Legal Services Corporation

America's Partner For Equal Justice

Technology Initiative Grants CONFERENCE 2013

JACKSONVILLE, FL

LSC TIG CONFERENCE 2013

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LSC TIG CONFERENCE 2013

Greetings from the TIG Staff at LSC

Welcome to Jacksonville, Florida and the 13th Annual TIG Conference! We are pleased to be holding the TIG Conference in the Southeast for the first time in over ten years and look forward to welcoming new faces as well as getting reacquainted with colleagues from across the country. In addition, we've partnered with the Management Information Exchange (MIE) National Conference for Legal Services Administrators to provide a day of collaborative sessions for TIG and MIE Administrator attendees.

As outlined in this program book, the TIG Conference covers a broad range of topics relevant to the legal aid community, including effective use of data, innovations in case management systems, and new developments in web-based legal resources. We will also continue to explore how technology can enhance internal legal services operations, encourage pro bono, and address LEP and other special need populations.

Additionally, you can expect opportunities to network in more informal 'Affinity Group' sessions. The topics for these sessions were selected based on your feedback during the registration process. We are also bringing back the 'Ignite' style session Thursday afternoon. Ignite sessions highlight technology projects and ideas through fast-paced, entertaining presentations.

This year we are pleased to have LSC President Jim Sandman participating in the conference. President Sandman will speak during Wednesday's lunch, where you will have an opportunity to engage in a dialogue on LSC, technology, and the TIG program.

The TIG Program was established in 2000 with the goal of expanding access to justice through promoting technological innovations in legal services delivery and pro se assistance. From its inception through grant year 2012, TIG has made 525 grants totaling over $40 million.

We look forward to spending the next few days sharing information, exchanging ideas and exploring innovative ways of using technology to promote full access and high-quality legal representation for low-income people.

LSC TIG CONFERENCE 2013

Opening Session and Keynote Speaker

Using Data for Social Justice Outcomes – Beth Kanter

In today's complicated and networked world, legal services organizations need to adapt and improve their programs and fine tune their networks at a much faster pace than ever before. In order to scale social justice outcomes, legal services need to embrace the process of collecting and making sense of data to improve programs and get results. It's not enough to collect data, the real magic happens when applied to decision making, becoming a data-informed organization.

Many organizations perceive the skills involved in making sense of data to be beyond their organizational capabilities. But in reality it's not math skills they need, but an understanding of how the organization works, what is important, and learning from failures as well as success. It also requires an institutionalized process beyond having a staff person (or an intern) quickly generate a couple of charts and graphs from a spreadsheet brimming full of trivial data.

This interactive session will provide practical information on how to use data for social change. While most organizations are using technology to realize their missions, few are effectively measuring the results. In a resource constrained world, measurement is seen as—"yet another thing to do for our to do list" or a feeling a helplessness "we don't have that expertise on staff."

In this interactive keynote, Beth Kanter will share stories and frameworks from her book, *Measuring the Networked Nonprofit*, co-authored with KD Paine. She will facilitate a discussion with legal services participants on why this is important and how to get started.

About Beth Kanter

Named one of the most influential women in technology by *Fast Company* and one of the *BusinessWeek*'s "Voices of Innovation for Social Media," Beth is the author of *Beth's Blog: How Nonprofits Can Use Social Media for Social Change*, Visiting Scholar at the David and Lucile Packard Foundation 2009-2013, and internationally recognized speaker and trainer. She is co-author of the highly acclaimed book, *The Networked Nonprofit*, published by Wiley in 2010.
Web Site: http://www.bethkanter.org
Twitter ID: @kanter / Book URL: http://amzn.to/measure-networknp

LSC TIG CONFERENCE 2013

Sessions

TUESDAY, 1/15

Registration

4:00 - 6:00 pm • (Ballroom B Foyer)

Presenters Dinner

6:30 - 9:00 pm • (Location TBD)

Meet by the convention registration desk at 6:30 pm.

WEDNESDAY, 1/16

Registration

7:30 - 8:30 am • (Ballroom B Foyer)

Breakfast

7:30 - 8:30 am • (Ballroom A Foyer)

Welcome and Opening Plenary

Wednesday, 1/16 • 8:30 - 10:00 am • (Ballroom AB)

'Using Data for Social Justice Outcomes' with Beth Kanter

(See opposite page for description)

How to Pull Your Case Management System out of the 80's in 3 Easy Steps

Wednesday, 1/16 • 10:30 - 11:45 am • (Ballroom AB)

Wouldn't it be wonderful if your case management system was seamlessly integrated with your online intake, telephones, volunteer management and knowledge management systems? This session will focus on innovative ways that programs are currently integrating their case management system with other office systems. Presenters will discuss current projects to integrate their case management system with desk and mobile phones, call centers, Sharepoint, and on-line intake. We will also brainstorm future integrations that would be beneficial to the legal services community.

Presenters: Alison Paul, *Executive Director, Montana Legal Services Association*; William Guyton, *IT Manager, Legal Services*

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Alabama; Sue Encherman, *Director of Administration, Northwest Justice Project*; IV Ashton, *President, PS Technologies, Inc.*

Best Practices in Accessible E-filing

Wednesday, 1/16 • 10:30 - 11:45 am • (St. Johns)

Session will report on E-filing Best Practices Document and Process, and discuss implications for legal aid and court technology, including triage, document assembly, CMS and support technologies (LiveHelp, etc.)

Session will also discuss opportunity that e-filing discussions at state level have to engage courts and ATJ Commissions with relationship between access and technology.

Presenters: Richard Zorza, *SRLN*; Susan Ledray, *Sr. Manager Pro Se Services, Minnesota Fourth Judicial District*; Claudia Johnson, *Pro Bono Net*

Capturing the Untapped Resource: Using Law Students to Create A2J Guided Interviews®

Wednesday, 1/16 • 10:30 - 11:45 am • (Ballroom CDE)

The Center for Access to Justice & Technology and the A2J Author team are currently working on two coordinated TIGs. In the first TIG, we are exploring the untapped resource of law students to further reach self-represented litigants via the internet. In a cyber clinic setting, law students learn the A2J Author® software and create A2J Guided Interviews® that can be used by legal aid societies for online intake, automated document creation, or informational interviews. The cyber clinic model partners technologically savvy law students with legal aid attorneys who have years of "in the trenches" legal knowledge to create powerful A2J Guided Interviews as resources for self-represented litigants. Chicago-Kent College of Law's Justice and Technology Practicum is such a clinical course that in the past year has worked with Idaho Legal Services, Illinois Legal Aid Online, the Legal Aid Society of Cleveland, the Minnesota Fourth Judicial District, Minnesota Legal Services Coalition, and North Penn Legal Services. Suffolk University Law School became a beta tester of this clinical model and CALI's Classcaster® distance learning infrastructure with its Lawyering in an Age

of Smart Machines course. Now, this cyber clinic model is now being exported to three pilot law school programs. We will reveal our three pilot schools and discuss how our new project-matching database can help your legal aid society harness this growing pool of law student A2J Author developers. In the second TIG, we are redesigning A2J Author and bringing it to the cloud. We will focus on the cyber clinic model, but we will also discuss the progress being made on A2J Author 5.0 and the new features under design.

Presenters: Ronald Staudt, *Professor of Law and Director of the Center for Access to Justice & Technology, Chicago-Kent College of Law*; John Mayer, *Executive Director of the Center for Computer-Assisted Legal Instruction*; Jessica Bolack Frank, *Program Coordinator for the Center for Access to Justice & Technology*

Financial Oversight and Internal Controls (MIE Session – TIG Attendees Welcome)

Wednesday, 1/16 • 10:30 - 11:45 am • (Crowne Room)

Effective financial oversight and internal controls are critical to legal aid programs. Learn best practices in establishing internal controls, reporting financial and key information, and enhancing fraud prevention. This session will primarily use LSC materials and guidance, though the concepts and resources have relevance for all legal aid programs.

