

An aerial photograph of a city street in San Antonio, Texas, serves as the background for the top half of the poster. The street is lined with historic buildings, including a prominent red brick building with white architectural details. A large, orange, abstract sculpture is visible in the middle ground. Overlaid on this image are the large, light blue, 3D-style letters "TIIG".

TIIG

TECHNOLOGY
INITIATIVE
GRANTS

2016

CONFERENCE

LEGAL SERVICES CORPORATION

2016 TIIG CONFERENCE

San Antonio, TX

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TIG 16

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from the TIG
Staff at LSC

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TIG Conference**

January 13 - 15, 2016

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Welcome to San Antonio, TX and the LSC's 2016 TIG Conference! This is our second year in San Antonio, and we're excited to again offer a full program of presentations, workshops, and networking opportunities. We look forward to welcoming new faces as well as getting reacquainted with colleagues from across the country and around the globe.

This year's opening plenary session will focus on a topic of growing importance in the legal aid community: the application of user-centered design principles to further access to justice. Using technology to expand the delivery of effective legal assistance means responding to the needs, wants, and limitations of a large and diverse user base. Our plenary will explore emerging practices and standards in legal design, along with the unique challenges we face in designing products for the legal system. Additionally, during Wednesday's lunch we will hear from former ABA President William Hubbard on how technology and innovation can help expand access to justice.

As outlined in this program book, the TIG Conference covers a broad range of topics relevant to the legal aid community, including data analysis, innovations in legal services delivery, document assembly, and best practices for IT staff. Responding to feedback we received last year, we have added several intermediate technology sessions targeted to legal aid IT professionals on topics that include information security, business continuity, and advanced cloud computing.

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.

Welcome and Opening Plenary: User-Centered Legal Design

User-facing design has long been important in fields focused on human interactions with the physical world, including architecture, urban planning, and the design of objects for everyday use. With the advent of the Internet, its significance has accelerated, and new practices and standards have emerged that center on the processes that shape the interactions between the person and the web. Design in the access to justice space poses special challenges.

These include the importance of bridging socio-economic differences as well as the gaps between legal expertise and lay understanding.

As we use technology tools to improve access to justice, it is imperative that we learn how to enhance the user experience to empower users and to facilitate their engagement with the legal system. Our opening session will explore these challenges and demonstrate best practices emerging in the field.

Speakers:

Tanina Rostain, *Professor at the Georgetown Law Center*; **Matthew Burnett**, *Director of the Immigration Advocates Network*; **Briane Cornish-Knight**, *Legal Innovations Research Fellow with Responsive Law*; **Margaret Hagan**, *Fellow at Stanford Law School*



Tanina Rostain



Matthew Burnett



Briane Cornish-Knight



Margaret Hagan

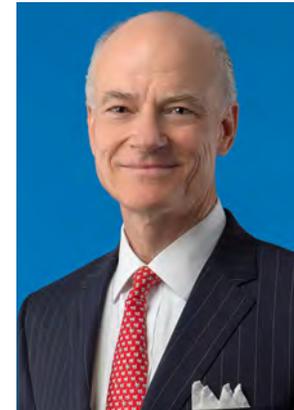
William C. Hubbard

William C. Hubbard served as President of the American Bar Association in 2014-2015. He previously served a two-year term as Chair of the ABA's House of Delegates. Mr. Hubbard is a past president of the American Bar Foundation and the American Bar Endowment. He is a member of the Council of the American Law Institute and is an Honorary Bencher of Middle Temple in London.

Mr. Hubbard is Chairman of the Board of the World Justice Project. He is a Fellow of the American College of Trial Lawyers and the American Board of Trial Advocates. Mr. Hubbard has served on the Board of Trustees of the University of South Carolina since 1986 and served as Chairman of the Board from 1996-2000.

In 2002, Mr. Hubbard was presented the Order of the Palmetto, the highest civilian award presented by a South Carolina Governor. In 2007, Mr. Hubbard received the American Inns of Court Professionalism Award for the United States Court of Appeals, Fourth Circuit.

Mr. Hubbard earned his B.A. and J.D. degrees from the University of South Carolina. He was law clerk to U.S. District Judge Robert F. Chapman. He is a partner with Nelson Mullins Riley & Scarborough LLP.



William C. Hubbard



James J. Sandman

James J. Sandman

James J. Sandman has been President of the Legal Services Corporation since 2011. He practiced law with Arnold & Porter LLP from 1977 to 2007 and served as the firm's managing partner from 1995 to 2005. From 2007 to 2011, he was general counsel for the District of Columbia Public Schools. Sandman graduated from Boston College, and received his J.D. from the University of Pennsylvania, where he served as executive editor of the law review. He began his legal career as a law clerk to Judge Max Rosenn of the U.S. Court of Appeals for the Third Circuit.

Visit the TIG Conference on Sched

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2016 TIG Conference

Schedule • Speakers • Attendees

Wednesday, January 13 • 8:30am - 10:00am

Welcome and Opening Plenary: User Centered Legal Design Edit Speaker Tools

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User-facing design has long been important in fields focused on human interactions with the physical world, including architecture, urban planning, and the design of objects for every-day use. With the advent of the Internet, its significance has accelerated, and new practices and standards have emerged that center on the processes that shape the interactions between the person and the web. Design in the access to justice space poses special challenges. These include the importance of bridging socio-economic differences as well as the gaps between legal expertise and lay understanding. As we use technology tools to improve access to justice, it is imperative that we learn how to enhance the user experience to empower users and to facilitate their engagement with the legal system. Our opening session will explore these challenges and demonstrate best practices emerging in the field.

