SRLN2020

C Communications	**D** Data & Technology	**E** Empathy	**F** Forms	**N** Foundational Partners	**I** Impact	**P** Plenary

R Problem Solving   **S** Self-Help Services/Centers

MARCH 6 · FRIDAY

8:00am – 8:30am	P	**Coffee and Continental Breakfast**	

8:30am – 9:00am	R	**Problem Solving: Facilitated Conversations to Help You Bring Action Items Home**	TBA
		Topics and discussion leaders will be announced shortly before the conference.	

9:15am – 10:45am   **D**   **Building Community-Centered Civil Justice Open Data Initiatives**   Room 1

Speakers: Mathias Burton, Abhijeet Chavan, Maureen "Mo" Johnson

Science has benefited from the creation of open data repositories enabling researchers to share and learn from each other's data, particularly in cross-disciplinary fields such as climate science, public health, and genomics. The OPEN Government Data Act of 2019 now requires government agencies to share data. Local and city governments have launched open data initiatives as well. The benefits of open data in the public sector include increased transparency, natural program improvements, and massive innovations, all while fostering civic engagement. Now, there is growing interest within the legal services community to share civil justice data among legal aid organizations, courts, and others in order to improve access to justice.

Open data has gone well beyond publishing spreadsheets on the web. A responsible and sustainable open data program involves stakeholder collaboration, policy development, data standards, automated processes, internal coordination, and robust technical infrastructure. Data governance, privacy, security, return on investment, and performance need to be taken into consideration. In order to responsibly partner with community-based organizations that serve the affected community, data accessibility, timeliness, explainability, and privacy are key ethical considerations. The inclusion of stakeholders whose expertise is centered on collaboration and partnership with local groups is important to aid adoption and utility of open data projects. We will cover these topics in this session through illustrative examples and experiences from public sector and community-driven open data initiatives.

Outline
1) Introduction: big data, data science, and open data,
2) Why Open Data: Benefits and examples
3) Roles: data scientist, data engineer, chief data officer, chief information officer, program manager, data owner, community liaison, and community-based groups.
4) Open Data initiatives in practice
5) Case studies of public sector open data initiatives: objectives, metrics, challenges, and lessons.
6) Data Best Practices: Provenance, pipelines, governance, and security.
7) Community Best Practices: Accessibility, explainability, inclusion
8) Tools: Platforms, open source software, public forums, and dashboards.
9) Resources and readings

9:15am – 10:45am   **E**   **Cultural Humility in the Courts: Building Trust to Improve Access to Justice**   Room 4

Speakers: Lauren Lofton

Interactive session on how to build trust through the use of a cultural humility lens specifically for community members who come into contact with the courts. There will be a focus on community members who are survivors of violence, LGBT+ community members, and others from historically marginalized communities. This session offers an overview of the California Rules of Professional Conduct on "Maintaining the Integrity of the Profession." In addition, participants will learn tools for building trust, including the development and use of community agreements, strategies for capacity building, and a brainstorm for how to set educational objectives and goals for the year.

| 9:15am – 10:45am | F | **Managing a Large Document Assembly Catalog: Case Studies (KS, IL, MI)** | Room 5 |

Speakers: Marilyn Harp, Jessica Frank, Matthew Newstead, LaDierdre McKinney

Automated document assembly projects are a tried and true tool for bridging the access to justice gap. However, they can be cumbersome to manage and keep up to date. Managing and growing these large catalogs takes a coordinated mix of staff and contractor time. In this session, representatives from Michigan, Kansas, and Illinois will talk about how they decide which document assembly software to use based on the projected end user and the form that's being automated. They'll talk about how they review and prioritize interviews for upkeep and maintenance. Finally, they will share the tools (a combination of shared spreadsheets, calendars, Google docs, training materials, and video chats) and tricks that they use to increase their organization's impact on their state's access to justice gap.

| 9:15am – 10:45am | I | **A 2-Gen Approach to Legal Services: Partnering Human Services and Legal Services to Create Cycles of Success (TN)** | Room 3 |