Presenters: Megan Smith, *LSC*; Mark Watts, *LSC*; Brenda Combs, *Legal Aid of the Bluegrass*

Lunch with LSC President James J. Sandman

Wednesday, 1/16 • Noon - 1:30 pm • (Ballroom A Foyer)

Your Case Management System: A Tool for Better Supervision

Wednesday, 1/16 • 1:45 - 3:00 pm • (Ballroom AB)

Case management systems can be used to simplify, streamline and improve supervision and management. The presentation will explain the concept, provide best practices, and showcase a system developed by one program that pulls data and delivers quarterly reports to staff and supervisors. Not sure how to get started? The "MIE Guide to Using Case

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Management Systems to Support High Quality Supervision" will help.
Presenters: Craige Harrison, *Utah Legal Services*; Alison Paul, *Montana Legal Services Association*; Eric Mittelstadt, *Utah Legal Services*

How Not to Write Content for Your SWWS: Legal Information Content in Minutes

Wednesday, 1/16 • 1:45 - 3:00 pm • (Ballroom CDE)
This workshop will walk participants through tips and methods to increase quality content on your statewide website as well as how to easily maintain that content. This "cooking show" format will result in several "out of the oven" finalized pieces of content, including both static, multimedia, and automated document content.
Presenters: Kim Marshall, *Content Developer & Project Coordinator, Arkansas Legal Services Partnership*; Vince Morris, *Executive Director, Arkansas Legal Services Partnership*

Grant Writing Tips and Tools (MIE Session – TIG Attendees Welcome)

Wednesday, 1/16 • 1:45 - 3:00 pm • (Crowne Room)
Successful grant writing involves solid knowledge of your service goals, advance planning and preparation, careful attention to funder instructions, and the time to organize, write and package your proposal. This session will guide you through this new world of activity for legal aid administrators and point you to reference materials available online.

2012 TIG Evaluation Planning Session 1

Wednesday, 1/16 • 1:45 - 3:00 pm • (Kingsley/Hecksher)
(2012 TIG recipients must attend one of the three Evaluation Planning sessions) In this hands-on session, 2012 TIG recipients will work to further develop evaluation plans for their projects. Grantees must bring a copy of their draft evaluation plan, developed after attending or viewing an LSC webinar on evaluation plans.
Presenter: Bristow Hardin, *Legal Services Corporation*

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Video to Reach Clients

Wednesday, 1/16 • 3:30 - 4:45 pm • (Ballroom CDE)

Northwest Justice Project and Montana Legal Services Association are teaming up to share best practices on creating video content. Takeaways will include using YouTube to create interactive choose your own adventures, the real cost of creating video content and different types of animation. MLSA has been using video for the last three years to reach clients while NJP has created more than 20 videos in the last eight months. Learn from our experiences and bring your questions, also check out our YouTube channels: Montana Legal Services Association: http://www.youtube.com/user/MTLSA; Northwest Justice Project- http://www.youtube.com/user/NWJusticeProject; NTAP - http://www.youtube.com/user/NTAPvideos.

Presenters: Daniel Ediger, *Justice Net Project Manager, Northwest Justice Project*; Alison Paul, *Executive Director, Montana Legal Services Association*; Brian Rowe, *National Technology Assistance Project Coordinator, Northwest Justice Project*

Windows 8 and Office 2013

Wednesday, 1/16 • 3:30 - 4:45 pm • (St. Johns)

Windows 8 sold 40 million licenses within the first month after its launch. That puts it on a pace to exceed the sales of Windows 7 (which has now sold 670 million licenses worldwide). What does this mean for you? That it's not going away so you had better learn to live with it (maybe even love it!). This session will explore the changes between Windows 7 and 8, examine how the new Metro UI will work across desktops, tablets, and phones, and explain what you'll need to know about upgrades to existing hardware.

And right on the heels of W8 is Office 2013. While we do not yet have an official launch date, rumors are it will be fairly early in 2013. Free previews are already available. In this session we'll look at new features, what interface changes users will be facing, and how Office 2013 fits in with Office 365.

Presenter: Glenn Rawdon, *Program Counsel, LSC*

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Using Data to Improve Program Performance

Wednesday, 1/16 • 3:30 - 4:45 pm • (Ballroom AB)

Legal aid programs are increasingly recognizing that more effective use of a wide range of data can enable them to better identify the current and emerging needs of their client communities, develop advocacy and service delivery strategies that most effectively address those needs, and assess and enhance program performance in a variety of other ways. This session will profile three data analysis projects funded by TIG in 2011 and 2012. Presenters will highlight the specific ways and program areas in which they plan to improve program services, the types of data sets they expect to use, and the systems they plan to develop to collect, analyze and report on these data.

Presenter: Bristow Hardin, *LSC (moderator)*; Michael O'Connor, *Prairie State Legal Services (IL)*; Rachel Perry, *Cleveland Legal Aid Society*; Jonathan Pyle, *Philadelphia Legal Assistance*

Fiscal Roundtable (MIE Session – TIG Attendees Welcome)

Wednesday, 1/16 • 3:30 - 4:45 pm • (Crowne Room)

Join with fiscal and administrative leaders to pose questions, ponder strategies, develop relationships and discuss topics such as: the CPA firm RFP process, expanding 403(b) plan requirements, electronic banking issues, fraud protection opportunities, and new accounting standards impacting legal services organizations.

Networking and Affinity Groups

Wednesday, 1/16 • 5:00 - 6:00 pm • (Ballroom CDE)

TIG Conference Reception

Wednesday, 1/16 • 6:30 - 9:30 pm • (MOSH - the Museum of Science & History, 1025 Museum Circle)

Join us for a reception at the MOSH – the Museum of Science & History, just across from the Crowne Plaza at 1025 Museum Circle. We are providing food, beverage, and entertainment for your enjoyment. This will be a great opportunity for networking with your colleagues from around the country.

Sessions

Thursday, January 17

Self-Represented Litigants Meeting

Thursday, 1/17 • 7:30 - 8:45 am • (St. Johns Ballroom)

Self-Help Systems and Unauthorized Practice

Thursday, 1/17 • 9:00 - 10:00 am • (Ballroom AB)

The emergence of interactive software and online services for self-help legal document preparation has triggered new efforts by the organized bar and state officials to suppress what is perceived as the unauthorized practice of law. While couched in terms of consumer protection, and at least partly motivated by such concerns, these efforts are regarded by some as blatant turf management by a profession anxious to avoid further erosion of its monopoly over legal advice and representation. Regulatory agencies around the country are wrestling with how best to define the practice of law so as to limit what is perceived as predatory behavior by commercially-driven non-lawyer actors, while not unduly restricting public-spirited initiatives by courts and nonprofits to expand access to justice through online tools that help self-represented litigants understand and assert their rights. One question is whether restricting the creation and distribution of software is within the legitimate scope of state action. No one would contend nowadays that the state could suppress books, pamphlets, or speeches on how the legal system works and what forms one needs to interact with it would pass constitutional muster. Is there a right of 'programmatic expression' under the First Amendment? This session will review the state of the debate, and practical strategies that programs should consider in light of its evolution.

Presenters: Richard Granat; Marc Lauritsen

Mix It Up: Case Management Data and Document Assembly

Thursday, 1/17 • 10:15 - 11:30 am • (Ballroom AB)

Want an efficient and happy staff? Streamline case documentation by automating forms that incorporate data from your case management system, and when appropriate, write back information to your CMS as well. Three programs will share their pursuit of the "tipping point"—when staff embraces document assembly technology and are happier for it.

Management can also appreciate the advantage of having cases being documented timely and properly.

Imagine a bank of templates for use by brief service units which automate advice letters and also contemporaneously complete administrative forms or enter data directly into the CMS. Imagine templates which partially complete pleadings with data from the CMS, and guide staff to input the additional information needed to finish up the pleadings quickly and accurately. Whether via desktop or online methods, integrating data in case management systems with document assembly creates a powerful, automated tool to improve program efficiency.

Illinois Legal Aid Online and North Penn Legal Services will share their experiences with data integration into document assembly systems.

Presenters: Dina C. Nikitaides, *Interactive Content Manager, Illinois Legal Aid Online*; Sheila J. Fisher, *Template Developer/Staff Attorney, North Penn Legal Services*

Building Responsive Websites

Thursday, 1/17 • 10:15 - 11:30 am • (Ballroom CDE)

According to recent studies, 10-15% of web traffic is already occurring on mobile and tablet devices. Over the next several years, this share of mobile use of the web will continue to increase. Research also shows that users are increasingly using mobile devices as their sole or primary means of connecting to the web doing most of their online browsing on their smartphone, rather than a computer or other device. The percentage is even higher for the younger demographic indicating that this trend is expected to get more pronounced. Legal services websites need to be accessible to visitors using mobile devices. In this presentation, we will provide an introduction to designing “responsive” websites—websites that are device-agnostic and equally accessible on desktop computers as well as small touchscreen smartphones. This session will explain a new design approach called “mobile-first” that focuses on mobile content delivery, and how to use “rapid prototyping” in the design & development process. We will also showcase a case study where we used these techniques to create the new legal information for Tennesseans website. We will present the tools used, lessons learned, best practices and strategies for building responsive websites.

