

Helaine M. Barnett:

Good afternoon. I am Helaine Barnett, Chair of the New York State Permanent Commission on Access to Justice. Welcome to the eighth annual Statewide New York Civil Legal Aid Technology Conference convened by The Permanent Commission and Cornell Tech.

In 2015, we established this conference because we knew the important role that technology could play in the delivery of legal services. We set out to educate the New York statewide civil legal aid community. We had not planned on the 2020 pandemic that would push technology forward so quickly in so many ways or the recent exponential increase in sophistication and ability of artificial intelligence tools. This conference has never been more essential to our goal of establishing Access to Justice.

Our 2023 conference is larger than ever. Close to 700 people have registered, including representatives from approximately 75 New York State civil legal services organizations. Many of our registrants are first-time attendees. We are pleased to welcome you and so many other Access to Justice stakeholders from around the state and the country. We worked hard to give you the best conference experience.

After our agenda was finalized, out of curiosity, we asked ChatGPT what an agenda for a tech conference for legal service providers should contain. ChatGPT told me, "Such a conference could offer a platform to discuss and learn about the latest technological innovations, tools and strategies for improving Access to Justice. It may cover topics such as: innovative approaches to delivering legal services through technology; best practices for integrating technology into legal services delivery; emerging technologies for legal research; document automation; case management and communication with clients; ethical considerations related to technology use in legal services delivery; strategies for using data analytics to improve legal services outcomes; challenges and opportunities in expanding access to legal services through technology." While it was interesting that ChatGPT suggested the topics we already had on the agenda, it did not suggest anything we had not already thought of ourselves.

You'll be hearing more about ChatGPT and other AI tools later in the conference, and our two-day agenda is our most ambitious to date. It includes four plenary sessions and 12 breakout sessions. The concurrent breakout sessions follow four tracks: data and privacy, court technology, law practice management, and online legal services delivery. The plenary sessions include old favorites from years past – Rapid Fire Tech and 25 Apps in 50 minutes. In the Building Cultures of Innovation plenary session today, we will enjoy a moderated discussion about teaching technology competence in our law schools. In the LSC Technology Baselines plenary tomorrow, we will learn about the Legal Services Corporation's new proposed baselines recommended for legal aid organizations. This is the first update of the baselines since 2015.

I am pleased to announce and thank The Permanent Commission members Scott Musoff and his law firm Skadden, Arps that attendees may request continuing legal education credits for every session you attend at the conference. The instructions and forms are on The Permanent Commission's webpages and the link is going into the chat. Applications for CLE submission must be made on or before April 26th. We are very grateful to Scott Musoff and Skadden for acting as the conference's CLE provider. I note that the New York State CLE Board now recognizes the importance of technology education in creating a new category of CLE credit for cybersecurity, privacy and data protection. Tomorrow's sessions, 2A – Agents of the SHIELD and 3C – Cybersecurity, offer these CLE credits. In each session attendees will remain muted and invisible, but you'll have an opportunity to ask questions in the chat. If you are conflicted over which breakout sessions to attend, we are recording the sessions and plan to post the recordings on the Commission's website after the conference. However, CLE can only be awarded for attendance at our live virtual presentations.

Of course, none of this would be possible without our fabulous conference planning committee members, each of whom have played a pivotal role in helping to frame the conference's agenda. I thank

our new committee members, Colleen Finan Fehringer, Alexandra Horowitz, Erica Ludwick, Pete Nowacki, Jeanne Ortiz-Ortiz, Erin Riker, Ellen Samuel and Libby Vasquez for bringing a fresh perspective to our planning. And I thank our continuing committee members, Tim Baran, Glenn Baum, Christine Fecko, John Greiner, Jeff Hogue, Sateesh Nori and Chris Schwartz for once again volunteering their time and sharing their experience. A big thank you to Debbie Wright for her leadership as Chair of The Permanent Commission's Technology Working Group and to associate Dean and professor Matthew D'Amore, our liaison with Cornell Tech for his consistent, valuable input.

A special thank you to Rochelle Klempner, Counsel to the Commission from the Office of Court Administration and liaison to the Technology Working Group, without whom this conference could not have been possible. A big thank you to the New York State Court System personnel who are assisting with the virtual platform and have worked with many of our presenters to ensure that the technology works at our technology conference.

