

 Legal Services Corporation

tlg

CONFERENCE

2011

ALBUQUERQUE, NM

LSC TIG CONFERENCE 2011

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LSC TIG CONFERENCE 2011

Greetings from LSC's TIG Staff



Welcome to Albuquerque, NM and the 11th Annual TIG Conference! This has been a year of change for the TIG program. Notably, we changed our venue for the TIG conference from Austin, TX, where we enjoyed meeting for the last eight years, to a more spacious venue in sunny Albuquerque to accommodate our continued growth. We hope you will enjoy this year's conference at the Embassy Suites Albuquerque!

Also in 2010 we expanded our TIG staff to include David Bonebrake as a new program counsel. Many of you previously worked with David in his role as project coordinator for the Legal Services National Technology Assistance Project (LSNTAP). With this new capacity, TIG staff will be working closely with program counsel in the Office of Program Performance on general technology assessments of LSC recipients, making more onsite program visits as part of OPP's program quality visit teams and program evaluation visits, and continuing to administer all the TIG projects. We also hired a new grants coordinator, Eric Mathison, who you will be meeting for the first time at this conference.

2010 also marked a year of review for the TIG program, as the LSC Office of the Inspector General concluded an audit of the TIG program, releasing its final report in December. In response to this internal audit of TIG, LSC made some significant changes to internal TIG program policies and procedures and to procedures for TIG recipients, including new grant assurances and reporting requirements. TIG staff will be conducting sessions during the conference to review these important changes.

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. 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 2011



Sessions

TUESDAY, 1/11

Registration

4:00 - 6:00 pm • (Convention Registration)

Presenters Dinner

7:00 - 9:00 pm • (*Location TBD*)

WEDNESDAY, 1/12

Registration

7:30 - 8:30 am • (Convention Registration)

Breakfast

7:30 - 8:30 am • (Atrium)

Opening/Welcome

Wednesday, 1/12 • 8:30 - 9:00 am • (Sandia Ballroom I - IV)

What's Standing Between Attorneys and Their Clients? It's About Time

Wednesday, 1/12 • 9:00 - 10:15 am • (Sandia Ballroom I - IV)

If you can't give more hours each day, can you give better hours? The inefficient relationships among attorneys, technology, and practice staff often deprive a day's hours of full value, leaving everyone vaguely (and sometimes not so vaguely) unsatisfied. Where are the disconnects? What can we do about them? This session clarifies the issues, jumpstarts some difficult conversations, offers ways forward, and challenges attorneys, IT, and staff to risk engaging in a true partnership with the client at the center. Attorneys, IT, and staff should spend their hours fighting on behalf of their clients, not wrestling with technology, projects, or each other. It's about time... to break down some barriers.

Presenters: Steven Levy, Lexician

LSC TIG CONFERENCE 2011

Sessions

Online Forms - Moving to Online Forms and Targeting High Risk Areas

Wednesday, 1/12 • 10:45 - 12:00 pm • (Sierra Ballroom II & III)

In this session we will review how the legal aid community is starting to create national level forms using LawHelp Interactive. In addition we will discuss how the economic crisis is changing the utilization of forms on the national infrastructure. We will discuss VAWA/U VISA initiatives in California and Illinois, ID theft and consumer forms. In addition we will highlight projects in Kentucky, New York and Illinois that are successfully using child support forms.

Presenters: Mary Neal, Illinois Legal Aid Online; Marc Lauritsen, Capstone Practice Systems; Claudia Johnson, Pro Bono Net

The Ten Laws of Legal IT: Why IT Projects Fail, and What You Can Do About It

Wednesday, 1/12 • 10:45 - 12:00 pm • (Sandia Ballroom I - IV)

Research shows that two-thirds of IT projects fail. It's no coincidence job satisfaction is low in IT, or that so many attorneys and practice staff are dissatisfied with IT. It doesn't have to be this way! This session examines ten common reasons IT projects fail – and the problem isn't poorly trained teams or uncooperative customers. This sometimes humorous, sometimes controversial exploration of failed projects puts the focus where it belongs – on some simple, straightforward ways to raise the success quotient for IT. Be warned, though; you'll be challenged to break the "rules" that stand between you and success, rules that everyone accepts, rules that cause the very failures they were designed to prevent.

Presenter: Steven Levy, Lexician

Lunch

Wednesday, 1/12 • 12:15 - 1:45 pm • (Atrium)

LSC TIG CONFERENCE 2011

Sessions

Online Forms in Self-Help Centers

Wednesday, 1/12 • 2:00 - 3:15 pm • (Sierra Ballroom II & III)

This session will cover the ins and outs of creating forms and supporting innovation at self help centers run by courts. California has been doing in person self help assistance since the mid 90s. In the mid 2000s there was an expansion of self help into all counties (58), and some of these self help centers started to use online forms to meet the demand for services and enhance the services already provided. In this workshop we will describe how the Administrative Office of the Courts has built online templates to support the operations of diverse local self help centers. Harry Jacobs will describe his process when automating forms, from beginning to end, and how he ensures that the templates he creates help and do not slow the fast moving self help staff. We will offer snapshots of the various self help centers that specialize in Domestic Violence, Guardianship, Asian Pacific Islander community, and how the templates were introduced and are used in these diverse settings.

Presenters: Harry Jacobs, AOC California; Claudia Johnson, Pro Bono Net

Desktops in the Clouds - Using Virtualization to Extend Client Outreach and Protect Data

Wednesday, 1/12 • 2:00 - 3:15 pm • (Sandia Ballroom I - IV)

Using technologies such as virtual desktops (VDI) along with virtual applications and datacenters allows the delivery of Legal Services to clients anywhere while keeping the information in a resilient datacenter. Learn how one statewide program has used virtualization technologies to create a secondary datacenter that protects servers and virtual desktops used for client outreach, and how it can be used by any organization no matter how big or small.