Sessions

Presenters: Abhijeet Chavan, *Chief Technology Officer, Urban Insight, Inc.*; Erik Cole, *Executive Director, Tennessee Alliance for Legal Services*

Scalable Language Access

Thursday, 1/17 • 10:15 - 11:30 am • (St. Johns)

There is a high demand for language access services in legal aid organizations across the country. This occurs in the face of decreasing budgets and hiring freezes. Stakeholders in the justice community see an imperative and opportunity to build language access capacity system-wide with technology innovations. In this session, you will learn about two replicable and scalable projects. First, the efficient and cost effective Virtual Remote Interpreting system (VRI), developed by the Ninth Judicial Circuit Court of Florida, provides on-demand certified interpretation services for courts using live video captured through courtroom security cameras and an audio platform with interpreters at remote locations securely interacting with the court through Web browsers from any computer linked to the court's network. The Ninth Circuit is now working to extend the VRI program to other resource-strained circuits in Florida, with the goal of reaching 20 circuits by 2014. The second project features the TIG-funded work of the Northwest Justice Project and the Washington State Coalition for Language Access to create an interactive directory of interpreters and translators easily accessible to legal services and justice system partners, as well as medical and education advocates. The website is scheduled to go live in 2013.

Presenters: Mytrang Nguyen, *LSC*; Matt Benefiel, *Trial Court Administrator, Ninth Judical Circuit Court of Florida*; Kristi Cruz, *Northwest Justice Project*

2012 TIG Evaluation Planning Session 2

Thursday, 1/17 • 10:15 - 11:30 am • (Kingsley/Hecksher)

(2012 TIG recipients must attend one of the three Evaluation Plan sessions) In this hands-on session, 2012 TIG recipients will work to further develop evaluation plans for their projects. Grantees must bring a copy of their draft evaluation plan, developed after attending or viewing an LSC Webinar on evaluation plans.

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Presenter: Bristow Hardin, *Legal Services Corporation*

Lunch

Thursday, 1/17 • 11:30 am - 12:45 pm • (Ballroom A Foyer)

Ignite Plenary Session - Show and Tell of Technology Projects and Ideas

Thursday, 1/17 • 1:00 - 2:00 pm • (Ballroom AB)

If you had six minutes to share an idea, best practice or show off a TIG project, what would you talk about? What if you only got 20 slides and they rotated automatically after 20 seconds? Around the world geeks have been putting together Ignite events to show their answers. This plenary Ignite session will feature a series of short presentations highlighting innovative technology projects and ideas. It will be fast-paced and informative!

Presenters: Sue Encherman, *Northwest Justice Project*; IV Ashton, *LegalServer*; Leah Margulies, *LawHelpNY*; William Guyton Jr., *Legal Services Alabama*; Xander Karsten, *Pro Bono Net*; Anna Hineline, *LawNY*; Liz Keith, *Pro Bono Net*; Jeff Hogue, *LawNY*

Systems Integrations—bringing together powerful tools to enable higher attorney/staff performance and higher quality services

Thursday, 1/17 • 2:15 - 3:30 pm • (Ballroom CDE)

Legal aid groups their lawyers, volunteers and paralegals and admin staff, rely on various tools on a daily basis to do their work. Tech based tools such as case management systems, Basecamp, Sharepoint, advocate/pro bono statewide websites, online forms are becoming more adopted and this adoption brings the opportunity of integration. This session will explore how different programs are integrating different tech tools/systems, to reach well defined goals. We will explore the costs and benefits of doing this, the potential pitfalls and risks, and the necessary resources to integrate a variety of powerful tools into the daily practice of a legal non profit organization.

Presenters: Dina Nikataides, *Illinois Legal Aid Online*; Mike Monahan, *Georgia State Bar*; Jim Wiegand, *Pro Bono Net;* Kristin

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Nelson Verrill, *Atlanta Legal Aid Society*; Claudia Johnson, *Pro Bono Net*

LSNTAP Update: New Features and the Coming Year

Thursday, 1/17 • 2:15 - 3:30 pm • (Ballroom AB)

The National Technology Assistance Project (LSNTAP.org) will be sharing resources available to the community. New features from NTAP include videos on each of the case management systems, a sharable survey bank, a new YouTube channel and over 50 blogs post on topics including usability and accessibility. We will also review the staple resources including the LSTech List serve with over 400 members, the Google migration and mobile apps guide, and our live help desk. The technology library resources will be highlighted along with the twenty special area email lists. We are also looking for your ideas on how to improve NTAP. Bring your ideas and comments for what resources you would like to see us develop.

Presenters: Brian Rowe, *NTAP Coordinator, Northwest Justice Project*; Liz Lemon, *AmeriCorps VISTA, NTAP*; Sue Encherman, *Director of Administration, Northwest Justice Project*

Innovations in Pro Bono

Thursday, 1/17 • 2:15 - 3:30 pm • (St. Johns)

Last October LSC released the report of its Pro Bono Task Force, a body comprised of 60 distinguished leaders from the legal profession. Its charge was to identify and recommend innovative ways to enhance pro bono throughout the country. The report presents the findings and recommendations of the task force's five working groups: Best Practices-Urban, Best Practices-Rural, Obstacles, Technology, and Big Ideas.

The Technology Section of the Task Force had four major recommendations:

- Encourage widespread adoption of best practices
- Promote innovation
- Facilitate integration and centralization
- Provide and ensure support

This session will explore the technologies recommended by the Task Force and look at other innovative ways to expand pro bono recruitment and support in your program.

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Presenters: Glenn Rawdon, *Program Counsel, LSC*; Erik Cole, *Executive Director, Tennessee Alliance for Legal Services*; Liz Keith, *Pro Bono Net*; Mike Monahan, *State Bar of Georgia*

2012 TIG Evaluation Planning Session 3

Thursday, 1/17 • 2:15 - 3:30 pm • (Kingsley/Hecksher)

(2012 TIG recipients must attend one of the three Evaluation Plan sessions) In this hands-on session, 2012 TIG recipients will work to further develop evaluation plans for their projects. Grantees must bring a copy of their draft evaluation plan, developed after attending or viewing an LSC Webinar on evaluation plans.

Presenter: Bristow Hardin, *Legal Services Corporation*

Power of Lync Server 2010

Thursday, 1/17 • 4:00 - 5:15 pm • (St. Johns)

Lync Server 2010 is a unified platform that brings together the different ways that modern workers communicate in a single client interface. It's deployed as a unified platform and administered through a single management infrastructure. This session will explore the features and benefits of one of Microsoft's most popular new offerings for the enterprise.

Presenters: Michael Prince, *IT Manager, Legal Aid of NorthWest Texas*; Joseph Mays, *IT Manager, Georgia Legal Services Program*

LawHelp Network Session: What's New, What's Next

Thursday, 1/17 • 4:00 - 5:15 pm • (Ballroom AB)

This session will highlight LawHelp network activities and developments. PBN staff will discuss new and upcoming features for the LawHelp.org and probono.net templates, including content-syndication tools, localized content portals, and mobile enhancements. LawHelp coordinators from several states will discuss recent content and outreach initiatives, and how they can be replicated. We'll also look ahead to 2013 network trainings, marketing support and LHI and LiveHelp developments.

Presenters: Liz Keith, *LawHelp Program Manager, Pro Bono Net*; Jillian Theil, *Program Associate, Pro Bono Net*; Leah Margulies, *LawHelp/NY Project Director*; Sue Encherman, *Director of*

Sessions

Administration, Northwest Justice Project

OST/DLAW Community Session

Thursday, 1/17 • 4:00 - 5:15 pm • (Ballroom CDE)

This session will focus on the Drupal-based DLAW website template. It will include updates on additional mobile features, newly launched Drupal sites, and other enhancements available to the legal aid community. Presenters from Urban Insight and Idaho Legal Aid Services will lead the discussion.

