

## **Rapid Fire Tech**

April 11, 2022

Joanne Sirotkin:

Good afternoon, everyone. I think we're ready to get started. Thank you so much for joining the Rapid Tech presentation. I'm Joanne Sirotkin. I'm the attorney in charge of the White Plains office at Legal Services of the Hudson Valley. And I'm joined by Matt D'Amore, who is the Associate Dean and Professor of Practice at Cornell Tech. Matt, you want to say hi?

Matt D'Amore:

Hi, everyone.

Joanne Sirotkin:

So for those who are new to this format, a Rapid Fire presentation is exactly that. We have 50 minutes together and you will hear from five teams of presenters speaking about some exciting projects. Their presentations will be about six-minute minutes each, which will leave about three minutes for questions before we go on to the Rapid Fire. Matt is going to keep us track on time, and I will be watching the chat for any questions. So please do put your questions in the chat. We're going to be moving very quickly to make sure we have time to hear about each of these interesting projects. Presenters, just a reminder to let Matt know when you need the slide forwarded.

So without further delay, I'm going to highlight each of our presenters and projects, and then turn it over to the first one. Today, we have Ryan Gallagher, who's the Director of Legal technology at LIFT, Legal Information for Families Today, and he will be presenting on LIFT's Family Law Navigator and using self-guided technology to provide legal information.

From there, we will hear from Rodrigo Camerena, the Director of Immigration Advocates Network, who will share the digital tool they designed to combat wage theft.

Third, Karen Kane and Carolyn Cadoret are both from OCA. Karen is the Director of Court Research, and Carolyn is the Principal Management Analyst and Manager of the court's research data team, and they're going to be presenting in creating complex court data in consumable formats.

Fourth, Joseph Schieffer, the CEO of A2J Tech, and Lisa Cohen, the Deputy Director of Operations at Mid-Minnesota Legal Aid, will be speaking about their work deploying a statewide network of legal kiosks.

And finally, last but not least, we will hear from John Greiner, the founder of Just-Tech, and LaDierdre Johnson, the program manager of LSNTAP, which stands for Legal Services National Technology Assistance Project, all about

making legal aid security actionable. To our audience participants, please put your questions in the chat. So without further delay, Ryan, please take it away.

Ryan Gallagher:

All right. Good afternoon, everybody. Thank you for having me here. I'm going to try and get this done in the timeframe we have. Rapid Fire panel is tough, especially with something that I feel like I can talk up for entire day about. But I'm here to talk to you today about LIFT's Family Law Navigator program, or a self-guided technology to provide legal information. For those of you that aren't aware, LIFT is a small nonprofit in New York City. We provide legal information and consultations to people who are going through family court in the state of New York. If we could go on to the next slide?

We've been doing so for about 25 years, with a focus on what we call critical legal empowerment, right? We try to provide pro se litigants with the information and tools they need to become effective advocates for themselves in court. We've been doing this through a variety of different methods over the years, including our phone help line, email help line, and legal consultations with staff attorneys and pro bono attorneys. One of the other main ways we do it is through our extensive library of know your rights material. We cover nearly 40 different topics, seven different languages. Really, almost anything you need to know about family court in New York, we probably have a guide for it, which is really great.

However, it comes with some challenges, right? And the main challenge is that when litigants are going to court, they don't always know what they're looking for. Right? They know they have an issue, but they don't know what information's going to solve it. Likewise, if they do know what they're looking for, it may be hard to find it in our giant library, and if they find a guide, they may not have the reading comprehension skills to pick out that bit of information from a couple page pamphlet.

So I wanted to solve for that. And a couple years ago, I was at a conference, much like this one, and I saw a Rapid-Fire panel on an elder abuse indicator app. In-app social workers asked their clients a couple of questions, and based on that, they were able to determine whether or not elder abuse was likely present in the case. And at the time, I was managing our help line, and it sounded very familiar. We meet with somebody, talk briefly, ask a certain set of questions, and at the end of that conversation, we were able to identify what legal information was right for them. And I thought, "Why can't we do this with an app?"

