

 Legal Services Corporation
America's Partner For Equal Justice

tiG

Technology Initiative Grants
CONFERENCE

2012

ALBUQUERQUE, NM

LSC TIG CONFERENCE 2012

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LSC TIG CONFERENCE 2012

Greetings from LSC's TIG Staff



Welcome to Albuquerque, NM and the 12th Annual TIG Conference! We are pleased to return to the Embassy Suites Albuquerque and hope you enjoy this year's event.

As outlined in this program book, the conference covers a broad range of topics relevant to the legal aid community, including new technology trends, online intake and triage, eLawyering, Microsoft SharePoint, information security, rural service delivery innovations and challenges, online content sharing, mobile apps, statewide websites, and the next generation of A2J Author.

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

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

One of President Sandman's initiatives for this year's TIG Conference is the inclusion of ten scholarship recipients. The purpose of these scholarships is to encourage programs which have never received a TIG to expand their knowledge and use of technology, and to better enable them to submit successful TIG applications in the future. The ten winners were chosen using a randomized selection process.

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 2012

Reception



Join us for a reception at the Indian Pueblo Cultural Center. Beginning with the Emergence stories of the Pueblos, visitors are led through a brief history and background of what now comprise the 19 Pueblos of New Mexico. Each time period is exhibited with relevant material objects from its permanent collection, and supplemented by objects on loan from other institutions. In addition, the IPCC features original artwork and craftsmanship of each of the Pueblos of today.

We are providing food, beverage, and entertainment for your enjoyment. This will be a great opportunity for networking with your colleagues from around the country and across the ocean.

A shuttle bus will be running to the event from the motor entrance of the hotel starting at 6:30 pm, running continuously with the last bus leaving the museum at 9:30 pm. There is parking available if you choose to drive. From the hotel, travel west on Lomas Blvd. to 12th Street NW, then go north to 2401 12th Street NW, Albuquerque, NM. Please bring your name tag for admission to the event.

LSC TIG Conference Reception

Wednesday, January 11th

7:00 pm – 9:30 pm

Hors d'oeuvres and refreshments will be served

LSC TIG CONFERENCE 2012



Sessions

TUESDAY, 1/10

Registration

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

Presenters Dinner

6:30 - 9:00 pm • (Convention Registration)

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

WEDNESDAY, 1/11

Registration

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

Breakfast

7:30 - 8:30 am • (Atrium)

Opening/Welcome

Wednesday, 1/11 • 8:30 - 9:00 am • (Sandia Ballroom I - IV)

Going Virtual to Expand Access

Wednesday, 1/11 • 9:00 - 10:00 am • (Sandia Ballroom I - IV)

How might a legal aid program incorporate technology to work with both online and in-person clients? Secure, online client interfaces may be used to provide unbundled, online legal assistance to pro se individuals. There are opportunities for online collaboration between private practitioners and the legal aid community that will increase access to justice. This presentation will provide an introduction to how a private practitioner is able to deliver legal services online to clients through a secure client portal as well as discuss some of the other technologies and trends in web-based unbundled delivery.

Presenter: Stephanie Kimbro, *Kimbro Legal Services, LLC*

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eLegal Services: Serving Low-Income Clients via the Web

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

This session is an opportunity for interested participants to go more deeply into the ideas sounded in Stephanie Kimbro's plenary session. We'll talk about how "elawyering" and "unbundling" techniques are being and can be applied in nonprofit legal services settings. We'll consider how virtual law office features can be added to traditional delivery systems, and discuss the ethical and technical considerations that programs should be aware of.

Presenters: Stephanie Kimbro, Kimbro Legal Services, LLC; Marc Lauritsen, Capstone Practice Systems

Managing Your TIG Effectively: Reporting, Requirements and Lessons Learned

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

(Required attendance for all 2011 TIG award recipients) The TIG staff will introduce 2011 TIG award recipients to the reporting requirements for documenting their grant activities, review TIG grant assurances, and discuss best practices for managing your technology grants effectively.

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

Lunch with LSC President James J. Sandman

Wednesday, 1/11 • 12:00 - 1:30 pm • (Atrium)

Is SIP Ready For Primetime? Can it Reduce Monthly Operational Costs for Legal Aid Providers?

Wednesday, 1/11 • 1:45 - 3:00 pm • (Sierra Ballroom I)

What is Session Initiation Protocol (SIP) trunking and how can legal aid societies benefit from it? Learn ways to consolidate different types of telephone trunk lines, improve efficiency, decentralize telephone line groups, and reduce operational costs. Mr. Steve Green—President of S.R. Green & Associates and Zahid Masood—Associate Consultant/

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Managing Director of Z Consulting Group will address different cost models that have been examined by LSC institutions and will discuss common successful principals that can be used to guide the SIP technology planning efforts of LSC members.