Presenters: Abhijeet Chavan, *Chief Technology Officer, Urban Insight, Inc.*; Steven Rapp, *Technology Project Developer, Idaho Legal Aid Services, Inc.*; Mary Zimmerman, *Director of Finance and Administration, Idaho Legal Aid Services, Inc.*

NLADA Technology Section Meeting

Thursday, 1/17 • 5:30 - 6:30 pm • (Kingsley/Hecksher)

The NLADA Technology Section provides leadership and knowledge regarding the use of technology to foster and support the provision of quality legal services. Join us for networking and a discussion of current issues and concerns. Everyone is welcome to attend.

Friday, January 13

Adoption of Online Forms By Legal Aid Staff and Pro Bono Attorneys

Friday, 1/18 • 8:30 - 9:30 am • (Ballroom AB)

The national online document assembly system has found great resonance and success in serving self represented litigants. The legal aid programs that create the online forms have successfully tackled multiple difficulties to create and successfully promote online forms for those who are without representation. On the practice side, however, the adoption of online forms by staff attorneys has not been as robust for the self represented. In this workshop we will explore initiatives that have been successful in integrating online forms into well thought out projects that are finding success in getting attorney buy in and positive outcomes and results.

Sessions

Presenters: Tony Lu, *Pro Bono Net*; Phillip Berthental, *Bet Zedek*; Claudia Johnson, *Pro Bono Net*; Mirenda Watkins, *Pro Bono Net*

Case Management System User Groups

Friday, 1/18 • 8:30 - 9:30 am • (Ballrooms C, D and E)

These user group sessions will allow programs with the same case management system (CMS) to informally meet and discuss CMS features, future plans and challenges. We are pleased that representatives from CMS vendors Pika, Kemps, and Legal Server will be participating in these sessions.

Wormhole to the Future: Unfettered Brainstorming About the Future of Legal Services Technology

Friday, 1/18 • 9:45 - 10:45 am • (Ballroom AB)

Panelists will dare to make outlandish predictions about the legal technology tools and the court system of the next century. Forget incremental change and the echo chamber of recurring technology-related aspirations in the legal aid community. What does a radically-changed future legal system mean for people who face barriers in accessing justice? We will tease measurable predictions from the panelists as well, just to keep them grounded.

Presenters: Molly French, *Colorado Legal Services*; John Mayer, *CALI*; Jeff Hogue, *LawNY*; Vince Morris, *Arkansas Legal Services Technology Partnership*; Gwen Daniels, *Illinois Legal Aid Online*; Peter Campbell, *LSC*; William Guyton, *Legal Services of Alabama*

Managing Your TIG Effectively: Reporting, Requirements and Lessons Learned

Friday, 1/18 • 11:00 am - Noon • (Ballroom AB)

(Required attendance for all 2012 TIG award recipients) The TIG staff will introduce 2012 TIG award recipients to the reporting requirements for documenting their grant activities, review TIG grant assurances, and discuss best practices for managing your technology grants effectively.

Presenters: David Bonebrake, Glenn Rawdon, Jane Ribadeneyra, Megan Smith, Mark Watts, *Legal Services Corporation*

Presenters

IV Ashton

IV Ashton, founder of PS Technologies, has spent his career working both domestically and internationally with courts and nonprofit organizations to promote the rule of law and to ensure all individuals have equal access to justice. In addition to working with hundreds of legal service agencies, Mr. Ashton founded Illinois Legal Aid Online, designed a database and GIS system to gather war crimes evidence in Kosovo and helped design Albania's legal information infrastructure for the World Bank.

Matt Benefiel

Matt is currently the Trial Court Administrator for the Ninth Judicial Circuit Court of Florida, which covers both Orange and Osceola Counties and has served in that capacity since 1996. Prior to serving for the Orlando-based Circuit, Matt served eight years as the Court Administrator for the Virginia Beach, Virginia Circuit Court. As Court Administrator, Matt is responsible for the Court's progressive implementation of advanced court technology. The Ninth Circuit has been a leader in the development and implementation of virtual remote interpretation. He has earned a Bachelor's Degree in Economics from the University of Maryland and a Master's Degree in Judicial Administration from the University of Southern California.

Philip Bertenthal

Until this week, Phil oversaw Bet Tzedek's clinic assisting individuals in conservatorship (adult guardianships in most other states) and elder abuse proceedings in downtown Los Angeles. Through the use of automated forms and many volunteers, the clinic grew under his direction and now assists with over 40% of the conservatorships in Los Angeles County. With just two paid staff, the clinic handles over 1400 cases a year. Phil obtained his undergraduate degree from Grinnell College in Iowa and his J.D. from NYU in 1972. He started his legal career as a staff attorney at MFY Legal Services in New York and subsequently moved to Washington State where he worked for Evergreen Legal Services primarily on welfare and dependency cases. He moved to California in 1980 and served as Supervising Attorney at the Youth Law Center in San Francisco. Subsequently, he became Litigation Director at Contra Costa Legal Services Foundation, a position he held for 13 years. After taking a year off from the practice of law to accompany his wife to

Presenters

Jerusalem while she attended rabbinical school, Phil moved to Los Angeles where he worked for the State Department of Social Services representing its Community Care Licensing Division. He returned to legal services practice in 2007 and coordinated the downtown clinic. He left Bet Tzedek on January 15th to join his wife who was selected to be the rabbi at Congregation Beth David in San Luis Obispo, California.

David Bonebrake

David Bonebrake is a Program Counsel at Legal Services Corporation and is responsible for helping manage LSC's Technology Initiative Grants (TIG) Program. TIG funds innovative technology projects that improve quality and access to legal services across the country. Prior to LSC, David provided technology support and assistance to the poverty law community at the Legal Services National Technology Assistance Project. David has worked extensively with the legal aid community on several technology projects, including the migration of over a dozen legal aid websites to Drupal. In law school, David served as the supervisor of the Self-Help Web Center, a legal help desk located in downtown Chicago. David holds a J.D. from Chicago-Kent College of Law.

Peter Campbell

Peter Campbell is the Chief Information Officer at Legal Services Corporation. Prior to joining LSC, Peter spent five years managing technology at Earthjustice, the nation's leading environmental law firm, and seven years serving as IT Director at Goodwill Industries of San Francisco, San Mateo & Marin Counties, Inc. Peter has a broad knowledge of networks, databases, email and the web. In 2003, he won a "Top Technology Innovator" award from InfoWorld for developing a retail reporting system for Goodwill thrift. Peter's focus is on advancing communication, collaboration and efficiency through creative use of the web and other technology platforms. In addition to his work at LSC, Peter is on the board of Idealware, a nonprofit that helps other nonprofits use software effectively; blogs on NPTech tools and strategies at http://techcafeteria.com; is active in the non-profit community as member of NTEN; and spends as much quality time as possible with his wife, Linda, and son, Ethan.

Abhijeet Chavan

Abhijeet Chavan is the chief technology officer of Urban Insight, Inc. He

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has 18 years of technology consulting experience working with government, education, private, and non-profit clients. His areas of interest include open source software, content management systems, building online communities, usability, and web accessibility. Abhijeet is the co-founder and co-editor of Planetizen, the leading urban planning news website. He previously coordinated geographic data visualization projects at the University of Illinois at Urbana-Champaign (UIUC). Abhijeet holds Master of Architecture and Master of Landscape Architecture degrees from UIUC.

Erik Cole

Erik Cole is the Executive Director of the Tennessee Alliance for Legal Services (TALS), a statewide network of low-income civil legal service providers. TALS' mission is to ensure that every low-income Tennessean has timely access to the civil legal Justice system. As Executive Director, Cole works with TALS staff, the TALS board of directors, and other partners to support the equal justice system in Tennessee. TALS runs programs on public policy analysis, legal training, resource development, communications, and maintains three websites. www.onlinetnjustice.org is an online portal that connects low-income Tennesseans with legal needs with pro bono attorneys. TALS is also currently working in partnership with Tennessee's libraries to launch www.legalinfotn.org which will be an online portal for librarians and library patrons seeking legal information. TALS is a partner agency in the Tennessee Disaster Legal Services response plan and operates a Disaster Legal Services Hotline during declared disasters. Erik was also an elected member of the Metropolitan Council in Nashville, representing the 7th District in East Nashville and South Inglewood from 2003 to 2011. Cole is a native of Nashville, is married to Jennifer Gilligan Cole, and has two young children, Owen and Alice.