So I mulled it over, and a few months later, I was at a different conference, and I just happened to meet Kevin Mulcahy, who was the manager of Neota Logic. Neota Logic was the app behind the elder abuse indicator. And I pitched to my idea. Let's make this for family law. And in a bigger stroke of luck, he was just

about to open a clinic with Brooklyn Law School's BLIP clinic, and he thought the app was the perfect project for their clinic. And so we got together and, with the students at Brooklyn Law School and Neota Logic, we were able to put together this app. Can we go on to the next slide?

I know this looks like a lot, but don't get overwhelmed because it's not really. Neota Logic is a great platform. It doesn't take coding skills, right? It's a no code platform. And once you get to know the ins and outs, it's very easy to use, right? The basics of it is just branch logic. And for most of the attorneys here, you may say to yourself, "Oh, I don't know what that is." But if you sat for the LSAT, you do. Right? It's simple. "If this, then that," right? And that's what all this is, right? It's just kind of branching out through different scenarios based on answers until we get to the final conclusion.

And we worked with the students at Brooklyn Law School to figure out what are the questions we need to ask somebody in order to get to a final answer. So we had the final buckets scenarios, what we called them, and then we kind of worked our way backwards. All right. So here's where we want to end up. How do we get from there at the beginning? And with our staff attorneys drafting the final answers, mostly pulling from our already existing library, with the students' help building out the platform, we were able to make it. And I'd like to show you a little bit of that now.

So you have to kind of use your imagination with me. We have a static presentation for a really dynamic platform. Right here, we have a list of questions, but when a user comes to it at the beginning, they're just presented with one question, right? And we've kind of chosen already the child support pathway. And the first question they're going to see is, "What are you looking to do?" We've chosen modify. Once that's clicked, the next question pops up. "Which best describes you?" All right. And so on and so forth until they get to the end. There may be other pages of questions depending on the scenario, right? It's adaptive based on what they've answered. And then the best part is the next slide.

The final answer. All right.

Matt D'Amore:

Two minutes.

Ryan Gallagher:

And what we do here... That's very quick, huh? So what we have here is a rehash of their situation, so they know what's going on, and then their guidance, right? Very small, right? But it's specific to what they have filled out, what they're looking for. Of course, we have other links to resources for further reading and we can link out to other websites, to do-it-yourself forms.

Or, as you see on the top, for certain situations, we have links to referrals to our pro bono department. We can go to the next one.

Sorry, I'm going to be rushing a bit. Little behind the scenes. We launched last summer, we've already had over a thousand people use the platform, and we haven't even been able to present at conferences like this yet. On the back end, we can see what people are using without taking personal identifying information. So we can see where the interest lies in general terms, of child support or paternity, but we can get an even further insight, right? How many noncustodial parents are looking to modify their child support because of loss of a job, right? So many in there, I couldn't put it on one slide, but you can kind of get the idea and that kind of gets to the end. So the last slide.

We have a lot left to do. We are going to build it out, have a little bit more nuance in there. We can adapt to new areas of the law, like the parentage laws that were just recently passed and also building out new other languages so it's not just English users who get the final downloadable pamphlet. Although we did put in Google Translate, which I know is a little controversial for some people here. And that's it. I invite everyone to check out the Navigator program on our website. I'm happy to answer any questions that there may be.

Joanne Sirotkin:

There was a question in the chat...

Ryan Gallagher:

Mm-hmm (affirmative).

Joanne Sirotkin:

About whether or not this logic was based on AI, and then someone else answered it and said, no, it's not. [crosstalk 00:11:05] I actually had a question...

Ryan Gallagher:

Yeah.

Joanne Sirotkin:

If we have a minute. So having worked on this project, I'm sure you've given thought to other types of projects could be used for. Is there anything else that you've thought about in terms of its applicability, that it could be used to build out any other project ideas?

Ryan Gallagher:

Not at the moment. I have been focusing on perfecting this. To answer the question about AI, it's not based on AI, although I think Neota Logic does have

that capability. Google Translate is stop gap, right? Let's not let perfection be the enemy of the good. But we are going to eventually get actual translations in there. And as far as other projects, I think...

Matt D'Amore:

Ryan, I'm sorry, I got to cut you off and keep everyone on time. Thanks a lot for your presentation.

Joanne Sirotkin:

So sorry.

Matt D'Amore:

Great question. Rodrigo. You are up.

Joanne Sirotkin:

Thank you very much. Go ahead, Rodrigo.