Presenters: Steve Green, *S. R. Green & Associates*; Zahid Masood, *Z Consulting Group*

Resource Sharing: New Tools to Avoid Re-Inventing the Wheel **Wednesday, 1/11 • 1:45 - 3:00 pm • (Sierra Ballroom II & III)**

We get together once a year to share ideas and resources. But what happens after the TIG conference? Most of us quietly post little gems to our websites all year long and the rest of us never hear about it. Vince Morris of Arkansas Legal Services Partnership and Kristin Verrill of Atlanta Legal Aid will share two technology projects designed to make sharing resources easier: ShareLaw.org and ShareLawVideo.org. Mr. Morris will demonstrate ShareLaw.org and discuss best practices for replicating website resources from other programs. Ms. Verrill will demonstrate ShareLawVideo.org and discuss best practices for replicating video content from other programs.

Presenters: Kristin Verrill, *Atlanta Legal Aid Society*; Vince Morris, *Arkansas Legal Services Partnership*

Intake, Triage and Technology: What Do We Know, What's Going On Now

Wednesday, 1/11 • 1:45 - 3:00 pm • (Sandia Ballroom I - IV)

To engage the TIG community, and experts with a variety of perspectives on intake, assignment and triage, in an informed discussion about current foundational practices, and the potential to use technology to create the intelligent cost-effective triage practices called for by *Turner v. Rogers*.

Presenters: Richard Zorza, *Self-Represented Litigation Network*; Bonnie Hough, *Judicial Council of California - Administrative Office of the Courts*; Susan Ledray, *Minnesota Fourth Judicial District*

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Next Generation Ideas for Intake, Triage and Technology

Wednesday, 1/11 • 3:30 - 4:45 pm • (Sandia Ballroom I - IV)

Continuation of the Intake, Triage and Technology Mini-Track

Presenters: Richard Zorza, Self-Represented Litigation Network; Bonnie Hough, Judicial Council of California - Administrative Office of the Courts; Susan Ledray, Minnesota Fourth Judicial District

SharePoint 2010 - A Closer Look

Wednesday, 1/11 • 3:30 - 4:45 pm • (Sierra Ballroom I)

This session builds upon last year's SharePoint TIG Conference presentation and delves deeper into how Microsoft's popular web application framework can be used effectively in the legal aid world. Attendees will learn how to make it easier for users to work more productively, save time and work as a team by using SharePoint 2010 as their central organizational portal. Staff from Northwest Justice Project will also join this session to discuss using SharePoint for program-wide document management.

Presenters: Michael Prince, Legal Aid of NorthWest Texas; Brian Rowe, Northwest Justice Project

Google Analytics: Measure Digital to Ignite Results, not Reports

Wednesday, 1/11 • 3:30 - 4:45 pm • (Sierra Ballroom II & III)

Every digital marketing effort ends up with common top-line metrics, plus a ton of other audience data often too messy to analyze. One of Empirical Path's digital measurement consultants show five ways to go beyond metrics like reach, fans, and visits to get focused, actionable numbers that drive decisions and results. By tracking relevant conversions, segmenting audiences, testing user experiences, listening to audiences, and sharing insights, measurement will not be a monthly ordeal but will instead ignite continuous improvement.

Presenter: Peter Howley, Empirical Path

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2011 TIG Evaluation Planning Session 1

Wednesday, 1/11 • 3:30 - 4:45 pm • (Agave)

(2011 TIG recipients must attend one of the three Evaluation Planning sessions) In this hands-on session, 2011 TIG recipients will work to further develop evaluation plans for their projects. Grantees must bring a copy of their draft evaluation plan, developed after attending or viewing an LSC Webinar on evaluation plans.

Presenter: *Bristow Hardin, Legal Services Corporation*

Affinity Groups

Wednesday, 1/11 • 5:00 - 6:00 pm • (Atrium)

These informal sessions are primarily for networking and exchanging information among attendees who share similar interests. Topics were selected based on interests indicated on the conference registration form. *See handout at registration for details and location.*

TIG Conference Reception

Wednesday, 1/11 • 6:30 - 9:30 pm • (Shuttle bus leaves from the motor entrance of the hotel)

Join us for a reception at the Indian Pueblo Cultural Center. We are providing food, beverage, and entertainment for your enjoyment. This will be a great opportunity for networking with your colleagues from around the country. A shuttle bus will be running to the event from the motor entrance of the hotel starting at 6:30 pm, running continuously with the last bus returning at 9:30 pm.

Thursday January 12

Technology Trends You Can't Afford to Ignore

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

Strategic technologies are those with the potential for significant impact on the organization during the next three years. This session presents the top technology trends that organizations should be factoring into

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their strategic planning. Find out from this session: Which technology trends are driving the most change or disruption? What technologies are reaching a level of maturity or encountering a tipping point over the next three years? What critical decision must be made with regard to these trends and technologies?

Presenter: Edward Smythe, Gartner

Next Generation A2J Author: Cloud Authoring & Mobile Access

Thursday, 1/12 • 10:15 - 11:30 am • (Sierra Ballroom I)

A2J Author allows legal aid and court staff to turn complex court forms into simple online applications for self-represented people. But we still aren't reaching everyone. Let's discuss improvements that will make creating resources easier and will increase access to these resources for self-represented people. Think cloud computing and mobile device access!