Speaking of our presenters, we have more than 60 volunteer moderators, panelists and presenters this year. Thanks to all who submitted innovative session proposals. The planning committee met weekly for several months to select the most knowledgeable and experienced legal professionals to provide valuable insight on how technology can be used to improve the delivery of legal services. Presenters include legal aid organizations, judges, technology experts, technology vendors, data analysts, legal academics and Permanent Commission members. We are extremely grateful to them for generously sharing their skill and expertise.

We are honored today that the Honorable Anthony Cannataro will deliver opening remarks in his capacity as Acting Chief Judge as we wait to hear who will be the next Chief Judge. Judge Cannataro was designated Acting Chief Judge of the Court of Appeals and the state of New York in September 2022. Judge Cannataro has long demonstrated a strong commitment to Access to Justice. Working with The Permanent Commission when he was the Administrative Judge of the New York City Civil Court, he led efforts to improve Access to Justice, including presenting at the Chief Judge's 2018 and 2020 Hearings on Civil Legal Services. As Acting Chief Judge, Judge Cannataro presided over the Chief Judge's 2022 Civil Legal Services hearing. Please join me in welcoming Judge Anthony Cannataro.

Acting Chief Judge Anthony Cannataro:

Good afternoon and welcome to our eighth annual Statewide Civil Legal Aid Technology Conference. My name is Anthony Cannataro and I am the Acting Chief Judge of New York State. Thank you all for your participation. I apologize for being unable to appear virtually in real time, but while you are watching this, I am preparing to take the bench in Albany. Allow me to start my remarks by expressing sincere gratitude to Helaine Barnett, Chair of The Permanent Commission on Access to Justice and to all the commission members for their unwavering dedication to the cause of ensuring the delivery of quality justice services to all, regardless of social status or economic circumstances. I would also like to extend my appreciation to the Technology Working Group, the conference planning committee, the commission staff, our partners at Cornell Tech for organizing another fantastic two-day program, and a special thanks to all of you – our civil legal service providers, law firms, law schools, tech experts and other justice system stakeholders.

You go above and beyond to serve New Yorkers, and your presence here today reflects your ongoing commitment to improving the quality and accessibility of legal services for our low and middle-income communities. I have never doubted the importance of the work done by our legal service organizations and pro bono initiatives, but the impact of your work was really driven home for me this past fall when recent clients spoke at our annual Civil Legal Services Hearing about the life-changing representation they received at critical junctures in their lives. Providing legal assistance to individuals facing crises in

housing, finances or healthcare; helping those facing discrimination or job loss; safeguarding the interests of families and children – these are all noble endeavors and I know that this work is not easy emotionally, financially or professionally. So, on behalf of the Unified Court System and the public that we serve, thank you for the time and effort that so many of you devote to helping those in need.

Turning to the topic of today's conference – as we all know, the pandemic took an incredible toll on our court operations, but the legal profession and our courts in particular can, and have, learned from many of the challenges faced over the last three years. Our courtrooms and judiciary are much better able to facilitate virtual appearances and proceedings, which have also become more widely accepted where appropriate. We are continuing to build on e-filing capabilities, do-it-yourself court forms, terminals and remote options that allow users to connect with courts – sometimes from their own smart devices and sometimes in private, community-based locations. We have also made improvements in our case management systems and data collection programs which allow us to better allocate our limited resources and get ahead of any problematic trends. New York has long been a leader in the provision of civil legal services and now it is quickly becoming a leader in incorporating virtual technologies and modern advancements to enhance the quality and efficiency of our work, minimizing inconveniences for court users, expanding Access to Justice by making it easier for litigants to connect with courts, and by increasing the Bar's provision of high-quality legal services.

To assist us in that regard, I have recently announced that the newly created Court Modernization Action Committee, a multidisciplinary team of experts led by Supreme Court Justice Craig Doran, will be implementing recommendations from the report of the Pandemic Practices Working Group. Among other things, the committee will work to bring greater transparency and consistency to the use of virtual proceedings, improve the functionality and accessibility of remote proceedings, enhance technical training for judges and court staff, and invest in additional modernization projects and emergency preparedness initiatives. I have every confidence that the committee will significantly advance our ongoing modernization efforts.