Rodrigo Camerena:

Thank you, everyone. Let me [inaudible 00:12:12]. Next slide. Sharing a few facts. Next. New York has the best food in the country. Back one, please. Hands down. I'm talking bagels, pizza, tacos, pierogis, you name it. We have the best food. And that's a fact. We also have some really gorgeous buildings. The Grand Central Terminal, the empire State Building, the Woolworth Building. Beautiful, beautiful, beautiful buildings. Next, please.

New York is also home to millions of immigrants and immigrant families representing over 180 nations and speaking over 700 dialects and languages, immigrants like myself and my parents who came to this country a little over three decades ago from Mexico. Next. In fact, there are over 3.1 million immigrants in New York city and over 4 million in New York state, over a million structures in buildings in the city alone, and well over 35,000 delicious places to eat. Click. But New York sadly is also home to one of the most flagrant forms of worker exploitation, and that's wage theft. Next. Wage theft, in fact, is a \$3.2 billion problem in New York state alone. Click, please. Can you advance? Or maybe it's stuck.

Matt D'Amore:

I'm on the slide that says The Wage Theft Crisis.

Rodrigo Camerena:

Okay. Sorry. Can you go back to the chart? We're [inaudible 00:13:59] on the wage theft crisis. So around the nation, it's estimated that over \$50 billion in wages are stolen from workers each year, impacting over a million workers in

the cities of Chicago, L.A., and New York City weekly. Next slide. This is a vast and longstanding problem that stems from the lack of knowledge around wage an hour rules, bad and bureaucratic complaint processes, a lack of free or low bono legal assistance, and poor enforcement by the very government agencies tasked with ensuring that wage an hour rules are followed. Can you confirm what side you're on?

Matt D'Amore:

Yes. I just moved ahead to "Employment studies reveal..."

Rodrigo Camerena:

Great. So adding insult to injury, the wage theft problem's more prevalent among low wage immigrant workers and, in particular, low wage immigrant women. Next. These are the same essential workers that have been in the front lines of the COVID-19 crisis and have worked the most difficult jobs during these impossible times. So in seeking to address this problem, we met with Cristobal Gutierrez, staff attorney at Make the Road New York's workplace justice program. Next. Before the pandemic, Cristobal and organizers at Make the Road New York would host monthly in-person workshops like this one, where workers would be educated on the wage theft process and begin addressing a potential claim. In some cases, they might even start filling out a wage theft complaint form like this one. Next.

Here's a form. And you can go past the form. So in trying to better understand this problem, we embarked in a two-year co-design process with Cristobal and Make the Road New York's attorneys, organizers, and community leaders. And we asked a lot of questions. So you should be on the post-It slides. And we spoke with dozens of experts, next slide, to design a tool to tackle wage theft in New York state at scale. And here it is. Next slide. This is Reclamo! This is a little snippet of what it looks like, but it's a dynamic and plain language interview designed by workers and organizers to help them navigate the wage recovery process, reclaim stolen wages by automatically filing the DOL wage theft complaint form, and tackle the structural underpinnings of this national injustice.

And this is how it works. Reclamo! Works by acting as an assisted interview for non-lawyers, like paralegals, worker organizers, and community leaders trying to address a wage theft complaint. Click. But it also acts as a data gathering tool to provide advocates with information on workplace injustices across industries, geographies, and among certain employers. We then aim to use this information to provide advocates with data to inform organizing, enforcement, and policy advocacy. Next slide. In 2022, we hope to get Reclamo! in the hands of dozens of immigrant advocates and worker organizers, launch a statewide campaign tackling wage theft in New York's construction industry, and file at least 125 claims in our first year. Next.

And I'll just end with a few thoughts. The private sector invests millions of dollars to extract the greatest value from low wage workers and consumers. Next. These are the same companies that reaped over 400 billion in profits during the pandemic. If you click once more... Reclamo! is really trying to tip the tech power imbalance by deploying an innovative new tool designed to empower workers and workplace justice advocates everywhere, next, so that we all live in a city and in a country full of amazing immigrant families, beautiful buildings, and amazing restaurants, but no workplace injustice. Thank you so much. And I'll take any questions.

Matt D'Amore:

Thanks. Two minutes.