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TUESDAY, 1/12

Registration

Tuesday • 3:00 - 7:00 pm • (Texas Foyers)

Welcome Gathering / Dinner on Your Own

Tuesday • 5:00 - 7:00 pm • (Texas Foyers)

WEDNESDAY, 1/13

Breakfast and Registration

7:30 - 8:30 am • (Texas Foyers)

Welcome and Opening Plenary: User-Centered Legal Design Wednesday • 8:30 - 10:00 am • (Texas Ballroom)

User-facing design has long been important in fields focused on human interactions with the physical world, including architecture, urban planning, and the design of objects for every-day use. With the advent of the Internet, its significance has accelerated, and new practices and standards have emerged that center on the processes that shape the interactions between the person and the web. Design in the access to justice space poses special challenges. These include the importance of bridging socio-economic differences as well as the gaps between legal expertise and lay understanding. As we use technology tools to improve access to justice, it is imperative that we learn how to enhance the user experience to empower users and to facilitate their engagement with the legal system. Our opening session will explore these challenges and demonstrate best practices emerging in the field.

Speakers: Matthew Burnett, Tanina Rostain, Briane Cornish-Knight, Margaret Hagan

Civil Legal Outcomes Toolkit

Wednesday • 10:30 - 11:45 am • (San Antonio Ballroom)

As of 2016, the Legal Services Corporation will be requiring its grantees to collect information about outcomes achieved in extended service cases and to report annually to LSC how they are using the information to manage their programs. LSC has created a toolkit to assist grantees and others in collecting outcome data. This interactive session will feature a demonstration of the toolkit and a discussion of best practices for collecting and using outcomes data.

Speakers: Peter Campbell, James J. Sandman

Introducing A2J Author - The Complete Package: Web-based Authoring, Mobile Viewer, and Our Own Integrated Document Assembly System

Wednesday • 10:30 - 11:45 am • (Executive Salon 3)

A2J Author is no longer just a pretty interface. For the past five years, we have been completely overhauling A2J Author. We have created an all-inclusive authoring system that removes the need to use any other tool to complete your document assembly project. Our web-based authoring system allows for the rapid creation of A2J Guided Interviews on any computer. Our A2J Viewer is no longer bound by the restrictions of Flash. Our responsive A2J Mobile Viewer allows pro se litigants to complete their A2J Guided Interviews on any device, even phones. Finally, we are

introducing the newest addition, the A2J Author document assembly component. At this session we will show how the integration of the document assembly component into A2J Author allows anyone to more rapidly and easily create complete document assembly projects. We will give an overview of the authoring system and demo the new document assembly component.

Speakers: John Mayer, Jessica Frank

Fun With Phones! - Two Recent Case Studies of Complex VoIP Deployments

Wednesday • 10:30 - 11:45 am • (Executive Salon 1)

Come learn about the technical aspects and challenges of two recent complex VoIP deployments. The first involves deployment of a cloud-based VoIP/IVR solution that enabled a partnership of nine California organizations to help low-income residents statewide obtain health care insurance. The second involves the deployment across the State of Washington of the new Skype for Business platform with enhanced call center functionality. We will also discuss some of the pros and cons of premise vs. cloud-based solutions to help participants as they work on their next telephone, text, or chat project.

Speakers: Zahid Masood, Sue Encherman, John Greiner

Working With Technology: 4 Generations in the Workforce

Wednesday • 10:30 - 11:45 am • (Executive Salon 5)

Legal Aid offices are typically staffed by different generations and not everyone understands the latest innovative technology ideas or tips. What technology challenges do we face when working with a four-generation mix of co-workers? How can we bridge the generation gap and effectively work together? This session will focus on how to engage all levels of your staff in technology and on TIG projects.

Speakers: Raquel Bonilla, Nora Mahoney, Kwame Pobee

Lunch With Former ABA President William C. Hubbard

Wednesday • 12:00 - 1:30 pm • (Texas Ballroom)

Speakers: James J. Sandman, William C. Hubbard

Easy to Share, Find, and Use: A New Approach to the Service Directory Data Problem

Wednesday • 1:45 - 3:00 pm • (Executive Salon 5)

Who provides what services to whom? It's actually hard to know. Two separate problems are entangled in this challenge: first, it's hard to keep track of the various services that many different organizations provide. Second, it's hard to present such information in a way that is easy for laypeople to understand and act upon. In this session, we'll consider new developments in each of these problem areas. Greg Bloom of the Open Referral Initiative will describe the means by which different kinds of resource directory systems can 'speak' to each other, so that data can be published once and used in many different ways. Margaret Hagan of Stanford Law School will discuss her research on best practices in information design. Sam Halpert of ProBonoNet will discuss their initial efforts to publish 'interoperable' directory data from LawHelp.

Speakers: Greg Bloom, Margaret Hagan, Sam Halpert

Nuts and Bolts of User Testing

Wednesday • 1:45 - 3:00 pm • (Executive Salon 4)

User testing can be as lightweight or as intensive as your project and time allows, but one thing's certain, the ability to create and execute a user test to validate your assumptions, obtain feedback about your process or your design may be the difference between a useful and well-used tool, and one that collects dust. Whether your users are internal staff, advocates, community members, or client populations, gathering their feedback at numerous stages of the process can be vital. Join us as we walk through the life cycle of a user test identifying the relevant metrics, tailoring the test around those metrics, finding testers and conducting the test itself, as well as collecting and interpreting the results. Whether you need quick feedback before you make your next decision or an in-depth analysis of how users interact with your project, this session will help with on-the-ground best practices, tips, tricks, and tools for your project.

Speakers: Matthew Burnett, Anna Hinline, Xander Karsten

Online Triage and Intake: One Year Later, Lessons Learned

Wednesday • 1:45 - 3:00 pm • (San Antonio Ballroom)

Four New England states have implemented online triage and intake over the past two years. This has been an interesting, sometimes challenging, process. If you're thinking of implementing similar systems, or want to share your own track record, or just want to find out about other programs' experiences around the country, join us for a session on: Who's using it? Who's dropping out? Major upsides and downsides. Let's build on each others' experiences: don't reinvent the wheel and mistakes to avoid. Our intent is to address collectively the issues and burning questions posed by online triage and intake.