Presenters: John Mayer, CALI; Dina Nikitaides, Center for Access to Justice & Technology at the Chicago-Kent College of Law

IT Strategy: New Perspective

Thursday, 1/12 • 10:15 - 11:30 am • (Sandia Ballroom I - IV)

Great IT strategies change the value potential of the IT organization, and how the rest of the organization perceives IT. Though many IT leaders have effective IT operations, few would claim to have great IT strategies. Great IT strategies are brief, complete, and 100% aligned to the success of the organization. This session presents a new model for thinking about IT Strategy in a manner which assures its direct linkage to organizational success.

Presenter: Edward Smythe, Gartner

Rural Service Delivery: Innovations and Challenges

Thursday, 1/12 • 10:15 - 11:30 am • (Sierra Ballroom II & III)

The panel will share challenges facing the rural legal aid societies to provide consistent legal service to its clients in today's tough economy. The discussion will involve advocacy challenges, staff's view of technology,

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policy changes and politics. The panel will also discuss the role of strategic planning, and share ideas to pool neighboring legal aid societies' technology resources to provide mobility, shared helpdesk, and other services cost effectively.

Presenters: Ed Marks, New Mexico Legal Aid; Zahid Masood, Z Consulting Group; Mike Monahan, State Bar of Georgia Pro Bono Project

2011 TIG Evaluation Planning Session 2

Thursday, 1/12 • 10:15 - 11:30 am • (Agave)

(2011 TIG recipients must attend one of the three Evaluation Plan sessions) In this hands-on session, 2011 TIG recipients will work to further develop evaluation plans for their projects. Grantees must bring a copy of their draft evaluation plan, developed after attending or viewing an LSC Webinar on evaluation plans.

Presenter: Bristow Hardin, Legal Services Corporation

Lunch

Thursday, 1/12 • 11:30 am - 1:00 pm • (Atrium)

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

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

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

Presenters: Gwen Daniels, Illinois Legal Aid Online; William Guyton, Legal Services Alabama; Leah Marguiles, LawHelp/NY; Kim Marshall, Arkansas Legal Services Partnership; Cheryl Nolan, Legal Services Corporation; Brian Rowe, LSNTAP &

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Northwest Justice Project; Cynthia Vaughn, Ohio Legal Assistance Foundation

Google Apps + Google API = Your New Best Friend

Thursday, 1/12 • 2:15 - 3:30 pm • (Sierra Ballroom II & III)

A non-technical overview of Google APIs, how they work, and why you would want to use them. The session will include introduction to the LSNC Google API Project, an open source code project integrating Gmail, Google Calendar, Google Docs and Google Groups with the Pika case management system.

Presenter: Brian Lawlor, Legal Services of Northern California

Move to Mobile: Native Apps, Mobile Web and other Mobile Strategies

Thursday, 1/12 • 2:15 - 3:30 pm • (Sandia Ballroom I - IV)

Recent surveys show increasing numbers of low income clients are using smartphones as their primary internet access. Does your program have a strategy to address this move to mobile? In this session you will learn about creating mobile optimized content, find out how two states are incorporating mobile apps into their service delivery, and discuss other mobile strategies such as SMS text messaging.

Presenters: Kathleen Caldwell, Pine Tree Legal Assistance; Abhijeet Chavan, Urban Insight; Gwen Daniels, Illinois Legal Aid Online; Liz Keith, Pro Bono Net

2011 TIG Evaluation Planning Session 3

Thursday, 1/12 • 2:15 - 3:30 pm • (Agave)

(2011 TIG recipients must attend one of the three Evaluation Plan sessions) In this hands-on session, 2011 TIG recipients will work to further develop evaluation plans for their projects. Grantees must bring a copy of their draft evaluation plan, developed after attending or viewing an LSC Webinar on evaluation plans.

Presenter: Bristow Hardin, Legal Services Corporation

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LawHelp Breakout Session

Thursday, 1/12 • 4:00 - 5:15 pm • (Sierra Ballroom II & III)

This session will highlight LawHelp network activities and developments. We will discuss the LawHelp redesign rollout process and highlight adoption of LH3's new features across the network. We will also discuss upcoming enhancements to the LawHelp.org and probono.net templates, including mobile, multilingual and content integration and sharing initiatives. This session will also include time for LawHelp partners to share 2012 program priorities and discuss collaboration opportunities. Finally, PBN staff will provide updates on 2012 network trainings, national marketing support, LHI and LiveHelp.

Presenter: *Liz Keith, Pro Bono Net*

DLAW Breakout Session

Thursday, 1/12 • 4:00 - 5:15 pm • (Sierra Ballroom I)

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 allows the template to be updated to the new Drupal 7 framework and includes additional features and enhancements (now known as Open Advocate). In this session, presenters from Urban Insight and Idaho Legal Aid Services will discuss template implementation, exciting new features, and future project plans.

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

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Training Your Staff to Adopt Better IT Security Practices

Thursday, 1/12 • 4:00 - 5:15 pm • (Sandia Ballroom I - IV)

When thinking about the security of your network and information systems, you need to consider the human factor as the first line of defense. No matter how good the security policies your program has in place, how do you get staff to adhere to these policies? In this session we'll explore ideas and best practices to train staff to adopt better IT security practices.