Kristi Cruz

Kristi Cruz has been a certified American Sign Language Interpreter since 1996 and is currently an attorney at the Northwest Justice Project, CLEAR hotline. She was the inaugural Seattle University School of Law Leadership for Justice Fellow (2009) for her work at the Northwest Justice Project on a language access project. In 2010, Ms. Cruz was a co-reporter for the American Bar Association's Standards for Language Access in Courts project, and most recently worked on an LSC TIG-funded project to create language access-related trainings and an online

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searchable database of interpreters and translators working in Washington State. Her current work at NJP involves an LSC TIG-funded project aimed at expanding legal aid access in the deaf, hard-of-hearing, and deaf-blind communities. She is actively involved with the Washington State Coalition for Language Access (WASCLA), serving as a co-chair of the Board of Directors, and is a member of the Washington State Administrative Office of the Courts Interpreter Commission.

Gwen Daniels

Gwen is the Director of Technology Development at Illinois Legal Aid Online. She is responsible for all aspects of the software development lifecycle for ILAO's software applications, including specifications, design, managing outside developers, programming in ColdFusion, Flash/Flex, Javascript, CSS, and HTML, testing, and documentation.

Daniel Ediger

Daniel Ediger is an attorney and videographer at Northwest Justice Project (NJP) in Seattle, Washington. He is currently working for NJP on a grant from the Communities Connect Network Project (part of the federal Broadband Technology Opportunity Program) which aims to increase access to technology and improve legal literacy for unrepresented Washingtonians by dozens of educational videos (in English and Spanish) on specific legal topics for washingtonlawhelp.org. He received a J.D. from Loyola Law School Los Angeles in 2010 and then served as a Loyola Post-Graduate Fellowship in Public Interest Law at Idaho Legal Aid Services, assisting clients on the Idaho Senior Legal Hotline and creating a comprehensive, plain language Senior Legal Guidebook for statewide distribution.

Sue Encherman

Susan Encherman began her career in civil legal services in January 1980 as the Administrator of Evergreen Legal Services where she served 15 years. She has been the Director of Administration for the past 17 years at the Northwest Justice Project (NJP). She presently serves on the LSNTAP and Puget Sound ALA boards. When not administrating, she travels to foreign lands and buys for Art Gecko, her small import business.

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Sheila Fisher

Sheila has been an attorney at North Penn Legal Services for close to three decades, but has spent most of the last ten years doing document assembly work (much to her delight). Sheila has created templates for both staff and pro se litigants, for both online and desktop environments, not only for North Penn, but also for other legal services programs in PA, OK, VI, MN, WY, IN, and NE. Data integration between HotDocs and case management systems is her newest preoccupation.

Jessica Bolack Frank

Jessica Bolack Frank manages the Center for Access to Justice & Technology at Chicago-Kent College of Law. Jessica oversees the development of A2J Author software, provides nationwide A2J Author training, and assists in the planning, development, and instruction of Chicago-Kent's Justice and Technology Practicum. She has a B.A. in History and Political Science from Marquette University and a J.D. from Chicago-Kent College of Law.

Molly French

Molly French currently works as the Technology Unit Manager at Colorado Legal Services and has worked for the organization in a technology-related capacity for ten years. She has overseen multiple TIG and other organization funded technology initiatives at the program, including implementation of an online eligibility tool, creation of website materials in collaboration with other legal services programs, and development of LiveChat currently available to serve Colorado's veterans. Among other projects, she is currently working closely with a subcommittee of the Colorado Access to Justice Commission to ultimately expand on the quantity and quality of self-help legal resources available online to Colorado's low-income population. The group collaborated with the Colorado State Court Administrator's Office to receive a 2012 grant from the State Justice Institute for these purposes. She has an MA and BA from the University of Alabama in Birmingham.

Richard Granat

Richard S. Granat is presently Co-Chair of the eLawyering Task Force of the Law Practice Management Section and most recently a member of the Section Council of the American Bar Association's Law Practice Management Section. He also serves on the Standing Committee on the

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Delivery of Legal Services of the ABA. Richard is also a member of the Maryland and District of Columbia Bar and was, chair of the Law Practice Management Section of the Maryland Bar Association. Richard has been involved in developing innovative legal services delivery systems for over 30 years, first as part of the initial working group that created the National Legal Services Program, and then later as Director of the Center for Legal Studies at Antioch Law School in Washington, D.C., the nation's first clinical law school, and later President and Dean of the Philadelphia Institute for Paralegal Training, the nation's first paralegal school. Richard created the first virtual law firm in Maryland in 2003, which was the prototype for the DirectLaw Virtual law firm platform. He is the CEO/Founder of DirectLaw, Inc., a leading virtual law firm provider to law firms. A frequent speaker and writer, Richard's articles about elawyering have appeared in Law Practice Today, the New York State Bar Association Journal, the Maryland State Bar Association Journal and other legal industry publications. Richard named a "Legal Rebel" by the American Bar Association Journal in 2009. and was awarded the Louis M. Brown Lifetime Achievement Award for Innovation in the Delivery of Legal Services in 2010 and is a Fellow of the College of Law Practice Management. Richard has taught at the University of Maryland School of Law, the District of Columbia School of Law, Rutgers School of Law of Law, courses in Computers and the Law and Law Practice Management. Richard is a graduate of Columbia University School of Law (J.D.), the University of Pennsylvania (M.S. in Organizational Development) and Lehigh University (B.A.).

William Guyton

William Guyton is an adroit and creative technologist with 25 years of professional experience with a focus on networking, security and communications, with a gift for both evaluating the changing technological landscape and explaining complex technology to a non-technical audience. William is currently serving as the information technology manager with Legal Services Alabama, a statewide legal aid law firm headquartered in Montgomery Alabama.

Bristow Hardin

Bristow Hardin has served as an LSC program analyst since 2003, and from 1995 to 1998. His responsibilities include overseeing the evaluations of TIG projects, analyzing economic and demographic trends

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affecting the allocation of LSC funding and the demands on LSC grantees' services, supporting initiatives such as the LSC Data Collection and Reporting Project, and administering the Veterans Pro Bono Program grant. He has worked with legal services programs or other advocacy groups for over 25 years. He earned an M.A. and Ph.D. in sociology from the University of California, Santa Cruz.

Craige Harrison

Craige Harrison graduated from J. Reuben Clark Law School in 1992 and joined Utah Legal Services shortly thereafter and has been involved management for 14 of those years. He is the managing attorney of Utah Legal Services' intake unit. He has supervised staff in a local office, as well as all domestic staff throughout the state. In addition, he helps prepare statistical and narrative reports on service provided to clients for grant applications and reports. Since 1994, he has assisted with ULS' technology needs, including technical support, website development and connectivity.

Anna Hineline

Anna Hineline is a paralegal and project coordinator at Legal Assistance of Western New York, Inc. She is the Upstate Organizational Listing Coordinator for LawHelp/NY and coordinator of the Geneva office's pro-se divorce clinic and other pro-bono initiatives. This is her second year with the organization. Last year she served as the AmeriCorps VISTA, establishing LawNY's Veteran Outreach Project, including a statewide veteran hotline, and advocating for LawNY's veteran clients in the areas of housing, public benefits and unemployment insurance benefits. She also collaborates with LawNY staff members on multiple technology projects.

Jeff Hogue

Jeff Hogue is a Supervising Attorney and Technology Coordinator at Legal Assistance of Western New York, Inc.® He provides direct legal representation to low-income residents of western New York, supervises legal workers, and coordinates LawNY®'s technology initiatives. He is a graduate of Cornell Law School and the Fulbright College Honors Program at the University of Arkansas. Jeff was recently honored with the New York State Bar Association's 2010 Denison Ray Civil Legal Services Award.

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Claudia Johnson

Claudia Johnson manages LawHelp Interactive the online document assembly initiative at Pro Bono Net. In this role she supports over 44 states and over 150 legal nonprofits and courts in creating, using, planning, funding online legal forms for those without lawyers, staff attorneys, and pro bono lawyers. She is a member of the language access advocacy community and is also involved in the legal hotline community. From 2000-2004 Claudia lead the design and implementation of the well-respected Legal Advice Line at Bay Area Legal Aid in Oakland and was member of the management team. Claudia worked to establish the lawyer of the day program in San Francisco Court, as well as supervised pro bono placement of over 1200 cases per year at the SF Bar Association/VLSP. Before law, Claudia was a health care policy analyst for the US Senate from 1992-1994. Claudia graduated from Penn Law, the University of California Berkeley Goldman School of Public Policy, UCB Graduate School of Public Health, and holds her BA from the same institution. She reads and speaks 3 languages and wishes she could read and speak more. She resides in Eastern WA. She guest blogs with Richard Zorza at http://www.accesstojustice.net.

