2022 NY Statewide Civil Legal Aid Technology Conference

Rapid Fire Tech:

Moderated by:
Joanne Sirotkin, Legal Services of the Hudson Valley
Matthew D'Amore, Cornell Tech

Family Law Navigator

- Ryan Gallagher - LIFT

A Digital Tool to Combat Wage Theft

- Rodrigo Camerena – Immigration Associates

Presenting Complex Court Data

- Karen Kane & Carolyn Cadoret – NY Court Research

Deploying a Statewide Network of Legal Kiosks

- Joseph Schieffer – A2J Tech
- Lisa Cohen – Mid-Minnesota Legal Aid

Making Legal Aid Security Actionable

- John Greiner – Just-Tech
- LaDierdre Johnson – Michigan Advocacy Program

Legal Information for Families Today (LIFT)

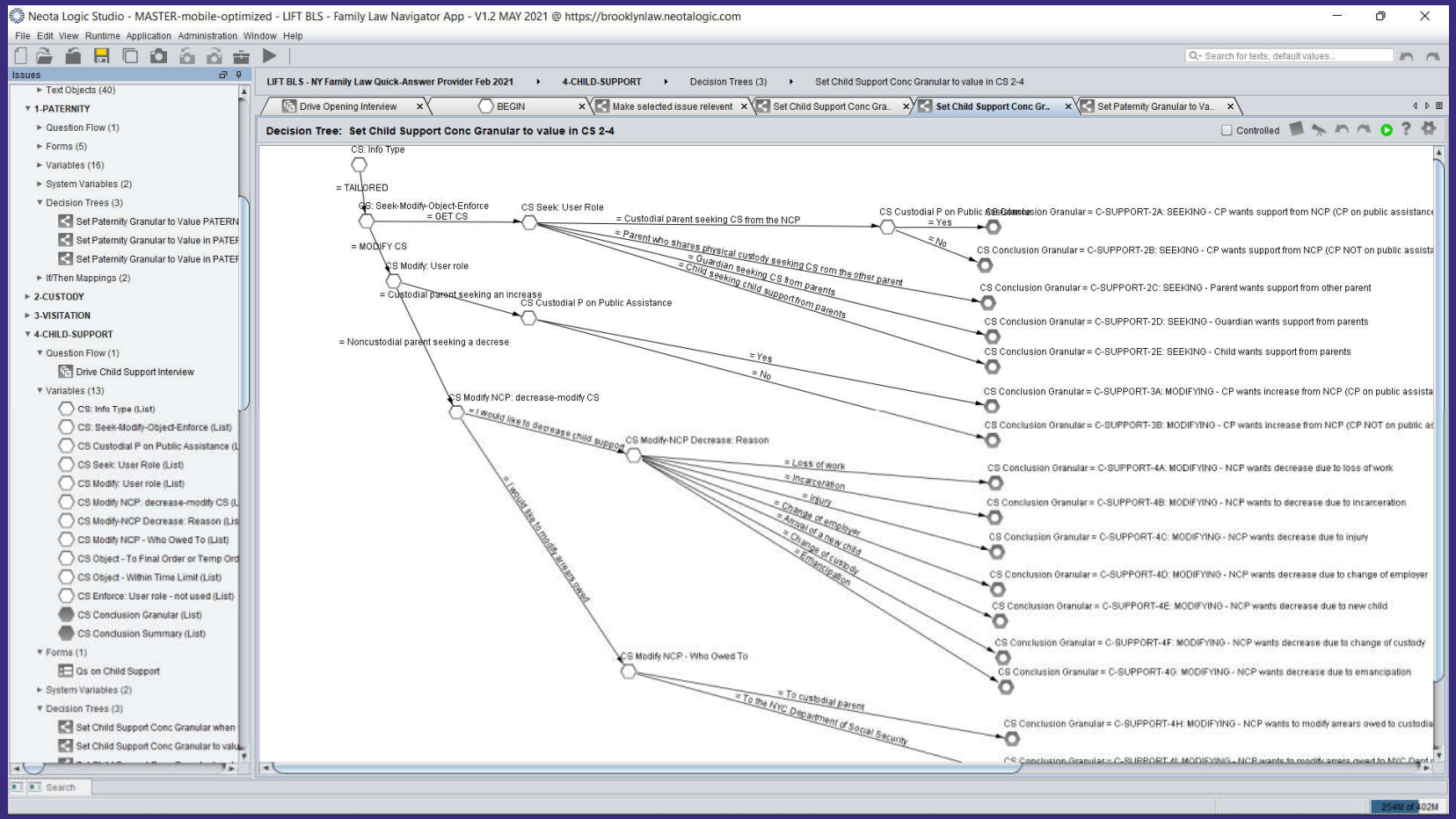
LIFT Family Law Navigator:
Using Self-Guided Technology to Provide Legal Information

Critical Legal Empowerment

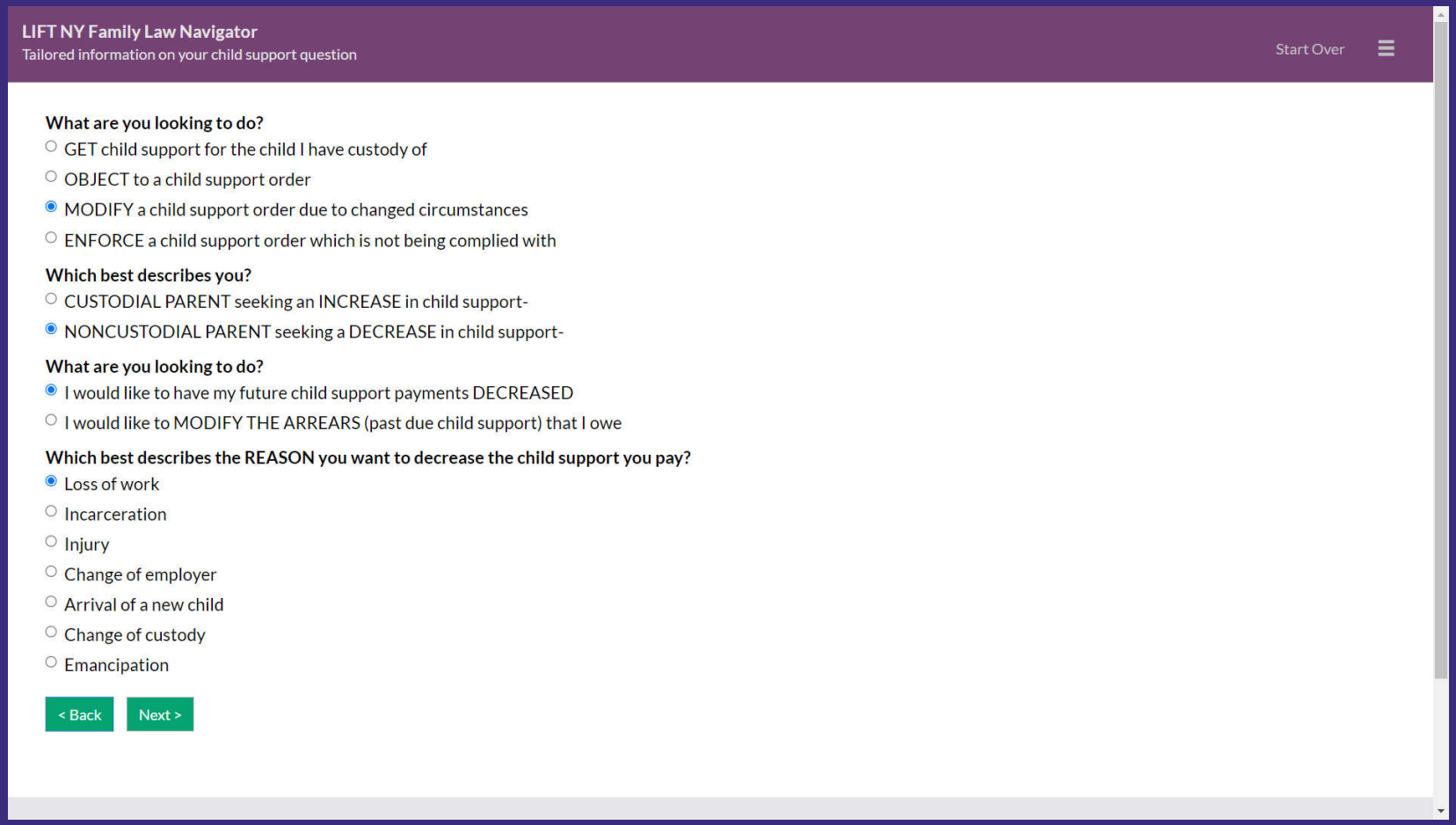
- LIFT's focus is on providing pro se litigants with the information and tools they need to become effective advocates for themselves.
- For nearly 25 years we accomplished this through various methods including our helplines and legal consultations.
- We also have developed an extensive library of know your rights material – nearly 40 topics in 7 different languages.

Family Law Navigator

powered by Neota Logic



Family Law Navigator



Family Law Navigator

LIFT promotes justice for all, one family at a time.

YOUR REPORT from the

LIFT NY Family Law Navigator

Tailored information on your question about CHILD SUPPORT RIGHTS in NY

Prepared for you on March 28, 2022 by LIFT and Brooklyn Law School

Note: Every family law case is unique, so you may want to confer with a qualified family law lawyer about your case.

Offer: Would you like to request a free one-hour consultation with a lawyer about your child support case? Click HERE to fill out our form and request an appointment.

Situation

I am a noncustodial parent with an existing Order for Child Support and I would like to decrease the amount of child support I pay to the custodial parent because I have recently lost my job or cannot pay for another reason.