Presenters: Eric Fong, Legal Aid Foundation of Chicago; Michael Prince, Legal Aid of NorthWest Texas

Friday, January 13

Case Management Systems User Groups

Friday, 1/13 • 8:30 - 9:30 am • (TBA)

These user group sessions will allow programs with the same case management system (CMS) to informally meet and discuss CMS features, future plans, and challenges. Each session will be led by a member of the legal aid community who will help choose topics and facilitate the discussion. CMS vendors may participate.

Tech Help from the Online Community at LSNTAP.org

Friday, 1/13 • 9:45 - 10:45 am • (Sierra Ballroom II)

This session will highlight the work of the National Technology Assistance Project (NTAP), located on the web at LSNTAP.org, and ways you can get free help from NTAP and the community of legal aid techies that surrounds NTAP. We will cover the live help desk, email lists, the blog, the tech library and the CMS rating site along with new developments for the coming year. There will be time for Q&A and open discussion. NTAP is always looking for new ways to help the community. Please bring your comments and ideas.

Presenters: Brian Rowe, Austin Kim, Northwest Justice Project

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Affinity Groups

Friday, 1/13 • 9:45 - 10:45 am • (TBA)

These informal sessions are primarily for networking and exchanging information among attendees who share similar interests. Topics were selected based on interests indicated on the conference registration form. *See handout at registration for details and location.*

TIG 2012 Information Session

Friday, 1/13 • 11:00 am - Noon • (Sierra Ballroom II)

Join the TIG staff to discuss proposed areas of interest for the 2012 TIG cycle. Ask questions about the process, timeline, requirements and selection process. Be prepared to begin drafting a Letter of Intent.

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

Affinity Groups

Friday, 1/13 • 11:00 am - Noon • (TBA)

These informal sessions are primarily for networking and exchanging information among attendees who share similar interests. Topics were selected based on interests indicated on the conference registration form. *See handout at registration for details and location.*

Lunch

Friday, 1/13 • Noon - 1:30 pm • (Atrium)

For anyone leaving early, box lunches will also be available. Please sign-up at the registration desk.



Presenters

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 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.

Kathleen Caldwell

Kathleen Caldwell is a former staff attorney and currently website coordinator at Pine Tree Legal Assistance, Maine's statewide LSC grantee.

Abhijeet Chavan

Abhijeet Chavan is the chief technology officer of Urban Insight, Inc. He has 17 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.

Gwen Daniels

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

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Presenters

Eric Fong

Eric Fong is the supervisor of the IT department at Legal Assistance Foundation (LAF) in Chicago. He has a bachelor's degree in computer engineering from Illinois Institute of Technology. Combined with experience in usability and human-computer interaction, he specializes in designing secure and user-friendly networks and systems.

Steve Green

Steven Green is the Principal and founder of S. R. Green & Associates. He specializes in the design of voice and data networks and systems for businesses. He has an engineering degree from the University of Wisconsin, Milwaukee. Mr. Green has worked with Legal Services Corporation, and more than 20 state legal aid programs in the country. He has extensive knowledge of the wide area networks, Telco circuits, and telecommunications designs including Intake call centers.

Jim Greiner

Jim Greiner is an Assistant Professor of Law at Harvard Law School; he teaches courses on civil procedure, expert witnesses, and voting regulation. After graduating from the University of Michigan Law School in 1995, Jim clerked for the Honorable Patrick E. Higginbotham on the U.S. Court of Appeals for the Fifth Circuit, then spent six years practicing law in Washington, three for the United States Department of Justice, and three for Jenner & Block. He tried to focus his practice on employment discrimination, voting rights, and the Decennial Census, but alas, he also had to learn how airplanes get on and off aircraft carriers (in the A-12 litigation, originally filed in 1990 and still going), as well as how to deal with structural injunctions in long-running housing desegregation cases. At the end of these six years, Jim entered the graduate program at the Department of Statistics at Harvard and emerged in 2007 with his Ph.D. His research focuses on the application of rigorous quantitative methods to legal issues, particularly to problems inside and surrounding adjudicative systems. His current projects include the development of quantitative methods useful for redistricting litigation, an investigation into the administration of voter ID laws, a series of randomized experiments designed to measure how much of a

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difference an offer of representation makes to indigent clients, and a randomized evaluation of court-centered mediation programs. His work has appeared or is forthcoming in such diverse venues as the *Harvard Law Review*, the *Yale Law Journal*, the *Journal of the Royal Statistical Association*, the *Annals of Applied Statistics*, and *Jurimetrics*.

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 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.

Bonnie Hough

Bonnie Rose Hough is the Managing Attorney for the California Administrative Office of the Court's (AOC) Center for Families, Children & the Courts, where she has been employed since 1997. The focus of her work is on helping courts meet the needs of self-represented litigants. She serves as lead staff to the Judicial Council's Shriver Civil Counsel Implementation Committee. Her unit coordinates the California Courts Self-Help Website (www.courtinfo.ca.gov/selfhelp) which provides over 1,400 pages of legal and procedural information and referrals and has been translated into Spanish (www.sucorte.ca.gov). Prior to joining the AOC, she was in private practice in family law. She was also a co-founder of the Family Law Center, a nonprofit legal services organization in Marin County, and served as its executive director for six years.

