

# Promoting Innovation with TIG Program and Tech Summit

LSC held its second-ever technology summit beginning with a meeting in June in Washington and concluding in January of 2013 in Jacksonville.

Many of the technological innovations now in use in our country's civil justice system grew out of LSC's first technology summit in 1998.

The meetings in Washington, D.C. and Florida brought together selected technology experts, academics, private practitioners, and representatives of legal services programs, courts, and governmental and business entities. Their goal was to explore the potential of technology to move the United States toward providing some form of effective assistance to 100 percent of low-income persons with essential civil legal needs who cannot afford an attorney.

Summit participants agreed on the following focus areas for the next five years:

- **Document Assembly:** improving automated form creation for self-represented individuals;
- **Expert Systems:** developing intelligent tools that guide clients and advocates through the steps needed for complex legal procedures;
- **Remote Services Delivery:** using technology to overcome physical barriers such as distance or disability) to seeking representation;
- **Mobile Technology:** delivering assistance and services using smartphones and tablets; and
- **Triage:** further automating the complex processes of matching clients to resources.



Rep. John Conyers, Jr. (D-Mich.) took part in a press conference announcing a TIG award to the Legal Aid and Defender Association in Detroit. The association's Michele Hall, and LSC President Jim Sandman (center) also took part.

## Technology Initiative Grants

Since its start in 2000, LSC's Technology Initiative Grants (TIG) program has made 528 grants, totaling more than \$40 million. With these grants, legal services programs have built a solid foundation that includes a network of statewide

websites and a variety of effective and replicable systems to support clients, staff, and pro bono efforts.

In 2012, LSC awarded 46 grants totaling more than \$3.5 million in TIG funding to legal aid programs in 27 states and the territory of Guam. These grants will help increase access to Web-based resources, enhance pro bono, expand websites for veterans and disaster recovery, and—a new category in 2012—improve data collection and analysis.

Examples of 2012 TIG-funded projects include:

- The Alaska Legal Services Corporation is producing approximately 30 short family law videos designed to help low-income persons better complete their own cases. These videos will be available online through the Alaska Legal Services Corporation website as well as other legal aid and court sites in the state.
- Idaho Legal Aid Services is developing a web-based virtual law office. This will create a secure, virtual portal that allows attorneys to provide services to those clients unable to travel to a legal aid office but able to use the Internet.
- Legal Aid Services of Northeastern Minnesota is using TIG funds to create a library of resources, including settlement checklists and client interview guides that are optimized for use on mobile devices. The library will support pro bono attorneys helping low-income clients with matters outside the attorneys' usual areas of expertise.

See the chart on pages 16 and 17 for the full list of 2012 LSC technology grants.

## TIG Conference

In January, LSC held its 12th Technology Initiative Grants (TIG) Conference in Albuquerque. The conference brought together 123 representatives from programs that received 2011 TIG awards, along with participants



**LSC Tech Summit** – ABOVE, CLOCKWISE FROM TOP LEFT: (L-R) LSC President Jim Sandman, District of Columbia Court of Appeals Chief Judge Eric T. Washington; Physician Marc Pierson of PeaceHealth; Jane Ribadeneyra of LSC's TIG team; John Greacen of Greacen Associates; and U.S. Chief Technology Officer Todd Park. RIGHT: Glenn Rawdon of LSC's TIG team. BOTTOM: A small group discussion.

*Harvard Journal of Law and Technology (JOLT) published seven articles from LSC's June 2012 technology summit.*

*Read more about, and see photos from, the Technology Summit: [www.tig.lsc.gov](http://www.tig.lsc.gov)*

from other legal aid programs, bar associations, courts, and both for-profit and nonprofit technology companies. For the first time, LSC provided 10 scholarships designed to encourage LSC grantees that had never received a TIG award to participate in the conference.

### OIG Audit of LSC's TIG Program Closed in 2012

In December 2010, the Office of Inspector General (OIG) issued a report on LSC's Technology Initiative Grants program, which included 36 recommendations. On September 28, 2012, the OIG provided LSC management with a memorandum stating that all recommendations for this audit have been closed.

LSC's TIG program is poised to continue providing leadership and support for technology projects that enhance access to justice.