Joanne Sirotkin:

So I imagine that people would be really interested to hear the technology behind the scenes. What did you use to develop this app? And I've put it in the chat for everyone to take a look at. And then we have a second question, which is how did you work out the automatic filing with the Department of Labor? So I don't know which one you want to answer first.

Rodrigo Camerena:

Yeah.

Joanne Sirotkin:

You have a minute and a half.

Rodrigo Camerena:

Sure. Well, we built this using our own tools. So the Immigration Advocates Network is a program of Pro Bono Net, and we have some in-house solutions around designing assisted interviews and document assembly tools. And then to answer Sammy's question, we haven't yet figured out automatic filing with the DOL. Right now, the process produces a form that's filed and printed. But the DOL has an email submission process for complaint forms so you can email them the form. But I believe they are working on, or should be working on, at least, on an e-file process. It's not currently in place.

Joanne Sirotkin:

Thank you very much. Thank you so much for that presentation. That was really...

Rodrigo Camerena:

Thanks, everyone.

Joanne Sirotkin:

That was great.

Rodrigo Camerena:

Thanks.

Joanne Sirotkin:

So our next presentation is going to be on presenting court data in consumable formats from Karen Kane and Carolyn Cadoret. Take it away.

Karen Kane:

Thank you. This is Karen Kane. I'm the Director of Court Research. And the Office of Court Research determines the data needs of the Unified Court System. This includes data that needs to be collected and maintained for use in official reporting, for reports to court managers and executive staff, and for research and evaluation purposes. Court Research is also responsible for providing data tools to assist court managers in managing their caseloads and identifying issues and bottlenecks. The implementation of reporting requirements mandated by state and federal legislation is also the obligation of court research. Next slide, please.

Over the past few years, two things happened that required us to rethink how we publish our data. First, our legislature has tasked us with providing public court data on various legislative initiatives, bail, discovery, and other criminal justice reforms. And secondly, the Unified Court System's desire to be more transparent with court data on topics of public interest, such as judicial demographics and eviction cases. Although the legislation requiring us to publish certain data on our public side has largely been silent as to in what form the data should be made available, Court Research's goal is to make the data as consumable and helpful as possible to both the experienced and inexperienced users.

So we could have either provided hundreds of static PDFs, which this slide is a real slide of hundreds of just charts we provided to satisfy some legislation, or we could use business intelligence reporting. The use of the static PDFs doesn't allow for filtering or cross variable analysis but using business intelligence reporting allows for the data to be interactive and dynamic, allows for a large array of graphical charting, and permits a much deeper dive than a PDF, and is in a usable format to those who might be interested in the data but lack sophisticated research skills, such as the media, advocates, and members of the public.

And in conjunction with these BI reports, we can, when needed, also provide raw data extracts, which is really good for research or data nerds because it allows for more sophisticated analyses. So while compiling and publishing



hundreds of PDFs might, in some ways, actually be easier for us, we realized this would not permit those interests in the data to look at it in the ways needed. Therefore, we decided that our future for presenting complex court data no longer includes static PDF charts, but instead lies in business intelligence reporting. Carolyn's going to take it from here and talk in more detail about this BI reporting. Next slide.

Carolyn Cadoret:

Thanks, Karen. We've been developing a lot of reports using Power BI, which is a Microsoft product. And I can't tell you about why it's better than some of the other reporting tools out there because we use it because our organization bought it instead of Tableau, for example. I can tell you that we've had a lot of success using it, and it seems to be able to handle just about everything we throw at it. What you're looking at on the screen now is a view of a report from the government cloud server, not the worldwide web. All people internal to the courts can access it and unlimited number of external people can also be given permission to it. Designing reports in this tool means that our executives can have almost real time stats as they look at caseload information in the various courts, comparing court statistics with a ton of flexibility. Next slide, please.

We currently have seven Power BI reports that have been published to the web for everyone to see. Many of these reports include criminal court data, but we also post judge and employee demographic data, court interpreter usage metrics, and a local civil eviction report. On the left-hand side of the screen, you'll see what this report looks like when it's in an eye frame. So we have this landing page for our eviction report and the graphs are on the same page as the documentation. The right-hand side of the screen shows what the report looks like when it's on its own page and the report is in full screen. All of our web reports have this landing page where we can provide data dictionaries, CSV extracts of the raw data, or any additional documentation. Next slide, please.