Our 2023 Technology Survey will also be key to our future progress. As many of you already know, The Permanent Commission – in partnership with the Legal Services Corporation – is conducting a technology survey of legal services providers this year. This survey is similar but more expansive than surveys conducted in 2013 and 2018 and will provide an updated picture of providers' technological needs in the post-pandemic world. I urge all of our Judiciary Civil Legal Service grantees, IOLA grantees and other New York civil legal services organizations to complete this important survey, which will assist us in planning future programs and pursuing new initiatives that can further help the legal services community meet the representation needs of low-income New Yorkers. Efforts such as the 2023 Technology Survey and this annual Technology Conference bring us closer to the goal of eliminating New York's Access to Justice gap.

The agenda for the next two days features an impressive array of exceptional panelists and together you will explore new digital tools that can assist in expanding Access to Justice, ways to build technological competence across our legal profession, how we can use data collection to our advantage, the importance of ethics and cybersecurity, and the future of AI in our justice system. We have some excellent representatives from our courts, including Presiding Justice Elizabeth Garry of the Appellate Division, Third Department; Justice Craig Doran, Chair of the Pandemic Practices Working Group; and Christine Sisario, the Unified Court Systems Director of Technology. Among other things, our court representatives will showcase some of the new technology and online resources in use throughout our courts, discuss the future of remote proceedings and how technology can expand Access to Justice in rural New York, and review essential cybersecurity and data protection measures.

I thank our judges and court personnel for the time and attention spent on what I am sure will be an interesting and insightful presentation. I am confident that today's and tomorrow's sessions will meaningfully enhance our ongoing mission to expand Access to Justice in new and creative ways. Thank you again for your participation and best wishes for an informative and productive conference.

Helaine M. Barnett:

Thank you, Judge Cannataro, for those special and inspiring remarks and all that you have done to further Access to Justice in New York.

I would now like to introduce Dean Greg Morrisett from Cornell Tech, our conference partner. Dean Morrisett was appointed the Jack and Rilla Neafsey Dean and Vice Provost of Cornell Tech on August 1st, 2019. This year, under his leadership, Cornell Tech announced new programs in design and data science and launched a new partnership with New York Presbyterian/Weill Cornell Medical Center to transform healthcare delivery for heart failure. Its growing Public Interest Tech Fellow program has spearheaded research in affordable childcare, data privacy and access to housing services in New York City.

In addition, Dean Morrisett has continued to collaborate with Cornell Law School to connect law, technology and the delivery of legal services in the public interest. The Cornell Tech campus will soon host an arm of Cornell Law School's Entrepreneurship Clinic connecting students with new businesses in need of support. Dean Morrisett was Dean of Computing and Information Sciences at Cornell University from 2015 to 2019 and previously held the Allen B. Cutting Chair in Computer Science at Harvard University from 2004 through 2015, where he also served as Associate Dean for Computer Science and Electronic Engineering. Please join me in welcoming Dean Morrisett.

Dean Greg Morrisett:

Thank you so much, Helaine. It's a pleasure and an honor to be here and on behalf of Cornell Tech to welcome all of you to the 2023 Statewide Civil Legal Aid Technology Conference. I'd like to give a special thanks to Judge Cannataro – that was a wonderful opening to the conference – and I hope you'll all enjoy the program that you're about to receive.

We are very proud to partner with The Permanent Commission on this event. Participation in a statewide conference like this that connects technology and law for social good is perfectly aligned with the mission here at Cornell Tech. We're supposed to be creating leaders in technologies for the digital age with an emphasis on economic and societal benefits. Cornell Tech was founded to bring together faculty, business and law leaders, tech entrepreneurs, and of course students from many disciplines to produce results that meet the needs of our time. While law is a critical part of what we do, we have a front row seat to many of the areas where law and technology interact and particularly to the need for legal technology to help bridge the Access to Justice gap.

