

2 0 1 4 A N N U A L C O N F E R E N C E

Blueprint for Justice:

Designing a New Paradigm for Impact

November 12-15, 2014

Hyatt Regency Crystal City

Arlington, Virginia



NLADA

National Legal Aid &
Defender Association



NLADA
Insurance
Program

INSURING EQUAL JUSTICE

NLADA INSURANCE PROGRAM

NLADA INSURANCE PROGRAM is the advocate and provider of quality professional liability insurance products for the full spectrum of the National Legal Aid & Defender Association (NLADA) membership community—individual attorneys, legal aid organizations, public defenders, corporate pro bono law programs, law school clinics, individual clients and public interest groups.

NLADA MEMBER INSURED EXCLUSIVE BENEFITS INCLUDE:

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Invest in NLADA's Advocacy Efforts on Behalf of the Equal Justice Community



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Dear Participants:

Welcome to NLADA's 2014 Annual Conference, "*Blueprint for Justice: Designing a New Paradigm for Impact*." Driven by technological, scientific, and other advances, the speed of societal change is increasing. Like the world around us, the legal arena in which we operate is also experiencing widespread transformation. As our theme implies, this new era may provide new opportunities for achieving justice for all.



How we resolve the significant challenges we face currently will define us as a nation. Issues such as the growing economic disparity, our overflowing prison population, the failure to meaningfully address immigration policies, lingering issues of racial inequities highlighted in Ferguson, Missouri, and the growing realization that although we are a country of laws, fewer and fewer individuals can afford counsel have motivated a renewed focus on justice in America. As a community that represents low-income people in both civil and criminal matters, we have the ability to influence the solutions to these problems, as well as every issue faced by people living in poverty or who stand to be marginalized for other reasons. I hope this year's conference will inspire you, as well as augment your vision and ability to achieve beneficial outcomes for those who seek fairness, liberty, and opportunity.

As always, we are delighted to come together with friends and colleagues and engage in spirited and important discussions and learning. This year's program of educational workshops is divided into six tracks – civil, defender, client, board, fundraising, and a "multi" track that is intended to highlight issues of common interests and promote collaboration across disciplines. As we mark the 50th anniversary of the "War on Poverty," the civil track includes exploration of the changes that have occurred and the questions that still linger, and the multi-track includes a session that will focus on lessons learned in the 50 years since passage of the Civil Rights Act, with a special focus on the events still unfolding in Ferguson, Missouri.

At our Opening Ceremony, we will honor retiring Senator Tom Harkin of Iowa with the NLADA Champion of Justice through Public Service Award for decades of crucial leadership in promoting just policies and securing resources for legal aid and public defense. We will also honor Mary McClymont, president of the Public Welfare Foundation, with the NLADA Award for Justice through Philanthropy for her longstanding commitment to social justice and innovative approaches to expanding access to counsel. We will also have greetings from the new director of the U.S. Department of Justice Access to Justice Office. At Friday's Awards Luncheon, we will bestow awards that recognize the outstanding work of several practitioners at the local level whose service, dedication, and creativity have had enormous impact on the people and communities they represent. You can read about these inspirational individuals in this program book. We are deeply grateful to each of our honorees for their substantial efforts and steadfast commitment to expanding access to justice.

For the next few days, you will be surrounded by extraordinary people with a wealth of knowledge and expertise as well as a passion for justice. I wish to express my heartfelt thanks to the many presenters and partners who have contributed time, energy, and resources to make this year's Annual Conference a success. Along with our staff, they have worked hard to ensure that each of you will not only enjoy your time here, but you will leave better able to construct your own new paradigms for securing the promise of justice.

Sincerely,

A handwritten signature in black ink that reads "Jo-Ann Wallace". The signature is fluid and cursive, with the first letters of "Jo" and "Wallace" being capitalized and prominent.