Peter Howley

Peter Howley, a seasoned consultant, strategist, and manager founded, Empirical Path in 2002. Howley has advised diverse organizations—from household names to startups—in business, not-for-profit, and government.

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Howley developed Empirical Path's data-driven approach while at strategy consultancy Bain & Company and in the MBA Program at Harvard Business School. He started the Business Research and Analysis practice at social marketing firm Noral Group International. Howley led market research and web analytics at washingtonpost.com, then headed the advertising effectiveness product line at the internet's largest ad network. He has served as a Mentor on multiple Analysis Exchange projects for not-for-profits, and his firm is a launch partner of the Google for Nonprofits Marketplace.

Liz Keith

Liz joined Pro Bono Net in 2004, working first as a LawHelp Circuit Rider and now as the LawHelp Program Manager. She received a master's degree in community informatics from the University of Michigan, where she was a consultant to online community information initiatives in Michigan, Haiti and Chile. Previously, Liz served as Director of Communications and Development at the Maine Women's Policy Center. She lives in the San Francisco Bay area.

Austin Kim

Austin Kim is an AmeriCorps*VISTA working as the LSNTAP Help Desk Coordinator with the Northwest Justice Project. His primary duties include running NTAP's social media and help desk initiatives. As an Internet geek, Austin's favorite past time is to fiddle around on the web and learn about how to maximize the Internet as a resource and he specializes in social media and online research. Austin graduated from Washington University in St. Louis with a B.A. in History and a minor in legal studies. He plans on matriculating to law school in the fall of 2012 to learn more about technology law and digital rights. When Austin is not on a computer, you can usually find him reading non-fiction, power-lifting, or exploring the National Park system. You can contact Austin at his e-mail, AKim@mtlsa.org or by using the chat function on LSNTAP.org.

Stephanie Kimbro

Stephanie Kimbro, MA, JD, has operated a Web-based virtual law office in North Carolina since 2006 and delivers unbundled estate planning to

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clients online. She is the recipient of the 2009 ABA Keane Award for Excellence in eLawyering. Her book, *Virtual Law Practice: How to Deliver Legal Services Online*, was published by the ABA/LPM in October, 2010 and she is currently writing *Serving the DIY Client: A Guide to Unbundling Legal Services*, ABA/LPM, 2012. Kimbro is the co-founder of Virtual Law Office Technology, LLC (VLOTech), which was acquired by Total Attorneys in the fall of 2009. Kimbro serves on the advisory board of the International Legal Technology Standards Organization (ILTSO) and is a member of the ABA eLawyering Task Force and the Vice Chair of the ABA LPM's Ethics and Professional Responsibility Task Force.

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 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.

Brian Lawlor

Brian Patrick Lawlor is a Regional Counsel with Legal Services of Northern California (LSNC). Over a 35+ year career, Brian has worked in legal services field programs in Missouri, Kentucky, Colorado and California, as well as for the Western Center on Poverty in Sacramento and the National Employment Law Project in New York. Since joining LSNC in 1993 as a regional counsel, Brian has been a project-specific consultant to the California Commission on Access to Justice, and from 2002 to 2004 was the California State Bar representative to the Court

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Technology Advisory Committee of the Judicial Council of California. He has managed all major technology developments at LSNC since 1996, including leadership within LSNC on advocate-oriented web content development, effective use of GIS technologies, and implementation of web-based collaborative applications as advocacy tools.

Susan Ledray

Susan Ledray is the Sr. Manager for the 4th Judicial District Court (Minneapolis, Minnesota) for Pro Se Services, Family Court, and Domestic Abuse Service Center. She also manages the MN Courts Self Help Center, which serves litigants in all 87 counties via a website and telephone assistance line. In addition, she serves as a judicial officer in housing court. Susan has a J.D. from the University of Minnesota and an MBA from St. Thomas University.

Ed Marks

Ed Marks is Executive Director for New Mexico Legal Aid, a statewide LSC-funded program. NMLA serves a large and diverse territory including mountains and deserts, urban areas, sparsely populated rural counties, and Native American communities. The program uses video links, web conferencing, VOIP phones, remote access, and other on-line resources to link 10 offices throughout the state.

Zahid Masood

Zahid Masood is the Managing Director for Z Consulting Group, and has 25 years of information technology, networking and telecommunications experience. He specializes in work with the public sector, higher education, and healthcare involving process management, design analysis, management, and technology systems. Mr. Masood's experience includes assisting clients with strategic plans, wireless handheld technologies, and VoIP initiatives with alternative designs, contract negotiations, infrastructure design management, and deployment strategies. Mr. Masood has worked with Steve Green of S. R. Green & Associates on multiple legal aid foundation projects as an Associate Consultant.

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John Mayer

Mr. Mayer is the Executive Director of the Center for Computer-Assisted Legal Instruction a.k.a "CALI" which is a non-profit consortium of over 200 US law schools. CALI performs research and development in the areas of legal instruction, open access to the law and the use of technology in legal education and access to justice. CALI is the developer of the A2J Author software used by many legal aid organizations. Mr. Mayer has a BS in Computer Science from Northwestern University and an MS from the Illinois Institute of Technology and has been working in legal education and technology for 24 years.