We've talked before at this conference about our clinic to end tech abuse, where one of our researchers partnered with advocates for victims of intimate partner abuse to educate providers and victims about how technology can be used for abuse and to advocate for laws to help protect them. We're also very proud of our Public Interest Tech (PiTech) initiative, which has connected Cornell Tech with a variety of public interest organizations, including the Anti-Defamation League, the New York City Housing Authority and JustFix.

Through other courses that we teach, we introduce students directly how legal technology can be used to help those in need. Our students have developed expert systems applications for organizations like the California Department of Civil Rights, and Women Against Mass Incarceration. Those classes have inspired our students to continue on into legal tech careers. Last year, three of our students founded a really interesting legal tech startup called Kaveat, whose mission is to help make contracts

understandable for influencers, creatives and freelancers. Their venture recently received an investment from the LegalTech Fund. Our partner, the Cornell Law School and its Legal Information Institute, was a pioneer in this area paving the way for public access to legal information.

Looking ahead, a number of our researchers are studying large language models such as ChatGPT-4 and so forth, which have been taking over the news. Models like these have the potential to tremendously disrupt the legal services industry. For the civil legal aid community, that could be a good thing in that these tools can empower scalable delivery of customized legal information and basic documentation to the people who need it, freeing up lawyers to do the higher-order work and tackle the tougher human problems. We have core researchers here like Sasha Rush or Yoav Artzi, who are working on the next version of the open-source version of these Large Language Model (LLM) tools, and the hope is that it will lower the cost and increase the accessibility and the transparency of these models.

Law is in many ways about language and processing language into legally operative documents or persuasive argument. Language processing is the sweet spot of what these models can do and after learning from large amounts of data (in fact, the whole internet basically – you would call that precedent) they can synthesize inputs to generate documents and summarize the law in response to queries. The promise, the hope and the goal is that through tools like this, you'll be able to help many more people.

But just like self-driving cars are not ready for full release into the wild, models like these still need the guiding hand of knowledgeable people to ensure both accuracy and applicability. Because at the end of the day, you're dealing with real people in need who can't themselves judge the accuracy of what these models might be providing. At the same time, we're looking at other threats that these models provide to society. So for example, Professor Vitaly Shmatikov has shown how GPT can be used to construct propaganda on demand, tailored to the tone and the setting of the intended audience. Professor Mor Naaman has shown that we can tune these models so that humans can't even tell whether the text that's coming out is coming from a human or the machine itself. Meanwhile, Professor James Grimmelman and Professor Helen Nissenbaum have long been driving legal and policy scholarship around the use of technology and in particular AI.

Our law program here at Cornell Tech is designed to produce a generation of lawyers trained in these issues. Its co-location on our applied sciences and engineering campus at Cornell Tech ensures that our engineers and computer scientists and MBAs have exposure to these issues as well. Long-term, I'm optimistic that with new multimodal models like GPT-5 that understand and generate images, movies, speech and sound as well as text, we're going to see a dramatic effect on a wide range of industries, including yours. Our faculty and students here at Cornell Tech are poised to both affect that change and help society adapt to it so we can better form an understanding of why these models seem to work so well, what their limits are, and how and when they should be regulated.

As I mentioned, I think it's critical that lawyers begin exploring these issues early so that they can be prepared not just to react to changes, but to look for ways to lead the way. So, I'm really pleased that the conference today will have a panel on how law schools can help students adapt to this changing environment. Professor Matt D'Amore, who was mentioned earlier and who has worked on this conference for several years and who teaches a legal technology course here at Cornell Tech that's inspired many of our students, will moderate a panel discussion with faculty from Brooklyn Law School, Albany School of Law and Cardozo Law School to discuss how schools can help prepare students to understand and use legal technology, and particularly the role of law schools in using legal technology to enhance the delivery of services in the public interest.

Over the past several years, Matt's course has developed applications in partnership with a number of public interest organizations in collaboration with a major law firm and a legal tech company, and it's a

good example of the public/private partnerships that we aspire to here at Cornell Tech. I'm looking forward to hearing more about what Matt and his colleagues at other law schools are working on in this area and I hope you too will enjoy the rest of the conference. Thank you.

Helaine M. Barnett:

Thank you so much for that very informative address, Dean. We thank you as always for coming and being with us at the outset of our conference.