Guidance

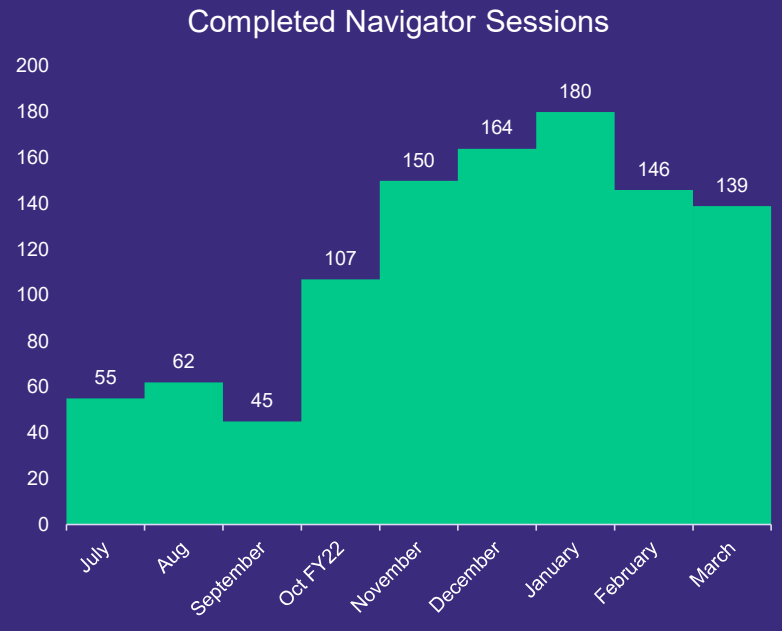
In order to modify your child support order, you must show that there has been a substantial change in circumstances since your current order was issued. To get a downward modification, the noncustodial parent must file for a modification as soon as there has been a change in circumstances. Child support orders can only be changed back to the date a petition for modification is filed, not back to the date that the change in circumstances occurred. Your child support will not automatically be modified because you lost your job, you must file a petition to modify your child support order yourself. On your court date, you will have to show proof of why you lost your job, that it was not due to anything you did. You will also have to show that you have been looking for or obtained employment at the same or similar income as your last job.

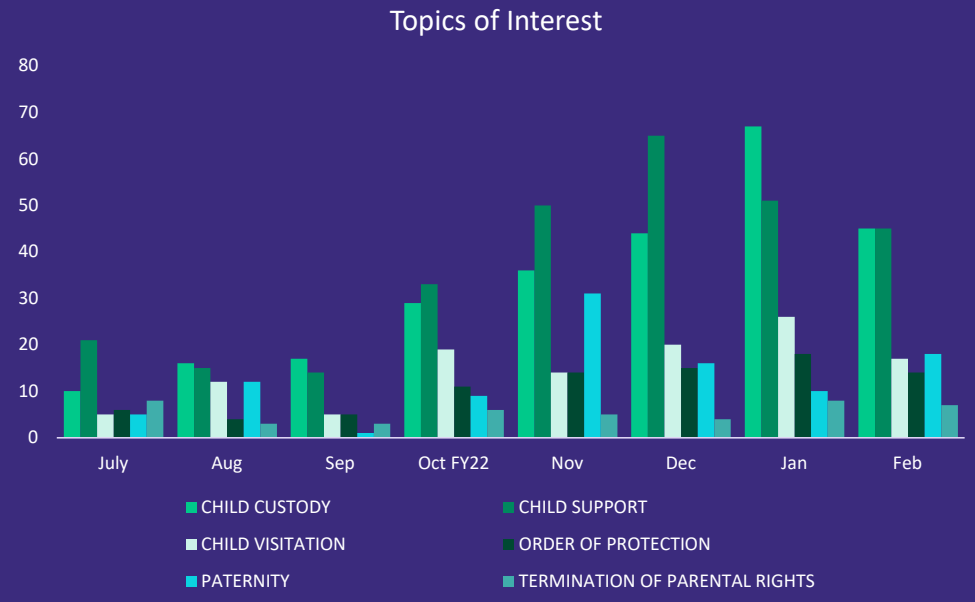
Resources

Here are links to parts of the LIFT website that may be particularly helpful to you:

- ABC's of Family Court
- Introduction to Child Support
- Modifying a Child Support Order
- How to File an Objection or a Rebuttal to a Child Support Order
- Filling Out a Financial Disclosure Affidavit

Family Law Navigator





Thank you

www.liftonline.org/navigator

Ryan Gallagher, Esq.
rgallagher@liftonline.org

A Digital Tool to Combat Wage Theft

NY Statewide Civil Legal Aid Technology Conference: Rapid Fire Tech Talk

April 2022

NATURALIZATION
CANDIDATE

~3.1 Million Immigrants
+1 Million Buildings
+35,000 Restaurants
~$3.2 Billion in Wages are Stolen

Share of low-wage minimum-wage-eligible workers experiencing minimum wage violations, by state

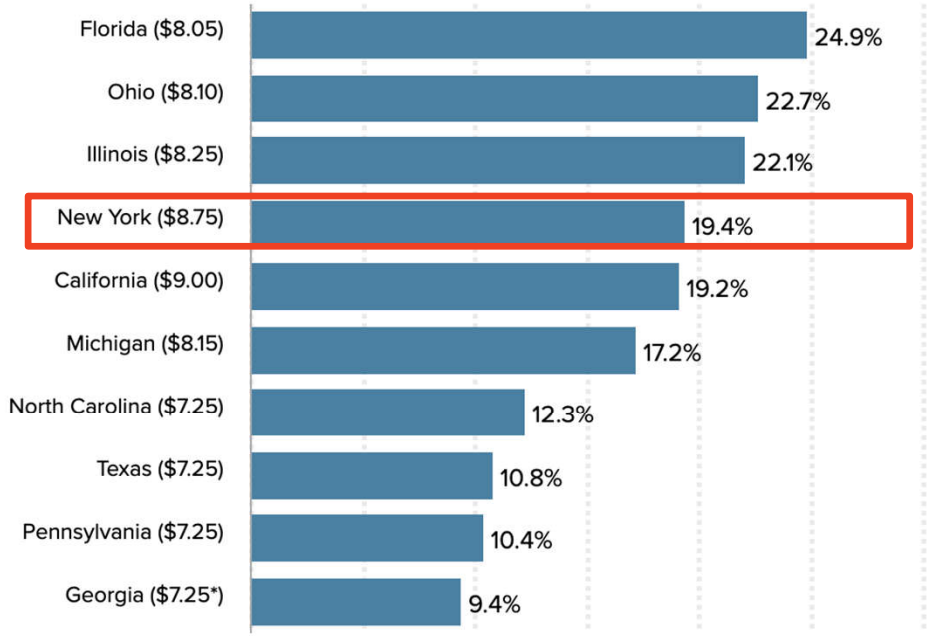


Chart | Data

*Workers in Georgia covered by the FLSA are subject to the federal minimum wage of $7.25. Workers exempt from the FLSA but covered under Georgia's state minimum wage law have a minimum wage of $5.15.

Note: The 2015 minimum wage for each state is shown in parentheses. "Low-wage minimum-wage-eligible workers" includes all minimum-wage-eligible workers in the bottom quintile of wage earners in each state. ...

Source: EPI analysis of Current Population Survey Outgoing Rotation Group data, 2013–2015

Summary statistics on minimum wage violations in New York

	Minimum-wage-eligible workers					
Category	Total number	Share of total	Number	Share of total group	Group's share of category	Average hourly underpayment
Industry						
Construction	361,000	6.0%	12,020	3.3%	4.0%	$2.65
Manufacturing	464,000	7.7%	11,680	2.5%	3.9%	$1.96
Food or drink service	439,000	7.3%	76,990	17.5%	25.7%	$1.86
Other leisure and hospitality	206,000	3.4%	15,020	7.3%	5.0%	$1.76
Other industries	578,000	9.6%	28,470	4.9%	9.5%	$2.18

THE WAGE THEFT CRISIS

Barriers to Workplace Justice:

- Workers don't know their rights
- Wage claims involve complex paperwork
- Limited access to attorneys
- Weak enforcement by government agencies