Speakers: Brian Dyer Stewart, Kate Geruntho Frank, Kathleen Caldwell, Rochelle Hahn

Projecting and Evaluating the Return on an Innovative Technology Project

Wednesday • 1:45 - 3:00 pm • (Executive Salon 2)

What's the benefit of a tech investment, and when is it worth the expense? What's the best way to think about the return on investment of a technology project in quantitative terms? In this session, we'll talk through the core concepts around how to consider and weigh the costs and benefits of technology projects. Then we'll work together as a group to collaboratively identify some of the most effective and measurable elements you can use to predict the return on investment for innovative projects. You'll leave with a clear framework to help you think through innovative technology investments at your own organization.

Speaker: Laura S. Quinn

What Every Executive Needs to Know About Information Technology Security

Wednesday • 1:45 - 3:00 pm • (Executive Salon 1)

This session will offer practical, but not fear-mongering advice on the reasonable measures that Legal Aid firms can and should invest in to protect themselves from malicious hackers and data breaches. Topics will include how to assess risk; the pros and cons of cloud computing; safely deploying mobile technology, such as

smartphones and tablets; protecting your network; educating your staff; and contract negotiation tips. The content will be information-rich but acronym-poor for an audience that is responsible for the smooth operations of the firm, but not necessarily “techie.”

Speaker: Peter Campbell

Remote Services: The Key to a Robust Access to Justice Ecosystem

Wednesday • 3:30 - 4:45 pm • (Executive Salon 2)

The Self-Represented Litigation Network (SRLN) has recently published a resource guide on remote service delivery (phone, website, texts, chats, video, CRMs, portals etc.) and the self-represented litigant (SRL). Funded by the State Justice Institute, this guide is the product of an intensive year-long study of remote service delivery models in courts in Alaska, Utah, Minnesota, Orange County (CA), Butte County (CA), and Maryland and in legal services programs in Montana and Idaho. This session will present the findings and engage attendees in a discussion of how remote services fit into an overall access to justice ecosystem; how to creatively make use of old tools; how remote service tools impact not only access for SRLs, but also increase the capacity of the provider and better serve internal customers; and, as was revealed in the study, how important local community partnerships with non-lawyer allied professionals are in supporting the delivery of legal services remotely.

Speakers: John Greacen, Katherine Alteneder, Sarah Coffey Frush

Beyond Bean Counting: Using Web Analytics to Enhance User Experience, Content Design and Outreach Strategies

Wednesday • 3:30 - 4:45 pm • (Executive Salon 5)

Web-based initiatives have access to a rich body of data about the needs of individuals seeking legal help and the assistance provided to them through online solutions, but making sense of these metrics—and making them actionable—is not always easy. This session will explore how statewide websites and related online initiatives have used analytics to better understand client legal information needs, guide content development strategies, and more meaningfully measure the impact of outreach efforts. Panelists will provide tips for optimizing Google Analytics for the needs of the legal services community, examples of dashboards to benchmark key metrics, creative user feedback tools like micro-surveys, and how to use this data to engage supporters and funders.

Speakers: Sue Encherman, Matthew Stubenberg, Sam Halpert

Build Your Own Online Classrooms: An Investment in Knowledge Pays the Best Interest. —Benjamin Franklin

Wednesday • 3:30 - 4:45 pm • (Executive Salon 1)

Whether you are trying to help self-represented parties navigate a legal process, teaching your staff about new software, introducing a Pro Bono attorney or law student to a legal topic or more, you can use the learning checklist tool built by Statewide Legal Services, CALI, and CTLawHelp.org to take users through a lengthy or complex multi-step process at their own pace. Easily build your own classes on the new national LearnTheLaw.org website, share useful content with and from others using the site, and take advantage of the fact that you don't have to build or maintain the site yourself.

Speakers: John Mayer, Kate Geruntho Frank, Elmer Masters

Congrats on Your Launch! Now What? Maintenance, Succession Planning, and Enhancements with Forms Projects

Wednesday • 3:30 - 4:45 pm • (Executive Salon 4)

Hindsight teaches that planning for maintenance of a document assembly project to create online forms is wise from the beginning. For those well beyond the beginning of their online forms projects, how do you now catch up with maintenance? What are successful approaches to make maintenance manageable and affordable? How do upgrades and enhancements fit into a long-term project plan? How do you document your project to make staffing changes easier? These are some of the topics we will cover in this panel. We will hear from experienced and newer interactive forms project managers. This will be an interactive panel with discussion encouraged from attendees. Attendees will leave with practical information and tips on project maintenance and succession planning for their organizations. The focus of this panel will be on document assembly, but tips, lessons learned, and advice from this session are applicable to other TIG project types such as website and content initiatives.

Speakers: Angela Tripp, Jenny Singleton, Stephanie Villinks

One SharePoint 2013 Journey: To Infinity and Beyond!

Wednesday • 3:30 - 4:45 pm • (San Antonio Ballroom)

SharePoint 2013 is a great information management tool, but implementing it can appear daunting. Participants will hear how LAF in Chicago began their SharePoint 2013 journey and, during the course of 21 months, designed and implemented their SharePoint 2013 system—appropriately named “LAFPoint.” The presenters will describe the process of designing LAFPoint to work with LAF’s culture and staff, the hardware and software challenges they confronted along the way, and the ongoing need for good public relations and training. And the work has just begun!

Speakers: Vivian Hessel, Eric Fong, Mark Pace

Networking and Affinity Groups

Wednesday • 5:00 - 6:00 pm • (See Handout)

An opportunity for informal networking and affinity group sessions based on the selections of participants at registration.

TIG Conference Reception

Wednesday • 7:00 - 9:30 pm • (Southwest School of Art)

(See full-page ad on page 18 for more details.)