Jo-Ann Wallace
NLADA President & CEO

NLADA Leadership

Jo-Ann Wallace
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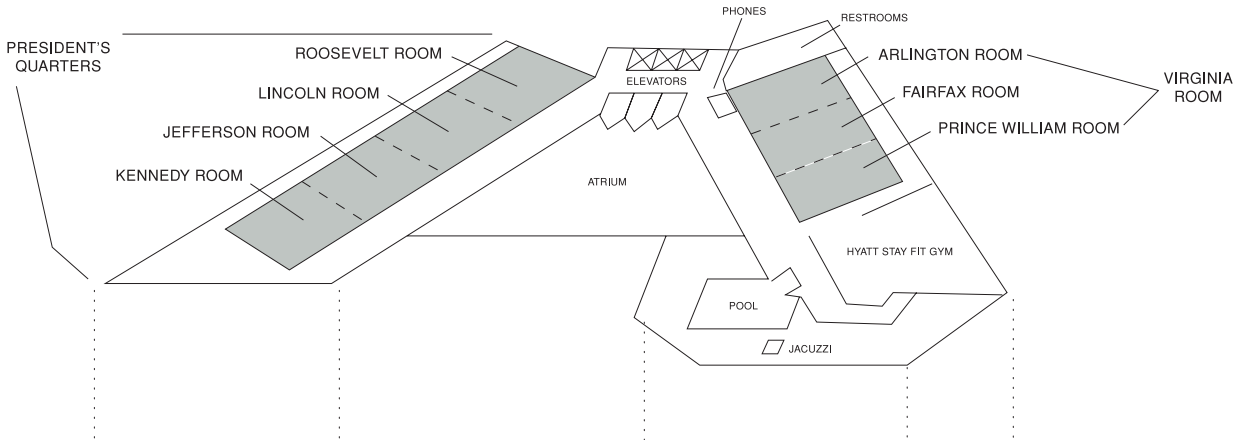
Clinton A. Lyons
Special Assistant to the President and CEO