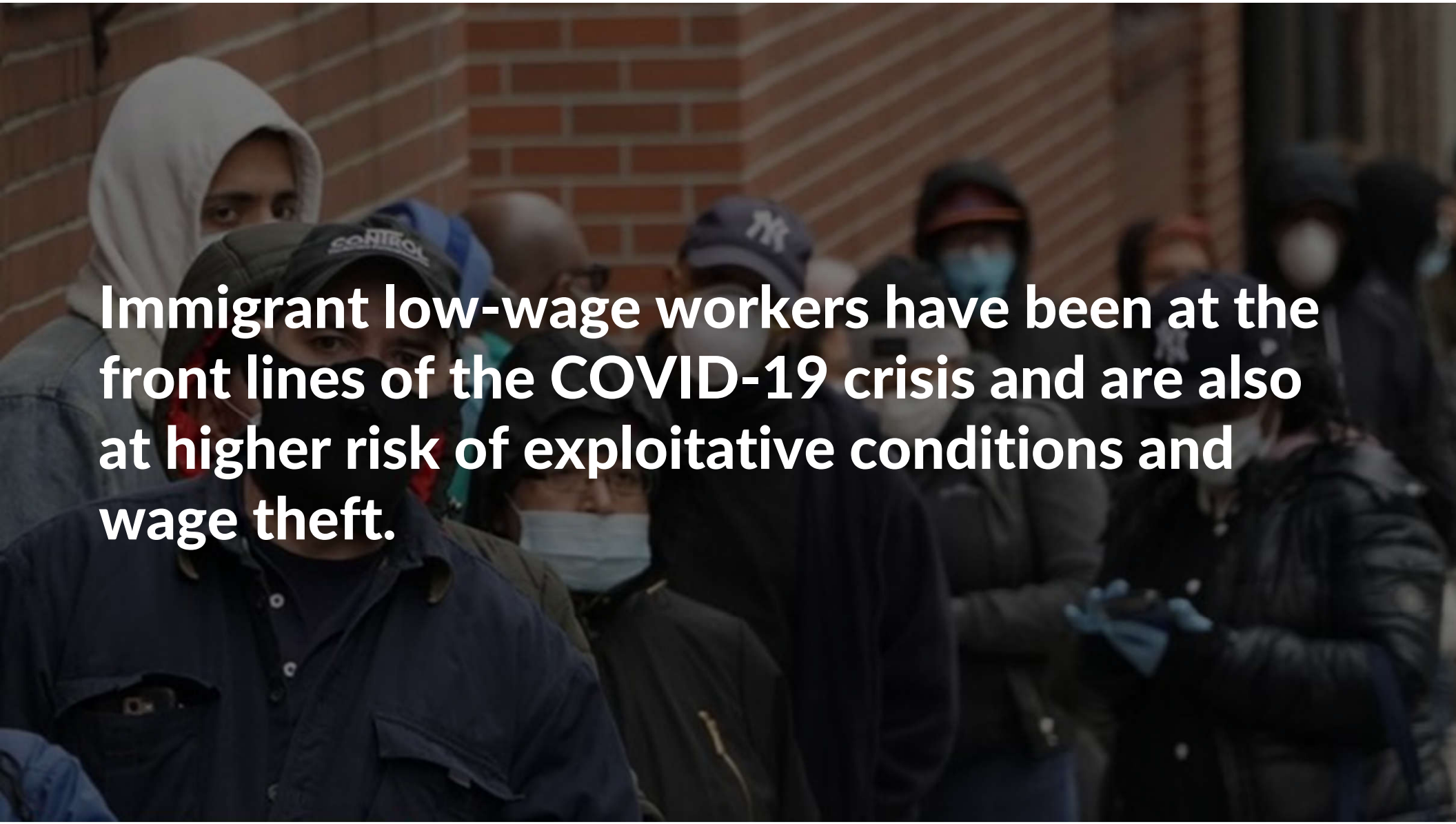
$50 BILLION

in wages are stolen from workers annually

+1 Million

workers impacted in LA, Chicago and NYC weekly

Employment studies reveal that foreign-born workers in NYC are more than twice as likely as their U.S.-born counterparts to experience wage theft, with some of the highest rates of risk concentrated among undocumented women.


Immigrant low-wage workers have been at the front lines of the COVID-19 crisis and are also at higher risk of exploitative conditions and wage theft.

MAKE THE ROAD NEW YORK
2008 VICTORIES
Poder Inmigrante
MAKE THE
NEW
New York
Cristobal

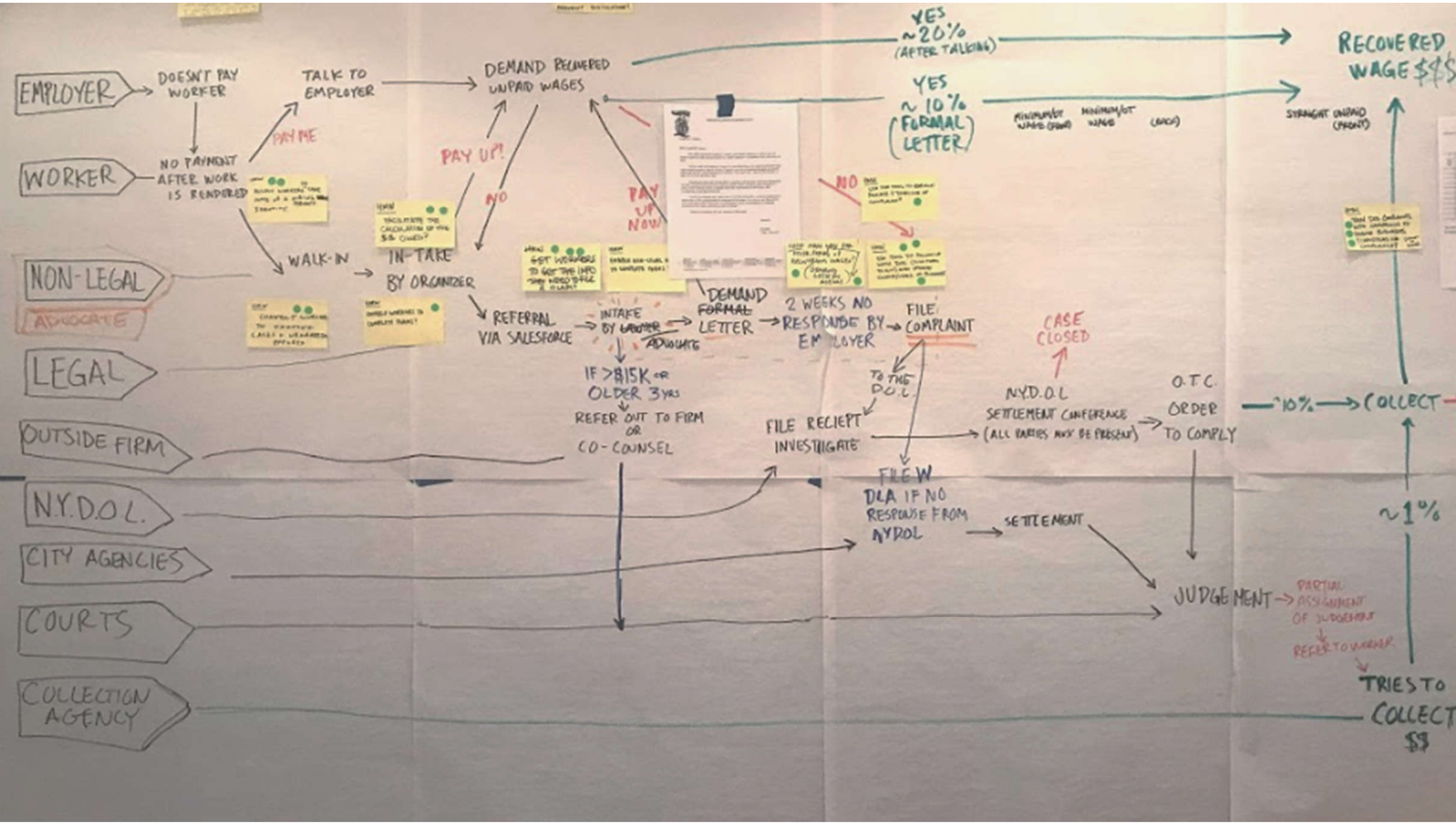
EXIT
MK
NY

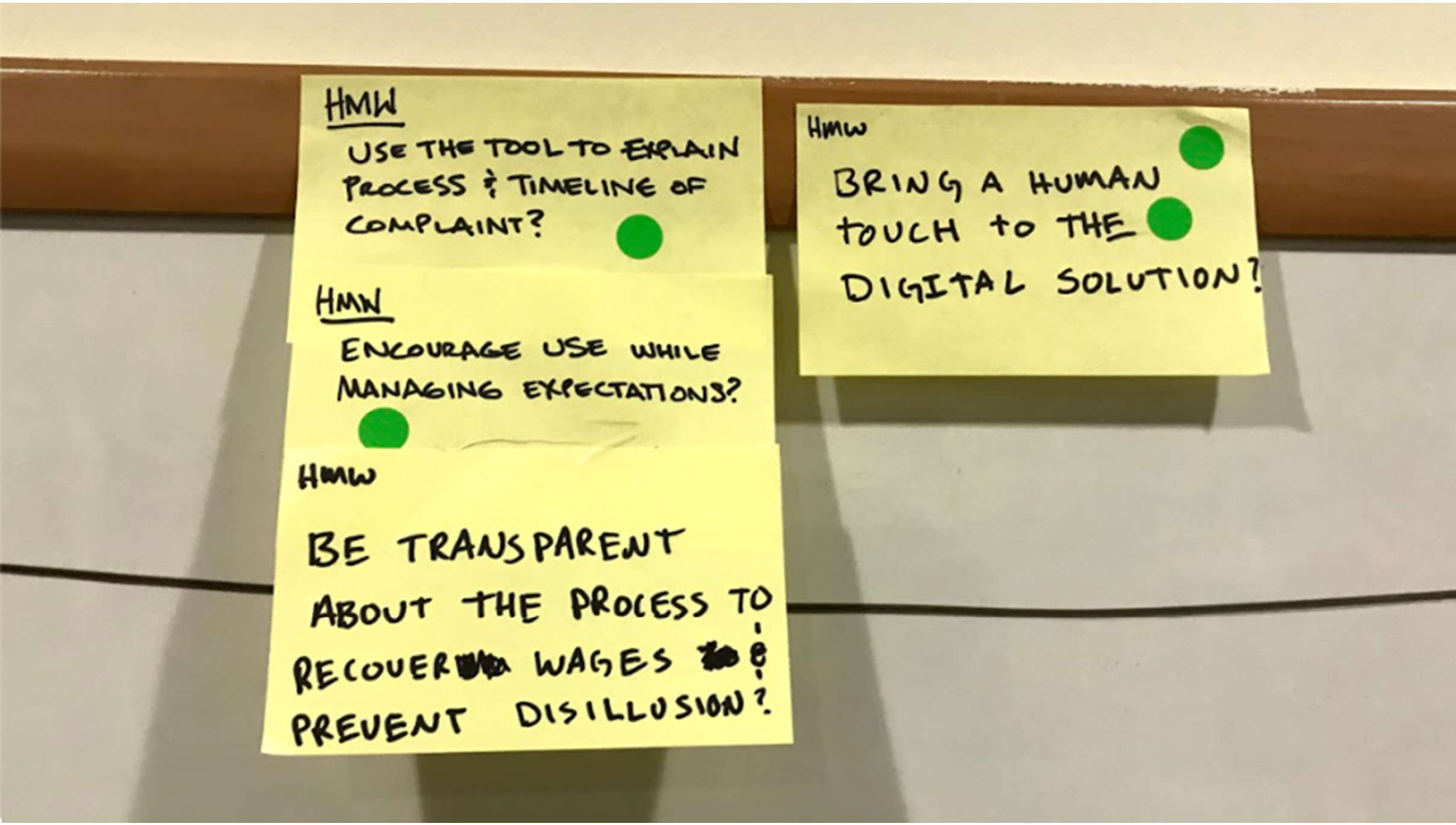
Estado de Nueva York
Departamento de Trabajo
División de Normas Laborales

Queja formal sobre salario mínimo / horas extra

Responda todas las preguntas incluidas en ambos lados del formulario. Escriba con letra de imprenta clara.