Presenter: Chuck Mills, Maryland Legal Aid Bureau

LSC TIG CONFERENCE 2011

Sessions

2010 TIG Grant Evaluation Planning

Wednesday, 1/12 • 2:00 - 3:15 pm • (Sierra Ballroom I)

2010 grant recipients will work with their peers to revise their draft evaluation plans. Grantees must bring a copy of their draft evaluation plan, which they will develop after a Webinar conducted by LSC staff the week before the Conference. (2010 grant recipients must participate in one of the two Conference evaluation plan sessions. Participants must register in advance for these sessions. The number of participants in each session is limited; participation will be based on the order in which registrations are made.)

Presenter: Bristow Hardin, Legal Services Corporation

LEP and Technology

Wednesday, 1/12 • 3:45 - 5:00 pm • (Sierra Ballroom II & III)

This session will profile effective ways programs integrate technology with a range of other capacities (e.g., organizational, staffing, outreach to/use of community resources) to increase and enhance services to LEP groups.

Presenters: Leah Margulies, LawHelp/NY; Lisa Krisher, Georgia Legal Services Program; Grace Lee, Legal Aid Foundation of Los Angeles; Claudia Johnson, Pro Bono Net

Mixing Private Clouds, the Google Cloud, and Virtualization

Wednesday, 1/12 • 3:45 - 5:00 pm • (Sandia Ballroom I - IV)

Hey, hey! You, you! Get onto my cloud! Non-Geeks welcome. You don't need wings, just your own brain and a guide to describe the ways your program could use cloud computing systems to save real money and serve distant physical locations. Learn from the private cloud system Chuck Mills created. Take a gander at the current state of Google's cloud from alleged Gfan Jeff Hogue. Then explore with us the potential of mashing together elements of private clouds, the Google cloud, and virtualization. Don't worry, we will concoct and share definitions for all of these buzz-words.

Presenters: Chuck Mills, Maryland Legal Aid Bureau; Jeff Hogue, Legal Assistance of Western New York

LSC TIG CONFERENCE 2011

Sessions

THURSDAY, 1/13

Breakfast and Self-Represented Litigation Meeting

7:30 - 8:30 am • (Atrium)

Update and discussion of developments in self-represented litigation issues of particular interest to TIG participants.

Presenter: Richard Zorza, Self-Represented Litigation Network

Conversing Online: Using Social Media to Engage with Your Community

Thursday, 1/13 • 8:45 - 10:00 am • (Sandia Ballroom I - IV)

Social networking sites, like Facebook, Twitter, and LinkedIn, are being used by nonprofit organizations, including legal aid and pro bono programs, to interact with others online. But many programs are reluctant to begin, wondering whether social networking is truly useful, thinking that they don't have enough resources, or worrying that they'll lose control of the conversation. In this session, Kate Bladow and Joyce Raby will address these concerns and explain how programs can use social networking sites to benefit their organizations and avoid damaging their reputations.

Presenters: Kate Bladow, consultant; Joyce Raby, consultant

Is it Safe?

Thursday, 1/13 • 8:45 - 10:00 am • (Sierra Ballroom II & III)

According to the Identity Theft Resource Center, approximately 222,168,244 individual's records were exposed in 2009, for reasons ranging from accidental exposure to insider theft or hacking. As many legal services programs move to an increasingly online world, this number should serve as a sobering reminder of the need for carefully developed technology policies that are designed to prevent similar losses of highly confidential client and/or program data. This session will cover what elements make up a "good" policy, and how to go about developing and implementing policies that fit in with a program's culture without compromising the security of your systems.

Presenters: Donald Carder, Atlanta Legal Aid Society; James Spencer, Kemp's Case Works

LSC TIG CONFERENCE 2011

Sessions

2010 TIG Grant Evaluation Planning

Thursday, 1/13 • 8:45 - 10:00 am • (Sierra Ballroom I)

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Presenter: Bristow Hardin, Legal Services Corporation

Managing Your TIG Effectively: Grantee Documentation and Reporting Requirements

Thursday, 1/13 • 10:30 - 11:45 am • (Sandia Ballroom I - IV)

In this session, the TIG Team will identify grantees' requirements for documenting their activities and discuss a number of new grant assurances and reporting requirements. We will also review best practices for managing your technology grants effectively and ensuring timely, accurate TIG reporting. All TIG grantees, including 2010 TIG recipients and programs with open grants from previous cycles, are required to attend this session.

Presenters: Glenn Rawdon, Legal Services Corporation; Jane Ribadeneyra, Legal Services Corporation; David Bonebrake, Legal Services Corporation

Using Technology to Support Pro Bono Volunteers: Recruitment, Retention and Recognition

Thursday, 1/13 • 10:30 - 11:45 am • (Sierra Ballroom II & III)

Technology helps a pro bono program leverage its resources and reach out to its volunteers. The organization is able to provide content and connectivity from its basic office software and other technology tools, like case management/document management systems, through robust

LSC TIG CONFERENCE 2011

Sessions

external web-based resources at the state level and omnipresent free social media. Recruiting, retaining and recognizing pro bono volunteers is more effective and this makes achieving the goals of the organization easier. This presentation begins with a general overview of current practices of pro bono organizations in the United States and then places a specific focus on the State of Georgia's innovative technology strategies in support of pro bono.

Presenters: William Jones, American Bar Association; Mike Monahan, Georgia Legal Services

Lunch with Victor Fortuno, LSC President

Thursday, 1/13 • 11:45 am - 1:00 pm • (Atrium)

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

Thursday, 1/13 • 1:00 - 2:00 pm • (Sandia Ballroom I - IV)

If you had five 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 15 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: Mike Monahan, Georgia Legal Services; Joyce Raby, Consultant; Leah Margulies, LawHelp/NY; Kate Bladlow, Consultant; Jeffrey Kaput, Community Legal Aid Services Inc.; Travis August, Pro Bono Net; Jeff Hogue, LawNY; William Guyton, Legal Services Alabama

Developing Partnerships in a Digital World

Thursday, 1/13 • 2:15 - 3:30 pm • (Sierra Ballroom II & III)

Legal services technology initiatives often rely on partnerships to reach more clients, create content, or assist with outreach. But what makes partnerships work? And how can they be sustained? This session will

LSC TIG CONFERENCE 2011

Sessions

explore the nuts and bolts of creating collaborations with courts, libraries and community organizations. Using examples from the field, participants will discuss the process of identifying partners, defining roles, weaving technology into the services that partners provide, and the sometimes delicate work of meeting the needs of multiple groups in a single project.