These are just some examples of our favorite graphics from the reports available on the website. In the upper left titled "2021 Parties Served by Judicial District," we used a bar chart to show differences in magnitude of the numbers of parties served by court interpreters. The middle upper chart titled "Most Severe Sentence by Demographics," we used a percent column chart to show percent differences of sentencing severity by defendant race. In the upper right donut chart, we gave a simple percent breakdown of judges' race. That bottom left chart entitled "Rearrest" is called a decomposition tree. And here, we used it to flowchart a person's arraignment to rearrest, accounting for various charges and release decisions. And on the bottom right, to show eviction filing trends over time, we used a line chart with each year of the filings in a different color. And with COVID the trend lines are more important than ever. Next slide, please.

Matt D'Amore:

Two minutes.

Carolyn Cadoret:

Thanks. I just want to caution everyone with a big mistake that can easily be made when publishing to the web. In other words, this is when you get fired. It is easy to think that the only information you are publishing is the information you can see, but that isn't the case. You need to check the tool you're using to make sure you can't get at any underlying data. It's amazing how many ways they give you to accidentally reveal underlying data. So the easiest thing you can do to protect people is to not bring in any identifying data to begin with when you're building the report. And you also need to consider the granularity of the data. For instance, you may not want to display additional data on sealed cases that a nosy neighbor could figure out. And another thing we consider is what would be the real-world harm if the person was identified on the file. Next slide, please.

Everyone on the team was given a real project with real data and with real world implications in order to actually learn how to use this Power BI tool. We're now at the stage where we're trying to develop a Court Research brand so that all of our reports have similar feel and functionality. We try to use the same headings, the same font type, and we're tweaking the reports with different buttons that seem useful. In addition to the courts working to become more transparent with their data, there looks to be no end in sight for what the legislature is going to require of us. So branding is getting kind of important for us. And the last slide, please. And this is the link to the Court Research public site. Power BI has become the favorite type of project within our little team, so we are always eager to talk about it more if you have any questions.

Joanne Sirotkin:

And I put the link for the court's website, where all that data is kept in our chat. So you can go and take a look at it yourself. And we have our question. Is Power BI available outside of the courts for use by other organizations?

Carolyn Cadoret:

Yes, you can. There's actually a free Power BI, I believe, available from Microsoft that can be downloaded and you can play around with it. And we had to purchase the premium version of Power BI because we wanted to be able to disseminate it to a lot of different groups. So...

Joanne Sirotkin:

That's a great question. Thank you very much. Other questions? How are we doing on time, Matt? Oh, another question. Excellent presentation. Great use of Power BI. How real time are the reports?

It all depends on the report. Some of them are going to be monthly, some of them are biannually, and some of them are daily. The eviction report might be every day.

Karen Kane:

It's actually weekly.

Carolyn Cadoret:

Weekly, sorry. And yeah, so some of them are based on the legislative mandates and some of them are based on how quickly we can get the underlying data processed.

Joanne Sirotkin:

That is terrific. And someone shared that there is a free version. If you're already using Microsoft 365, you already have it. And so now I am going to break away to our next presentation. Thank you both very much. That was very interesting. Our next presentation is on the Minnesota Legal Kiosks project with Lisa Cohen and Joseph Schieffer. Take it away.

Joseph Schieffer:

Lisa, you got it? Should I go ahead, Joanne?

Joanne Sirotkin:

Yeah. Are we having a technical issue?

Joseph Schieffer:

I don't hear Lisa.

Joanne Sirotkin:

Yeah. Tech folks, if you can unmute Lisa, that would be great.

Lisa Cohen:

Now I'm unmuted. Hi. Sorry about that. I'm Lisa Cohen. I'm the Deputy Director of Operations with Mid-Minnesota Legal Aid, and Joseph and I are going to talk about our statewide network of legal kiosks. If you go to the next slide. We're going to go through what a legal kiosk is, why they're needed, where they're located, and what you can do on a kiosk, and what they cost. But I'm just going to give a small amount of background. We started this project in the beginning of the pandemic. We had identified, as a statewide network of legal aid

programs, the need to give our clients access to broadband and access to the courts, which all went digital. We have a very large rural area, and it really made it difficult for our clients to access the court resources or to meet with their legal aid attorneys. So we identified a pot of CARES Act money and were successful at negotiating with the state to give us a significant grant of CARES Act money to develop this kiosk project. Go ahead to the next slide.