1. Su nombre – Primer nombre	Inicial del 2do. nombre	Apellido			3. Número de Seguro Social
2. Su domicilio	Apt. N°	Ciudad	Estado	Código postal	4. N° de teléfono: Día: ( ) Noche: ( )
5. Reclamo en contra de (nombre comercial)			6. Nombre de la compañía, de haber alguna		


EMPLOYER
DOESN'T PAY WORKER
WORKER
NO PAYMENT AFTER WORK IS RENDERED
PAY ME
TALK TO EMPLOYER
DEMAND RECIEVED UNPAID WAGES
PAY UP!
NO
YES ~20% (AFTER TALKING)
YES ~10% (FORMAL LETTER)
RECOVERED WAGE $$$
PAY UP NOW
NO
NON-LEGAL
ADVOCATE
WALK-IN
IN-TAKE BY ORGANIZER
LEGAL
REFERRAL VIA SALESFORCE
INTAKE BY LAWYER / ADVOCATE
DEMAND FORMAL LETTER
2 WEEKS NO RESPONSE BY EMPLOYER
FILE COMPLAINT
CASE CLOSED
IF >$15K OR OLDER 3YRS
REFER OUT TO FIRM OR CO-COUNSEL
TO THE D.O.L.
N.Y.D.O.L SETTLEMENT CONFERENCE (ALL PARTIES MUST BE PRESENT)
O.T.C. ORDER TO COMPLY
~10%
COLLECT
OUTSIDE FIRM
FILE RECIEPT INVESTIGATE
N.Y.D.O.L.
FILE DLA IF NO RESPONSE FROM NYDOL
SETTLEMENT
~1%
CITY AGENCIES
COURTS
JUDGEMENT
PARTIAL ASSIGNMENT OF JUDGEMENT
REFER TO MARSHAL
COLLECTION AGENCY
TRIES TO COLLECT $$

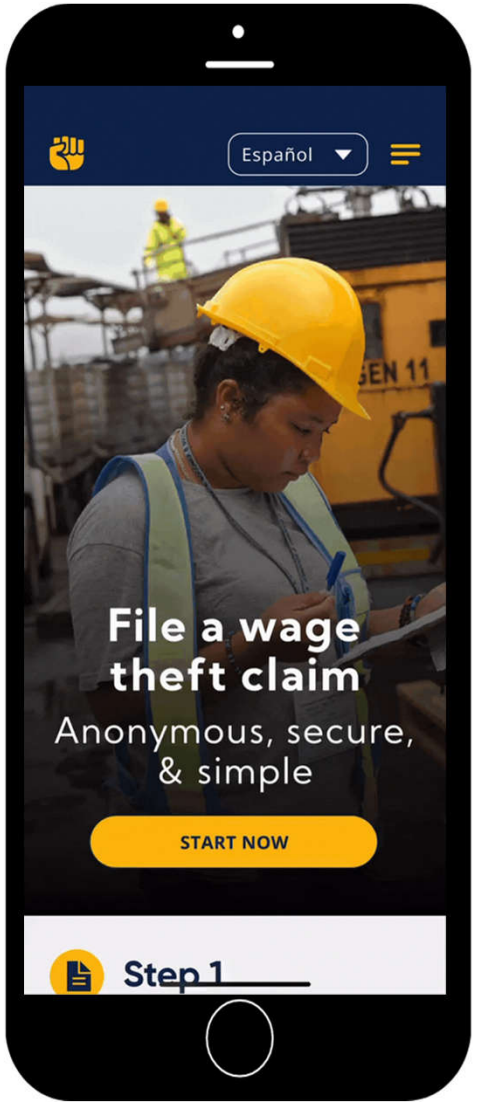

HMW
USE THE TOOL TO EXPLAIN PROCESS & TIMELINE OF COMPLAINT?
HMW
ENCOURAGE USE WHILE MANAGING EXPECTATIONS?
HMW
BE TRANSPARENT ABOUT THE PROCESS TO RECOVER WAGES & PREVENT DISILLUSION?
HMW
BRING A HUMAN TOUCH TO THE DIGITAL SOLUTION?

SPRINT QUESTIONS
WORKERS
FIRM
NON-LEGAL
LEGAL
EMPLOYERS
NYDOL
CITY AGENCIES
COURTS
DAYS
MONTHS
YEARS
RECOVERED WAGES
COLLECT
Expert 3
15-30 Minutes

INTRODUCING ¡RECLAMO!

Designed for Workplace Justice:

- Workers don't know their rights
  Dynamic educational resources
- Wage claims involve complex paperwork
  Uses plain language to auto-generate forms
- Limited access to attorneys
  Smart interview designed for non-lawyers
- Weak enforcement by government agencies
  Data to inform enforcement, organizing, and policy



HOW IT WORKS

Worker learns about wage theft through outreach

Advocate helps worker answer questions using ¡Reclamo!

¡Reclamo! completes wage claim form and demand letter

Wage claim filed with Dept of Labor (DOL)

Claim investigated by DOL

Wages Recovered

Data from multiple claims is gathered and analyzed for insights on advocacy

= ¡RECLAMO!

Data informs Organizing, Enforcement, & Policy Change!

OUR GOALS IN 2022

+15 ORGANIZERS
trained on using ¡Reclamo!

LAUNCH
STATEWIDE CAMPAIGN
targeting the construction industry in New York State

+300 WORKERS
+125 CLAIMS
filed in first 12 months

LETS TIP THE TECH POWER IMBALANCE

instacart
UBER
GRUBHUB
amazon

¡RECLAMO!

+$400 BILLION
in profits during the pandemic

~3.1 Million Immigrants
+1 Million Buildings
+35,000 Restaurants
0 Injustice

¡RECLAMO!
www.reclamoapp.org
@ReclamoApp
Immigration Advocates
NETWORK
probono.net
MAKE THE ROAD
NEW YORK

Presenting Complex Court Data in Consumable Formats

Presenter Contacts

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ccadoret@nycourts.gov

PDFs vs Power BI

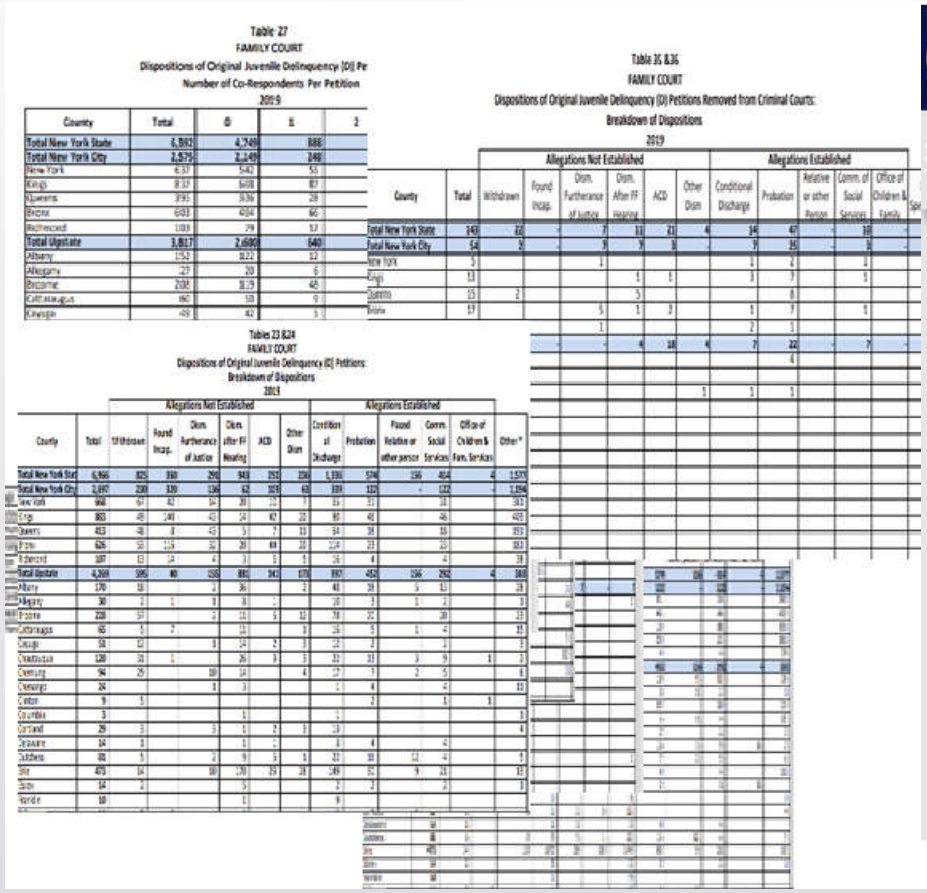


Table 27
FAMILY COURT
Dispositions of Original Juvenile Delinquency (DJ) Pe
Number of Co-Respondents Per Petition
2019