Presenters: Liz Keith, Pro Bono Net; Marc Theriault, Legal Aid Society; Vince Morris, Arkansas Legal Services Partnership; Christine Mandiloff, Montana Legal Services Association

Web Accessibility

Thursday, 1/13 • 2:15 - 3:30 pm • (Sandia Ballroom I - IV)

This session will describe the current ADA and Section 508 requirements for web accessibility, provide an update on recent court rulings concerning web accessibility, and provide an update on the recent DOJ consideration of revising the ADA with respect to web accessibility. It will include tips and resources on web design and development.

Presenters: Greg Trapp, New Mexico Commission for the Blind; Abhijeet Chavan, Urban Insight

LawHelp Network Session

Thursday, 1/13 • 4:00 - 5:15 pm • (Sierra Ballroom I)

This session will highlight LawHelp network activities and developments. We'll discuss the upcoming LawHelp platform redesign and preview new interface features, including enhancements for presenting forms, video and multilingual content. This session will also include time for LawHelp partners to share 2011 program priorities and discuss collaboration opportunities. Finally, PBN staff will provide updates on 2011 network trainings, national marketing support, LHI and LiveHelp.

Presenters: Liz Keith, Pro Bono Net; Travis August, Pro Bono Net

LSC TIG CONFERENCE 2011

Sessions

DLAW Breakout Session

Thursday, 1/13 • 4:00- 5:15 pm • (Agave Ballroom)

In 2009, LSC funded a new open source statewide website platform built on the Drupal Content Management System. Drupal for Legal Aid Websites (DLAW), developed by Urban Insight, is a shared codebase available to OST programs and other legal aid organizations. In addition to utilizing the powerful Drupal framework, the OST Base also features a recommended statewide website configuration, full NSMI integration, pre-built themes, and many other useful features. A new grant in 2011 will allow the template to be updated to the new Drupal 7 framework and will include additional features and enhancements. In this session, presenters from Urban Insight and Idaho Legal Aid Services will discuss template implementation, features, and future project plans.

Presenters: Steve Rapp, Idaho Legal Aid Services; Mary Zimmerman, Idaho Legal Aid Services; Abhijeet Chavan, Urban Insight

Technology in Support of Advanced Advocacy

Thursday, 1/13 • 4:00 - 5:15 pm • (Sierra Ballroom II & III)

This session will look at technology from the perspective of experienced attorneys and program management to focus on how to use technology strategies to support significant litigation and other complex advocacy. Topics will include effective case management, document management, electronic discovery, web-based research tools, trial advocacy technology, and collaborative software systems designed to support multi-advocate, multi-location litigation teams.

Presenters: Ed Marks, Legal Aid of Western Ohio; Craig Harrison, Utah Legal Services

Online Intake: LSC Policy, Compliance Considerations and Future Thoughts

Thursday, 1/13 • 4:00 - 5:15 pm • (Sandia Ballroom I - IV)

Online intake has quickly become one of the hottest trends among legal

LSC TIG CONFERENCE 2011

Sessions

services programs. Participants will hear from LSC staff about recent LSC activities related to online intake. LSC staff will share policy and compliance considerations followed by a group discussion about future directions involving field programs.

Presenters: Cheryl Nolan, Legal Services Corporation; Victor Fortuno, Legal Services Corporation; David De La Tour, Legal Services Corporation

FRIDAY, 1/14

Breakfast

7:30 - 8:30 am • (Atrium)

LSC Subgrant/Transfer Rules—Subcontractors, Vendors and Consultants: an Interactive Session

Friday, 1/14 • 9:00 - 10:00 am • (Sierra Ballroom II & III)

Payments of LSC funds to third parties might be subgrants or transfers under LSC regulations 1627 and 1610, which carry additional requirements regarding approvals, oversight and the application of restrictions to the third parties. This session will provide an overview of how to spot these situations and comply with these rules. Bring your questions and experiences for discussion.

Presenter: Mark Freedman, Legal Services Corporation

SharePoint 2010... Priceless

Friday, 1/14 • 9:00 - 10:00 am • (Sierra Ballroom I)

Join the Legal Aid of NorthWest Texas technology team as they show you how to implement SharePoint 2010 start to finish. They will show you how they made it easier for their users to work more productively, save time and work as a team; by using SharePoint 2010 as their central place for work. With SharePoint 2010, you can setup websites to share information with others, manage documents from start to finish and publish reports so everyone can make better decisions.

We will cover planning, cost, implementation, document management,

LSC TIG CONFERENCE 2011

Sessions

customizing lists, databases, and social networking. Don't miss this exciting opportunity to learn about this great technology and what it can do for staff!

Presenter: Michael Prince, *Legal Aid of NorthWest Texas*

Ask the Experts

Friday, 1/14 • 10:15 - 11:00 am • (Room TBD)

Friday, 1/14 • 11:15 - 12 Noon • (Room TBD)

On Friday morning, the TIG Conference will adopt a more informal 'ask the expert' or 'unconference' format. These sessions will consist of participant-driven discussions on popular legal aid technology topics, including online intake, VoIP, online video, mobile technologies, and more. It's a great opportunity to meet and exchange ideas with legal aid colleagues who share similar interests. Room assignments and additional information will be provided before the start of these sessions.

Lunch

Friday, 1/14 • 12 noon - 1:30 pm • (Atrium)



Presenters

Travis August

Travis August joined Pro Bono Net in September 2010 as National Support Coordinator. He worked at Pro Bono Net as Program Associate from 2006-2008, supporting the development of LawHelp.org and probono.net projects. He recently graduated from the University of Michigan School of Information, where he expanded his skill set in designing and supporting community-oriented information initiatives. While in graduate school, Travis served as the Community Developer for JustConnect, a Drupal-based online community for campus social justice organizations, and also worked on an evaluation of PBN's LawHelp Interactive partner support program. He has served on the Executive Board of the San Francisco National Lawyers Guild and has additional experience in graphic design. Travis is based in the San Francisco Bay Area.