THURSDAY, 1/14

Breakfast and Registration

7:30 - 8:30 am • (Texas Foyers)

Self-Represented Litigation Network Meeting *(all are welcome)*

Thursday • 7:30 - 8:15 am • (Executive Salon 5)

Open to anyone who would like to learn about developments and new initiatives of the SRLN, this session will facilitate connections between participants and the SRLN with a focus on how to meet the pro se challenge through technology and collaboration. The SRLN conducts projects across a wide area of interest that impact self-represented litigants, such as judicial education, court services and system design, technology, and unbundled services delivery. Please join us for inspiring conversation!

Hackathons for Justice

Thursday • 8:30 - 9:45 am • (Executive Salon 5)

Hackathons, where tech savvy software designers, IT entrepreneurs, and other partners gather for an intense weekend of competitive creativity to produce innovative new technology solutions, are enthusiastically forming in several states to partner with legal aid programs. A February 2014 Hackathon in Austin produced software solutions to reduce financial exploitation of vulnerable elders by legal guardians. A Hackathon in September in Albuquerque produced mobile phone-friendly software to guide domestic violence victims. More legal aid Hackathons are planned for 2016, maybe in a state near you! This session will explain the Texas and New Mexico events, including expert info from Tech for Justice, a project of the Internet Bar Organization, on how to effectively organize a Hackathon in ways that will build stronger long-term legal aid/tech community partnerships that will continue to innovate well beyond the event itself.

Speakers: Ed Marks, Vince Morris, Jeffrey Aresty, Hannah Hubbard, Jill Schachner Chanen, Randy Chapman

Intermediate Information Security for Legal Aid Technologists

Thursday • 8:30 - 9:45 am • (Executive Salon 4)

This session is targeted towards experienced IT professionals and will focus on advanced information security topics. Panelists will address the technical aspects of establishing strong information security in a legal aid law firm. Topics include two-factor authentication, vulnerability assessment, BYOD and mobile computing issues, and on-premise vs. off-premise approaches.

Speakers: Laura S. Quinn, Étienne L. Riggins, John Greiner, Michael Hernandez

Interactive Games for Legal Services

Thursday • 8:30 - 9:45 am • (San Antonio Ballroom)

Building on a year-long TIG project to create a “serious game” to help self-represented parties navigate the very real challenges of going to court on their own, our session will introduce you to the new game called RePresent. We will talk about the co-design process with our stakeholders, show you the underlying structure of how the game was built, introduce you to the Mad Science authoring system, and guide you through exercises that will allow you to modify the game for use in your jurisdiction. You will leave this interactive session with a basic understanding of how to use the Mad Science “scripter” to modify the game, or to even create an entirely new game of your own.

Speakers: Casper Harteveld, Dan Jackson, Susan Garcia Nofi

Localizing the Best Legal Resources: Global Lessons of Collaboration and Inspiration

Thursday • 8:30 - 9:45 am • (Executive Salon 3)

Technology is global—laws are local. This session explores how to bridge the gap, examining how legal resources from one jurisdiction can be localized for another. International and national examples will illustrate how collaboration can provide your state with access to great legal resources—and save time and money. Speakers from the UK, Canada, and California will highlight a range of leading legal resources, describe how collaboration can happen, and provide practical guidance on localizing content. Specific examples will demonstrate how web content, publications, instructional videos, and a game have been localized, as well as translated

and produced in different languages.

Speakers: Bonnie Rose Hough, Roger Smith, Dave Nolette

More Than First Impressions: Website Strategies for Legal Aid Organizations

Thursday • 8:30 - 9:45 am • (Executive Salon 1)

With more and more low-income people accessing the resources through the Internet, a website is often the first portal of access. So when people seeking help find your organization's website, do you know where they're being guided? Is it clear how to contact your offices, and is the navigation helpful for those who use screen readers or other assistive technology? How do you bring your organization's website in line with best practices without (what can often be) a costly website redesign? Our panelists will help answer these questions and more.

Speakers: Abhijeet Chavan, Nora Mahoney, Ilenia Sánchez-Bryson, Kim Marshall, Ronké Hughes

Access to Justice Tools in the Larger Digital Ecosystem

Thursday • 10:00 - 11:15 am • (Executive Salon 1)

With the proliferation of digital tools designed to help users navigate legal resources and the legal system, attention is turning to the place of apps in the larger on and offline ecosystem. This session will focus on developing tools to maximize their impact while preserving scarce resources. Among the topics it will consider are: creating tools that are sustainable and scalable, avoiding replication of existing tools, and situating tools to increase their visibility and prominence. The session will also explore the relative merits of hackathons and other approaches to creating technologies that bridge the justice gap.

Speakers: Mark O'Brien, Tanina Rostain, Jason Tashea, Jill Schachner Chanen, Keith Porcaro

Analyze This: Getting Personal With Data

Thursday • 10:00 - 11:15 am • (Executive Salon 5)

IllinoisLegalAid.org logged more than 2 million visits from over 1 million users in 2015. Those are big numbers; what do they mean? Who are the people behind those numbers? How does a statewide website unwrap those large, anonymous figures to discover the real people and the impact behind them? Join us for this session to hear how two partners will attempt to answer the question: what happens to a website visitor after their visit? Learn from staff at Illinois Legal Aid Online and Civis Analytics about their upcoming project to use data warehousing and predictive analytics to better serve people seeking legal solutions.

Speakers: Teri Ross, Rich Lee

The Tech Side of Business Continuity

Thursday • 10:00 - 11:15 am • (Executive Salon 4)

With a heavy focus on cloud-based services, this session will cover many of the technology issues related to Business Continuity. We'll cover data backup solutions and common issues, replication of data and services, fail-over of services, as well as recovery at secondary sites including community partner locations, commercial providers, and using many individual locations (i.e. homes, libraries, coffee shops). We will also discuss some of the top security and compliance considerations.