Speakers: Karen Walker, Kirsten Jacobson

A 2-Gen Approach to Legal Services: Partnering Human Services and Legal Services to Create Cycles of Success. Tennessee Alliance for Legal Services (TALS) seeks to simplify the search for legal help in Tennessee. Similarly, Tennessee Department of Human Services (DHS) empowers clients and partners toward the collective goal of building a thriving Tennessee. DHS does this using a Two-Generation Approach (2Gen), developed by Ascend at the Aspen Institute, a hub for breakthrough ideas and collaborations that move children and their parents toward educational success and economic security. Recognizing that DHS and legal aid offices often serve the same clients, DHS and TALS created a pilot project "Cycles of Success" combining seeking social and legal services in Memphis. Cycles of Success simplifies the search for legal help by meeting TANF families at social service offices and providing holistic legal advice and representation, with the intake and meetings occurring at partner offices the clients are already visiting. The 2Gen approach practiced by DHS provided the theoretical framework for the project, with the goal to address the legal issues of the entire family to effectively move families out of poverty. This session will introduce the 2Gen service model, discuss application of the theoretical framework to legal services, and provide practices in establishing and expanding a 2Gen partnership.

| 9:15am – 10:45am | S | **Self-Represented Litigant Coordinators: Capitalizing on Court Staff to Better Assist SRLs (CO, IL, MA)** | Room 2 |

Speakers: Halle Cox, Jill Roberts, Penny Wagner

Think about all the people who work at your courthouses and how many of them actually focus their attention on SRLs? What if every courthouse had a designated staff member whose job it was to ensure SRLs have resources, get assistance, and better understand the court system? Colorado has pioneered a program to have Self-Represented Litigant Coordinators (SHERLOCKs) in every judicial circuit. Illinois had followed suit and just finished the second year of a grant program for about half of their judicial circuits. Massachusetts piloted a program using volunteers. Hear from these jurisdictions about what works, what doesn't, and how to make it work for you.

| 11:00am – 12:00pm | C | **Access to Justice: A Powerful Tool in Reducing Poverty and Increasing Well-being** | Room 4 |

Speakers: Paul Prettitore

The session will explore the relationships among access to justice, poverty and well-being. It will highlight the latest research on how poor and vulnerable persons are affected by legal problems, and how access to justice can be viewed as a tool for addressing poverty.

| 11:00am – 12:00pm | D | **Technology and Community Legal Support Collaborations for Elder Justice** | Room 1 |

Speakers: Liz Keith, Claudia Johnson

More than half of Americans age 60+ experience at least one legal problem in a year, but many of these issues go undetected or unaddressed. The overall number of seniors, as well as those living at or near the poverty level, is expected to swell in the coming years as the Baby Boomer generation ages. This workshop will highlight new digital tools and online legal forms to help elder justice advocates, community organizations, health care providers, courts and other allies work together better identify, detect and refer common legal issues facing older adults living on the economic margins. Panelists will highlight how these approaches were formed and funded, what we are learning through project evaluations, and resources for replication.

| 11:00am – 12:00pm | N | **Community Engagement and Justice-System User Perspectives** | Room 5 |

Speakers: Niki Zupanic, Grace Spulak

To create an ecosystem with 100% Access to Justice, we need to learn from the people who have struggled to access the civil legal system. In this session, we will share New Mexico and Montana's attempts to incorporate and engage with the perspectives and lived experiences of justice-system uses as part of these states' Justice for All Strategic Planning work. This session will include information about New Mexico and Montana's community integration planning and strategies for listening authentically to justice system users. Participants will share successes and challenges related to this work in their own states and organizations. We will develop action steps to better understand and center the experiences and perspectives of the people who need access and assistance.

| 11:00am – 12:00pm | N | **Libraries: How to Develop Partnerships With Public Libraries** | Room 3 |

Speakers: Miriam Childs, Joan Bellistri

| 11:00am – 12:00pm | I | **Justice Does NOT Stop at the Courthouse Steps!!** | Room 6 |

Speakers: Judge Rachel L. Bell, Howard Gentry, Anne Louise Wirthlin

An interactive conversation about ways we can assist the marginalized community navigate through Preventative, Restorative, Rehabilitative & Diversionary Justice. The Music City Community Court has been working towards this effort since 2012 and is now birthing the C.A.R.E. (Creating Avenues for Restoration & Empowerment) Diversionary Court for Ages 18-30 with low level/non-violent crimes.

| 11:00am – 12:00pm | S | **How to Bring A Legal Hand Neighborhood Storefront Center To Your Community** | Room 2 |