Kate Bladow

Kate Bladow grew up in Mayville, North Dakota and graduated from North Dakota State University with a degree in Computer Science and Mathematics. Attempting to escape North Dakota's bitterly cold winters, Kate moved to Montana and worked for Montana Legal Services Association, where she helped to launch MontanaLawHelp.org, a legal information website for the public, and MontanaProBono.net, a website that supports legal aid and pro bono advocates, and coordinated several other technology projects that enhanced client services and increased the public's access to self-help information. After a move to the East Coast, Kate worked for Pro Bono Net as the LawHelp Interactive Project Coordinator and helped access-to-justice communities develop document assembly projects. Currently, Kate is an independent consultant working with nonprofits on technology strategy and service delivery. She lives in Baltimore and misses snow.

David Bonebrake

David Bonebrake joined the Legal Services Corporation as a Program Counsel in August 2010. Prior to that, he provided technology support and assistance to the poverty law community at the Legal Services National Technology Assistance Project. David has worked extensively

LSC TIG CONFERENCE 2011

Presenters

with statewide legal aid websites and helped lead 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.

Don Carder

Donald G. Carder has been working professionally with all aspects of Information Technology since the mid 1980's in both the U.S. and Ireland. He has been the Chief Geek at the Atlanta Legal Aid Society for the past 13 years and is a regular contributor to both the LSNTAP web site and the LSTech mailing lists. He and his lovely wife live in Georgia with two cats, two dogs, and way too many books and movies.

Abhijeet Chavan

Abhijeet Chavan is the chief technology officer of Urban Insight, Inc. He has 16 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.

David De La Tour

David de la Tour has worked for LSC in the Office of Compliance and Enforcement (OCE) since the late 1980s, left LSC for a brief period in 1995 and returned October 1997. David's work at LSC has been and continues to be in the area of regulatory compliance. David participated actively in the redrafting of the CSR Handbook 2008 Edition. David has trained field programs nationwide on the intricacies of the CSR Handbook policies and intake systems. He has worked closely with the Office of Program Performance on technical assistance to the field. He was one of the original members of the LSC Intake Focus Group, a committee comprised of LSC staff in both the OCE and OPP.

LSC TIG CONFERENCE 2011

Presenters

Victor Fortuno

Victor M. Fortuno was appointed President of the Legal Services Corporation, effective January 1, 2010. He was selected for the position by the LSC Board of Directors in December 2009.

Mr. Fortuno was appointed General Counsel of the Legal Services Corporation in 1991 and has since also been appointed to the offices of Corporate Secretary and Vice President for Legal Affairs. While serving as President, he continues as LSC's General Counsel and Vice President for Legal Affairs. He is, however, taking temporary leave from the position of Corporate Secretary while serving as President.

He received both his B.A. (1974) and J.D. (1977) from Columbia University and spent his first year after law school as a staff attorney with Community Legal Services in Philadelphia, Pa. He then served for five years as an Assistant District Attorney for the City and County of Philadelphia. His work in the District Attorney's Office included assignments to its Trial and Appellate Divisions and its Organized Crime Unit.

Mark Freedman

Mark Freedman, Senior Assistant General Counsel, has worked in the Office of Legal Affairs at LSC since 1999. Mark graduated from Cornell Law School in 1994 and has worked at Neighborhood Legal Services (Ithaca, New York) and in private practice in both Ithaca and Washington D.C.

William Guyton

William F. Guyton Jr, is a pragmatic technologist with 20 years of professional experience. He currently serves as the Information Technology Manager for Legal Services Alabama, a statewide nonprofit organization dedicated to providing access to justice, quality civil legal aid and assistance to educate and empower Alabama's low-income community.

Bristow Hardin

Bristow Hardin has been a LSC program analyst since 2003 and was previously a LSC program analyst from 1995 to 1998. He oversees the evaluations of TIG projects, analyzes economic and demographic trends affecting the allocation of LSC funding and the demands on LSC

LSC TIG CONFERENCE 2011

Presenters

grantees' services, administers the Veterans Pro Bono Program grant, and helps coordinate and/or evaluate special LSC initiatives (such as collaborations with Veterans Readjustment Centers and the LSC Loan Repayment Assistance Program). He has worked with legal services programs or other advocacy groups for over 25 years. He has a 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. He joined Utah Legal Services (ULS) in 1993 and has had many responsibilities, both legal and technological. He is currently managing ULS' statewide intake unit. Since 1994, he has assisted with ULS' technology needs, including technical support, website development and connectivity.

Jeff Hogue

Jeff Hogue is a Supervising Attorney at Legal Assistance of Western New York, Inc., where he provides direct legal representation to low-income residents of western New York, supervises legal workers, and coordinates LawNY's technology resources. Jeff led early Legal Services Corporation Technology Initiatives Grant projects which developed online, interactive interviews that produce pleadings and customized legal information for unrepresented litigants. He has a small technology and design consulting company and has provided technology consulting to several legal providers. 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.

Harry Jacobs

Harry Jacobs is a Senior Attorney with the Center for Families, Children & the Courts (CFCC) and has been employed by the AOC since June 2002. His primary focus at CFCC is the use of technology to assist self-help centers to serve self-represented litigants.

Before joining the AOC, Mr. Jacobs worked at CFCC as a consultant on a variety of projects including the California Courts Self-Help Center.

LSC TIG CONFERENCE 2011

Presenters

Mr. Jacobs worked on the Self-Help Center web site from May 2000 until May 2006.

In May 2002, he received a master's degree from U.C. Berkeley's School of Information. Mr. Jacobs practiced law for many years with Morrison & Foerster in its San Francisco and New York offices. He attended law school at the University of California, Berkeley (Boalt Hall).