Speakers: John Greiner, Joseph J. Melo, Michael Hernandez

Collaborating With Your Courts on E-filing, Document Assembly and Access for Low-Income People

Thursday • 10:00 - 11:15 am • (Executive Salon 3)

The field of court management technology is rapidly changing and their systems can often have significant impacts on low-income people. Some issues include: How will courts deal with fee waivers when implementing e-filing? What happens when litigants don't have credit cards for filing fees? Are self-represented litigants going to be required to e-file? Will they be prohibited from e-filing? Will e-filing systems be clear enough for self-represented litigants to use? How do we connect legal aid document assembly programs with e-filing? What is the impact on low-income people of having court records easily accessible online? Can we improve language access using video remote interpreting? This session will identify opportunities, challenges, and potential solutions. It will discuss how to develop relationships with courts and collaborate to dramatically expand access and services for low-income people.

Speakers: Snorri Ogata, Bonnie Rose Hough, Sergio Alcubilla

Technology, Pro Bono, and LSC's Special Grants

Thursday • 10:00 - 11:15 am • (San Antonio Ballroom)

LSC's newest special grant programs, the Pro Bono Innovation Fund and Hurricane Sandy Relief Grants, have invested in projects that use technology to enhance pro bono systems. Many of the systems were first tested as TIG projects. In this session, you will hear from projects that leverage partnerships and technology to make pro bono more efficient and effective in their organizations and communities. Participants will also learn how different projects have leveraged both the Pro Bono Innovation Fund and TIG programs to support important and integrated delivery strategies.

Speakers: Eric Mittelstadt, Emily Jarrell, Adam Heintz, Mytrang Nguyen

Lunch With LSC President James J. Sandman

Thursday • 11:30 am - 1:00 pm • (Texas Ballroom)

Both Sides Now – A Discussion of Private and Public Cloud Infrastructure

Thursday • 1:15 - 2:30 pm • (Executive Salon 5)

Many organizations are looking to adapt a cloud strategy for their businesses. As they develop their implementation strategies, many organizations are facing a choice: to deploy a private cloud or leverage a public cloud. So which model will best fit your organization? In this presentation, we will see how Community Legal Services of Mid-Florida is migrating to the Public Cloud to deliver cutting-edge IT services to its employees by managing software and hardware in the cloud with the goal to eliminate all physical servers. We will also see how Maryland Legal Aid leveraged its virtualization expertise to design, build-out, and configure a Private/Hybrid cloud platform providing a flexible and reliable IT Infrastructure.

Speakers: Josh Lazar, Karthik Devarajan

It's All Greek or Geek to Me - The Integration of Technology and Advocacy

Thursday • 1:15 - 2:30 pm • (San Antonio Ballroom)

All too often legal aid programs have great technology and/or great legal advocacy but never the twain shall meet; technology is developed without advocate input

and litigation is brought without the benefit of technology. This session will include panelists who have mastered the integration of technology and advocacy through inclusive technology planning, training, implementation, and evaluation.

Speakers: Ed Marks, Joshua Goodwin, Nancy Glickman

LSC Tech Fellowship Recap

Thursday • 1:15 - 2:30 pm • (Executive Salon 3)

In late 2014, LSC established a Technology Fellowship program targeted to employees of LSC grantees who showed promise as technology leaders, but had not previously been involved in major IT initiatives. The centerpiece of each fellowship was a technology project that enhanced the effectiveness and efficiency of the fellow's organization. These projects ranged from modest technology enhancements to planning for major upgrades to key systems. Some projects led to successful TIG proposals. In this session, a panel of fellows will review a few of the successful projects that came out of the program and discuss lessons learned from the effort. We will also seek audience input on ways to make future LSC fellowship opportunities better.

Speakers: David Bonebrake, Amy Burns, Kimberly Sanchez, Maureen Olives

Supporting Innovations in Advocacy Through Online Forms

Thursday • 1:15 - 2:30 pm • (Executive Salon 1)

As lawyers and their clients become more comfortable with online transactions and online forms, new and creative ways to use forms in broader assistance frameworks are emerging. This workshop looks at projects that are advocate and/or pro bono lawyer driven and showcase how they are taking automated online forms projects to the next level to improve legal services in areas where there are little or no resources. Participants will discuss how automated online forms are powering new service models, the advocate training and support needed, and replication opportunities.

Speakers: Claudia Colindres Johnson, Lisa Stansky, Kimberlina Kavern, Margaret Hamlett

U Need UX: Design for Everyday People

Thursday • 1:15 - 2:30 pm • (Executive Salon 4)

Why do you need user experience (UX) design? Take that unfamiliar copier. You press the icons on the screen until you finally find 'print'. But wait, the copies arrive uncollated, landscape instead of portrait, and stapled in the wrong corner. That's a user experience—a bad one! That copier needs a UX design. UX design improves a user's interaction with a service/product to take less time, be more intuitive, and produce a better outcome. Learn from website staff who are using UX design in their practices, delivery, and technology development. As a session participant, you will create user personas or user journeys for a real or imaginary service/product.

Speakers: Teri Ross, Matthew Burnett, Angela Tripp

Expanding Stakeholder Engagement to Reach 100% Access

Thursday • 2:45 - 4:00 pm • (San Antonio Ballroom)

Creating the 100% access to justice ecosystem requires a diverse infrastructure of services and delivery mechanisms among courts, legal aid, the bar and allied professionals, such as social workers, paralegals, counselors, educators, financial and medical professionals, and more. This session will share some examples of successful models of innovative stakeholder engagement and the role of technology

in supporting these relationships. Workshop participants will share their ideas for robust collaboration including legal education for partners, sharing resources, and developing a 'no wrong door' approach to services with a goal of providing more holistic and comprehensive solutions using technology.

Speakers: Bonnie Rose Hough, Susan Stoney, Katherine Alteneder, Rochelle Klempner, Sandy Ambrozy

Long Live Tech: Sustaining Projects After TIG Thursday • 2:45 - 4:00 pm • (Executive Salon 1)

So your organization was awarded TIG funding. Congratulations! Do you know how to secure funds for your tech project after you've submitted the final grant report? Or does your organization need to improve its technology in order to pursue TIG funding? In either case, resource development for tech projects is essential to sustain and achieve long-term value for low-income people in your service area. LSC's Chief Development Officer Wendy Rhein will help you strategize and analyze your approach to resource development, so you can walk away with action steps specific to your organization's tech projects.