Phillip Johnson

Phillip initially started work with Legal Services in Kentucky as a contractor, and after several years of contracting work was hired full time with Kentucky Legal Aid. He has worked for Kentucky Legal Aid for the past 13 years and is looking forward to many years to come. He has kept up with changing technology by becoming certified in various fields (Cisco, Microsoft, and A+). He has recently been doing a lot of coding work for the various programs including a TIG project for Legal Aid of the Bluegrass to enable data transfers between their Kemps CMS and LawHelp Interactive and then getting the data back into Kemps as an XML file to keep up with changes.

Xander Karsten

Xander joined Pro Bono Net in 2012. Previously, he worked for two years as an Equal Justice AmeriCorps Legal Fellow at Legal Assistance of Western New York in Geneva, New York, where he focused on providing holistic legal representation to those impacted by a criminal record. From 2008 to 2010 he worked as an Institute for Foreclosure Legal Assistance grantee at the Empire Justice Center in Rochester New York.

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Xander received his JD from SUNY Buffalo, and his BA in Philosophy from SUNY Binghamton. He lives in San Francisco.

Liz Keith

Liz joined Pro Bono Net in December 2004, working first as a LawHelp Circuit Rider and now as the LawHelp Program Manager. She received a master's degree in community informatics from the University of Michigan, where she was a consultant to community technology projects in Haiti and Chile. Previously, Liz served as Director of Communications and Development at the Maine Women's Policy Center. She also coordinated several legislative advocacy and community outreach initiatives at the Center focusing on women's health, economic security and freedom from violence. Liz lives in the San Francisco Bay area.

Marc Lauritsen

Marc Lauritsen, president of Capstone Practice Systems, practiced and supervised in legal aid offices for seven years, then served as an instructor, director of clinical programs, and a senior research associate at Harvard Law School. Marc directed Project PERICLES there, which focused on computer applications in legal services. He was "chief e-legal officer" at AmeriCounsel.com, which developed an online environment for low-cost, high-quality legal service delivery through a nationwide network of lawyers. Capstone supplies custom software and training for a wide variety of private and non-profit law offices, and, together with Kaivo Software, developed the national online document assembly service that became LawHelp Interactive. Marc is a fellow of the College of Law Practice Management and co-chairs the American Bar Association's eLawyering Task Force. He recently taught Lawyering in an Age of Smart Machines at Suffolk Law School as part of the Apps 4 Justice initiative.

Susan Ledray

Susan Ledray has managed the Pro Se Services Division for the 4th Judicial District Court (Minneapolis, Minnesota) since 1999. She also manages the MN Courts Self Help Center, which serves litigants in all 87 counties via a virtual Self Help Center. In addition, she serves as a Judicial Officer in Housing Court. Susan has been involved in preparations and roll-out of mandatory e-filing for attorneys in the 4th Judicial District, and leads the state-wide team charged with planning solutions for e-filing by self-represented litigants. Susan has a J.D. from the

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University of Minnesota and an MBA from St. Thomas University.

Liz Leman

Liz Leman is the current AmeriCorps VISTA at the Legal Services National Technology Assistance Project (LSNTAP), where she assists legal services organizations with technology-related issues. Leman graduated from Elon University in Elon, North Carolina in May 2011 with degrees in History and International Studies. There, she studied International Humanitarian Law in Nuremberg, Rwanda, and Sri Lanka and hopes in the next year or two to attend law school. Last year, she served on the AmeriCorps St Louis Emergency Response Team before joining LSNTAP in August 2012.

Tony Lu

Tony Lu joined the Immigration Advocates Network in January 2012 as the CitizenshipWorks Project Coordinator. Previously, he served as Pro Bono Net's Pro Bono and Special Initiatives Coordinator. Prior to joining Pro Bono Net, Tony worked at the Urban Justice Center, as a wage-and-hour litigator for low-income immigrant workers, and later at the New York Legal Assistance Group as an immigration attorney. He received a B.A. in Political Economy of Industrial Societies from the University of California, Berkeley and earned his J.D. from NYU School of Law, and currently lives in New York City.

Leah Margulies

Leah Margulies has been Project Director of LawHelpNY since 2006. She was a LS-NYC attorney (formerly CALS) in the 1980s and spent 7 years as a legal officer at the UN Centre on Transnational Corporations and UNICEF. In the 1970s she started a boycott of Nestle's, which became in international "cause celebre", and remains on the Board of Corporate Accountability International (formerly Infact; url-www.stopcorporateabuse.org). She's an active feminist and sings with the Brooklyn Women's Chorus and in the past played rock music (flute and bass) with one of the first all-women rock bands.

Kim Marshall

Kim Marshall is the Content Developer & Project Manager for the Arkansas Legal Services Partnership, which is a statewide collaboration between Legal Aid of Arkansas and the Center for Arkansas Legal

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Services. With extensive experience in writing, editing, and maintaining content for print and web, Marshall has assisted in creating innovative, multimedia projects and accessible legal resources. Marshall received her Bachelor of Arts in Writing and Mass Communications with an emphasis in journalism at the University of Central Arkansas.

John Mayer

John Mayer, Executive Director of CALI, the Center for Computer-Assisted Legal Instruction. John Mayer has been the Executive Director of CALI, the Center for Computer-Assisted Legal Instruction since 1994. CALI is a 501(c)(3) non-profit consortium of over 200 US law schools and the developer of the A2J Author software used by many courts and legal aid organizations. Mr. Mayer has a BS in Computer Science from Northwestern University and a MS in Computer Science from the Illinois Institute of Technology and has worked in technology in legal education and access to justice for over 25 years. He can be reached at jmayer@cali.org or followed on twitter at @johnpmayer.

Eric Mittelstadt

Eric has worked at Utah Legal Services for over 20 years as a staff attorney, managing attorney, project manager, director of personnel and now as Deputy Director. A member of the MIE Board of Directors since 2003, he is a frequent trainer at MIE events and oversees MIE's support for legal services administrators. Eric is a soccer player, a Real Salt Lake and Liverpool fan, and enjoys spending time in the mountains of Utah and Montana with his wife and three kids.

Michael Monahan

Mike Monahan is the Director of the Pro Bono Project of the State Bar of Georgia, a nearly 30-year-old joint program of the State Bar of Georgia and the Georgia Legal Services Program. For the State Bar of Georgia, Mike staffs the Bar's Access to Justice Committee and serves as staff liaison to the Military and Veterans Pro Bono Committee, provides pro bono support to programs and local bar associations, and supports Bar sections and committees on special pro bono projects such as disaster legal services. He supervises 10 pro bono coordinators for Georgia Legal Services Program, covering 154 mostly rural counties. Mike preaches the gospel of technology to support the delivery of quality legal services to low-income Georgians.

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Vince Morris

Vince Morris is the Director of the Arkansas Legal Services Partnership and fuses technology and the law to implement innovative "justice technology" solutions to increase access to, and distribution of, legal resources. These resources include advocate training resources, outreach support, pro bono recruitment tools and legal advice via multimedia resources. Morris received his undergraduate degree at the University of Central Arkansas studying philosophy and interdisciplinary connections. His post-graduate studies include Internet Technologies at the George Washington University in Washington, D.C. and a Juris Doctorate from the University of Arkansas at Little Rock Bowen School of Law. He is a licensed attorney in Arkansas.

Dina Nikitaides

Dina oversees the development of interactive legal resources in English and Spanish in over 30 different legal areas on four Illinois statewide websites. These resources assist low-income individuals and families throughout Illinois and the attorneys who serve them. Dina holds a J.D. from the Chicago-Kent College of Law and a B.A. from the University of Michigan.