So what is a legal kiosk? It's a locked down Windows desktop computer. It gives the user a web browser experience and it provides access to legal information, services, and virtual meetings. The other thing that it does is it clears out each session to ensure the privacy of the users, so when they leave, the kiosk does something magical behind the scenes that Joseph can probably explain. But it clears out all the data so that nobody's data is left sitting on a public-facing kiosk when they leave. If you want to go ahead to the next slide.

So we have two types of kiosks, and we paid a lot of attention when we did this to where they were going to be located and how they were going to be used and were they going to be accessible. So you see on the left, Model A, and on the right, the desk for Model B. But the difference between them is that Model As are made to be in a public area where someone can browse information, learn about legal resources, go to our law help site, and find resources on issues that affect them. That stand that looks like it's from a medical doctor's office, goes up and down for accessibility. It's also on wheels, so the host site can move it around fairly easily.

The B is made more for meeting with your legal aid attorney or for attending a court hearing. It's meant to go into a private space. It has the kiosk attached to that arm. It also has a printer and scanner and a camera so people can participate in hearings and meetings with their attorney. And that table also goes up and down. And in addition, we also paid attention to making the kiosks accessible for those with visual impairments. Go ahead to the next slide.

And the biggest reason for this was that everything went virtual overnight, including our office, which we were not prepared for, and our clients are the least prepared for that of anybody. And the courts didn't have the needs of our clients front in mind when they also went remote. We have 87 counties, a large geographic distance, and the digital divide is real. 43% of low-income families don't have access to broadband. And that's way worse in the rural areas where lots of people don't have access to broadband. 41% don't have a desktop computer or a laptop computer that they can use to access it. And 24% don't have smartphones, which is how a lot of people access the internet. But a smartphone to do a hearing or to meet with your attorney is not an ideal method for getting involved. So we thought the kiosks and having them throughout the whole state would be a way to really bridge the digital divide for our clients and to make sure they had access to the courts and access to their attorneys.

And Joseph will talk about where they are, but the network is over 250 kiosks throughout our state. So we took it very seriously to get it out into community groups everywhere. Joseph?

Joseph Schieffer:

All right. Thank you. If you can go to the next slide. All right. And my timing was impeccable. So yesterday...

Matt D'Amore:

You have two minutes.

Joseph Schieffer:

Oh, thank you. I'll go quickly. Playing football with the kids and a ball got tipped. And I went after that ball, had my eye on the ball, and I ran into our fence. So my face is a little red, got beat up a little bit. So thanks were hanging with me. All right. So where are they located? They're located in 69 out of the 87 counties. In this map you see on the right side of your screen, you'll see the Model A's in Green and the Model B's in blue. They're in courts, legal aid organizations, agencies, nonprofits, community locations, libraries. We reached out to a number of organizations that serve the public to place these kiosks. And then as Lisa showed what the Model A's and B's. The Model A's are public spaces or lobbies, and the Bs are in private spaces or rooms so that people having virtual meetings have privacy. Next slide, please.

All right. What can you do on a kiosk? On a model A, you can apply for legal aid, access LawHelpMN, which is their statewide website, get to the internet, such as email to see documents or a court or government website. And then on a Model B, you can do all those things you can do on an A, and you can join Zoom meetings and print and scan. And you'll see from this next chart that printing and scanning has been a very popular thing. And that makes sense. Most people, let alone low-income people, don't have a printer nowadays or a scanner. So that makes sense that that's been really popular. Here's a snapshot of usage over, I think it was just February and March that I grabbed this. And you can see here 269 users, which actually should be sessions. We updated that. And then 32 Zoom meetings, 16 court hearings.

On the bottom left, you can see the usage. So finding legal information, printing documents, applying for legal aid are some of the most popular uses. Then you can see that about 60 or so percent of people that used a kiosk, they had not used one before. And then how do they find a kiosk? Most popular is staff at that location, then a library, then the courts. And we are working for the courts to include more information about the kiosk in their notifications to people. Next slide, please.

