

# THE FLORIDA JUSTICE TECHNOLOGY CENTER

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## PROPOSED MISSION:

**TO INCREASE ACCESS TO JUSTICE TO FLORIDIANS THROUGH THE USE OF INNOVATIVE TECHNOLOGY AND TO TRAIN AND SUPPORT LEGAL AID PROVIDERS AND PRO BONO ATTORNEYS IN ITS USE**

**Model:** Illinois Legal Aid Online (ILAO) - *Improving Access to Justice through Technology* - was incorporated as an independent statewide nonprofit in 2005. Its current budget is \$1.7 million, supporting a 17-member staff. Illinois Legal Aid Online's websites contain state-of-the-art multimedia training, easy-to-use interactive legal documents and forms, foreign language resources, and online collaboration tools for the public, pro bono attorneys and legal aid advocates. These sites were visited almost 1.9 million times in 2013. In March 2006, ILAO received the first Technology Leadership Award presented by Accenture and Lumity for its website, recognized as one of the nation's foremost Internet-based resources for delivering legal information to the public. In 2014, Illinois Legal Aid Online won the annual national Law Technology News award in the pro bono category.

## PHASE I: START-UP (12-24 MONTHS)

Initial Funding: \$2 million over 2 years. Dedicated technology funding from The Florida Bar (one-third of the total bridge loan to The Florida Bar Foundation)

In-Kind: The Florida Bar Foundation – office space, supplies and staff support as needed. Additional support from the Director of Grants and Development, Senior Program Officer and Senior Grants Coordinator.

Start-Up Board: 5-7 Members

*Primary goals:* Set 24 months strategic direction, develop and lead on sustainability objectives, conduct national search for permanent executive director, revise Articles and By-Laws as needed, recruit and orient permanent board, determine site location for Center

Initial Operations Model: Virtual

Initial Staffing: 5 FTEs + interns and/or AmeriCorps

1. *Interim/Start-up Executive Director:* **Joyce Raby**, PMP (certified Project Management Professional), (12-24 month contract)
  - o Former legal aid technology manager, Washington State Bar Association
  - o Former Technology Innovations Grants Analyst, Legal Services Corp.
  - o 2013-2014 FBF Statewide Technology Planning Consultant: facilitated Florida delegation meetings at national legal aid technology conference (Jan. 2014) and national legal aid (LegalServer) conference (Seattle - Aug. 2014), developed & administered Foundation grantee technology asset inventory, drafted Florida delivery system technology framework. Grantwriter/Lead Planner National Center for State Courts-funded Florida delegation visit to Chicago/Illinois Legal Aid Online.
2. *Director of Content Management* **Jimmy Midyette** (currently statewide website coord. FLS)
3. *Director of Information Technology* TBD
4. *Admin/Finance Manager* TBD
5. *Resource Development Officer* TBD

**YEAR 1 PROJECT: Significantly improve content and user experience on Florida’s three existing web-portals<sup>1</sup>.** Originally funded by the Legal Services Corporation, statewide websites are centralized portals of legal information for 1) low and moderate income public, 2) pro bono attorneys, law students and other law-related volunteers and 3) public interest staff attorneys/advocates. All fifty states plus US territories now have similar web-portals.

### **OTHER START-UP RELATED ASSETS/ACTIVITIES**

**Technical Advisor: John Greacen**-Consultant to Florida Bar Vision 2016 Access to Justice Committee. Facilitated national Summit on Legal Aid Technology in 2013 for Legal Services Corporation. Has served as: Director, New Mexico’s AOC; U.S. Bankruptcy Court Clerk for the District of New Mexico; U.S. Court of Appeals Clerk/Fourth Circuit and Deputy Dir. National Center for State Courts and as co-reporter for the COSCA/NACM Standards for Electronic Filing Processes and for revisions of the ABA Standards Relating to Court Organization and Standards Relating to Trial Courts dealing with court automation and electronic filing. Greacen received the Directors Award for Excellence in Leadership from the federal courts and the Award of Merit from the National Association for Court Management.

**National Technology Innovation Grant (TIG) conference:** the only national legal aid technology conference in the country. The Florida Bar Foundation supports attendance by grantees and will hold facilitated meetings of Florida delegation and national experts in attendance. January 14-16, 2015 San Antonio, TX

**Florida Justice Technology Center National Advisory Council** in-person summit. Web-based meetings.

**Recruitment of recognized Florida leaders in IT, law, business etc.** *Potential Members from outside Florida include:*

- **Pro Bono Net Mark O’Brien** Executive Director. Mark built Davis Polk and Wardwell’s pro bono program. Co-teaches Technology, Innovation & Law Practice Practicum at Georgetown University Law.
- **Ron Staudt**, Director, Center for Access to Justice & Technology at IIT Kent Law School. Co-authored Access to Justice: Meeting the Needs of Self-Represented Litigants, served on the ABA’s E-Lawyering Task Force, Legal Access Job Corps Task Force and Commission on the Future of Legal Services.
- **John Mayer**, Center for Computer-Assisted Legal Instruction (and developer of A2J Author interviewing software) ABA Journal Legal Rebel, September 2013.
- **Ed Marks**, CEO, New Mexico Legal Aid (piloting online triage with expert systems with national technology innovations grant)
- **Katherine Altenader**, Director of the national Self-Represented Litigation Network
- **Richard Granat** and **Stephanie Kimbro**. Co-Directors, Florida Coastal Law Center for Law Practice Technology. Granat is Co-Chair of the ABA Law Practice Mgmt. Section eLawyering Task Force, recipient of the 2013 ABA Keane Award for Excellence in eLawyering and the 2010 ABA Louis M. Brown Lifetime Achievement Award for Legal Access. Kimbro is author of Virtual Law Practice (2010), Limited Scope Legal Services (2012), 7 Consumer Law Revolution (2013) ABA LPM Section. ABA Standing Committee on the Delivery of Legal Services.

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<sup>1</sup> *The statewide websites are to a large extent underutilized.* When asked about “regular and active participation” on each website; 44% of the grantees reported using the FLAdvocate.org site; 37% of the Survey respondents used the FloridaProBono.org site, and 37% report regular usage of the FloridaLawHelp.org site. According to the Pew Research Internet Project, 87% of all Americans access the Internet for a variety of reasons; it is “the way people get, share, and create news; the way they take care of their health; the way they perform their jobs; the way they learn; the nature of their political activity; their interactions with government; the style and scope of their communications with friends and family; and the way they organize in communities”<sup>1</sup>. That the Florida websites garner roughly half of that participation – from within their own community and by one of their key constituents – makes clear that additional research into how to improve the usefulness of each website and increase program participation is in order. **Executive Summary: Technology Planning Framework for Florida, Oct. 2014**