Michael O'Connor

Michael O'Connor has been the executive director of Prairie State Legal Services (which serves northern Illinois including the Chicago suburbs) since 2006, and has been a legal services attorney since 1989. He has authored several publications, primarily focusing on the delivery of services to people with disabilities. Michael has led a strong management team at Prairie State which has utilized a variety of technologies in recent years to improve service delivery, including current projects to implement online client access, and the statewide coordination of data collection and analysis.

Alison Paul

Alison Paul is the Executive Director of the Montana Legal Services Association in Helena, Montana, where she is known for her innovative use of technology to deliver legal services to Montana's remote rural population. Prior to coming to Montana, Alison attended law school at the University of Kansas, and was in private practice in Chicago, Illinois, primarily advising tax-exempt organizations on tax and corporate issues.

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Alison joined the Montana Legal Services Association in 1998 as an attorney with its Domestic Violence Unit. Alison is a current member of the Montana Supreme Court E-Filing Task Force, and the current Chair of the NLADA Technology Committee.

Rachel Perry

Rachel J. Perry is the Research & Data Analyst at The Legal Aid Society of Cleveland where she conducts data analyses for internal management and funder reports using internal client and case data and external demographic data. Ms. Perry has a Masters of Public Administration in Public Finance and Policy Analysis from the School of Public & Environmental Affairs at Indiana University where she was a Lilly Fellow. Her previous work experience includes serving as an operations and finance director for a non-profit organization, overseeing economic development efforts for a municipality, conducting poverty analysis at a university research center, management consulting, and investment banking.

Michael Prince

Michael Prince, MCSE, CCA, CNA is the Information Technology Manager for Legal Aid of NorthWest Texas (LANWT). He has been in the Information Technology industry for over seventeen years. Michael has been with LANWT for eleven years. He manages four IT professionals on a network that supports over 225 users and spans fifteen branch offices throughout Northwest Texas. He presents regularly on legal aid technology topics such as Microsoft SharePoint and information security. In his spare time, Michael enjoys all sports, but particularly golf.

Jonathan Pyle

Jonathan Pyle is the Contract Performance Officer at Philadelphia Legal Assistance (PLA), where he is responsible for compliance, reporting, and implementing new uses of technology to analyze, streamline, and expand service delivery. Before joining PLA in 2008, he practiced law in the areas of class action defense and government investigations, and served as vice-president of a management consulting company.

Steve Rapp

Steven Rapp has been with Idaho Legal Aid Services since 2007 and serves as the Website Administrator and Automated Document Developer. Prior to work in the Legal Aid technology area, Steve was an

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Executive producer and Content Developer for the National Science Teachers Association, Arlington, VA., developing online learning modules for educators. Before moving into the technology field, Steve was a High School science teacher in Boise, ID.

Glenn Rawdon

Glenn Rawdon is Program Counsel for Technology with the Legal Services Corporation. He is responsible for helping legal services programs with their technology efforts and with the administration of the Technology Initiative Grants (TIG) program. Since the program started in 2000, TIG has made over 500 grants totaling nearly $40 million. Before coming to LSC in 1999, he was a managing attorney at Legal Services of Eastern Oklahoma for five years and before that, he was in private practice. He has served as co-chair of the Law Office Management section of the Oklahoma Bar Association and was a member of the Legal Technical Advisory Counsel of the ABA.

Jane Ribadeneyra

Jane Ribadeneyra joined the Legal Services Corporation in 2009 as a program analyst for the Technology Initiative Grant (TIG) program. She oversees grant projects to develop and replicate technologies that improve client access to high quality legal information and pro se assistance. She has over 20 years of experience in nonprofit management, and her areas of expertise include membership marketing, information technology, online community development, communications and project management. She received a B.A. in public policy from Duke University.

Brian Rowe

Brian Rowe is a professor and techie currently working at Northwest Justice Project as the National Technology Assistance Project Coordinator (LSNTAP.org), and teaching at University of Washington and Seattle University Law in the areas of information privacy, ethics and social use of information. Brian has worked with several nonprofits including Creative Commons, Public Knowledge, Washington Lawyers for the Arts and Disability Rights Washington. Brian currently chairs the Washington State Access to Justice Board's Technology Committee, and is on the Faculty Advisory Board for Students for Free Culture. More about Brian at brianrowe.org

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Ronald Staudt

Professor Ronald Staudt teaches Copyright Law, Intellectual Property, Internet Law, Public Interest Law & Policy, and Justice & Technology Practicum. He is director of the Center for Access to Justice & Technology (CAJT). Current projects include a Public Interest Certificate program, A2J Author, and the Self-Help Web Center at the Daley Center Courthouse, where law students help pro se litigants use technology tools.

Jillian Theil

Jillian joined Pro Bono Net in August 2011. Previously, she worked as a staff associate at the Center for Genetics and Society. She has also collaborated with women's advocacy organizations on projects examining the social, legal and ethical questions raised by new assisted reproductive technologies. She earned her B.A. summa cum laude from the University of California, Los Angeles. Jillian is based in San Francisco.

Kristin Nelson Verrill

Kristin Nelson Verrill is the Practice Innovation Manager at Atlanta Legal Aid Society. As Practice Innovation Manager, she develops and implements technology tools to increase and improve legal advocacy for low income clients. She is Atlanta Legal Aid's Hot Docs and A2J developer, video producer, statewide website content manager, Legal Server administrator and SharePoint schemer. She received her J.D. from Golden Gate University School of Law and her B.A. from Miami University. She has worked with Atlanta Legal Aid since 1999.

Mirenda Watkins

Mirenda Watkins joined Pro Bono Net in July 2012 as the LawHelp Interactive Program Coordinator. Prior to joining Pro Bono Net, she was a Hotline Program Coordinator for Legal Information for Families Today (LIFT), where she managed the organization's telephone and email family law information hotlines. Before LIFT, Mirenda was a staff attorney at the Bronx Defenders within the organization's Family Defense Practice. She received her B.A. in History from University of Pennsylvania and earned her J.D. from Georgetown Law.

Jim Wiegand

Jim Wiegand joined Pro Bono Net in January 2011 as the Director of Technology. Jim brings over 17 years of experience implementing internal

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and external applications, including high-transaction systems, web-based financial systems and cloud-based technologies. He has worked for a wide range of companies, which allows him to bring a variety of experience and processes to Pro Bono Net. He lives in the New York City area.

Mary Zimmerman

Mary Zimmerman has been working as the Administrator for Idaho Legal Aid Services for the past 21 years. ILAS is a statewide organization and has been the only poverty law agency in Idaho for over forty years. She is responsible for all accounting, budgeting and financial reporting and processes. She also handles most of the human resources responsibilities and is currently the Project Manager for six TIG grants. She has over thirty years experience in accounting and management. Mary holds a BS in Business and an MBA from Boise State University.

Richard Zorza

Richard Zorza is an attorney and independent consultant who has worked for the past sixteen years on issues of access to justice. He is the coordinator of the national Self Represented Litigation Network, see www.selfhelpsupport.org, acts as a consultant to the Harvard Law School Bellow-Sacks Project on the Future of Access to Civil Justice, www.bellowsacks.org, and works in support of the national LawHelp network of access to justice websites, www.lawhelp.org. He was a contributor to the recently published *California Bench Guide* on self-represented cases, which has been adapted for use in several states.