Claudia Johnson

Claudia is the Program Manager for LawHelp Interactive at Pro Bono Net. In the mid 2000s Claudia created and led a model multilingual counsel and advice hotline at Bay Area Legal Aid and was part of the firm's management team. Claudia worked at the San Francisco Bar Association in the early 2000s, as a Supervising Attorney in charge of intake and client placement and supervising a panel of 100 pro bono lawyers defending evictions in public and private cases, as well as the torts and Federal cases. Claudia started her law practice in Philadelphia, as a Skadden Fellow working on Medicaid/managed care cases. She founded the Language Access Project at Community Legal Services. Prior to practicing law she was a health policy analyst with expertise in financing, working in Washington DC for 3 years with the predecessor of MedPAC and the health insurance lobby. Claudia is a graduate from the University of Pennsylvania Law School, the Goldman School of Public Policy at UC Berkeley, and the Graduate School of Public Health, UC Berkeley.

William Jones

William Jones is the Technology, Information and Content Coordinator at the ABA's Center for Pro Bono which serves managers of pro bono programs nationwide. He maintains the Center's databases, online directories and Clearinghouse. He is also the webmaster for the Center and the Equal Justice Conference websites (www.abaprobono.org & www.equaljusticeconference.org) and tracks technology issues related to the delivery of legal help to the poor.

Jeffrey Kaput

Jeffrey has been an IT Manager in the legal services sector for over six years. He received a Bachelor of Science from the University of Dayton

LSC TIG CONFERENCE 2011

Presenters

in 2003, double majoring in Management Information Systems and Operations Management. He spent over five years in the private sector as an IT manager of a small firm that grew from servicing one state to having fifteen offices in eleven states. During those years he managed IT infrastructure, server and network management, application and web programming, and user training and support. Now, Jeffrey is finishing his first year at Community Legal Aid where he oversees the IT department and use of technology throughout the organization.

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 School of Information, where she was a consultant to community technology initiatives in Michigan, Haiti and Chile. Previously, Liz served as Director of Communications and Development at the Maine Women's Policy Center, and coordinated education initiatives on economic security, health care and domestic violence legislation. She lives in the San Francisco Bay area.

Lisa Krisher

Lisa Krisher is the Director of Litigation of Georgia Legal Services Program, a rural LSC-funded legal services program covering the 154 counties outside of Atlanta in the largest state east of the Mississippi. She also is the founder and manager of GLSP's new Spanish Intake Program (SIP), a program-wide centralized telephone intake program. SIP is staffed by two paralegals who use GLSP's web-based case management system to capture information from callers and transfer new cases to the appropriate GLSP office for representation.

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 later "chief

LSC TIG CONFERENCE 2011

Presenters

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 Public ADO’ online document assembly service, which was later renamed Law Help Interactive. Marc is a fellow of the College of Law Practice Management and co-chairs the American Bar Association’s eLawyering Task Force.

Grace Lee

Grace K. Lee is a staff attorney with the Asian and Pacific Islander (API) Community Outreach Unit of the Legal Aid Foundation of Los Angeles (LAFLA). She provides direct legal services to the growing indigent API immigrant population in the Los Angeles area. Most of Grace’s cases involve representation of limited English proficient domestic violence survivors in family law and immigration proceedings. She also provides community outreach and education to various organizations through legal clinics and presentations. In addition to being a board member with the Center for Pacific Asian Families (CPAF), a local domestic violence/sexual assault shelter, she was recently appointed to the executive committee of Los Angeles County Bar Association Barristers as their pro bono chair. Prior to working at LAFLA, Grace worked at Peace Talks Mediation, a firm specializing in family law mediation in Los Angeles. She received her undergraduate degree in Political Science from the University of California, Irvine and her J.D. from Loyola Law School of Los Angeles.

Steven Levy

Steven B. Levy, the author of the groundbreaking book *Legal Project Management: Control Costs, Meet Schedules, Manage Risks, and Maintain Sanity*, is a business leader, project manager, technologist, and author who has spent many years helping the legal world deliver increased client value. He headed Microsoft’s legal technology/operations department, driving innovation and efficiency into one of the world’s largest law departments. He led two industry task forces, worked on LEDES e-billing standards, and founded a corporate-law roundtable

LSC TIG CONFERENCE 2011

Presenters

for sharing operations information. Also during his 15+ years at Microsoft, he headed three products and managed IT customer-systems development. Prior to joining Microsoft, he led development and projects for a number of software publishers. His unique and practical approach to guiding projects, teams, and technology, based on 30+ years managing projects and leading businesses on three continents, has made him a highly requested speaker, trainer, writer, and seminar leader.

Christine Mandiloff

Christine Mandiloff manages the Montana Legal Services Association (MLSA) video project, the MontanaLawHelp.org, MontanaProBono.net, and LiveHelp projects, is a technical advisor to Montana professionals who work with domestic violence survivors, and provides training and education on general legal issues to professionals and the public. She chairs the Montana Bar Legal Needs Working Group and is a team member of the Montana Fatality Review Commission and the Montana Domestic Violence Prevention Plan Committee.

Leah Margulies

Leah Margulies has been Project Director of LawHelp/NY since 2006 and has overseen the enormous growth in the provision of online legal assistance in both services and usage in New York State. LawHelp/NY is a separate project overseen by a Consortium of 11 members including Pro Bono Net, Legal Services NYC, Legal Assistance of Western NY, the Legal Aid Society and the NY City and NY State Bar Associations.

Prior to becoming a legal services attorney, Leah developed and led the International Boycott of the Nestle Company for their unethical marketing of breastmilk substitutes in developing countries, and founded the organization Infact, now Corporate Accountability International, and is a member of its Board of Directors. (For more information, go to stopcorporateabuse.org.) In the 1990's she was Legal Advisor to the Environment Unit at the United Nations Centre on Transnational Corporations and to UNICEF's Baby Friendly Hospital Initiative. She was also a founder of one of the two women's liberation rock bands in the US (1970s), playing flute and bass, and remains active in the feminist movement, including as a member of the Brooklyn Women's Chorus.

LSC TIG CONFERENCE 2011

Presenters

Ed Marks

Ed Marks is Deputy Director for Advocacy for Legal Aid of Western Ohio (LAWO), an LSC-funded program which serves 32 counties in northwest and west central Ohio, including the Toledo and Dayton metro areas. LAWO uses videoconferencing, VOIP telephones, remote access servers, HotDocs templates and a web-based case management system to link 8 offices throughout its service area. Ed also was the founder and former managing attorney for LAWO's hotline system, Legal Aid Line of Western Ohio (<http://www.legalaidline.org>). Ed is the former statewide legal services technology coordinator for Ohio.