All right. How much does it cost? The estimate is about \$4,000 for Model A. That includes the furniture, the equipment, the software. So for example, mouse, computer. And then, just to talk more about tech, which I'd love to do more if we had more time, but in brief. So it's a Windows 10 operating system. We use Faronics Deep Freeze to lock down the computer so that anything that gets done on one session doesn't then persist to the next. Similar to a library computer, we use Webflow for our front-end interface. We use Zoom for the meetings. Microsoft Office so that people can download documents, edit them, and then Jaws and ZoomText, which are accessibility software. Jaws is a screen reader and ZoomText allows a user with visual disabilities to zoom in on the screen. And then Model B is \$5,000 because it also has a printer/scanner. Next slide, please.

All right. You can learn more about the project at [legalkiosk.org](http://legalkiosk.org). Also, you can see more about the parent initiative [reachjustice.org](http://reachjustice.org). And then for questions in collaboration, feel free to contact me. All right. Next, let's go to Q and A.

Joanne Sirotkin:

Thank you very much. We got a couple...

Matt D'Amore:

You have 30 seconds.

Joanne Sirotkin:

30 seconds. First question is what are the ongoing support costs of managing these kiosks?

Joseph Schieffer:

Lisa, you want to take that or do you want me to?

Lisa Cohen:

You go ahead. I don't have the exact cost.

Joseph Schieffer:

Yeah. Yeah, we don't have the exact cost. It's a combination because a lot of it is collaboration. The IT maintenance part, I would say, I think really rough numbers would be \$30 per kiosk per month. But there's a lot of collaboration that goes into it too. Updating host site hours, information, collaborating with the host sites, et cetera. Next question.

Joanne Sirotkin:

And I've taken a note of... I think we're up, right, Matt?

Matt D'Amore:

Yep.

Joanne Sirotkin:

Yep. And so I've taken note with the additional questions. So if we have time at the end, I'll...

Joseph Schieffer:

Certainly.

Joanne Sirotkin:

I'll put those questions back in. Thank you very much. Very impressive project. Very exciting. So...

Joseph Schieffer:

Thanks for having us.

Joanne Sirotkin:

Oh, our pleasure. So last but not least, we have LaDierdre Johnson and John Greiner on making legal aid security actionable. Take it away.

LaDierdre Johnson:

Good afternoon, everyone. My name is LaDierdre Johnson, and I'm the Program Manager of Legal Services National Technology Assistance Project, better known as LSNTAP. LSNTAP may be familiar to some of you because of its role in the legal aid technology space. The program recently found a new home at the Michigan Advocacy Program, MAP. Under MAP's direction, LSNTAP has continued to support legal aid programs as they utilize technologies to improve their services. Next.

LSNTAP is a resource for all in the legal aid community. It is our goal to empower the community, to improve client services, and build capacity through effective and innovative use of technology. One of the many ways we contribute to this goal is by providing access to curated information about technology that can be used to improve legal service delivery. We also seek to foster collaboration, community, and innovation. Next.

John Greiner:

So the Genesis of our project was an increasing number of cyber incidents in legal aid. And as those who've gone through it, and quite a few providers in New York have, there can be some very significant costs. It can range from the tens of thousands into the hundreds of thousands. And if you calculate the loss for staff time, it could be higher than that. And then there's the ongoing funder

support, potential issues, client identity theft if your data's lost, and just distracting organizations from their mission and client services. Next slide, please.

So LSNTAP and Just-Tech worked to sort of assess what the needs were in the community to try to address some of the cybersecurity, really security issues. And we worked with LSNTAP's advisory board of legal aid leaders from across the country, LSC, and members of the legal tech community to help define the needs and decided basically that we would focus on a toolkit that would really allow legal aid providers to educate themselves, to take immediate action to improve their, their security and also improve their practices because the tools are just one element of it. Next slide, please.

So the result is the Legal Aid Security Toolkit, which you can visit [lsntap.org](http://lsntap.org). The toolkit is designed, really, for three audiences: your IT team, internal or external, your program leaders, so the management team, litigation directors, and so forth, and advocates themselves. It's targeted to help typical legal aid organizations that may not have very sophisticated technology or security systems, culture, or practices. So we're not just trying to help the firms that are probably the most advanced, but we also wanted a tool that would support those organizations that are a little larger or maybe have some dedicated IT teams to go further. And we wanted a toolkit that benefits from the input of the advisory board and the legal aid community, so we brought them into the development process. Next slide, please.

