

# Legal Services National Technology Assistance Project



Helping nonprofit legal aid programs improve client services through innovative use of technology.

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## Upcoming Webinars for 2019

### **Using JusticeServer and Salesforce for Cloud-Based Client Management**

**Date:** Wednesday, June 26, 2019 | 10:00 a.m. to 11:30 a.m. PDT

**Presenters:** Bryan Babcock - Information Technology, Volunteer Legal Services Project, John Banning - National Community Lead, TechBridge, Rick Rose - Sr. Salesforce Product Architect, TechBridge

#### **Description:**

Join us to learn how JusticeServer and Salesforce can help organizations be more effective and efficient through a modern, flexible, and scalable data management platform. Salesforce is one of the top data management solutions in the world. JusticeServer, designed by legal services organizations, is a case management and volunteer attorney, statewide, portal solution built by TechBridge on the Salesforce platform.

JusticeServer provides easy, drag and drop reporting, customization based on your specific workflow and processes, and corporate-level security. It also includes the Salesforce.org Nonprofit Success Pack to manage donors, grants, volunteers and campaigns. And JusticeServer adheres to LSC standards.

Join the TechBridge team and one of our clients using JusticeServer, Volunteer Legal Services Project (VLSP), to learn more about this powerful and flexible platform and answer your questions.

**Please RSVP at:** <https://attendee.gotowebinar.com/register/1547812603269806605>

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# Outlook – Creating Custom Views, Categories, and Mail Merge

**Date:** Thursday, July 11, 2019 | 10:00 a.m. to 11:30 a.m. PDT

Outlook has many features that can make life easier for advocates. In this training our expert will cover these features with a focus on those that are useful to legal aid advocates.

**Presenter:** Sandy Rylander - [Rylander Consulting](#)

Sandy Rylander has over 28 years of training experience. She is a MOUS (Microsoft Office User Specialist)-certified trainer specializing in Microsoft Office: OneNote, Outlook, Word, Excel and PowerPoint. Students praise Sandy's enthusiasm and practical, informative examples that make it easy to understand and retain even the most advanced topics. Sandy also provides automated solutions in Outlook, Word, Excel, which increases business productivity and efficiency. Her tailored Microsoft Office solutions speed complex document creation time by up to 500% while reducing the potential for human error. The goal of both training and programming is to allow executives to focus on managing their business rather than performing repetitive tasks.

**Please RSVP at:** <https://dashboard.gotowebinar.com/webinar/2667208899789077773>

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## Great Features that are in all Microsoft Office Applications

**Date:** Thursday, August 8, 2019 | 10:00 a.m. to 11:30 a.m. PDT

In this webinar we will explore some of the recurring features that are found throughout the Office suite. This is an entry level training and is open to all legal aid professionals.

**Presenter:** Sandy Rylander - [Rylander Consulting](#)

Bio Sandy Rylander has over 28 years of training experience. She is a MOUS (Microsoft Office User Specialist)-certified trainer specializing in Microsoft Office: OneNote, Outlook, Word, Excel and PowerPoint. Students praise Sandy's enthusiasm and practical, informative examples that make it easy to understand and retain even the most advanced topics. Sandy also provides automated solutions in Outlook, Word, Excel, which increases business productivity and efficiency. Her tailored Microsoft Office solutions speed complex document creation time by up to 500% while reducing the potential for human error. The goal of both training and programming is to allow executives to focus on managing their business rather than performing repetitive tasks.

**Please RSVP at:** <https://attendee.gotowebinar.com/register/89208175398522893>

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# Webinar: Rebuilding LawHelpMN.org

**Date:** Wednesday, August 21, 2019 | 10:00 a.m. to 11:30 a.m. PDT

**Presenters:** Dan Moriarty, Creative Director at [Electric Citizen](#), Tim Broeker, Technical Director at [Electric Citizen](#), J. Singleton, Legal/Technology Projects Manager at [MN Legal Services](#)

Electric Citizen partnered with the Minnesota Legal Services Coalition to redesign the statewide legal services website, LawHelpMN.org. The new site is set to launch on 01/31/19, but can be previewed at <http://test-lawhelp.pantheonsite.io>. We will demonstrate how we developed a platform to serve a statewide network of legal service providers, while providing powerful new online tools to serve low-income Minnesotans in need of legal aid.