Greg Thrasher
Senior Account Executive

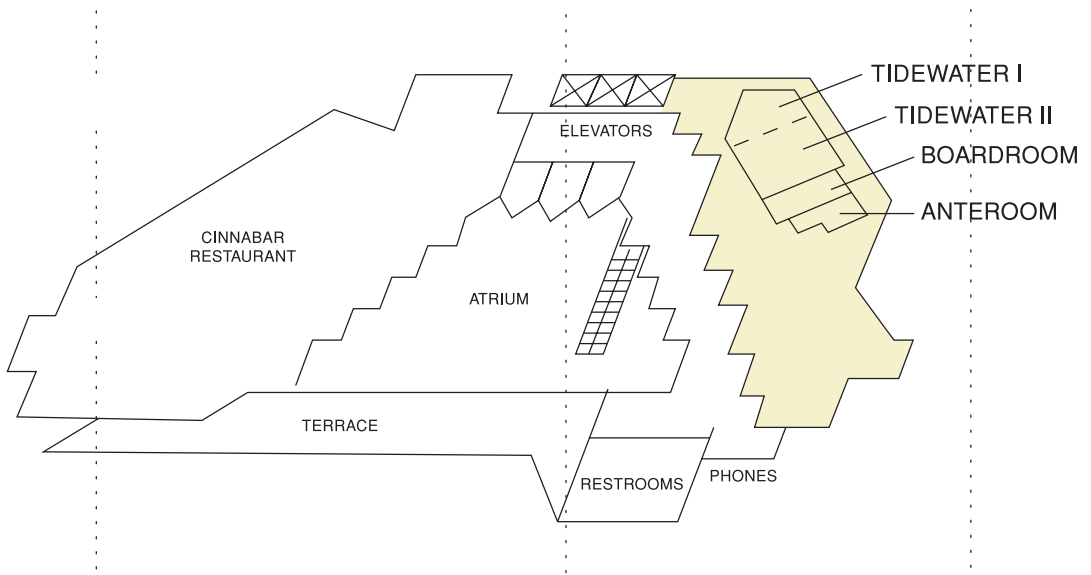
FLOOR PLANS

HYATT REGENCY CRYSTAL CITY • ARLINGTON, VIRGINIA

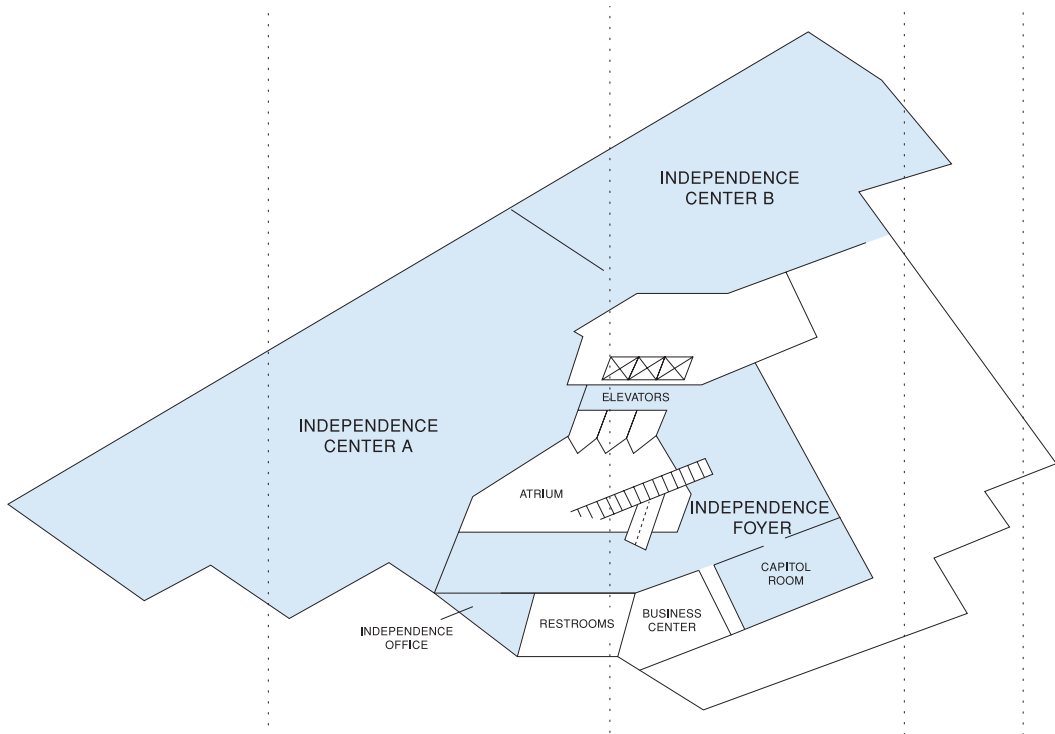
* THIRD FLOOR



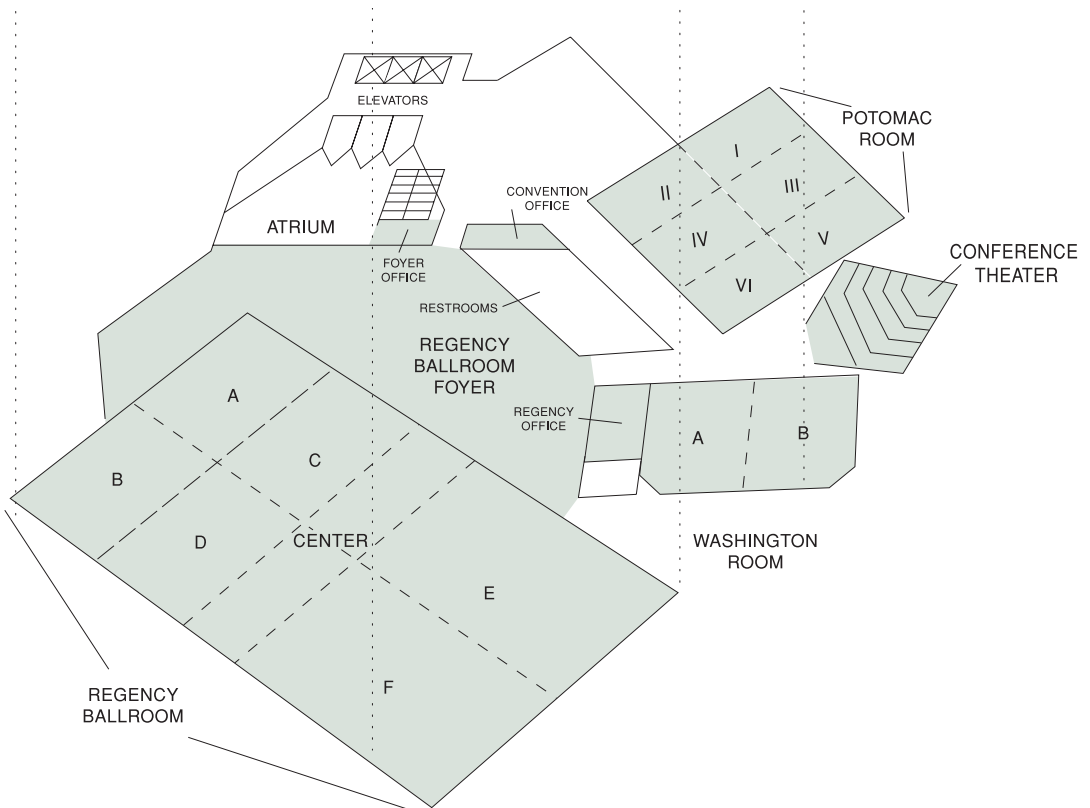
* SECOND FLOOR



* INDEPENDENCE LEVEL



* BALLROOM LEVEL



GENERAL INFORMATION

AWARDS LUNCHEON TICKETS

Tickets are required for the Awards Luncheon on Friday. Each full conference registration includes a ticket to the luncheon. A luncheon ticket is indicated on your registration badge if you confirmed your intention to attend the luncheon. Additional tickets may be available for purchase for \$50 each at the NLADA registration desk. **Limited tickets are available.**

Vegan, vegetarian, gluten free, and other special meal requests that were made with your registration are available. You will need to inform your server during lunch if you have requested a special meal.

BADGES

Badges must be worn to gain entrance to all sessions, meetings, meal functions, and the exhibit area during the conference.

CELL PHONES AND PAGERS

Please be respectful and turn your cell phones and pagers off during plenary and workshop sessions.

CONTINUING LEGAL EDUCATION

It is a licensing requirement in most states that attorneys attend training each year. A CLE instruction sheet, general information, and a three-part certificate of attendance can be found in your conference bag. Please complete the NLADA CLE form and return it to the registration desk or mail it to NLADA so that we may maintain a record of your attendance.

Individual state forms are available at the NLADA conference registration desk in the Atrium of the Ballroom level. **These forms must be completed onsite.** Otherwise, the completed forms, if possible, should be returned to NLADA by December 16, 2014, in order to be processed. Please be familiar with the CLE requirements in your state.

If you are an attorney from Oklahoma or California, please remember to stop by the registration desk to sign the mandatory sign-in sheets. Oklahoma attorneys must sign in each day, and California attorneys must sign in one time during the conference.

In order to receive CLE credit, Delaware attorneys must sign in each time they arrive for training sessions and sign out each time they leave. If there are no breaks in attendance, the attorney must, at a minimum, sign in at the start of the day and sign out at the end of the day.

EVALUATIONS

NLADA is very interested in your feedback on the conference. A general conference evaluation form is included in your registration packet, and extra forms are available at the NLADA conference registration desk. Additionally, each training session will have a proctor who will distribute session evaluations. Please take a few minutes immediately following your session to complete these evaluations and return them to your session proctor. We appreciate your taking the time to complete these forms because they are useful tools for NLADA in our effort to provide the highest quality training events and conferences for you.