So the toolkit is really a security primer for the community. It addresses 15 different topic areas that are relevant specifically to legal aid. The content and the thinking practices are current. The toolkit is online so we can update it as the environment changes. It's written using plain language. We've added additional external resources, as well as some sample documents to help providers dig deeper and take next steps on any given topic. Next slide, please.

So if you wouldn't mind, start playing it. So one of the features of the toolkit that's generated a lot of positive feedback has been the self-assessment tools, one for organizations and one for individuals. So if you're an advocate in an organization, you can do the self-assessment just to kind of get a sense of how you and your practices relate to keeping your client data and your system secure. But also obviously, for an organization, it's sort of a really quick and dirty assessment.

We're using Jonathan Pyle's Docassemble tool for it, in case folks are wondering. And again, it's a tool that we've seen used for a lot of different advocacy purposes, but it's a great platform for something like this. Again, we've tried to write the questions and the recommendations in plain language, and we're trying to provide a step forward, so even if you answer positively, if you're doing the more secure thing, we're making recommendations for maybe taking a step further. And one of the goals for the self-assessment is to



generate conversations within your organization, with other colleagues, with your IT team, even with your board of directors. And best of all, it's free.

LaDierdre Johnson:

Next slide. In addition to the wonderful resource you just heard about, LSNTAP and Just-Tech also partnered to do a webinar series on cybersecurity as well. All the recordings are available on the LSNTAP website. We have some other offerings here on this slide that should include our project management webinar series that takes place once a month on Tuesdays at 3:00 PM. We also have toolkits on the horizon, both a project management toolkit and a data toolkit. And then we also have our technical assistance program that provides support to programs with the planning and implementing of the technology-related projects. Feel free to visit our website to sign up. Next.

Thank you for giving us a few moments to talk about our Legal Aid Security Toolkit today. If you want to learn more about cybersecurity, check out Reducing Risk in 2022 session with John tomorrow at 2:00 PM. Be sure to check us out on our website and connect with us on social media. Thank you.

Joanne Sirotkin:

Thank you very much. And I also wanted to put in a pitch that LSNTAP is really a terrific resource and one that I've used for years and anyone connected to tech your organization or even on the program side, it's a great tool. And you can also join their Listserv, which is very helpful, and you can see all kinds of conversations going on all over the country. Let's see. Let's see. What else do we have here? Are there any questions? We still have three minutes left. Okay. A lot of the questions have gotten answered. Thank you for answering them in the chat.

John Greiner:

Well, I see Lillian's comment about MFA, multifactor authentication.

Joanne Sirotkin:

Go for it.

John Greiner:

That, again, a lot of security comes with some inconvenience. I will say that when you do multifactor authentication with a technology called single sign-on, you add a little extra work, but then you simplify logging into multiple applications. So you can tie in your case management system, your email, your documents, your accounting, your HR, all with one set of credentials, and it's more secure than any of them would be without it. So it is a balancing act, to some extent, any security is, but I think when in thinking about a lot of the

security questions you have for your IT team or your IT consultants, you want to certainly think about the user experience.

Joanne Sirotkin:

Thank you. Can you provide a rough cost estimate for minimally viable secure org?

John Greiner:

Wow. I think...

Joanne Sirotkin:

A lot of variables.

John Greiner:

On a monthly basis, if you're thinking about training, if you're thinking about a lot of different cloud services, like MFA, like endpoint protection to keep your laptops and tablets secure, I think you're probably adding about a hundred dollars a user a month, and that's with nonprofit pricing and maybe you can get that a little bit lower. But when you think about the cost, and this is sort of one of the things that we've seen, cybersecurity insurance, you may not have it, but we certainly hope you do. And that's one of our recommendations, but the cost of insurance keeps going up. And one of the ways to mitigate your increase is by really implementing good security.

Joanne Sirotkin:

Thank you very much. That was helpful. I see we're almost at time. Any last-minute thoughts or questions for our excellent presenters? All right. Well, a big thank you from both me and Matt to all of our presenters for your time and your commitment and your slides. This was a great presentation. We really appreciate your time. And thank you to everyone who joined us today. Please stay tuned. We have our next workshops that'll be starting very soon.