Speakers: Mark O'Brien, Raquel Bonilla, Ronké Hughes, Wendy Rhein

LSC's New Technology Projects

Thursday • 2:45 - 4:00 pm • (Executive Salon 4)

Interested in what LSC is doing with its technology? Join Peter Campbell, LSC's Chief Information Officer, and a few of the LSC technology staff to hear about and see some of our recent projects, including the redesign of our Drupal website and the development of the "Data Portal," a web-based repository for data and documents that we collect from our grantees, built on Salesforce and Box technologies. The conversation will be framed by our strategic efforts to simplify and centralize our information on cloud platforms, and we'll share what this will eventually mean as we extend our new systems out to grantees and others.

Speakers: Alex Tucker, Peter Campbell, Étienne L. Riggins

Next Generation Content Strategy for Statewide Websites

Thursday • 2:45 - 4:00 pm • (Executive Salon 2)

Between responsive design, SMS, social media, and a world of never-ending change, how we create, deliver, and manage legal content must evolve to keep up. Learn how Illinois and Arkansas are working to leverage technology to deliver the right content using tools like smart algorithms, weighted logic, semantic markup, and content restructuring to deliver the best content to users and tools like reusable content, content moderation, scorecard algorithms, and better contributor engagement to improve content creation, evaluation, and maintenance.

Speakers: Gwendelyn Daniels, Vince Morris

RAPID FIRE TECH: Show and Tell of Technology Projects and Ideas Thursday • 4:30 - 5:30 pm • (Texas Ballroom)

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 events like this to share their ideas. This plenary will feature a series of short presentations highlighting innovative technology projects and ideas. It will be fast paced and informative!

Speakers: Mary Kaczorek, Jonathan Pyle, Keith Porcaro, Dave Nolette, Leah Margulies, Josh Gaul, Pieter Gunst, Chris Lisee

NLADA Technology Section Meeting

Thursday • 5:30 - 6:30 pm • (Executive Salon 1)

Affinity Group Dinners/Dinner on Your Own

(See the Affinity Group handout with your onsite registration materials.)
Thursday • 7:00 - 9:00 pm

FRIDAY, 1/15

Breakfast

7:30 - 8:00 am • (Texas Foyers)

Discoverable Client Issues Using Public Big Data

Friday • 8:00 - 9:15 am • (Executive Salon 4)

Large publically available databases are coming online all the time. Programs can be written to gather data from these databases to find both people who are in need of legal help as well as to identify additional legal needs of existing clients. A client who comes in for a single issue can have their information automatically checked against these databases to see if their water is about to be shut off, if they have unpaid property tax, or even if they have a case eligible for expungement. This low-cost, holistic approach, can have a substantial impact on a client's life. We will go over successful database scraping projects, how to manage/present large datasets, and how to determine if a database can be easily scraped in your state.

Speakers: Russ Bloomquist, Matthew Stubenberg

DLAW/Drupal Community Update

Friday • 8:00 - 9:15 am • (Executive Salon 1)

Drupal is the backbone for a number of statewide websites. Come learn about new developments on the DLAW template and within the legal aid Drupal community, the new Drupal community TIG grant, and the release of Drupal 8. Share what you are working on and brainstorm ideas for future development on the legal aid Drupal platform.

Speakers: Brian Dyer Stewart, Gwendelyn Daniels, Abhijeet Chavan, Mary Zimmerman

LawHelp/probono.net/LiveHelp Network Session: What's New and What's Next for 2016

Friday • 8:00 - 9:15 am • (San Antonio Ballroom)

This session will highlight LawHelp/probono.net/LiveHelp network activities and developments. PBN staff will discuss new and upcoming developments for the LawHelp.org and probono.net platforms, and how statewide websites can support and advance other technology innovations in the field. In addition, project coordinators from two regions will share highlights of new initiatives in their communities to empower the public and mobilize volunteers using these resources. We will also provide an update on a TIG-funded initiative to identify and pilot the next generation of live chat/LiveHelp software.

Speakers: Eve Ricaurte, Ariadna Godreau-Aubert, Mary L. Irvine, Mike Grunenwald, Sam Halpert

Kemps CMS User Group

Friday • 8:00 - 9:15 am • (Executive Salon 5)

Pika CMS User Group

Friday • 8:00 - 9:15 am • (Lone Star Room)

Salesforce/Justice Server CMS User Group

Friday • 8:00 - 9:15 am • (Bluebonnet Room)

LegalServer CMS User Group

Friday • 8:00 - 9:15 am • (Executive Salon 2)

Legal Files CMS User Group

Friday • 8:00 - 9:15 am • (Director's Room 2)

The CMS user group sessions will allow programs with the same case management systems (CMS) to informally meet and discuss CMS features, future plans, challenges, and best practices.

Effective Online Trainings

Friday • 9:30 - 10:45 am • (Executive Salon 2)

How to use or create interactive online trainings for staff and advocates; how to record those trainings for later use and store them online with or without a password; best practices for training speakers as well as takeaway resources. The session will include free software and low cost options to fit any budget from \$0 to \$10,000.

Speakers: Brian Rowe, Lisa Stansky, Daniel Ediger

Fast and Forward: A Look at Project Management

Friday • 9:30 - 10:45 am • (Executive Salon 1)

(Required attendance for all 2015 TIG award recipients). There are as many project management schools of thought as there are project managers, and each person has their own approach to moving a project from start to finish. Join us as we take a thoughtful look at what tasks we perform, and how we perform them in this session exploring "project management." From running short and effective meetings, to juggling multiple deliverables and outcomes, to reporting back to funders, this session takes a step back to examine what we do, and the mechanics of how we do it. Regardless of the platform, tool, approach, or project you're engaged with,

this session will focus on the theoretical and practical underpinnings of managing a project, whether you're working on the same project from start to finish or stepping into a new project midstream.