Speakers: Helaine Barnett, Ignacio Jaureguilorda

Legal Hand, Inc. is expanding nationally and is in a position to provide funding for all costs associated with the first year of new Legal Hand Neighborhood Storefront Centers. At Legal Hand, trained community volunteers, who are not lawyers, provide free legal information, assistance, and referrals to help low-income members of the community resolve issues that affect their lives, and prevent problems from turning into legal actions. Legal issues include such matters as housing, family, immigration, divorce, domestic violence, and benefits. In addition to the panel presentation, participants will discuss strategies for volunteer recruitment, effective community outreach, and sources of possible future funding.

| 12:00pm – 1:30pm | P | **Lunch & Working Group Meetings** | |

| 1:30pm – 3:00pm | D | **Tech Based Strategies for Improving LEP and Disability Access: Case Study from New Mexico** | Room 2 |

Speakers: Paula Couselo-Findikoglu, Eileen Spoonhoward

This session describes the implementation of a multi-faceted approach to assist SRLs who often find points of friction when interacting with the justice system: Low income population, LEPs, speakers of Native American Languages, individuals with disabilities. This program includes demonstrations and discussions of:
■ A multilingual interactive digital avatar and AI-courthouse kiosks to materially improve access to court services;
■ The translation of vital court forms and pleadings submitted in languages other than English;
■ The training and certification of over 100 bilingual judiciary employees to assist LEPs in obtaining information outside the courtroom;
■ A variety of services at first point such as scribing, on-demand interpreting and other technologies and services to comply with federal law and improve court services.

| 1:30pm – 3:00pm | E | **User Testing Live!** | Room 1 |

Speakers: Ramzi Badwi, Rachel Harris, Tanushree Padath, Angela Tripp

In this interactive session, you'll participate in a variety of user testing exercises both as a tester and as a subject. Multiple stations will have you engaging in different tasks that you can adapt for future user testing of your own tools and processes. We'll include a station where we analyze results and map out concrete next steps. It's a 90-minute microcosm of a full user testing experience - our goal is give you tools and information to build your confidence so you can engage in your own user testing.

| 1:30pm – 3:00pm | N | **Expanding Access to Justice Through Unbundling** | Room 4 |

Speakers: Jessica Bednarz, Samira Nazem, Alison Spanner

Most states have adopted rules allowing lawyers to limited the scope of representation and to offer unbundled legal services. These rules can have a powerful impact on access to justice for self-represented litigants by allowing them to more effectively represent themselves while taking advantage of discrete legal services like coaching, document preparation assistance, and even limited scope court representation. However, many states have found that these rules are underused by the private practitioners and not widely understood by the people they are intended to help. Our panelists will discuss affirmative steps that the Bar and the Courts can take to support and the use of unbundled legal services.

| 1:30pm – 3:00pm | I | **Perspectives on Transforming Civil Justice** | Room 6 |

Speakers: Erika Rickard

This session will explore the research funded by Pew and Kresge Foundation for NORC at University of Chicago's to provide a landscape analysis of the ATJ field and consider pathways to the future including:

- Examples of emerging practices in technology, alternative service delivery, and upstream interventions
- Examples of overcoming political, financial, and other challenges to ensure an initiative succeeds
- Lessons learned in other fields
- Recommendations for courts, policymakers, service providers, and researchers

| 1:30pm – 3:00pm | S | **Looking Beyond Lawyers: Building Community-Based Navigator Programs to Strengthen Our Legal Ecosystem** | Room 3 |

Speakers: Mary McClymont, Sacha Steinberger, Erin Kitchel

Across the country, organizations, governments, and for-profits are finding new and creative ways to narrow the justice gap. Too often, the necessary glue to make these initiatives work - trusted community members who can direct people toward these creative solutions - is an afterthought. Panelists will discuss their efforts to provide trusted community members with the legal training and tools they need to act as community-based navigators. These efforts are necessary to help people identify legal issues before crisis, and move toward resolution, whether next steps include using technology, self-help services, or seeking attorney assistance. This work also presents challenges around developing expertise, handling ULP issues, integrating technology, and measuring impact. Come hear a panel of experts present their programs and discuss how to creatively use paired up services, leverage trusted community members, and harness existing capacity.

| 3:30pm – 5:00pm | D | **A Taste of Tech Projects: Empowering SRLs Through Scalable Projects (TN, CA)** | Room 1 |