INTERNET ACCESS

Internet access is free in the hotel lobby. You also have free WiFi access in your guest room if you are staying at the Hyatt. Please also visit our Cyber Café & Recharging Station, sponsored by the NLADA Insurance program, located in the Atrium on the Ballroom Level. You can use computers for Internet access and to download session materials from our Dropbox. You'll also find stations to re-charge your phones and laptops.

LUNCH ON THURSDAY

You are on your own for lunch on Thursday. Check your registration bag for a list of nearby lunch options. The Hyatt's food outlets will also have some special deals available. We encourage you to pick up a to-go lunch from somewhere and return for the Affinity Group discussions that will occur during the lunch break.

PARKING AND SHUTTLE SERVICES

The Hyatt Regency Crystal City offers a free shuttle service between the hotel and Washington Reagan National Airport. The shuttle leaves the hotel every 20 minutes starting at 5:00am and ending at midnight. At the airport, the shuttle makes stops outside Terminal A and at Terminal B doors 5 and 9.

The Hyatt also offers a free shuttle to and from the Crystal City Metro station, which is a little less than a mile from the hotel. That shuttle leaves the hotel every 15 minutes beginning at 6:30am and ending at 10:00pm. To get the shuttle at the Metro station, take the escalator to the street level. When you get to the top of the escalator, turn to your left and immediately turn left again walking parallel to the escalator you just rode. The shuttle picks up at the corner right there in front of you.

The Hyatt offers only valet parking. We have negotiated a reduced rate for NLADA conference attendees. Up to 2 hours-\$10; 2-4 hours-\$15; 4 hours or more-\$20. Just tell the valet you are attending the NLADA conference, and you will get the reduced rate.

There are also two self-parking facilities within one block of the Hyatt. Colonial Parking (entrance on S. Potomac Avenue) has a maximum daily rate of \$12. PMI Self-Parking (entrance on S. Clark Street) has a maximum daily rate of \$10.

SMOKING POLICY

The Hyatt Regency Crystal City is a smoke-free hotel.

TWITTER

Communicate with other attendees while at the conference and receive updates on sessions of interest. Check for room changes and any other errata information. Comment on the sessions you attend, tweet photos, tag your colleagues, and let us know which sessions or presenters you enjoyed. Follow us on Twitter and tag comments with @NLADA, #NLADADC.

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MEMBERS:

Eric Angel, *Legal Aid Society of the District of Columbia*

Betsy Biben, *Public Defender Service for the District of Columbia*

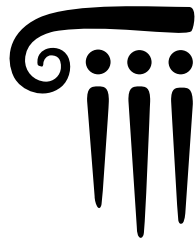
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(As of November 3, 2014)



NLADA

National Legal Aid &
Defender Association

2014 ANNUAL CONFERENCE

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**BLUEPRINT FOR JUSTICE:
DESIGNING A NEW PARADIGM FOR IMPACT**

ANNUAL CONFERENCE HIGHLIGHTS

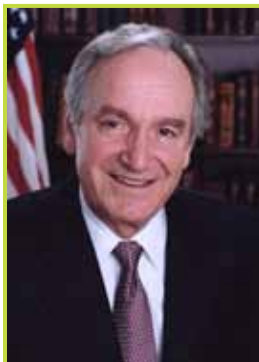
Opening Ceremony

Wednesday, November 12, 5:30 p.m.

Regency Ballroom E/F – Ballroom Level

Champion of Justice through Public Service Award

Senator Tom Harkin (D-Iowa)



Senator Tom Harkin (D-IA) will become the first-ever recipient of the *NLADA Champion of Justice through Public Service Award*.

Senator Harkin has stood tirelessly as a staunch defender of legal aid through a congressional career that began in 1974 and has spanned five terms in the Senate. Having served as a legal aid lawyer in Iowa, Senator Harkin has continued to protect equal justice while in public service. He will retire from the Senate when his current term ends in January 2015.

Senator Harkin is a true champion of this cause and, as Chair of the Health, Education, Labor and Pensions (HELP) Committee, he has made a critical impact on the legal aid community. In addition to his repeated commitment to the protection of the Legal Services Corporation, he has been an instrumental figure in countless pieces of legislation supporting legal service providers and their clients, most notably by serving as lead sponsor of the Americans with Disabilities Act.