## Content includes:

- Planning and technology behind the new online “triage” tools, guiding users to service providers, legal materials and online intake
- Planning and technology behind online tools for legal service providers management
- How we utilized open-source tools to create a powerful editing experience and multi-lingual environment
- User testing, what we learned
- Tips for managing the relationship between the client and web developer agency

**Please RSVP at:** <https://attendee.gotowebinar.com/register/4719489134917389580>

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# Technology Projects as Teachable Moments

**Date:** Thursday, September 5, 2019 | 10:00 a.m. to 11:30 a.m. PDT

**Presenter:** Anna Steele - [asteele@just-tech.com](mailto:asteele@just-tech.com)

Over the past decade, the legal aid community has developed hundreds of innovative technology projects that have allowed for more clients to get access to legal services, and internal processes to be streamlined. Technologists, project managers, and lawyers are often quick to share their successes through reports, panels and blog posts. We rarely hear about when a project did not go as planned. It can be difficult to share challenges, areas of improvement and lessons learned, especially under the watchful eye of funders. The legal aid community has a lot to learn from one another and sharing stories of technology projects that turned out to be significant teachable moments will only help the community grow.

**Register here:** <https://attendee.gotowebinar.com/register/5928336199266482699>

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## **Webinar: DocAssemble**

Docassemble is a free, open-source expert system for guided interviews and document assembly. It provides a web site that conducts interviews with users. Based on the information gathered, the interviews can present users with documents in PDF, RTF, or DOCX format, which users can download or e-mail. Docassemble was created by a lawyer/computer programmer for purposes of automating the practice of law, but it is a general-purpose platform that can find applications in a variety of fields.

### **Speakers:**

- Jonathan Pyle, Philadelphia Legal Assistance
- Quinten Steenhuis, Greater Boston Legal Services/Lemma Legal
- Dorna Moini, Documate
- Scott Kelly, Community.lawyer

**Register here:** <https://attendee.gotowebinar.com/register/4367181420431329549>

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## **Technology Innovations for Civil Legal Aid Clients and Victims of Crime: Stronger Together**

**Date:** Wednesday, September 18, 2019 | 10:00 a.m.

Over the past two decades, the LSC TIG program has seeded civil legal aid technology innovations in nearly every state in the country. More recently, the Vision 21 program within the Department of Justice has funded technology initiatives to reach under-served victims of crime, often in partnership with legal aid. What is the relationship between these efforts, and how can programs build complementary strategies that leverage existing online resources available through legal aid? This webinar will highlight examples of DOJ-funded technology innovations developed in partnership with legal aid programs, and that help to increase awareness and adoption of civil legal aid resources. Panelists will also highlight funding opportunities in this space, and offer suggestions for enhancing collaboration at the state level.?

**Please RSVP at:** <https://attendee.gotowebinar.com/register/8434584992612243212>

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## **Developing Successful Legal Aid - Private Sector Tech Collaborations**

**Date:** Wednesday, October 2, 2019 | 10:00 a.m. to 11:30 a.m. PDT

As the legal aid technology field becomes more sophisticated in its use of technology and partnership models to address the justice gap, it is attracting private sector tech companies such as Microsoft, Google and legal tech start-ups as partners in this work. This workshop will explore partnership models between legal aid organizations and private enterprise in the legal, technology, and marketing sectors. Presenters will discuss their access to justice projects, how these partnerships were brokered and structured, what was successful, and lessons learned to strengthen future efforts. Attendees will walk away with a greater appreciation for pro bono tech partnerships and how they can structure their own for access to justice success. ?

**Please RSVP at:** <https://attendee.gotowebinar.com/register/1349992869711893260>

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## **Technology Strategies to Build and Mobilize Pro Bono Networks**

**Date:** Wednesday, October 16, 2019 | 10:00 a.m. to 11:30 a.m. PDT

**Please RSVP at:** <https://attendee.gotowebinar.com/register/9186951112685473804>

This webinar will examine successful models of using technology and digital communications strategies to expand the reach and impact of pro bono initiatives. Panelists will highlight how technology can equip legal aid programs with tools to engage prospective volunteers and support volunteers in effectively assisting clients in areas outside of their day to day practice. We will also spotlight examples of savvy online marketing techniques and campaign-based outreach efforts that can attract legal professionals to the pathway to pro bono. This webinar could be presented during the month of October, during the Pro Bono Celebration.