Chuck Mills

Chuck Mills has been the Director of Information Technology for Maryland Legal Aid since 2007. He has over 30 years experience in the Information Technology industry. The last six years he has focused on using virtualization technologies to create efficient and resilient Data Centers and had the opportunity to convert his second Data Center to a 100% virtual environment. His previous positions include Director of Information Systems for Levindale Hospital and Information System Manager for Environmental Systems Products.

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.

Vince Morris

Vincent Morris is the Acting Director of the Arkansas Legal Services

LSC TIG CONFERENCE 2011

Presenters

Partnership. His work involves combining law and technology in creative ways to develop methods of distributing legal resources and legal advice via multimedia technologies. His pre-law career emphasized Internet technologies and non-profit/policy-based consulting work resulting in ten years experience of web development and design. Mr. Morris received his Juris Doctorate from the University of Arkansas at Little Rock in 2005 and is a licensed attorney.

Mary Neal

Mary Neal is Automated Documents Manager at Illinois Legal Aid Online. She is a graduate of Chicago-Kent College of Law, where she was Executive Editor of the school's A2J Student Editorial Board and President of the International Law Moot Court Honor Society. While in law school, she worked for the Center for Access to Justice and Technology and the Illinois Human Rights Commission. Prior to law school, she worked at the Institute of International Education, where she planned international exchange programs and coordinated the development of a document automation system.

Cheryl Nolan

Cheryl Nolan has 16 years experience as a legal services attorney. She has worked with the Legal Aid Society of Hawaii and the Legal Aid Society of San Diego with centralized intake, telephone advice and referral systems. Currently employed with the Legal Services Corporation in the Office of Program Performance, much of her work focuses on intake systems, staff management, and telephone technology issues. She provides technical assistance to field programs nationwide on all levels of creating and managing coordinated intake, advice and brief services units. She chairs the LSC Intake Focus Group and is a member of the Native American Focus Group and the Board Governance Work Group. Ms. Nolan is admitted to practice in California and Hawaii.

Michael Prince

Michael Prince, MCSE, CCA, CNA is currently the Information Technology Manager for Legal Aid of NorthWest Texas (LANWT). He has been in the Information Technology industry for over 14 years. Michael

LSC TIG CONFERENCE 2011

Presenters

has been with LANWT for 11 years. He manages four IT professionals, on a network that supports over 225 users which spans over 15 different branch offices throughout Northwest Texas. In his spare time, he enjoys all sports and playing golf.

Joyce Raby

Joyce runs a technology and social media consulting practice helping small businesses and nonprofits use all kinds of technology to effectively further their missions. Joyce has over 20 years experience in the industry and has worked with organizations across the country assisting with the visioning, planning, and implementation of various projects ranging from basic day-to-day infrastructure to broad innovative service delivery systems. Joyce is uniquely positioned to assist organizations creating effective administrative and operational systems as coupled with her extensive experience, she has a Masters degree in Public Administration from American University. www.joyceraby.com

Steve Rapp

Steven Rapp is currently the Website Administrator and Automated Document Developer for Idaho Legal Aid Services. Prior to work in the Legal Aid technology area, Steve was an 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 now made over 450 grants totaling more than \$36 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

LSC TIG CONFERENCE 2011

Presenters

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.

James Spencer

James Spencer graduated from the University of Missouri School of Law in 1995 and worked in real estate. He started with Legal Services of Southern Missouri (LSOSM) in 1999 as a staff attorney handling medicaid, Social Security, and miscellaneous family law cases. In 2001 and 2002, using a TIG grant from LSC, LSOSM made him the Director of Technology. Since then, he has attempted to push the program to effectively use technology to help low-income clients and streamline processes.

In 2009, LSOSM had an opening in an office for a Managing Attorney. James was awarded the position and started remotely supervising that office by video conferencing while still handling his IT work. In December, 2010, James joined Kemp's Case Works to help further its efforts to provide organizations with a high-quality case management software system.

Marc Theriault

Marc Theriault is an attorney and Law & Technology Projects Manager at the Legal Aid Society of Louisville, Kentucky. Marc has practice experience in the areas of veterans law and family law, as well as expertise in issues surrounding self-represented litigation and the creative use of technology in the practice of law. He currently serves as an adjunct professor for the University of Louisville Brandeis School of Law. Marc is also the Statewide Technology Coordinator for the four Kentucky legal aid programs. He is a member of the Louisville and Kentucky Bar Associations and manages the

LSC TIG CONFERENCE 2011

Presenters

Kentucky Corps of Advocates for Veterans, a statewide effort to increase available legal services for veterans. Prior to joining Legal Aid Society, Marc was a fellow at the Leon Panetta Institute of Public Policy.

Greg Trapp

Greg Trapp has been the Executive Director of the Commission for the Blind since 1999. Prior to joining the Commission, he was a Senior Staff Attorney for the Protection & Advocacy System, where he had worked since 1992. Mr. Trapp taught Disability Law as an adjunct professor at the University of New Mexico School of Law in the fall of 1993. From 1991 to 1992, he worked as an Equal Opportunity Specialist at UNM. Mr. Trapp, who is himself blind, graduated with honors from the UNM School of Law in 1990. He is a Past President of the National Council of State Agencies for the Blind, serves on the Governor's Commission on Disability, the Statewide Independent Living Council, and the Individuals with Disabilities Education Act State Advisory Panel.

Mary Zimmerman

Mary Zimmerman has been working as the Administrator for Idaho Legal Aid Services for the past 20 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 fifteen 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

LSC TIG CONFERENCE 2011

Presenters

cases, which has been adapted for use in several states.

His book, *The Self-Help Friendly Court: Designed from the Ground Up to Work for People Without Lawyers*, was published by the National Center for State Courts in 2002. His article “The Disconnect Between the Requirements of Judicial Neutrality and Those of the Appearance of Neutrality when Parties Appear Pro Se: Causes, Solutions, Recommendations, and Implications, 17 GEORGETOWN JOURNAL OF LEGAL ETHICS, 423 (2004)” is widely used to define the structure of thought on the topic.