Senator Harkin is celebrated as a proponent of American labor rights, and his advocacy around loan forgiveness has made him a hero to the legal aid and public defense communities alike. NLADA is honored that he will be joining us to accept the *Champion of Justice through Public Service Award*.

ANNUAL CONFERENCE HIGHLIGHTS CONTINUED

Award for Justice through Philanthropy

Mary E. McClymont, President, Public Welfare Foundation



Mary E. McClymont joined the Public Welfare Foundation in Washington, DC, as its president in 2011. Previously, she served as executive director of Global Rights, an international human rights organization promoting the rights of marginalized populations in the developing world; and as president and chief executive officer of InterAction, the largest alliance of U.S.-based international development and humanitarian NGOs. She held various executive positions at the Ford Foundation, including vice president of the Peace and Social Justice Program.

Ms. McClymont earlier served as the national director for legalization of the Migration and Refugee Services, U.S. Catholic Conference; senior staff counsel, the National Prison Project of the American Civil Liberties Union; trial attorney, Civil Rights Division, U.S. Department of Justice; and assistant director for corrections, National Street Law Institute, Georgetown University Law Center.

She is a member of the Council on Foreign Relations and a member of the District of Columbia bar. She currently serves on the board of the Washington Regional Association of Grantmakers and is a member of the New Perimeter Advisory Board. She is the co-founder of Grantmakers Concerned with Immigrants and Refugees.

Ms. McClymont has an LL.M. in International Legal Studies from the American University Washington College of Law and a J.D. from Georgetown University Law Center.



Esther F. Lardent, President & CEO, Pro Bono Institute



Esther F. Lardent is President and Chief Executive Officer of the Pro Bono Institute, a highly regarded global public interest organization that offers research, analysis, consultative services, publications, and training on innovative approaches to enhance access to justice for the poor and disadvantaged. Long active in legal services and the organized bar, Ms. Lardent has served in the ABA's House of Delegates and as chair or member of numerous ABA committees and task forces, including the Commission on Immigration, Consortium on Legal Services and the Public, Commission on Domestic Violence, Task Force on Terrorism, and various ABA committees on pro bono and legal services. She was a member of the ABA Board of Governors from 1996 to 1999. Her international pro bono work includes travel to Australia as a Fulbright Fellow and to Brazil for the Department of State, as well as speaking engagements at conferences in London, Mexico City, Ontario, Korea, and Vietnam. She is Co-Chair of DLA Piper LLP's innovative global pro bono project, New Perimeter, and is a member of the Global Advisory Committee for Ashoka's ASE program. She also serves on the Legal Services Corporation Pro Bono Task Force.

Before joining the Pro Bono Institute, Ms. Lardent served as an independent legal and policy consultant for the Ford Foundation, the American Bar Association, state and local bar associations, public interest and legal services programs, and other clients. From 1977-1985, she was the founder and first director of the Volunteer Lawyers Project of the Boston Bar Association, one of the nation's first organized pro bono programs, and, in conjunction with that position, administered a nationwide pro bono technical assistance effort from 1981-1985.

Ms. Lardent received her undergraduate degree, magna cum laude, from Brown University, and her J.D. from the University of Chicago. Ms. Lardent has received a number of awards in recognition of her public service contributions, including the Exemplar Award from the National Legal Aid and Defender Association, the Philadelphia Bar Association Founder Award, the William Reece Smith Jr. Award from the National Association of Pro Bono Coordinators, the National Association for Public Interest Law's Public Service Award, and was named one of the 90 greatest lawyers in Washington, D.C., by the *Legal Times*. In 2013, Ms. Lardent was named one of The American Lawyer's top 50 innovators.

Ms. Lardent has been a guest on National Public Radio, CNN, Washington Watch, Nightline, and other network, cable, and local television and radio programs. She has taught at a number of law schools and served as a panelist for numerous organizations and conferences. Ms. Lardent has also contributed to and written a number of publications, law articles, and books.