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## **Google Analytics in Legal Software - Idealware**

**Date:** Wednesday, October 23, 2019 | 10:00 a.m. to 11:30 a.m. PDT

**RSVP here:** <https://attendee.gotowebinar.com/register/7111494271826032139>

More information coming soon!

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## **Using Technology as a Supervision Tool**

**Presenter:** Darius Lind - [dlind@just-tech.com](mailto:dlind@just-tech.com)

**Date:** Tuesday, October 29, 2019 | 10:00 a.m. to 11:30 a.m. PDT

With limited staffing resources available, supervisors often are overseeing the case work of a high number of attorneys while managing their own caseloads. Supervisors are able to leverage case-related data and technology to ensure the attorneys they supervise are serving their clients in the most efficient and effective manner. This webinar will explore some of the strategies used by the legal services community that utilize technology to enhance supervision within their organizations.

**Register Here:** <https://attendee.gotowebinar.com/register/7624540692808509707>

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## **Webinar: Email Encryption in O365 for Enhanced security**

**Date:** Thursday, November 7, 2019 | 10:00 a.m. to 11:30 a.m. PDT

**Please RSVP at:** <https://attendee.gotowebinar.com/register/8638879751081319693>

**Presenter:** Rajesh Shah - [rshah@just-tech.com](mailto:rshah@just-tech.com)???????

Email communication was never conceived to be the center of our digital lives, hence it wasn't created with security in mind. Today it is an essential part of business communication. Everyday sensitive and confidential information traverses the Internet and other unsecured networks where it may be intercepted or read. Microsoft Office 365 service has been improved by providing multiple methods to encrypt your email, including OME (Office Message Encryption), S/MIME (Secure Multipurpose Internet Mail), IRM (Information Rights Management) and TLS (Transport Layer Security).. All of these tools ensure your messages are only seen by the intended recipient. In this session, we will take a high-level look at these technologies and provide an in-depth look at the OME method which can help ensure the privacy of mail transmission.

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## **Building a Rights-Based Approach to User Data Privacy and Security**

**Date:** Wednesday, November 13, 2019 | 10:00 a.m. to 11:30 a.m. PDT

Proposed presenters include: Angela Tripp, [Michigan Poverty Law Program](#); Andres Y. Gonzalez, former [ATJ Tech Fellow](#); Irene Mo, Attorney and former [ABA Innovation Fellow](#); Sebastian Zavala, [Immigration Advocates Network](#); and/or a representative from the [Center for Data & Society in NYC](#) or the Responsible Data Forum

Research indicates that many people do not understand the complexity of data privacy laws, and have limited knowledge of how the increasing integration of commercial, third party tools impacts how their data might be used. At the same time, new efforts such as the GDPR and California

Consumer Privacy Act promise to significantly enhance user ownership and control over their data. This webinar will highlight effective approaches to developing and presenting privacy policies for end users, with an emphasis on building data literacy and trust among low income and vulnerable users of online legal help systems in a rapidly evolving privacy landscape. We will draw on efforts that take a rights-based approach to this work, including findings from user testing of online legal help systems with vulnerable communities that highlight the importance of this work.

**Please RSVP at:** <https://attendee.gotowebinar.com/register/1690055323508343052>

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## **Webinar: Best Practices in Help Desk Management**

**Date:** Thursday, November 28, 2019 | 10:00 a.m. to 11:30 a.m. PDT

**Presenter:** Michael Hernandez - [mhernandez@just-tech.com](mailto:mhernandez@just-tech.com)

From a designated email inbox to complex ticketing systems, legal aid providers have a number of different approaches to how they manage their IT help desks. A well-run help desk resolves issues quickly and has procedures in place for escalation that limit the impact on the users' workflows. Having a system that allows for easily archiving and searching tickets allows IT staff to monitor recurring issues for technology planning and training purposes. This webinar will highlight help desk best practices and give attendees the tools they need to make their own help desks more efficient and useful as an IT management tool.

**Registration Link:** <https://attendee.gotowebinar.com/register/1642292539637295627>

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