

In Alphabetical Order by Session Title

Building on the Spine: From Statewide Websites to Statewide Web Services

As statewide websites become integrated with service delivery, they are moving from static websites to dynamic web services. This workshop will highlight ways statewide websites are serving as the technology backbone for other web-based innovations that increase access and build program capacity. Learn how statewide website content is getting “remixed” with case management systems, online intake, online trainings, LiveHelp and more, and share your vision for technology integration with service delivery.

Liz Keith, *Pro Bono Net*

Dr. Jack Welch or: How I Learned to Stop Winging It and Plan for Success

Incredible! Exciting! Life Changing! You probably won't use those terms to describe this workshop on planning and budgeting but you might use them to describe technology projects and services that lack these two basic management processes. Whether you are technologist, advocate, manager, or some combination of the three, this interactive workshop seeks to build greater appreciation for value and necessity of planning and share a basic (non-MBA) framework to technology planning and budgeting for an individual project or a whole organization.

So if pulling out what's left of your hair, meeting a new DSM IV listing, or rolling back to those trusty IBM Selectrics (with interchangeable fonts) sounds painful, debilitating or career ending, consider attending this workshop.

John Greiner, *Legal Services NYC*

Document Assembly: How to Get Started

More and more legal aid programs are investing in developing document assembly content to assist self-represented litigants and support legal aid and pro bono advocates. This session will examine how programs are going about this, identify best practices that programs should incorporate, and point out the resources that are available to help.

Katherine Bladow, *Pro Bono Net*

Claudia Johnson, *Pro Bono Net*

Rachel Medina, *Center for Access to Justice & Technology*

It's Not About the Pretty: Using Design Techniques to Improve Comprehension

You already know the benefits of using plain language in forms. Now go beyond the words. Use design techniques like chunking, contrast, progressive disclosure, signal-to-noise ratio, and mental models to help your readers understand your message. These techniques you will help you design for comprehension and ease-of-use in low-literacy populations. Special attention will be paid to designing plain language forms but the techniques can also be applied to brochures and web pages.

Lisa Rush, *Travis County Law Library*

LSC TIG Highlights: Baselines, Responses, and Upcoming Grants

Highlights and Review of the Baselines and LSC responses to comments and input; plus a review of a few upcoming TIG grants and the opportunity for input.

Glenn Rawdon, *Legal Services Corporation*

Joyce Raby, *Consultant*

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Maintaining Public Access Computers

Providing public access computers is a major service enhancement but can be a major support headache. Luckily there are proven Best Practices that can guide you in managing these important assets. This session covers what you need to know to provide an excellent computing environment for your users while reducing the burden on staff and increasing your return on investment in public access computing. Participants will learn practical ideas for improving the services they offer to their users and for making the management of their public access computers more efficient, cost-effective, and secure.

Stephanie Gerding, *Library Consultant and MaintainIT Project Contributor*

Meeting the Technology Need: How Texas Raised the Technology Bar

The Legal Aid Community can no longer depend on itself to accommodate the growing technological demands. We must form close ties with our states highest courts as well as the largest and most influential private law firms. The results can be immediate and far reaching, but we're not finished yet. Learn how volunteers in Texas leveraged and applied the expertise of chief information technology officers from prominent law firms to foster statewide coordination in the acquisition of technology tools and in the creation of an integrated, comprehensive statewide technology training program.

James B. Sales, *Texas Access to Justice Commission, and Of Counsel, Fulbright & Jaworski*

Mark Hendrick, *Baker Botts, LLP*

Nick Altizer, *Lone Star Legal Aid*

Jeff Edwards, *Technology Committee of the Texas Access to Justice Commission, Attorney, Evans Edwards, LLP*

Next Generation Legal Services Desktop – The Here and Now

Providing advocates with the productivity tools and resources in one click right from their computer desktop is the topic of this session. Introduced in mid-2008, this concept (which includes integrating case management software, HotDocs, research links, etc. into one desktop), went from a time period for implementation of 3-5 years to 3-5 MONTHS! We will review the progress and influence that “iGoogle” has made and how this progress can address many of the questions that we have about maximizing technology for advocates both now and in the future.

Cynthia A. Vaughn, *Ohio Legal Assistance Foundation*

NTAP's Interactive Support Services – The 2009 Line Up

Desperately seeking tech training? Legal services programs far and wide reported in the 2008 LSC and NTAP Tech Surveys that they need help on tech training for their staff. From advocates to executive directors we all need tech training – but we don't all need the same tech training. Get your staff signed up for NTAP's trainings now!

Tech planning and policy development seem overwhelming? Join the new Executive Directors & Administrators Roundtable series – we'll share ideas, discuss policy issues and help with tech planning.

Got a Tech Question? Ask the new NTAP Help Desk!

In a Case Management Quandary? NTAP is updating and revising the Case Management Report. Can't afford to bring folks together for staff meetings? NTAP's LegalMeetings web conferencing can save you time and money.

Looking to connect? Start at the new and improved Lsntap.org.