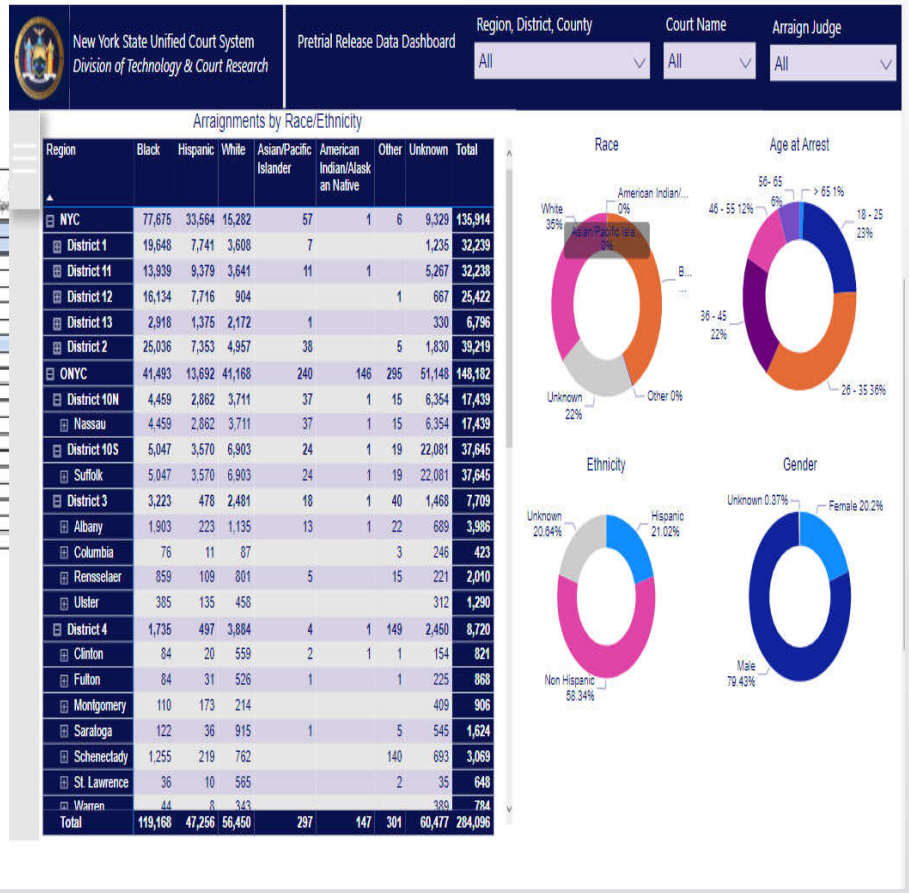
County	Total	0	1	2
Total New York State	6,592	4,749	888	
Total New York City	2,579	2,149	249	
New York	637	542	55	
Kings	837	668	107	
Queens	395	336	28	
Bronx	693	604	66	
Richmond	103	79	13	
Total Upstate	3,817	2,600	640	
Albany	152	122	12	
Allegany	27	20	6	
Broome	208	163	45	
Cattaraugus	80	58	9	
Cayuga	49	42	5	

Table 35 &36
FAMILY COURT
Dispositions of Original Juvenile Delinquency (DJ) Petitions Removed from Criminal Courts:
Breakdown of Dispositions
2019

County	Total	Allegations Not Established						Allegations Established					
		Withdrawn	Found Incap.	Dism. Furtherance of Justice	Dism. After FF Hearing	ACD	Other Dism	Conditional Discharge	Probation	Relative or other Person	Comm. of Social Services	Office of Children & Family	Spe
Total New York State	149	22	-	7	11	21	4	14	47	-	10	-	-
Total New York City	54	2	-	3	7	11	-	7	25	-	6	-	-
New York	5	-	-	1	-	-	-	1	4	-	1	-	-
Kings	13	-	-	-	1	1	-	3	7	-	1	-	-
Queens	15	2	-	-	5	-	-	-	8	-	-	-	-
Bronx	19	-	-	5	1	9	-	1	7	-	4	-	-
				1	-	-	-	2	1	-	-	-	-
				-	4	10	4	7	22	-	7	-	-
									4				
							5	1	1				

Tables 23 &24
FAMILY COURT
Dispositions of Original Juvenile Delinquency (DJ) Petitions:
Breakdown of Dispositions
2019

County	Total	Allegations Not Established						Allegations Established					
		Withdrawn	Found Incap.	Dism. Furtherance of Justice	Dism. after FF Hearing	ACD	Other Dism	Condition al Discharge	Probation	Found Relative or other person	Comm. Social Services	Office of Children & Fam. Services	Other*
Total New York State	4,366	825	310	291	948	253	234	1,336	574	156	414	4	1,577
Total New York City	2,497	230	139	136	62	109	65	109	115	-	122	-	1,354
New York	668	67	42	14	20	22	7	15	33		18		383
Kings	803	48	240	43	14	42	20	85	48		46		428
Queens	413	48	8	43	5	7	13	54	39		13		193
Bronx	626	58	113	34	20	33	20	124	23		43		833
Richmond	107	13	14	4	3	5	5	24	4		4		38
Total Upstate	1,869	595	40	155	886	144	170	1907	452	156	292	4	1613
Albany	170	18		2	36		2	41	29	5	13		24
Allegany	30	3	1	3	8	-		28	3	1	2		3
Broome	228	57		3	13	5	12	78	25		20		23
Cattaraugus	65	5	2		13		3	24	5	1	4		15
Cayuga	53	12		3	14	2	3	23	2		3		3
Chautauqua	120	28	1		26	3	3	32	23	3	9	1	2
Chemung	94	25		18	14		4	27	7	2	5		6
Chenango	24			3	3			1	4		4		11
Clinton	9	3						2		1		1	
Columbia	3				1			1					1
Cortland	29	3		3	3	2	3	18					4
Delaware	14	3			1	-		3	4		4		
Dutchess	81	5		2	9	5	3	22	18	12	4		1
Erie	475	14		18	170	19	28	249	85	9	18		15
Essex	14	2			5			2	2		2		1
Franklin	10				1			9					



New York State Unified Court System
Division of Technology & Court Research

Pretrial Release Data Dashboard

Region, District, County: All
Court Name: All
Arraign Judge: All

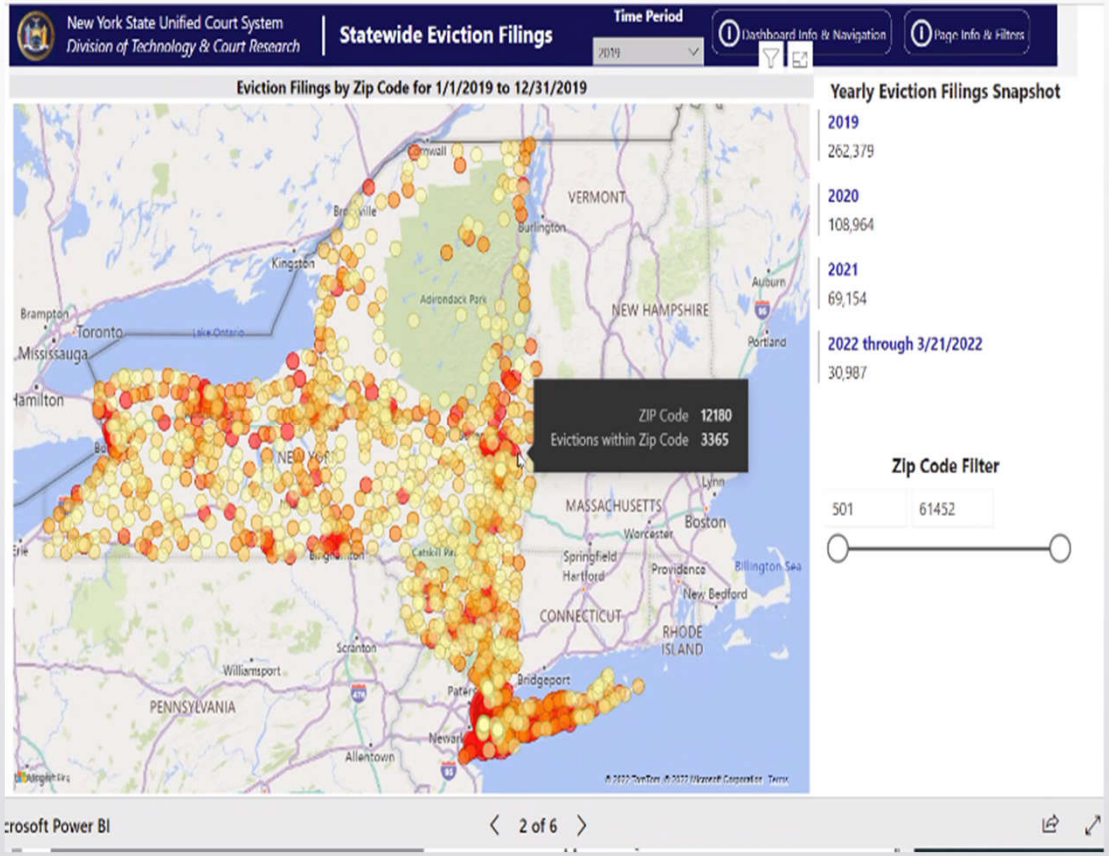
Arraignments by Race/Ethnicity

Region	Black	Hispanic	White	Asian/Pacific Islander	American Indian/Alaskan Native	Other	Unknown	Total
⊟ NYC	77,675	33,564	15,282	57	1	6	9,329	135,914
⊞ District 1	19,648	7,741	3,608	7			1,235	32,239
⊞ District 11	13,939	9,379	3,641	11	1		5,267	32,238
⊞ District 12	16,134	7,716	904			1	667	25,422
⊞ District 13	2,918	1,375	2,172	1			330	6,796
⊞ District 2	25,036	7,353	4,957	38		5	1,830	39,219
⊟ ONYC	41,493	13,692	41,168	240	146	295	51,148	148,182
⊟ District 10N	4,459	2,862	3,711	37	1	15	6,354	17,439
⊞ Nassau	4,459	2,862	3,711	37	1	15	6,354	17,439
⊟ District 10S	5,047	3,570	6,903	24	1	19	22,081	37,645
⊞ Suffolk	5,047	3,570	6,903	24	1	19	22,081	37,645
⊟ District 3	3,223	478	2,481	18	1	40	1,468	7,709
⊞ Albany	1,903	223	1,135	13	1	22	689	3,986
⊞ Columbia	76	11	87			3	246	423
⊞ Rensselaer	859	109	801	5		15	221	2,010
⊞ Ulster	385	135	458				312	1,290
⊟ District 4	1,735	497	3,884	4	1	149	2,450	8,720
⊞ Clinton	84	20	559	2	1	1	154	821
⊞ Fulton	84	31	526	1		1	225	868
⊞ Montgomery	110	173	214				409	906
⊞ Saratoga	122	36	915	1		5	545	1,624
⊞ Schenectady	1,255	219	762			140	693	3,069
⊞ St. Lawrence	36	10	565			2	35	648
⊞ Warren	44	8	343				389	784
Total	119,168	47,256	56,450	297	147	301	60,477	284,096