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 director of the Arkansas Legal Services Partnership (ALSP) and the Arkansas Pro Bono Partnership. His work involves developing innovative methods of distributing legal resources and legal advice via multimedia. His pre-law career emphasized Internet technologies and non-profit/policy-based consulting work. Mr. Morris received a B.A. in Philosophy at the University of Central Arkansas and a J.D. from the University of Arkansas. His postgraduate studies include Internet Technologies at the George Washington University. Mr. Morris has worked with ALSP for the past seven and a half years.

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Dina Nikitaides

Dina Nikitaides is the Program Manager for the Center for Access to Justice & Technology at the Chicago-Kent College of Law. Dina manages the development and outreach for the A2J Author[®] software tool which allows legal aid organizations and courts to build user-friendly data-collection interfaces called A2J Guided Interviews[®] for document assembly and intake. Recently Dina has participated in the development of a law school practicum course teaching law students to develop A2J Guided Interviews[®] for pro se litigants. Dina holds a B.A from the University of Michigan and a J.D. from the Chicago-Kent College of Law.

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 15 years. Michael has been with LANWT for 11 years. He manages 4 IT professional, on a network that supports over 225 users which spans over 15 different branch offices throughout Northwest Texas. In his spare time, he likes enjoying all sports and playing golf.

Steve Rapp

Steven Rapp has been with Idaho Legal Aid Services since 2007 and serves as the Website Administrator and Automated Document Developer. Prior to work in the Legal Aid technology area, Steve was an Executive producer and Content Developer for the National Science Teachers Association, Arlington, VA., developing online learning modules for educators. Before moving into the technology field, Steve was a High School science teacher in Boise, ID.

Glenn Rawdon

Glenn Rawdon is Program Counsel for Technology with the Legal Services Corporation. He is responsible for helping legal services programs with their technology efforts and with the administration of the Technology Initiative Grants (TIG) program. Since the program started in 2000, TIG has made over grants totaling nearly \$40 million. Before coming to LSC in 1999, he was a managing attorney at Legal Services of

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Eastern Oklahoma for five years and before that, he was in private practice. He has served as co-chair of the Law Office Management section of the Oklahoma Bar Association and was a member of the Legal Technical Advisory Counsel of the ABA.

Jane Ribadeneyra

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

Brian Rowe

Brian Rowe is a techie & professor currently working at Northwest Justice Project as the National Technology Assistance Project Coordinator (LSNTAP.org), and teaching at University of Washington and Seattle University Law in the areas of information privacy, ethics and social use of information. Brian can be contacted at BrianR@NWjustice.org and is very willing to help with any legal aid tech related issue. Brian has worked with several nonprofits including Creative Commons, Public Knowledge, King County Bar Association, and Disability Rights Washington. Brian currently serves on the Washington State Access to Justice Board's Technology Committee, and is on the Faculty Advisory Board for Students for Free Culture.

Edward Smythe

Edward Smythe provides Strategic Technology advisory services to clients across North America. Mr. Smythe has more than 18 years of consulting and industry experience, with a focus on IT Strategy, IT Service Delivery and Technology-Driven Transformation. As part of his work, he has developed deep insights into key topics such as – Business-IT alignment, emerging technology trends, and the social impact of technology. Mr. Smythe works with leading law firms in

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advising clients on technology, and has a strong understanding of the legal issues that impact and are influenced by technology. He has also lived, worked in or visited more than 70 countries, developing a unique perspective on economic and social trends and the impact on longer-term strategic planning.

Kristin Verrill

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

Mary Zimmerman

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

Richard Zorza

Richard Zorza is an attorney and independent consultant who has worked for the past 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 cases, which has been adapted for use in several states.

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Restaurants in Albuquerque

There will be a shuttle bus running on Tuesday and Thursday evening from 6-10 pm, departing from the motor entrance of the Embassy Suites (by the TIG Conference registration area) and doing a continuous route to the University of New Mexico/Nob Hill area of Albuquerque, where there are many restaurant choices. On Wednesday evening, the shuttle bus will run to the TIG reception.

University of New Mexico / Nob Hill Area

Brasserie La Provence

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

The Cube

Ribs, Burgers, Barbecue. *\$5-20*
1520 Central Ave. SE
Albuquerque, NM
Phone: (505) 243-0023
www.thecuberestaurant.com

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

Frontier Restaurant

An Albuquerque tradition, known for their breakfast, green chili burgers and shakes.
\$5-10
2400 Central SE
Albuquerque, NM 87106
Phone: (505) 266-0550
www.frontierrestaurant.com

Nob Hill Bar & Grill

An “upscale joint.” Classic American with a gourmet twist.
Entrees \$12-25
3128 Central Ave. SE
Albuquerque, NM 87106
www.upscalejoint.com

Scalo

Italian. Pasta, steaks, fish.
Entrees \$12-29
3500 Central Ave. SE
Albuquerque, NM 87106
Phone: (505) 255-8781
www.scalonobhill.com

Yanni's Mediterranean

Greek, Mediterranean.
Entrees \$15-25
3109 Central Ave. NE
Albuquerque, NM 87106
Phone: (505) 268-9250
www.yannisandopabar.com

Zinc Wine Bar & Bistro

American bistro fare.
Entrees \$17-27
3009 Central Ave. NE
Albuquerque, NM 87106
Phone: (505) 254-ZINC (9462)
www.zincabq.com

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Restaurants in Albuquerque *(continued)*

Near the Embassy Suites

Artichoke Café (.8 miles)

New American, fine dining.