Kathleen Brockel & Staff, *Legal Services National Technology Assistance Project*

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PowerPersuasion

Put down that legal pad and forget every boring bullet point you've ever seen. Imagine an entirely new and exciting way to persuade. You don't have to be a graphics artist or a geek to master PowerPersuasion. Veteran trial lawyer and visual persuasion guru Craig Ball will lead you step-by-step through unique and exciting ways you can use plain-old-PowerPoint and other simple tools to create compelling presentations. Add life to dry documents. Craft timelines they'll never forget. Move a jury to tears with interactive visuals. Come find out why this program is always the highest rated at the ABA TechShow.

Craig Ball, *Attorney and Forensic Technologist, Certified Computer Forensic Examiner*

Project Management for Legal Services: It's Not Just IT Anymore

We all know that effective project management makes a world of difference in delivering a successful project on-time and on-budget. And you've probably seen technology tools used to help manage a project (e.g., Basecamp, Central Desktop, SharePoint), but there is a lot more to managing a project. In this session we will talk about the characteristics of an effective project manager, including how to bring out the best in your project team, having fun (yes, it is possible), avoiding conflict and misunderstandings, and implementing effective project management across ALL departments of a legal services program.

Cynthia A. Vaughn, *Ohio Legal Assistance Foundation*

Remote Desktops – Consolidate your IT Resources, Reduce your Budget, Provide relief for the IT Department

How remote desktops work; their pros and cons, and different software options for supporting remote desktops.

James E. Spencer, J.D., *Legal Services of Southern Missouri*

Technology Planning for (Gasp!) Attorneys

The most successful legal aid technology plans are built on advocates' needs and ideas. Often this means that Information Technology folks and other computer-savvy staff may not be the first ones at the planning table. Instead, it's crucial to have executive directors, litigation directors, senior attorneys and other program leadership establish the advocacy goals before one word is uttered about servers and bandwidth.

This session will explore how to build an advocate-driven technology plan. Key topics will include:

- Using tech to improve capacity for litigation & other advocacy
- Strengthening community & bar partnerships
- Increasing visibility & presence in client communities
- Maximizing existing resources and use of shared infrastructures
- Streamlining administrative burdens
- Effective ways to balance costs & sustainability

Ed Marks, *Legal Aid of Western Ohio*

The Art and Science of Technology Innovation: Highlights from the Field

Wonder what became of an interesting past TIG project? Heard about a new technology and wondered whether it could work in your state? Come learn about innovative pilot projects and think about how they might work back home. We'll examine the art and science of piloting new technologies, including social media, APIs, voice recognition software and more.

Liz Keith, *Probono.net*

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The Changing Face of Security

Securing your network used to be pretty straightforward - build a strong wall to keep the bad guys out of your network, and you were done. As we move more and new kinds of work online though, firewalls are no longer enough. In this session, we'll explore some of the newest trends in securing your network, your data, and your client confidentiality, with a particular focus on your biggest security threat, your staff.

Holly Ross, *NTEN*

The Essentials of TIG Project Evaluations and Final Reports.

The session will review the TIG project evaluation requirements and provide guidance for preparing final project reports.

Bristow Hardin, *Legal Services Corporation*

Arthur Ford, *Legal Services Corporation*

The Virtual Legal Aid Office or “Hey Dude! That's my office!”

This session will cover a current pilot project that provides lawyers with 24/7 access via a “virtual office”. Learn about using laptops and peripherals on outreach and in court.

Mike Monahan, *State Bar of Georgia*

Tools to Engage Court Leadership

In September, at the 2008 Court Solutions Conference, the Self-Represented Litigation Network launched fifteen Leadership Modules designed to assist court leaders and others move forward the access to justice agenda. These modules -- which deal with topics including self-help centers, distance services, law libraries, forms, and document assembly, will be helpful to TIG leaders in engaging their court leadership. This session will introduce the modules, and suggest how they might be used in different situations.

Richard Zorza, *Self-Represented Litigation Network*

Trying to raise money in this economic environment? YES WE CAN!

A growing number of legal aid programs and other nonprofit organizations are successfully incorporating the Internet into their fundraising strategies. Take advantage of some of the primary factors that make the Internet easy for fundraising: More people are going online for annual giving. Internet software for nonprofits is more readily available and more affordable than ever. Come to the session and learn the advantages and best practices of online fundraising from an expert and see how several legal services programs nationwide are taking advantage of online technology – it is more than just placing a Donate Now button on your website!

Sue Encherman, *Northwest Justice Project*

Liz Keith, *Pro Bono Net*

Adam Lemmon, *Convio, Inc.*

Kate Millea, *Convio, Inc.*

Yes, Virginia, they really are working – Remote Supervision of Employees

There are a growing number of technologies that enable and support advocates who work outside the office from a variety of locations on a part or full-time basis. In addition, the legal services staff with expertise on a subject may be located in an office miles away from a staff that needs supervision. This

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workshop will explore a range of technologies that support legal services staff members providing long distance supervision to employees working wherever, whenever they need to, as well as related management issues such as getting support from directors, establishing policies/practices and developing appropriate supervisory systems.

Alison Paul, *Montana Legal Services Association*

To Be Announced, *Pro Bono Net*

You Never Get the Disaster You Want

How an agile Legal Services Program can plan for disasters to ensure continuity of program operations and effective client services.

Terry Hamilton, *Lone Star Legal Aid*