Speakers: Kimi deMent Dean, Kirsten Jacobson, Linda Warren Seely

This session explores three types of technology platforms, used in Tennessee and California, to reach low-income and vulnerable Tennesseans across the state. Speakers will discuss lessons learned from video-conferencing based legal clinics for rural counties, online dispute resolution platforms and projects, and voice-integrated chatbot software. These projects increase access to legal help in rural communities by leveraging statewide attorneys and law students, provide alternatives to costly and time-consuming court cases, and allow self-represented litigants to search for legal help and fill out approved forms using voice integrated features.

| 3:30pm – 5:00pm | E | **Virtual Reality Training for Litigants and Attorneys** | Room 5 |

Speakers: Drew Amoroso, Gloria Chun

This session will demonstrate how virtual reality training can elevate access to civil justice, and how participants can create their own. Immersive learning can show self-represented litigants how to navigate court procedures and appearances. It can also better prepare attorneys serving low-income litigants, by teaching legal aid attorneys practice skills, or helping pro bono attorneys feel comfortable outside their regular practice areas. We'll present an innovative VR training we created for pro bono attorneys and trainings we're developing for self-represented litigants on what they'll encounter at filing windows and courtrooms.

| 3:30pm – 5:00pm | F | **How to Develop Legal Forms (IL, UT, CO)** | Room 3 |

Speakers: Alison Spanner, Jill Roberts, Matthew Newstead, Nathanael Player, Penny Wagner

One of the most formidable barriers for self-represented litigants is knowing what to file to start or respond to a court case. This session will explore how courts across the county develop legal forms using a process that ensures stakeholder buy-in, uniform acceptance, and promotion to the general public. This panel will discuss the best practices for 1) creating and implementing a process to develop court forms; 2) recruiting subject matter experts for drafting subcommittees; 3) dos and don'ts of group drafting; 4) building in multiple opportunities for feedback including user testing and public comment; and 5) updating and revising forms as needed.

| 3:30pm – 5:00pm | I | **The Family Justice Initiative: Principles for Family Justice Reform** | Room 4 |

Speakers: Alicia Davis, J.D, Natalie Anne Knowlton, J.D., Greg Sakall

In February 2019, the Conference of Chief Justices (CCJ) adopted the Family Justice Initiative (FJI) Principles for Family Justice Reform—developed in partnership with the National Center for State Courts, IAALS, the Institute for the Advancement of the American Legal System, and the National Council of Juvenile and Family Court Judges. The FJI Principles call for a paradigm shift in courts toward a non-adversarial, problem-solving mindset and are centered on a triage pathway system that matches services and resources to case and party needs. The Principles also recognize the importance of self-help materials that are both accessible and actionable, court-community partnerships that help reorganizing families both within and outside of court, and technology tools that can improve the experience of all litigants. This session will review the new Family Justice Initiative Principles and engage attendees in discussing how to build these concepts into family courts in their jurisdictions.

| 3:30pm – 5:00pm | S **One-Stop-Shop Access to Justice: Community Based Strategies (NY)** | Room 2 |

Speakers: Medina Henry, Kate Wurmfeld

This session will explore the ways in which courts and communities can work together to help SRLs with their legal problems in settings that are easier to access and addresses their needs in a more holistic way. After this session, participants will be better able to (1) define access to justice and identify challenges for community members and SRLs in accessing meaningful justice: (2) discuss examples of innovative programs that have bridged the gaps between court users and the communities from which they come; and (3) identify strategies and resources in their own communities to better serve litigants.

Outline

The first part of the session will involve a facilitated discussion with participants on what access to justice means to them and what role the court and community stakeholders play in enhancing it. Following this discussion, we will provide examples of programming, both in court and in community settings, to assist litigants aimed at closing the justice gap. Examples include: (1) Parent Support Program, a court-based project where a Resource Coordinator assists parents with meeting their child support obligations by connecting them with services in their community; and (2) Community Courts, a national model that is defined as a neighborhood-focused court program that combines the power of both the community and the justice system to address local problems. Community Courts seek to provide the support that people need to overcome the barriers that brought them into the system in the first place by connecting them to social services and meaningful community service.

In the second part of the session, we will facilitate a system mapping exercise where participants will identify resources in their own communities and strategies for courts and communities to work together in better meeting the needs of those they are both serving.

| 5:00pm – 5:30pm | P **Closing Plenary** | Auditorium |