Entrees \$20-30

424 Central Ave. SE (Corner of Central and Edith)

Albuquerque, NM 87102

www.artichokecafe.com

Slate Street Café (.3 miles)

Modern cuisine. Wine loft upstairs.

\$10-27

515 Slate Ave. NW

Albuquerque, NM 87102

Phone: (505) 243-2210

www.slatestreetcafe.com

Farina Pizzeria & Wine Bar (.8 miles)

Gourmet pizza, salads, antipasta. *\$10-15*

510 Central Ave. SE (Just East of Edith)

Albuquerque, NM 8710

Phone: (505) 243-0130

www.farinapizzeria.com

Taqueria Mexico (.4 miles)

Within walking distance of the hotel. Inexpensive, casual taqueria for authentic Mexican food.

Limited seating. \$2-13

415 Lomas Blvd. NE

Albuquerque, NM 87102

Phone: (505) 242-3445

Hours: 7 am – 7 pm

www.taqueriamexicoabq.com

Other Areas

Chama River Brewery

American - steaks, seafood, pasta and sandwiches, *\$10-25*

4939 Pan American Frwy. NE

Albuquerque, NM 87109

Phone: (505) 342-1800

www.chamariverbrewery.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

Phone: (505) 867-1700

See www.rangecafe.com for other locations.

Mary & Tito's Café

New Mexican, since 1963. 2010

James Beard "American Classics"

award recipient.

2711 4th Street, NW

Albuquerque, NM 87107

Phone: (505) 344-6266

<http://maryandtitos.com>

Sophia's Place

American, New Mexican.

Entrees \$10-15

6313 4th, NW

Albuquerque, NM

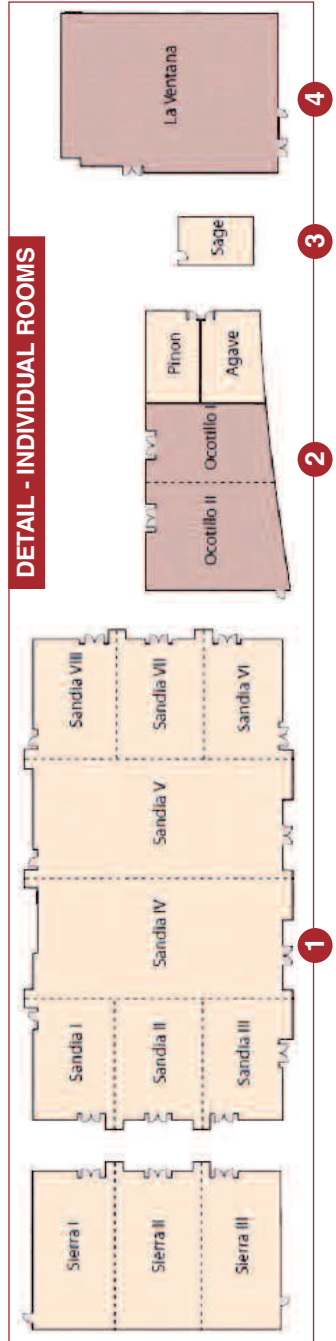
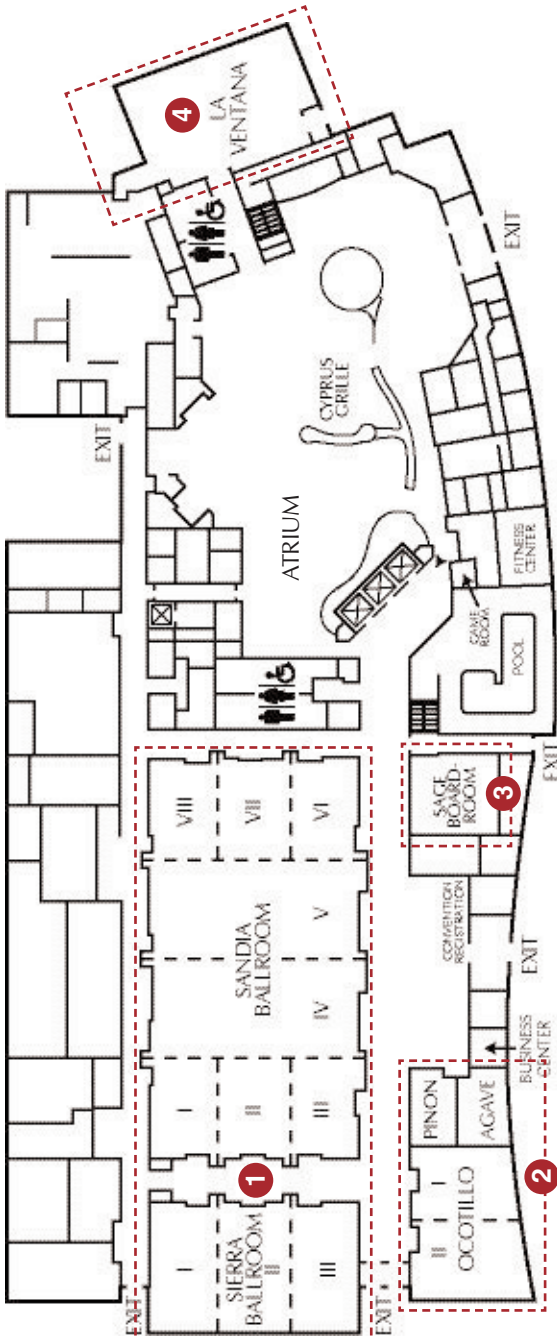
Phone: (505) 345-3935

