent on online delivery services and remote working technologies. But tech industries often move too fast and cities often move too slow to absorb the impacts of new digital technologies, especially with respect to disenfranchised or low-income populations. Historically top-down planning attempted to shape urban environments, often with disastrous and discriminatory results such as urban renewal and redlining. Urban technologies are just beginning to shape the future of our cities in ways that can be more equitable, transparent and resilient, and ensuring (and improving) access to justice throughout these transformations is critical. The new Urban Tech Hub at Cornell Tech addresses urban challenges from both ends by bridging the gap between city leaders and local communities.</p>	Cornell Tech Room
4:00pm – 4:50pm	<p>N Virtual Social Networking Affinity Breakouts</p> <p><i>Moderators: Lillian Moy, Sally Curran, Ben Chan, Sateesh Nori, Melissa Woods, Chris Schwartz</i></p> <p>These concurrent sessions are a place for virtual social networking and information sharing while also building relationships with like-minded colleagues. Come and go to the different rooms as you please. These sessions will not be recorded. Topic choices and facilitators below:</p> <ul style="list-style-type: none"> • BIPOC in Legal Services (Black, Indigenous, People of Color), facilitated by Chris Schwartz and Lillian Moy • Program Managers, facilitated by Sateesh Nori and Sally Fisher Curran • Program Staff, facilitated by Melissa Woods • Technologists, facilitated by Ben Chan 	Permanent Commission Rooms
4:00pm – 4:50pm	<p>P Feedback From Today</p> <p><i>Moderators: Jeff Hogue, Christine Fecko</i></p> <p>Follow up with questions about the conference, the tech community, and the presentations you've heard today. What worked? What did we miss? What issues can we as a community address?</p> <p>Remember: Padlet to share information, tools, experiences, recommendations, etc.</p>	Cornell Tech Room

4:00pm – 4:50pm

P **Rapid Fire Q&A**

Just-Tech Room

Speakers: Anna Steele

Join the Rapid Fire presenters and ask them the questions prompted by the topics covered earlier today.

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12:30pm – 12:50pm

P **Day Two Welcome**

Cornell Tech Room

Speakers: Helaine Barnett, Chris Schwartz

Welcome Back. Let's check-in with our collaborative conference notes in padlet and see where we are.

1:00pm – 1:50pm

P **Algorithmic Bias in Artificial Intelligence Tools**

Cornell Tech Room

Speakers: Katherine Forrest

At the "beginning" of the Artificial Intelligence (AI) revolution, many assumed that the use of algorithms in AI tools would produce neutral decision-makers. Now we know that AI tools can embed, perpetuate, and create bias. In addition to examining what AI is and how it is being used, this session will examine how human bias can be reflected by AI in ways harmful to historically discriminated-against populations. The presenter will also consider examples of how algorithmic bias might be analyzed for evidence of, among other things, gender-based and race-based discrimination.

related article: [When AI Tools Are Designed for Accuracy Over Fairness](#)

New York State Attendees CLE Credit: 1.0 Areas of Professional Practice

All NYS admitted attorneys seeking CLE must submit a completed certificate of attendance and program evaluation (both downloadable from here) no later than October 28, 2020, by emailing them to sward@iola.org. Please put CLE request in the subject line. Your certificate of attendance must contain the CLE code provided by the Speaker during the presentation.

2:00pm – 2:50pm

N **Ask the Experts Breakouts**

Permanent Commission Rooms

Speakers: Joseph Melo, Peter Lesser, Ben Chan, Pavita Krishnaswamy, Anne Malak, Joanne Sirotkin, Mary O'Shaughnessy, John Greiner, Sara Solfanelli, Michael Hernandez, Anna Steele, Lisa Rivera, Jeff Hogue, Michael Donnelly, Sally Curran, Michelle Peterson

This session offers the opportunity to dive deeply into a particular issue with an expert and your peers. Each breakout will kick off with a brief presentation by someone with expertise and/or experience who will also then field specific questions. Come with your questions and be part of crowdsourcing the solutions.

Note: These sessions will be open conversation. We encourage you to keep your audio and camera on.

Topics and Experts listed below. Feel free to jump around.