LSC TIG CONFERENCE 2011

Restaurants in Albuquerque

There will be a shuttle bus running on Tuesday and Wednesday evening from 6-10 p.m., departing from the lobby of the Embassy Suites and doing a continuous route to the Old Town area on Tuesday and Nob Hill area on Wednesday, where there are many restaurant choices. On Thursday evening, the shuttle bus will run to the TIG reception.

Nob Hill Area

Flying Star Cafe

A locally owned, casual, all around café. Eclectic menu, primarily American, with good vegetarian/vegan options.

Entrees \$9-12.

3416 Central Ave. NE,
Albuquerque, NM 87106
Phone: (505) 255-6633
www.flyingstarcafe.com

Brasserie La Provence

French country wine bar. *\$9-18*
3001 Central NE
Albuquerque, NM 87106
(505) 254-7644
www.laprovincenobhill.com

Gecko's Bar & Tapas

Casual gastropub with small plates, salads and soups, burgers and sandwiches.

\$6-9 plates.

3500 Central Ave. SE
Albuquerque, NM 87106
(505) 262-1848

Nob Hill Bar & Grill

An "upscale joint" – A little bit upscale. A little bit of a "joint." Classic American with a gourmet twist. *Entrees \$12-25*

3128 Centaral Ave. SE
Albuquerque, NM 87106
www.upscalejoint.com

Scalo

Italian. Pasta, steaks, fish.

Entrees \$12-29

3500 Central SE
Albuquerque, NM 87106
(505) 255-8781
www.scalonobhill.com

Zinc Wine Bar & Bistro

American bistro fare.

Entrees \$17-27

3009 Central Ave. NE
Albuquerque, NM 87106
(505) 254-ZINC (9462)
www.zincabq.com

LSC TIG CONFERENCE 2011

Restaurants in Albuquerque *(continued)*

Old Town Area

Church Street Café

New Mexico cuisine. *Entrees \$12-15*
2111 Church St. NW
Albuquerque, NM 87104
www.churchstreetcafe.com

La Crepe Michel

French, upscale.
400 San Felipe St. NW
Albuquerque, NM 87104
(505) 242-1251
www.lacrepemichel.com

Seasons Rotisserie and Grill

Upscale modern American.
Entrees \$20-30.
2031 Mountain Rd. NW
Albuquerque, NM 87104
(505) 766-5100
www.seasonsabq.com

St. Clair Winery and Bistro

French country bistro. *\$9-18*
901 Rio Grand NW
Albuquerque NM 87104
www.stclairwinery.com

Other Areas

Taqueria Mexico

Within walking distance of the hotel.
Inexpensive, casual taqueria for
authentic Mexican food.
Limited seating.
415 Lomas Blvd. NE
Albuquerque, NM 87102
(505) 242-3445

Slate Street Café

Modern cuisine. Wine loft upstairs.
\$9-26
515 Slate Ave. NW
Albuquerque, NM 87102
(505) 243-2210
www.slatestreetcafe.com

Range Café

A unique local chain of New
Mexico and American favorites
with 3 locations, the original in
Bernalillo has live bands.
925 Camino Del Pueblo
Bernalillo, NM
(505) 867-1700
See www.rangecafe.com for other
locations.