For more restaurant suggestions see:

<http://nmgastronome.com/blog> and www.itsatrip.org/restaurants

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Hotel – Floor Plan



Tuesday, 10 January 2012

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

6:30 - 8:00 pm Presenter's Dinner (Location: TBD)

Wednesday, 11 January 2012

7:30 - 8:30 am Breakfast (Atrium) and Registration (Convention Registration)

8:30 - 10:00 am Welcome and Opening Plenary (Room: Sandia Ballroom I - IV)

Stephanie Kimbro: Going Virtual to Expand Access
Room: Sandia Ballroom I - IV

Break

10:30 - 11:45 am **Managing Your TIG Effectively: Reporting, Requirements and Lessons Learned**
Room: Sierra Ballroom II & III

eLegal Services: Serving Low-Income Clients Via the Web
Room: Sandia Ballroom I - IV

1:00 - 1:30 pm Lunch with LSC President James J. Sandman (Location: Atrium)

1:45 - 3:00 pm **Is SIP Ready For Primetime? Can it Reduce Monthly Operational Costs for Legal Aid Providers?**
Room: Sierra Ballroom I

Intake, Triage and Technology: What Do We Know, What's Going On Now
Room: Sandia Ballroom I - IV

Resource Sharing: New Tools to Avoid Re-Inventing the Wheel
Room: Sierra Ballroom II & III

Break

3:30 - 4:45 pm **SharePoint 2010 - A Closer Look**
Room: Sierra Ballroom I

Next Generation Ideas for Intake, Triage and Technology
Room: Sandia Ballroom I - IV

2011 TIG Evaluation Planning Session 1
Rm: Agave

5:00 - 6:00 pm **Networking and Affinity Groups** (Location: Atrium)

6:30 - 9:30 pm TIG Conference Reception (Shuttle leaves from motor entrance, by TIG Registration)

Day 2

Thursday, 12 January 2012

Legal Services Corporation

tig12 CONFERENCE

7:30 - 8:45 am
Breakfast and Self-Represented Litigation Meeting (Atrium)

9:00 - 10:00 am
Morning Plenary with Gartner: Technology Trends You Can't Afford to Ignore
Room: Sandia Ballroom I - IV

10:00 - 10:15 am
Break

10:15 - 11:30 am
Rural Services Delivery:
Innovations and Challenges
Room: Sierra Ballroom II & III

Next Gen A2J Author: Cloud
Authoring & Mobile Access
Room: Sierra Ballroom I

2011 TIG Evaluation
Planning Session 2
Rm: Agave

11:30 - 1:00 pm
Lunch (Atrium)

1:00 - 2:00 pm
Ignite Plenary Session: Show and Tell of Technology Projects and Ideas
Room: Sandia Ballroom I - IV

2:00 - 2:15 pm
Break

2:15 - 3:30 pm
Google Apps and the Google API:
Your Case Management System's
New Best Friends
Room: Sierra Ballroom II & III

The Move to Mobile: Mobile
Web, Native Apps and Mobile
Strategies
Room: Sandia Ballroom I - IV

2011 TIG Grant Evaluation Planning Session 3
Room: Agave

3:30 - 4:00 pm
Break

4:00 - 5:15 pm
Training Your Staff to Adopt Better
IT Security Practices
Room: Sandia Ballroom I - IV

Statewide Websites Networking:
DLAW
Room: Sierra Ballroom I

7:00 - 8:00 pm
Dinner on Your Own

NOTES:

Day 3

Friday, 13 January 2012

 Legal Services Corporation

tig12 CONFERENCE

7:30 - 8:30 am

Breakfast (Atrium)

8:30 - 9:30 am

Case Management Systems User Groups
Room: TBA

9:30 - 9:45 am

Break

9:45 - 10:45 am

Tech Help from the Online Community at LSNTAP.org
Room: Sierra Ballroom II

Affinity Groups
Rooms: TBA

10:45 - 11:00 am

Break

11:15 - 12:00 pm

TIG 2012 Information Session
Room: Sierra Ballroom II

Affinity Groups
Rooms: TBA

Noon - 1:30 pm

Lunch (Location: Atrium)

1:30 pm

TIG Conference Ends!

NOTES:



2012 TIG Schedule

February: Letters of Intent Due

April: LSC Invites Full Applications

May: Full TIG Applications Due

September: LSC Notifies Successful TIG Applicants

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