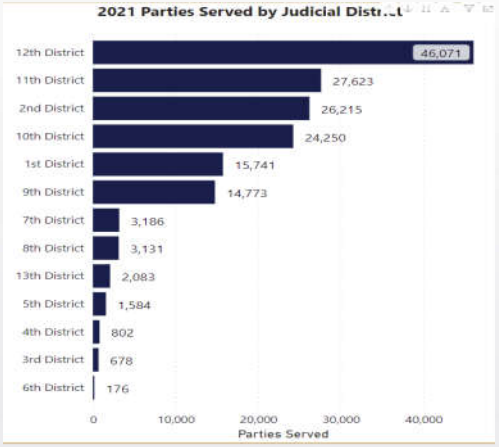
Government Cloud Reports

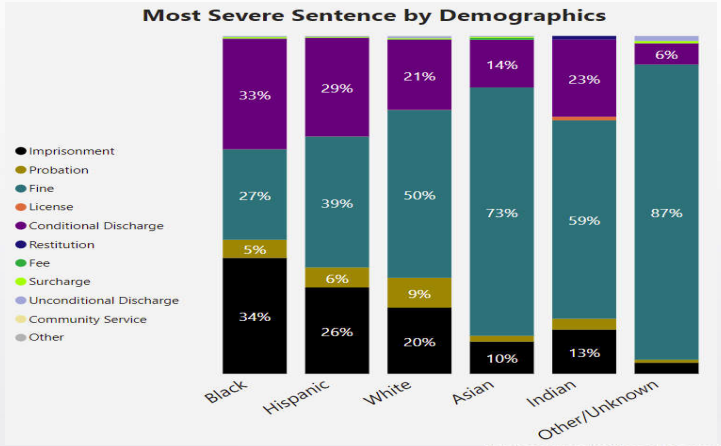
- Microsoft Gov't cloud sever - permissions
  - External license permission / premium
  - Downloadable
  - Export options
  - Filter Pane
- Microsoft Gov't cloud sever – Web publishing
  - No download / No export
  - Slicers but no filer pane