2012 TIG Grants (Total Funding Awarded = \$3,557,892)		
State	Award Amount	Key Grant Project
Alaska	\$46,500	In conjunction with the Alaska Court System's Family Law Self-Help Center, develop and make available online Web-based family law vignettes designed to help low-income persons complete their own cases.
Arizona	\$32,625	Replicate the TIG-funded Legal Aid of Western Ohio Remote Intake Project for the three LSC-funded programs in Arizona.
Arkansas	\$63,000	Continue to develop and update document assembly forms utilizing HotDocs software, A2J Author software, and the national LawHelp Interactive server technology.
California	\$108,752	Replicate a Web-based online application system; and implement a legal services pleading bank, accessible through the statewide advocates' website, in several substantive areas to expand the capacity of legal services programs.
Colorado	\$43,920	Develop a mobile application allowing attorneys to sign up for volunteer work, providing them with checklists of items to understand prior to performing the work, and informing them of procedures to follow.
Connecticut	\$89,000	Develop an Online Classroom Template that legal aid programs can use to create self-paced online courses for self-represented parties, legal aid clients and pro bono attorneys.
Florida	\$123,559	Develop an online intake system that allows potential clients to apply for services quickly and easily through the Internet; improve knowledge management capacities to increase effectiveness of data retrieval and file searches; and create a portal to provide clients with better access to information.
Georgia	\$341,943	Enhance and maintain ShareLaw and ShareLawVideo, two prior TIG-funded projects; enhance case management system to improve reporting, grant compliance and staff development; develop a mobile phone application to help clients communicate with their attorneys; and pilot the use of text messaging to provide legal information.
Guam	\$57,500	Develop interactive online document assembly interviews specific to Change of Name and Protective/Restraining Orders.
Hawaii	\$41,500	Improve access for self-represented individuals by creating a virtual self-help center at the court and developing court forms using document assembly software, with a focus on family, housing, collection, and restraining order forms.
Idaho	\$118,563	To better serve rural clients, create a Web-based virtual law office that augments the brick and mortar practice; and develop a Web interface that further improves access to online legal resources for individuals using mobile devices.
Illinois	\$118,475	Develop an enhanced data collection and analysis system to better measure the effectiveness and impact of legal services in Illinois, and to inform strategies for delivering services across the state.
Louisiana	\$31,500	Develop a mobile version of the statewide legal information website.
Maine	\$41,500	Continue development of content for veterans and military families in the national StatesideLegal.org library; and create a system for matching pro bono attorneys with veterans' cases.
Massachusetts	\$51,500	Connect low-income individuals to information about their legal issues via a Web-based tool that will use guided interviews to collect information and deliver relevant, plain-language resources.

*(continued)*



2012 TIG Grants (Total Funding Awarded = \$3,557,892) <i>continued</i>		
State	Award Amount	Key Grant Project
Michigan	\$51,500	Develop an online intake system to expand services to clients in Detroit.
Minnesota	\$90,460	Assist pro bono attorneys by creating a set of settlement checklists and client interview guides optimized for mobile devices.
Montana	\$36,825	Use videoconferencing and mobile devices to deliver legal services in rural areas.
New Mexico	\$54,500	Create a statewide intake and case management network that will use continuous analysis of real-time, non-confidential data to more effectively identify and define issues, trends and community needs, allowing for better resource allocation.
New York	\$277,420	Develop the New York Online Referral and Prescreening Program, an online entry point for low-income people seeking legal services and information; develop a videoconferencing system to conduct Social Security Administration hearings virtually; optimize mobile content on the statewide website in both Spanish and English and add live-chat support; and develop a secure, online knowledge-management portal for use by organizations helping low-income people.
Ohio	\$769,996	Pilot use of a Web-based chat tool that will allow pro bono attorneys to assist clients in 25 rural counties; explore and develop enhanced data analysis to improve efficiency of legal aid delivery; and continue support of the national server legal services programs use to generate automated legal documents and guided interviews for low-income self-represented individuals and legal aid clients.
Oklahoma	\$58,350	Pilot program that will automate plain-language forms for use by low-income individuals. Instructions, training, and materials will be developed to assist users, and live-chat support will also be available.
Pennsylvania	\$111,000	Develop a digital call center to reduce wait times for callers with limited cell phone minutes by using automated call-backs; develop text messaging as a method to convey brief advice in emergency situations and to reinforce previously delivered advice; and develop, and post online, instructional videos in multiple languages to assist self-represented individuals.
South Carolina	\$41,923	Create an online intake application integrated with the case management system; and develop a legal information referral system.
Texas	\$131,820	Enhance and expand the national DisasterLegalAid.org website by updating and creating content, improving the interface and optimizing for mobile devices.
Utah	\$60,500	Create a Spanish version of the existing online intake system; and design a pro bono case-matching system to streamline the statewide placement of eligible clients with pro bono attorneys.
Virginia	\$442,461	A national project in collaboration with Pro Bono Net to rebuild LawHelp Interactive to improve reliability and scalability, decrease cost of future enhancements, and ease integration with case management and e-filing systems in courts nationwide; incorporate a guided interview into an online intake system; and develop an appointment reminder system to notify clients of upcoming legal aid appointments and court dates.
Washington	\$121,300	Produce the National Technology Assistance Project's online webinar series; improve the case management system by increasing access to real-time and historical data; expand access to civil legal aid for deaf, hard-of-hearing and deaf-blind individuals by implementing use of videophones, educational and outreach videos, and captioning of existing videos.