For more restaurant suggestions see

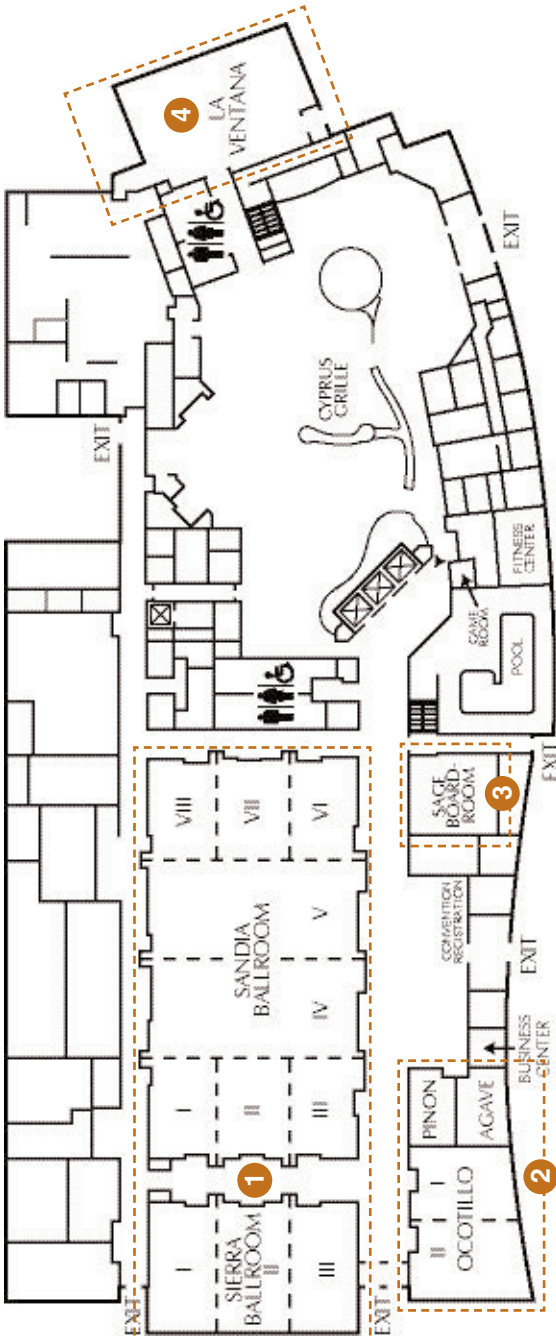
<http://nmgastronome.com/blog>

<http://www.itsatrip.org/dining-nightlife/restaurants>

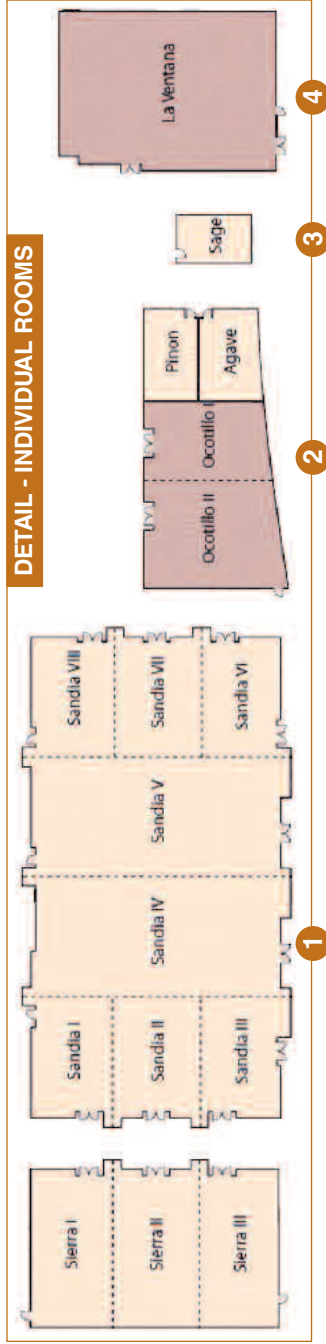
www.albuquerqueoldtown.com

LSC TIG CONFERENCE 2011

Hotel – Floor Plan



DETAIL - INDIVIDUAL ROOMS



LSC TIG CONFERENCE 2011 Schedule

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Tuesday, 11 January 2011	
4:00 - 6:00 pm	Registration (Location: Convention Registration)
7:00 - 9:00 pm	Presenter's Dinner (Location: TBD)
Day 1	
Wednesday, 12 January 2011	
7:30 - 8:30 am	Breakfast (Atrium) and Registration (Convention Registration)
8:30 - 9:00 am	Welcome / Opening (Room: Sandia Ballroom I - IV)
9:00 - 10:15 am	Opening Plenary: What's Standing Between Attorneys and Their Clients? It's About Time Room: Sandia Ballroom I - IV
10:15 - 10:45 am	Break
10:45 - 12 noon	Online Forms: Moving to National Forms and Targeting High Need Areas Room: Sierra Ballroom II & III
12 noon - 1:30 pm	Lunch (Location: Atrium)
2:00 - 3:15 pm	Online Forms in Self-Help Centers Room: Sierra Ballroom II & III
3:15 - 3:45 pm	Break
3:45 - 5:00 pm	LEP and Technology Room: Sierra Ballroom II & III
7:00 - 9:00 pm	Dinner on Your Own

2010 TIG Grant Evaluation Planning
Room: Sierra Ballroom I

Desktops in the Clouds - Using Virtualization to Extend Client Outreach and Protect Data
Room: Sandia Ballroom I - IV

Mixing Private Clouds, the Google Cloud, and Virtualization
Room: Sandia Ballroom I - IV

LSC TIG CONFERENCE 2011 Schedule

NOTES _____



Day 2	
7:30 - 8:30 am	Thursday, 13 January 2011 <i>Breakfast and Self-Represented Litigation Meeting (Atrium)</i>
8:45 - 10:00 am	<p>Conversing Online: Using Social Media to Engage with Your Community <i>Room: Sandia Ballroom I - IV</i></p> <p>Is It Safe? <i>Room: Sierra Ballroom II & III</i></p> <p>TIG Grant Evaluation Planning <i>Room: Sierra Ballroom I</i></p>
10:00 - 10:30 am	<i>Break</i>
10:30 - 11:45 am	<p>Managing Your TIG Effectively: Grantee Documentation and Reporting Requirements <i>Room: Sandia Ballroom I - IV</i></p> <p>← <i>(Joint Session)</i> ← ←</p> <p>Using Technology to Support Pro Bono Volunteers: Recruitment, Retention and Recognition <i>Room: Sierra Ballroom II & III</i></p>
11:45 - 1:00 pm	<i>Lunch with Victor Fortuno, LSC President (Location: Atrium)</i>
1:00 - 2:00 pm	Ignite Plenary Session: Show and Tell of Technology Projects and Ideas <i>Room: Sandia Ballroom I - IV</i>
2:00 - 2:15 pm	<i>Break</i>
2:15 - 3:30 pm	<p>Developing Partnerships in a Digital World <i>Room: Sierra Ballroom II & III</i></p> <p>Web Accessibility <i>Room: Sandia Ballroom I - IV</i></p>
3:45 - 4:00 pm	<i>Break</i>
4:00 - 5:15 pm	<p>Technology in Support of Advanced Advocacy <i>Room: Sierra Ballroom II & III</i></p> <p>LawHelp Networking Session and DLAW Breakout Session <i>Rooms: Sierra Ballroom I (LawHelp) Agave Ballroom (DLAW)</i></p> <p>Online Intake: LSC Policy, Compliance Considerations and Future Thoughts <i>Room: Sandia Ballroom I - IV</i></p>
7:00 - 9:00 pm	<i>TIG Conference Reception (Location: TBD)</i>

LSC TIG CONFERENCE 2011 Schedule

NOTES _____



Day 3	
Friday, 14 January 2011	
7:30 - 8:30 am	Breakfast (Atrium)
9:00 - 10:00 am	LSC Subgrant/Transfer Rules--Subcontractors, Vendors, and Consultants: an Interactive Session Room: Sierra Ballroom II & III
10:00 - 10:15 am	SharePoint 2010... Priceless Rooms: Sierra Ballroom I
10:00 - 10:15 am	Break
10:15 - 11:00 am	Ask the Experts Room: TBD
11:00 - 11:15 am	Break
11:15 - 12:00 pm	Ask the Experts Room: TBD
12:00 - 1:30 pm	12:00 pm - 1:30 pm / Lunch (Location: Atrium)
1:30 pm	TIG Conference Ends!
	NOTES:



2011 TIG Schedule

February: Letters of Intent Due

March: LSC Invites Full Applications

May: Full TIG Applications Due

September: LSC Notifies Successful TIG Applicants

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