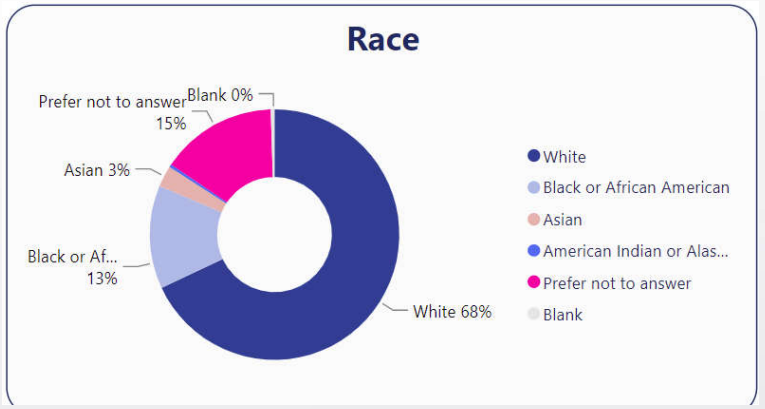
Web Publishing

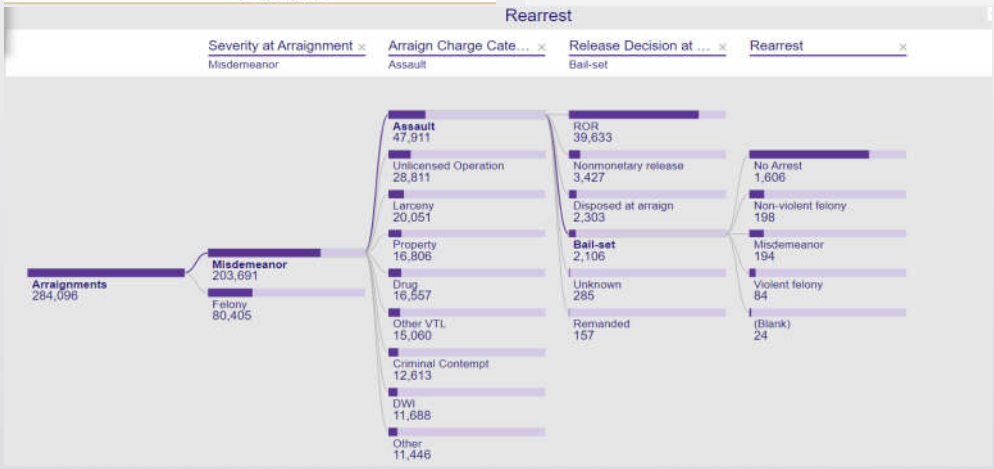


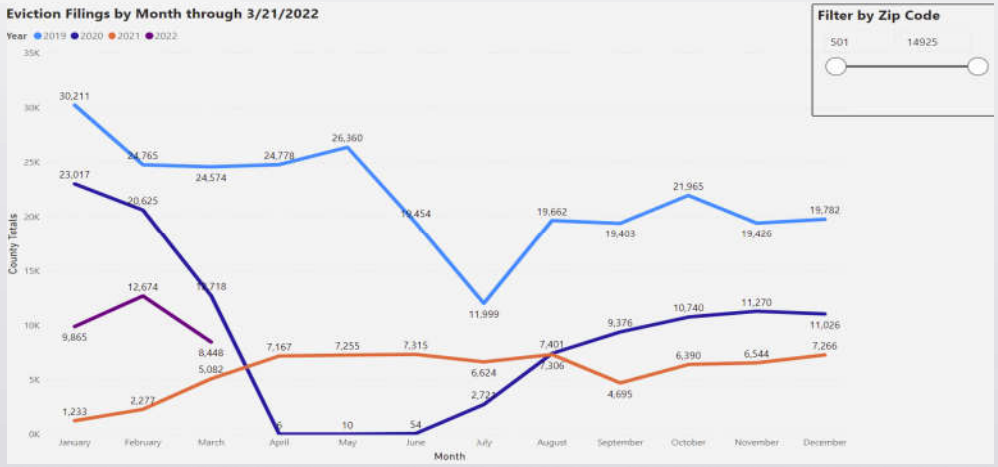
Presenting Data





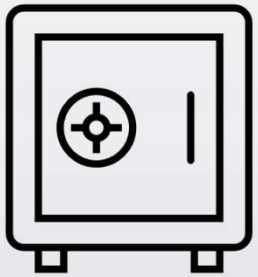






Protecting Identities

- Identifying data
- Small numbers = big problems
- Real world consequences



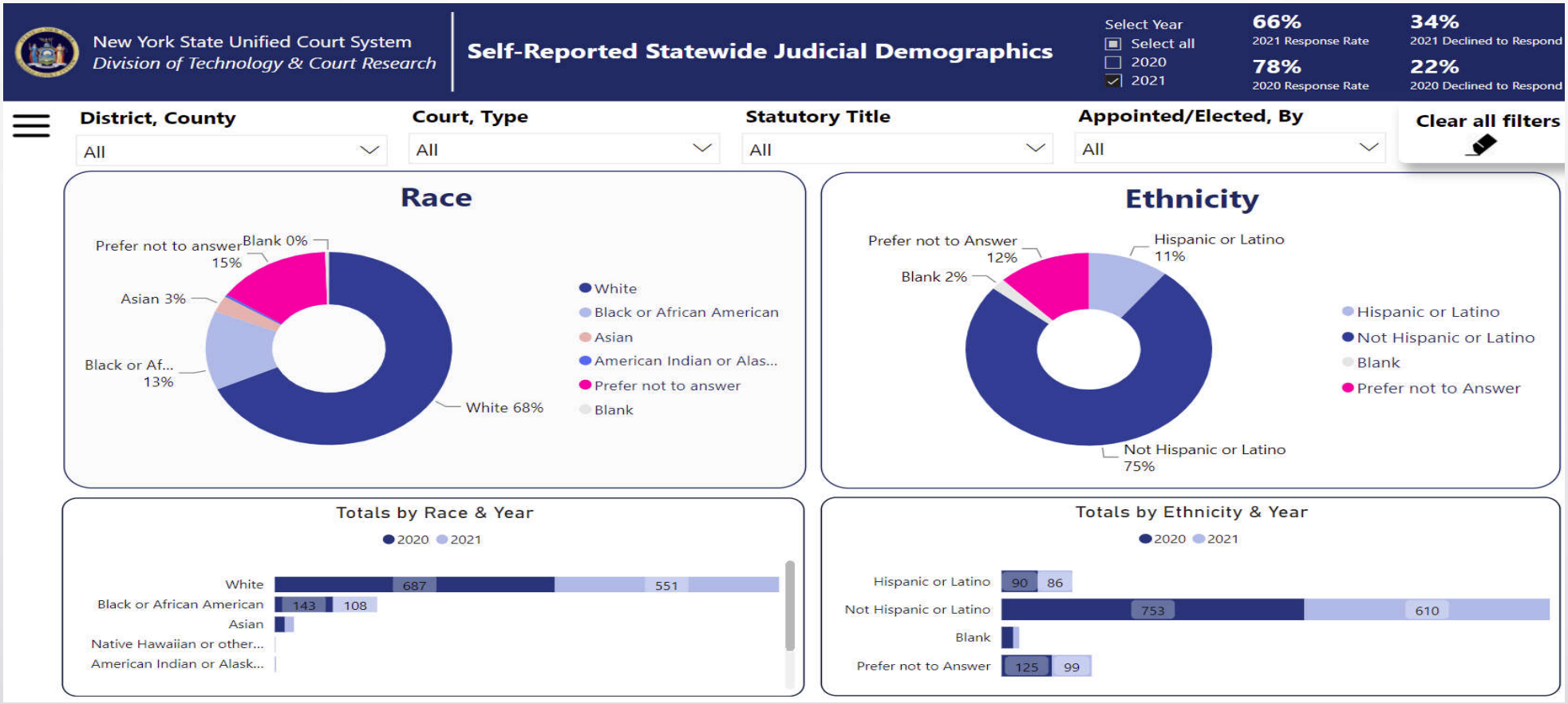
Arraignments by Race

Region	Black	Hispanic	White	Asian/Pacific Islander
NYC	77,675	33		57
District 1	19,648	7		7
New York	19,648	7		7
District 11	13,939	9		11
Queens	13,939	9		11
District 12	16,134	7,716	904	
Bronx	16,134	7,716	904	
District 13	2,918	1,375	2,172	1
Richmond	2,918	1,375	2,172	1

Show data point as a table
Show as a table
Include
Exclude
Copy

Region	District	County	Court	Race/Ethnicity	Race/Ethnicity	Internal_Case_ID
NYC	District 1	New York	New York Criminal Court	White	White	0x00016C4BEE51A1591
NYC	District 1	New York	New York Criminal Court	White	White	0x00035EDEFB4DAA2D
NYC	District 1	New York	New York Criminal Court	White	White	0x00221825794A1136C
NYC	District 1	New York	New York Criminal Court	White	White	0x002EE58CAC87E86A3
NYC	District 1	New York	New York Criminal Court	White	White	0x004C91FA7A3543196
NYC	District 1	New York	New York Criminal Court	White	White	0x008803A98D2A6A82
NYC	District 1	New York	New York Criminal Court	White	White	0x0095837148BBB4359
NYC	District 1	New York	New York Criminal Court	White	White	0x0098E7988D17EDAC
NYC	District 1	New York	New York Criminal Court	White	White	0x00A5E7F192394E09A
NYC	District 1	New York	New York Criminal Court	White	White	0x00A98489F0877CCA4
NYC	District 1	New York	New York Criminal Court	White	White	0x00B3559DD15FD81E
NYC	District 1	New York	New York Criminal Court	White	White	0x00D3701800DC7A22
NYC	District 1	New York	New York Criminal Court	White	White	0x00D60C1FC965AA4E
NYC	District 1	New York	New York Criminal Court	White	White	0x00D654580D171B19A
NYC	District 1	New York	New York Criminal Court	White	White	0x00D95FD810888D96

Branding (Templates / Themes)



Questions and Links

[Court Data and Statistics | NYCOURTS.GOV]

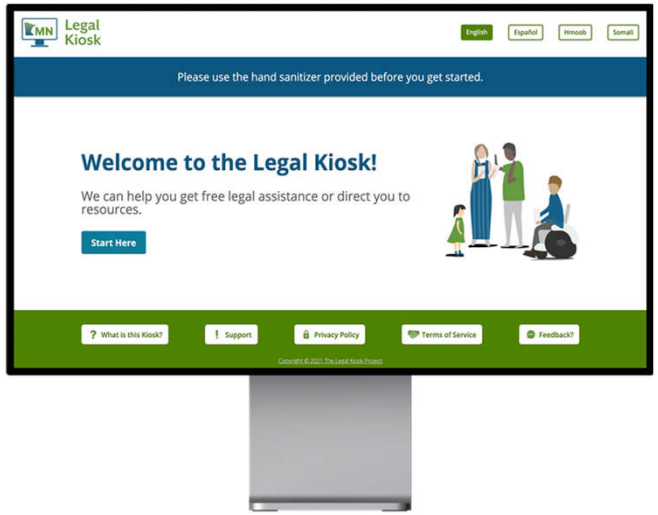
Deploying a Statewide Network of Legal Kiosks

Lisa Cohen - Deputy Director Operations, *Mid-Minnesota Legal Aid*

Joseph Schieffer - CEO, *A2J Tech*

Agenda

- What is a legal kiosk?
- Why are they needed?
- Where are they located?
- What can you do on a kiosk?
- How much does a legal kiosk cost?



Legal Kiosks

- What is a legal kiosk?
  - Locked down Windows desktop computer
  - Web browser for the kiosk experience
  - With access to legal aid information, services, and virtual meetings
- Why are they needed?
- Where are they located?
- What can you do on a kiosk?
- How much does a legal kiosk cost?

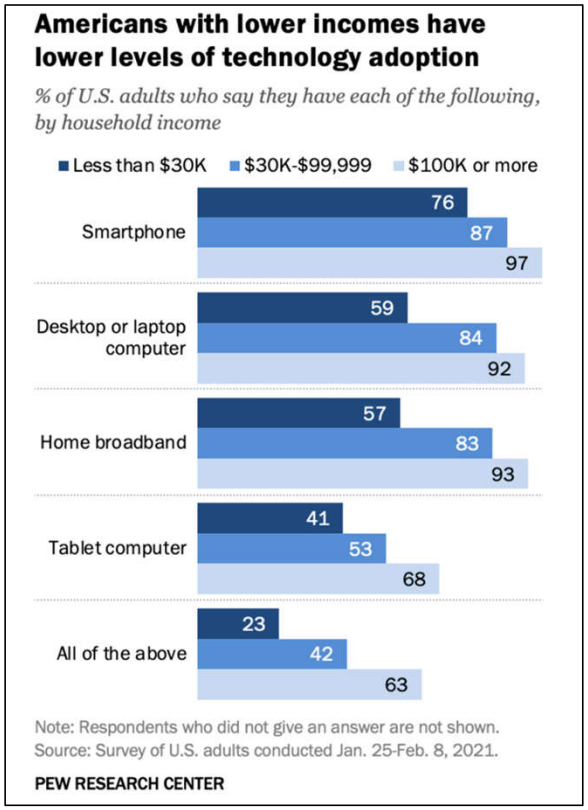
Kiosk Models

Model A

Model B

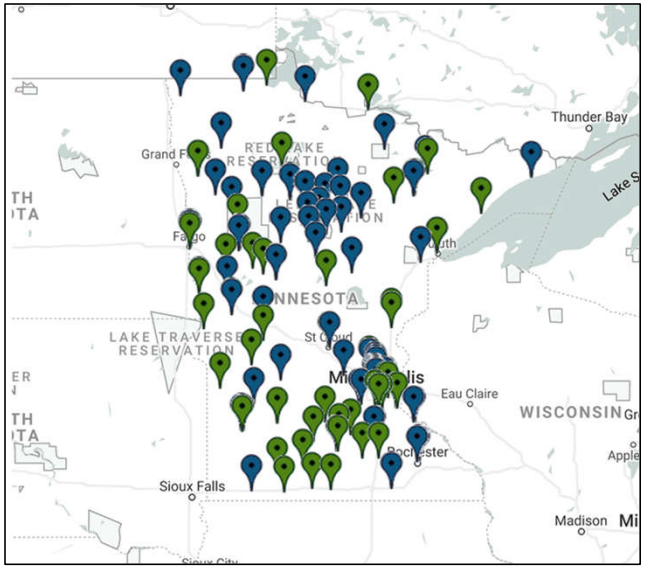
Legal Kiosks

- What is a legal kiosk?
- Why are they needed?
  - The COVID-19 pandemic moved the legal system virtual
  - Digital divide disproportionately impacts communities served by legal aid
- Where are they located?
- What can you do on a kiosk?
- How much does a legal kiosk cost?

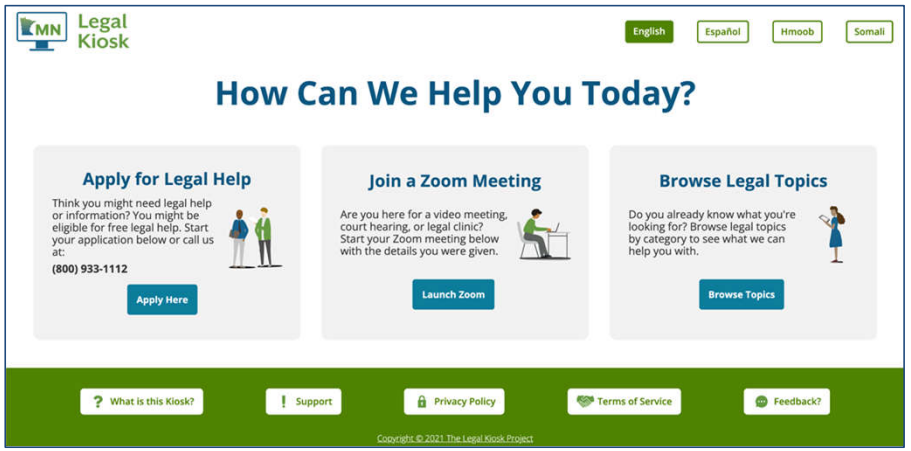


Legal Kiosks

- What is a legal kiosk?
- Why are they needed?
- Where are they located?
  - In a variety of court, legal aid, agency, non-profit, and community locations
  - In 69 out of 87 counties
  - Model A: public spaces, lobbies
    Model B: private spaces, rooms
- What can you do on a kiosk?
- How much does a legal kiosk cost?