Speakers: Anna Hineline, Xander Karsten

Windows 10 and Office 2016 - The Essentials

Friday • 9:30 - 10:45 am • (Executive Salon 4)

Learn the mysteries of Windows 10. It is a free upgrade, but will it run on your existing hardware? Do you have to upgrade or can you do a clean install? Will you need a new license key or will your Windows 7 or 8 key work? What features will be lost with an upgrade? Which will be gained? Do you need a touchscreen to take full advantage of W10? And Office 2016 has just come out and finally multiple users can edit the same document at the same time. What other new features will it bring to your users? This session will answer all of these questions and more as well as give you tips and tricks to get the most out of Windows 10 and Office 2016.

Speaker: Glenn Rawdon

Wormhole To The Future

Friday • 9:30 - 10:45 am • (San Antonio Ballroom)

This session will challenge experienced members of the legal aid technology community to envision and predict what technologies of the near future will become important—not the low-hanging fruit, but the potentially disruptive technologies and players that may revolutionize our space and leave behind programs that can't adapt. The idea is to shock, inspire, and challenge attendees to also try to peer into the future, and be ready for it.

Speakers: Jeff Hogue, Joan Holman, John Mayer, Bonnie Hough, Rochelle Klempner, Josh Lazar

2015 TIG Reporting, Requirements and Guidance - and The 2016 TIG Cycle

Friday • 11:00 am - 12:15 pm • (San Antonio Ballroom)

(Required attendance for all 2015 TIG award recipients). The TIG staff will review reporting requirements, grant assurances, and discuss best practices for managing technology grants. There will also be a preview of the upcoming 2016 TIG Cycle.

Speakers: Glenn Rawdon, Jane Ribadeneyra, David Bonebrake

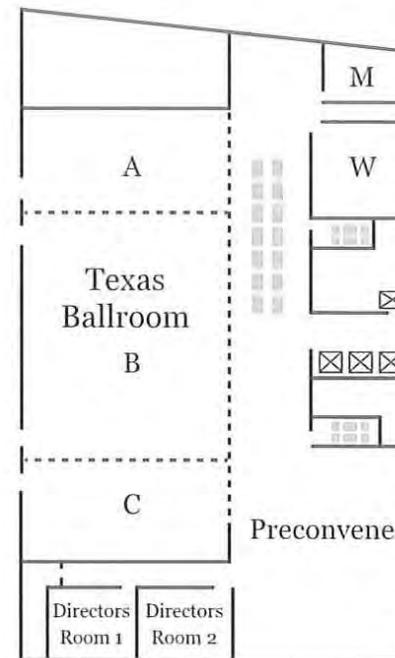
Affinity Groups

Friday • 11:00 am - 12:15 pm • (See Handout)

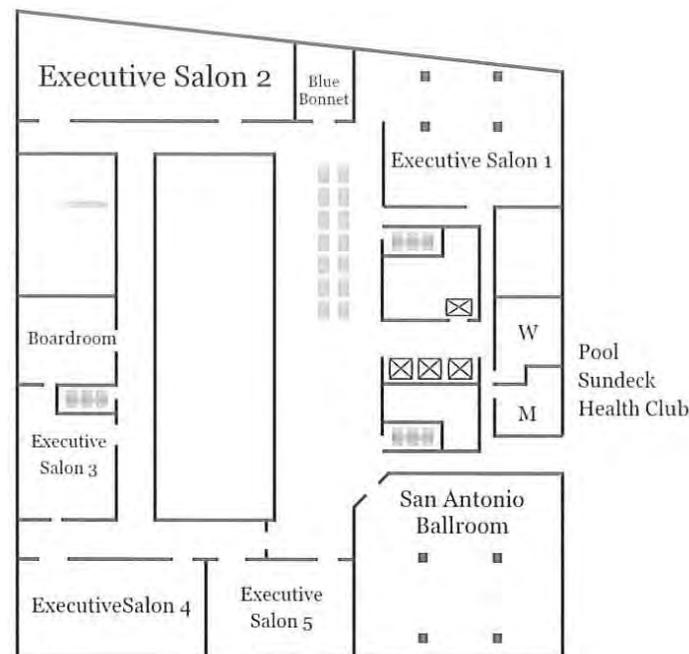
An opportunity for informal networking and affinity group sessions based on the selections of participants at registration.

Box Lunch

Friday • 12:15 - 1:00 pm • (Texas Foyers)



Second Floor



Third Floor

LSC TIG Conference Reception

Wednesday, January 13th
7:00 – 9:30 pm

Join us for a reception at the Southwest School of Art, located near the conference hotel on San Antonio's scenic River Walk. On this historic site a convent and school for girls was established in 1851. Our reception will be in the old chapel and, weather permitting, the Convent Garden and the McNutt River Garden. This is a great opportunity to network with your colleagues in a lovely setting on the river.

The school is located at 300 Augusta St. but there is also an entrance from the River Walk. Please



bring your name tag for admission to the event.

Hors d'oeuvres and refreshments will be served.