Jacksonville Area Restaurants

Basil Thai & Sushi (.2 miles)
1019 Hendricks Ave
Jacksonville, FL 32207
(904) 306-0100
Thai and Sushi fusion restaurant.
www.basilthaijax.com

BB's (.2 miles)
1019 Hendricks Ave
Jacksonville, FL 32207
(904) 306-0100
Modern and eclectic Jacksonville bistro.
www.bbsrestaurant.com

Biscottis
3556 St. John's Ave
Jacksonville FL 32205
(904) 387-2060
www.biscottis.net/?page_id=4

Bistro Aix (.6 miles)
1440 San Marco Blvd
Jacksonville, FL 32207
(904) 398-1949
Mediterranean and French inspired; wood-oven grilled pizza
www.bistrox.com/index2.html

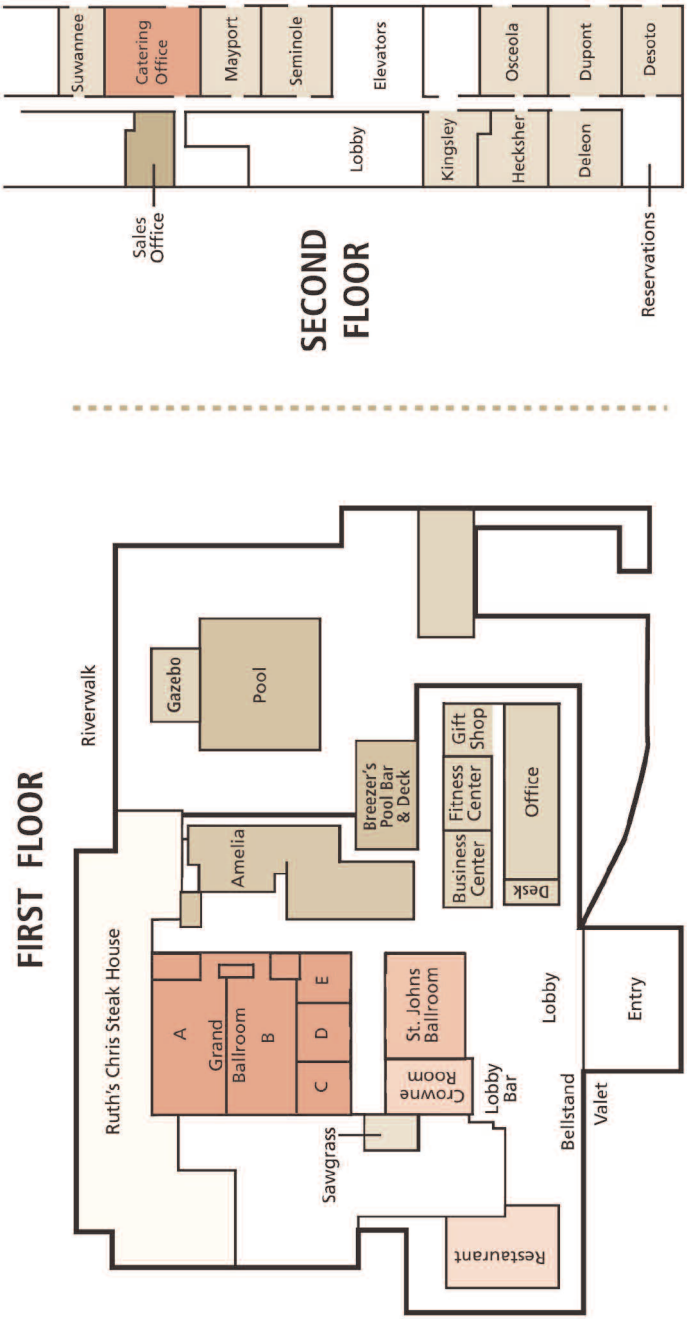
Indochine
21 E Adams St
Jacksonville, FL 32202
(904) 598-5303
www.indochinejax.com

River City Brewing Co. (.1 mile)
835 Museum Circle
Jacksonville, FL 32207
(904) 398-2299
www.rivercitybrew.com

Seasons 52
5096 Big Island Dr
Jacksonville, FL 32246
(904) 645-5252
www.seasons52.com/menu/alternative_menus.asp

LSC TIG CONFERENCE 2013

Hotel – Floor Plan



Legal Services Corporation

TIG '13 CONFERENCE

	Tuesday, 15 January 2013			
4:00 - 6:00 pm	Registration (***Location: Ballroom B Foyer***)			
6:30 - 9:00 pm	*Presenter's Dinner* (***Location: TBA***)			
Day 1	**Wednesday, 16 January 2013**			
7:30 - 8:30 am	*Breakfast* (***Ballroom A Foyer***) and Registration (***Ballroom B Foyer***)			
8:30 - 10:00 am	Welcome and Opening Plenary (***Room: Ballroom AB***)			
	'Using Data for Social Justice Outcomes' with Beth Kanter			
10:00 - 10:30 am	*Break*			
10:30 - 11:45 am	How to Pull Your Case Management System out of the 80's in 3 Easy Steps ***Room: Ballroom AB***	Capturing the Untapped Resource: Using Law Students to Create A2J Guided Interviews® ***Room: Ballroom CDE***	Best Practices in Accessible E-filing ***Room: St. Johns***	Financial Oversight and Internal Controls (MIE Session - TIG Attendees Welcome) ***Room: Crowne Room***
Noon - 1:30 pm	*Lunch with LSC President James J. Sandman* (***Location: Ballroom A Foyer***)			
1:45 - 3:00 pm	Your Case Management System: A Tool for Better Supervision ***Room: Ballroom AB***	How Not to Write Content for Your SWWS: Legal Information Content in Minutes ***Room: Ballroom CDE***	2012 TIG Evaluation Planning Session 1 ***Room: Kingsley/Hecksher***	Grant Writing Tips and Tools (MIE Session - TIG Attendees Welcome) ***Room: Crowne Room***
3:00 - 3:30 pm	*Break*			
3:30 - 4:45 pm	Using Data to Improve Program Performance ***Room: Ballroom AB***	Video to Reach Clients ***Room: Ballroom CDE***	Windows 8 and Office 2013 ***Room: St. Johns***	Fiscal Roundtable (MIE Session - TIG Attendees Welcome) ***Room: Crowne Room***
5:00 - 6:00 pm	Networking and Affinity Groups (***Location: Ballroom CDE***)			
6:30 - 9:30 pm	*TIG Conference Reception*			

Day 2

Thursday, 17 January 2013

Legal Services Corporation TIG '13 CONFERENCE

7:30 - 8:45 am	*Breakfast* (***Location: Ballroom A Foyer***) and Self-Represented Litigants Meeting (***Location: St. Johns***)			
9:00 - 10:00 am	Self-Help Systems and Unauthorized Practice ***Room: Ballroom AB***			
10:00 - 10:15 am	*Break*			
10:15 - 11:30 am	Mix It Up: Case Management Data and Document Assembly ***Room: Ballroom AB***	Building Responsive Websites ***Room: Ballroom CDE***	Scalable Language Access ***Room: St. Johns***	2012 TIG Grant Evaluation Planning Session 2 ***Room: Kingsley/Hecksher***
11:30 - 1:00 pm	*Lunch* (***Location: Ballroom A Foyer***)			
1:00 - 2:00 pm	Ignite Plenary Session: Show and Tell of Technology Projects and Ideas ***Room: Ballroom AB***			
2:00 - 2:15 pm	*Break*			
2:15 - 3:30 pm	LSNTAP Update: New Features and the Coming Year ***Room: Ballroom AB***	System Integrations ***Room: Ballroom CDE***	Innovations in Pro Bono ***Room: St. Johns***	2012 TIG Grant Evaluation Planning Session 3 ***Room: Kingsley/Hecksher***
3:30 - 4:00 pm	*Break*			
4:00 - 5:15 pm	LawHelp Network Session: What's New, What's Next ***Room: Ballroom AB***	Statewide Websites Networking: OST/DLAW Community Session ***Room: Ballroom CDE***	Power of Lync Server 2010 ***Room: St. Johns***	
5:30 - 6:30 pm	NLADA Technology Section Meeting (***Location: Kingsley/Hecksher***)			
7:00 - 9:00 pm	*Dinner on Your Own*			

NOTES:

Day 3

Friday, 18 January 2013

Legal Services Corporation TIG '13 CONFERENCE

7:30 - 8:30 am	*Breakfast* (***Location: Ballroom A Foyer***)	
8:30 - 9:30 am	Adoption of Online Forms by Legal Aid Staff and Pro Bono Attorneys ***Room: Ballroom AB***	Case Management Systems User Groups ***Rooms: Ballroom CDE***
9:30 - 9:45 am	*Break*	
9:45 - 10:45 am	Wormhole to the Future: Unfettered brainstorming about the future of legal services technology ***Room: Ballroom AB***	Affinity Groups ***Rooms: Ballroom CDE***
10:45 - 11:00 am	*Break*	
11:00 - 12:00 pm	Managing Your TIG Effectively and 2013 TIG Cycle ***Room: Ballroom AB***	Affinity Groups ***Rooms: Ballroom CDE***
Noon - 1:30 pm	*Box Lunch* (***Location: Ballroom A Foyer***)	
1:30 pm	*TIG Conference Ends!*	

NOTES:

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2013 TIG Schedule

March:	Letters of Intent Due
April:	LSC Invites Full Applications
June:	Full TIG Applications Due
September:	LSC Notifies Successful TIG Applicants

For more information, go to http://tig.lsc.gov