Legal Kiosks

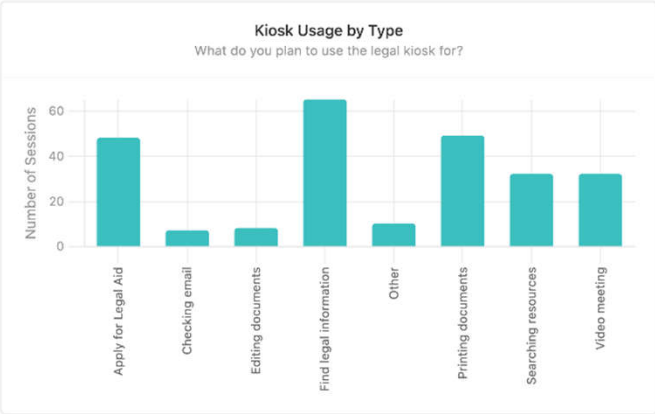


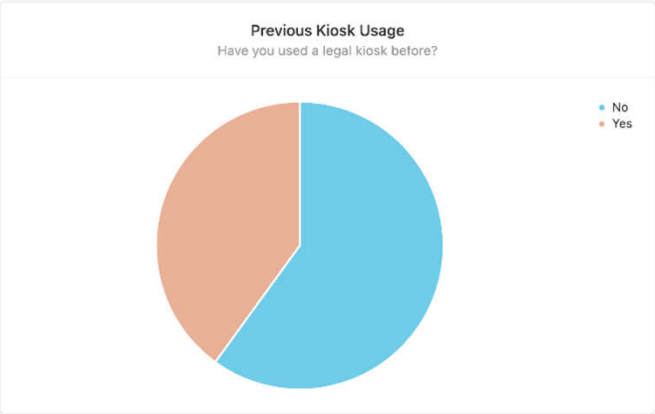
- What is a legal kiosk?
- Why are they needed?
- Where are they located?
- What can you do on a kiosk?
  - **Model A**: apply for legal aid, access LawHelpMN, internet
  - **Model B**: all of the above + Zoom meetings, printing, and scanning
- How much does a legal kiosk cost?

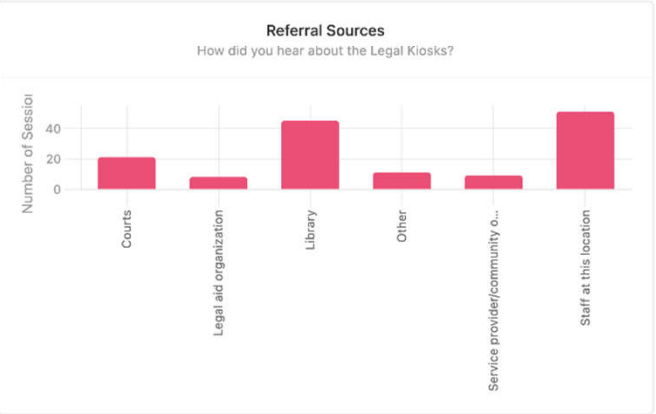
Kiosk Usage Snapshot

269	32	16
Users	Zoom Meetings	Court Hearings
This includes incomplete and skipped surveys. This does not include users who did not use the web kiosk experience (ie if they only scanned a document, if they opened another tab, etc.).	This includes users who indicated that they were using the kiosk to attend a video meeting. Video meetings include: "Court hearing", "Meeting with Legal Aid" or "Other".	This includes users who count indicated that they were using the kiosk to attend a video meeting and that the video meeting was for a Court Hearings

Visualizations







Legal Kiosks

- What is a legal kiosk?
- Why are they needed?
- Where are they located?
- What can you do on a kiosk?
- How much does a legal kiosk cost?
  - **Model A**: $4,000 (furniture, equipment, software)
    - Tech: Windows 10, Faronics Deep Freeze, Webflow, Zoom, MS Office, Jaws/ZoomText
  - **Model B:** $5,000 (also a printer/scanner)

Learn More

- About the project at legalkiosk.org
- About the parent initiative at reachjustice.org
- Questions and collaboration, email joseph@goa2jtech.com

Questions

Legal Services National Technology Assistance Project

In Partnership with Just-Tech

LaDierdre Johnson

Program Manager

MAP | MICHIGAN ADVOCACY PROGRAM

LSNTAP's Role in the Legal Aid Technology Community

1. Provide access to curated information about technology
2. Empower the community to improve and build through the use of technology
3. Foster Collaboration, Community, and Innovation

Impact of Security Incidents

- Disrupt Operations
- Interrupt Client Services
- Puts Data Risk
- Costs Money - 2022 FBI Report - $6.9 Billion
- Funders, Clients, & Staff Morale

LSNTAP & Just-Tech

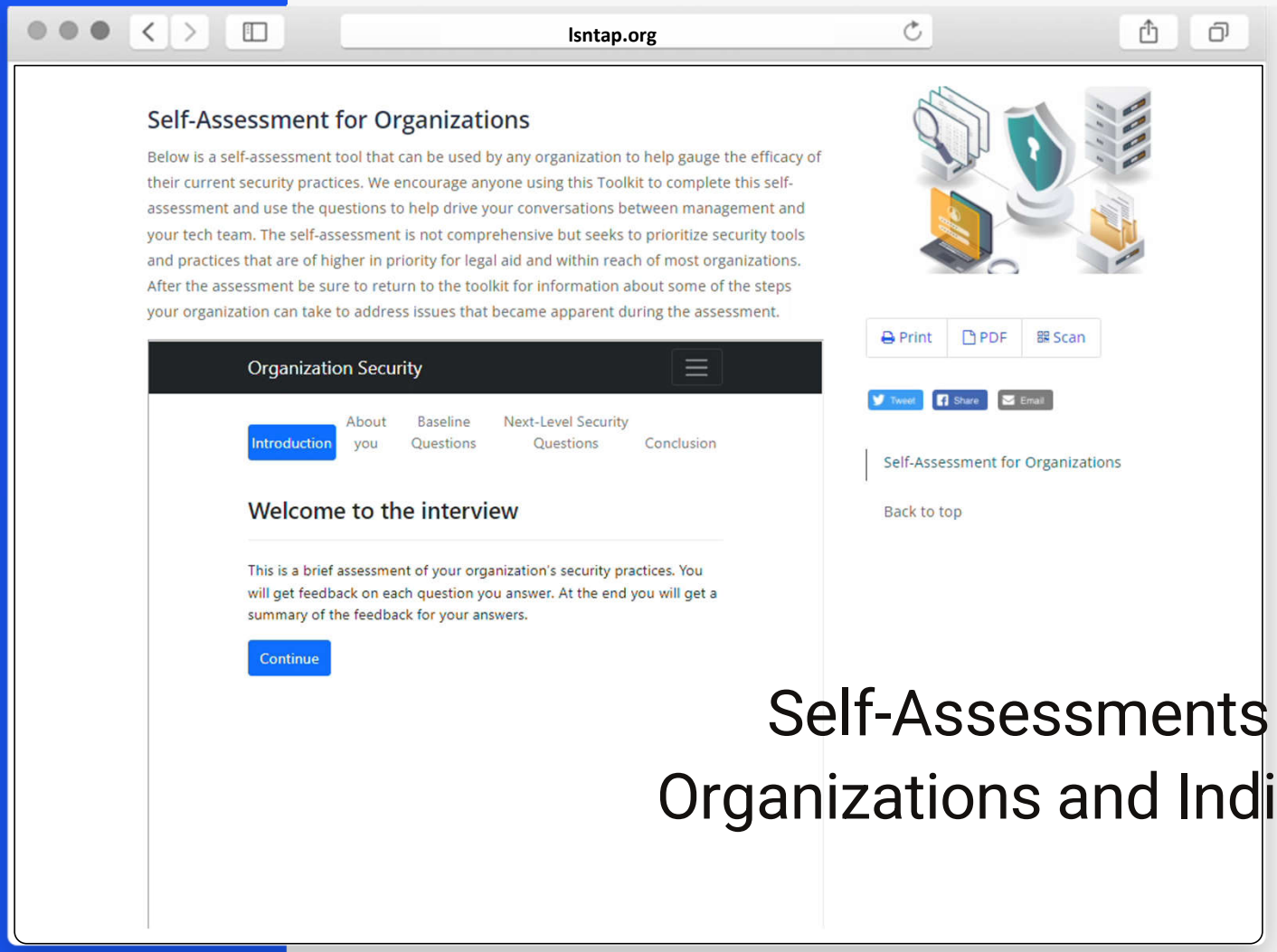
Making Legal Aid Security Actionable

2022 Legal Aid Security Toolkit

visit: lsntap.org

A Few of Key Topics

1. Managing Office & Home Technology Securely
2. Multi-Factor Authentication & Password Management
3. Planning for a Security Incident
4. Practical Guidance on Security Policies



Self-Assessments for Organizations and Individuals

More Resources to Come

Project Management Webinar Series

Project Management Toolkit

Data Toolkit

Technical Assistance Program

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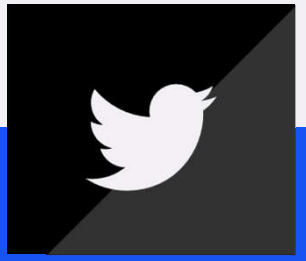
just-tech.com



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