Tuesday, 12 January 2016



3:00 - 7:00 pm	Registration (<i>Texas Foyers</i>)						
5:00 - 7:00 pm	Welcome Gathering / <i>Dinner on Your Own (Texas Foyers)</i>						
7:30 - 8:30 am	Breakfast and Registration (<i>Texas Foyers</i>)						
8:30 - 10:00 am	Welcome and Opening Plenary: <i>User-Centered Legal Design (Texas Ballroom)</i>						
10:00 - 10:30 am	Networking Break						
10:30 - 11:45 am	Civil Legal Outcomes Toolkit (<i>San Antonio Ballroom</i>)	Fun With Phones! - Two Recent Case Studies of Complex VoIP Deployments (<i>Executive Salon 1</i>)	Introducing A2J Author® - The Complete Package: Web-based Authoring, Mobile Viewer, and Our Own Integrated Document Assembly System (<i>Executive Salon 3</i>)				Working With Technology: 4 Generations in The Workforce (<i>Executive Salon 5</i>)
noon - 1:30 pm	Lunch With Former ABA President William C. Hubbard (<i>Texas Ballroom</i>)						
1:45 - 3:00 pm	Online Triage and Intake: One Year Later, Lessons Learned (<i>San Antonio Ballroom</i>)	What Every Executive Needs to Know About Information Technology Security (<i>Executive Salon 1</i>)	Projecting and Evaluating the Return on an Innovative Technology Project (<i>Executive Salon 2</i>)	Nuts and Bolts of User Testing (<i>Executive Salon 4</i>)			Easy to Share, Find, and Use: A New Approach to the Service Directory Data Problem (<i>Executive Salon 5</i>)
3:00 - 3:30 pm	Networking Break						
3:30 - 4:45 pm	One SharePoint 2013 Journey: To Infinity and Beyond! (<i>San Antonio Ballroom</i>)	Build Your Own Online Classrooms: An Investment in Knowledge Pays the Best Interest. - <i>Benjamin Franklin (Executive Salon 1)</i>	Remote Services: The Key to a Robust Access to Justice Ecosystem (<i>Executive Salon 2</i>)	Congrats on Your Launch! Now what? Maintenance, Succession Planning, and Enhancements With Forms Projects (<i>Executive Salon 4</i>)			Beyond Bean Counting: Using Web Analytics to Enhance User Experience, Content Design and Outreach Strategies (<i>Executive Salon 5</i>)
5:00 - 6:00 pm	Networking and Affinity Groups (See Handout)						
7:00 - 9:30 pm	TIG Conference Reception (<i>Southwest School of Art</i>)						

Thursday, 14 January 2016



7:30 - 8:30 am	Breakfast and Registration (<i>Texas Foyers</i>)						
7:30 - 8:15 am	Self-Represented Litigation Network Meeting (all are welcome) (<i>Executive Salon 5</i>)						
8:30 - 9:45 am	Interactive Games for Legal Services (<i>San Antonio Ballroom</i>)	More Than First Impressions: Website Strategies for Legal Aid Organizations (<i>Executive Salon 1</i>)	Localizing the Best Legal Resources: Global Lessons of Collaboration and Inspiration (<i>Executive Salon 3</i>)	Intermediate Information Security for Legal Aid Technologists (<i>Executive Salon 4</i>)			Hackathons for Justice (<i>Executive Salon 5</i>)
9:45 - 10:00 am	Break						
10:00 - 11:15 am	Technology, Pro Bono, and LSC's Special Grants (<i>San Antonio Ballroom</i>)	Access to Justice Tools in the Larger Digital Ecosystem (<i>Executive Salon 1</i>)	Collaborating With Your Courts on E-filing, Document Assembly and Access for Low-Income People (<i>Executive Salon 3</i>)	The Tech Side of Business Continuity (<i>Executive Salon 4</i>)			Analyze This: Getting Personal With Data (<i>Executive Salon 5</i>)
11:30 am - 1:00 pm	Lunch With LSC President James J. Sandman (<i>Texas Ballroom</i>)						
1:15 - 2:30 pm	It's All Greek or Geek to Me - The Integration of Technology and Advocacy (<i>San Antonio Ballroom</i>)	Supporting Innovations in Advocacy Through Online Forms (<i>Executive Salon 1</i>)	LSC Tech Fellowship Recap (<i>Executive Salon 3</i>)	U Need UX: Design for Everyday People (<i>Executive Salon 4</i>)			Both Sides Now - A Discussion of Private and Public Cloud Infrastructure (<i>Executive Salon 5</i>)
2:45 - 4:00 pm	Expanding Stakeholder Engagement to Reach 100% Access (<i>San Antonio Ballroom</i>)	Long Live Tech: Sustaining Projects After TIG (<i>Executive Salon 1</i>)	Next Generation Content Strategy for Statewide Websites (<i>Executive Salon 2</i>)	LSC's New Technology Projects (<i>Executive Salon 4</i>)			
4:00 - 4:30 pm	Break						
4:30 - 5:30 pm	RAPID FIRE TECH: Show and Tell of Technology Projects and Ideas (<i>San Antonio Ballroom</i>)						
5:30 - 6:30 pm	NLADA Technology Section Meeting (<i>Executive Salon 1</i>)						
7:00 - 9:00 pm	Affinity Group Dinners / <i>Dinner on Your Own</i> (See the Affinity Group handout with your onsite registration materials.)						

Friday, 15 January 2016

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7:30 - 8:00 am	Breakfast (Texas Foyers)				
8:30 - 9:15 am	LawHelp/probono.net/LiveHelp Network Session: What's New and What's Next for 2016 (San Antonio Ballroom)	DLAW/Drupal Community Update (Executive Salon 1)	LegalServer CMS User Group (Executive Salon 2)	Discoverable Client Issues Using Public Big Data (Executive Salon 4)	Kemps CMS User Group (Executive Salon 5)
9:30 - 10:45 am	Wormhole To The Future (San Antonio Ballroom)	PIKa CMS User Group (Lone Star Room)	Salesforce/Justice Server CMS User Group (Bluebonnett Room)	Legal Files CMS User Group (Director's Room 2)	Windows 10 and Office 2016 - The Essentials (Executive Salon 4)
11:00 am - 12:15 pm	2015 TIG Reporting, Requirements and Guidance - and The 2016 TIG Cycle (San Antonio Ballroom)				
Affinity Groups (See Handout)					
12:15 - 1:00 pm	Box Lunch (Texas Foyer)				

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Notes



Notes

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2016 TIG Schedule

- February: Letters of Intent Due
- April: LSC Invites Full Applications
- May: Full TIG Applications Due
- September: LSC Notifies Successful TIG Applicants

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