- **Securing & Managing Mobile Devices** with Joseph Melo and Peter Lesser
- **Virtual Office Best Practices** with Ben Chan and Pavita Krishnaswamy
- **Microsoft Teams** with Joanne Sirotkin and Anne Malak
- **Managing Client Collaborations: e-Signatures & Document Sharing** with Mary O'Shaughnessy and John Greiner
- **VOIP Set up & Integration** with Michael Hernandez and Sara Solfanelli
- **Online Intake** with Anna Steele and Lisa Rivera
- **Single Sign-on: What's the Fuss & How Do I Do It?** with Jeff Hogue and Mike Donnelly
- **Overview of Document Management Systems** with Michelle Peterson and Sally Fisher Curran

2:00pm – 2:50pm

P **25 Apps in 50 Minutes for Remote Work and Virtual Legal Services**

Cornell Tech Room

Speakers: Tim Baran, Ilenia Sanchez-Bryson, Jeanne Ortiz-Ortiz, Melissa Woods, Amanda Warner

In the midst of a global pandemic, there's nothing normal about the "new normal." Workers thrust into a remote environment have had to adopt new technologies and processes, as have courts, law firms, legal aid organizations and communities in need of legal help. This is the "new normal" for the foreseeable future. Some are simply accelerated change, while others represent brand new ways to work and serve. In this rapid fire session, you'll discover top applications to help you work remotely and serve your clients virtually.

3:00pm – 3:50pm	N 2A Better Data Access Through API Integrations	Just-Tech Room
	<p><i>Moderators: Chris Schwartz</i> <i>Speakers: Mallory Curran, Georges Clement</i></p>	
	<p>This panel will explore the practical use of APIs (Application Programming Interface) to get advocates data they can use to better serve their clients. We will see a demonstration of WhoOwnsWhat, which brings housing-related data from multiple sources directly into a tenant's electronic case file, discuss how the collaboration began, and speak about further opportunities to access data through APIs.</p>	
3:00pm – 3:50pm	N 2B Making Online Tools Accessible to All	LegalServer Room
	<p><i>Speakers: Marcel Appelmann, John Sullivan, Ilenia Sanchez-Bryson</i></p> <p>Providers are delivering more client services using online tools, and this panel will provide information about our shared responsibility to make these services accessible to people who are blind or visually impaired, or have other disabilities. We will also describe strategies for non-experts to get help evaluating the accessibility of their online services.</p>	
3:00pm – 3:50pm	N 2C Virtual Hearings Challenges and Benefits: Three Perspectives, Bench, Bar and Tech	Simpson Thacher Room
	<p><i>Moderators: Rochelle Klempner</i> <i>Speakers: Erik Pitchal, Anna Maria Diamanti, Christine Sisario</i></p> <p>As a result of the pandemic, the courts started conducting virtual hearings: using technology to facilitate a hearing without the judge and the parties being physically gathered in one location. This presents unique challenges for providers, judges and the court system. It has also produced some benefits. Come hear our panelists talk about their experiences post-COVID, the tech tools utilized, unique client considerations, and new guidelines and protocols developed. You will have a rare opportunity to share your own concerns, experiences, opinions and recommendations with a Family Court Judge and the Director of the court system's technology division as we consider how hearings will look in the future.</p>	
	<p>Prior Related Webinars:</p> <ul style="list-style-type: none"> • May 27, 2020, Virtual Court Hearings & the Electronic Document Delivery System (EDDS), Slides, EDDS Handout, presented by Christine Sisario, Director of Technology, New York State Court System Division of Technology and Court Research, and Jeff Carucci, Director and Statewide Coordinator of E-filing, New York State Court System • June 3, 2020, Practical Considerations for Attorneys for in the Virtual Courtroom, Slides, presented by Anna Marie Diamante, Esq., Director, Family and Matrimonial Practice, Her Justice, and Nicole Parshall, Supervising Attorney, Center for Elder Law & Justice 	
3:00pm – 3:50pm	P 2D Executive Directors Discuss Technology and Other Leadership Challenges During and Post Pandemic	Cornell Tech Room
	<p><i>Speakers: Lillian Moy, Carla Palumbo, Beverly Tillery, Lynn M. Kelly</i></p> <p>This workshop will examine the continuing leadership and technology challenges, the cultures and evolving priorities of our client communities, and the well-being of our colleagues 6 months into the pandemic. A panel of Executive Directors will share their thoughts and hear from you on how legal aid moves forward over the next year with the right tools, training, services and expectations while growing client, pro bono, and community engagement.</p>	
4:00pm – 4:50pm	P Closing Plenary	Cornell Tech Room
	<p><i>Speakers: Helaine Barnett, Christine Fecko, Chris Schwartz</i></p> <p>To close, we will quickly recap the day's sessions and consider what we've accomplished together over the course of the conference.</p>	