ANNUAL CONFERENCE HIGHLIGHTS: AWARDS

Annual Awards Luncheon

Friday, November 14, 12:00 noon

Regency Ballroom E/F – Ballroom Level

Arthur von Briesen Award

Maureen Alger



Maureen Alger is a litigation partner and the firm-wide Pro Bono Partner at Cooley LLP. As Pro Bono Partner, she manages Cooley's pro bono practice across eleven offices. Maureen spends a significant amount of her time collaborating with local, regional, and national legal services organizations to develop pro bono partnerships and projects that enhance access to legal services. For example, Maureen worked closely with OneJustice and the national Association of Pro Bono Counsel (APBCo) to develop the Bay Area Rural Justice Collaborative, a pro bono project serving those in rural and isolated communities who would not otherwise have access to legal services.

Maureen is a co-founder and board member of APBCo and has also served on the boards of OneJustice, Legal Aid Society of San Mateo County, and Western Center on Law and Poverty. She has a B.A. from University of California at Berkeley, received her J.D. from Columbia Law School, and clerked for the Hon. Martha Craig Daughtrey of the United States Court of Appeals for the Sixth Circuit. She has taught as adjunct faculty at Stanford Law School and University of California/Hastings College of the Law.



Denison Ray Award

Sylvia Bosen



Sylvia joined Utah Legal Services in 1986 and has held several positions at Utah Legal Services. She is currently the paralegal for the pro bono unit. Part of her tasks include recruiting volunteer attorneys statewide and maintaining a large caseload that cannot be handled in-house. She provides a wide range of support for the clients and pro bono attorneys. When she started this position, a few pro bono cases were placed per month, but the program has blossomed and they are placing more than 30 cases per month. She also works with another in-house attorney and follows up with clients in our Senior Citizen division. She is bi-lingual, which is very helpful in assisting our Spanish-speaking clients.

Sylvia takes pride in working with our clients and maintains a good relationship with clients and our pro- bono attorneys. She has a great passion for her work and enjoys helping people who cannot afford legal assistance.

She is married, has 3 children and 5 grandchildren, and in her free time enjoys reading, fishing, and knitting.

Emery A. Brownell Award

Gary Craig, Democrat & Chronicle in Rochester, New York

Gary Craig has been a reporter with newspapers in Rochester, New York, for 24 years. He currently is an investigative reporter there, focusing on criminal justice issues.



He has won more than two dozen state, regional, and national reporting honors. He has been honored by the National Headliners Society and Investigative Reporters and Editors for his reporting on wrongful convictions. He has also received national honors for reporting on prison conditions and the administration of psychotropic drugs to foster children. He was among those receiving the first Gideon Award from the New York Association of Criminal Defense Lawyers. Craig has also reported extensively on the push to open long-sealed records related to the 1971 Attica prison uprising.

This year, he was recognized by his region's press association, the Rochester Media Association, for the community impact of his reporting at the *Rochester Democrat and Chronicle*.

He also is an adjunct professor at the Rochester Institute of Technology, where he teaches in the graduate-level criminal justice program. He and his wife, Charlotte, have two daughters.

ANNUAL CONFERENCE HIGHLIGHTS: AWARDS CONTINUED

Mary Ellen Hamilton Award Ethel Sylvester



Ethel Sylvester (standing in photo) and her twin sister, Edna Mayes, were born in East St. Louis, Illinois, in 1928. Both have spent most of their adult lives advocating for the rights of the poor in East St. Louis, particularly for the rights of public housing tenants. Ethel moved to the Samuel Gompers Homes of the East St. Louis Housing Authority in 1960 and raised her five children there. For over 50 years, she has been a public housing activist. She has served as President of the Gompers Tenant Council for close to 30 years and was at one time also on the Housing Authority Board of Commissioners.

She worked closely with Land of Lincoln Legal Assistance on the filing of the class action in 1985 that resulted in HUD, for the first time, taking control of a housing authority that was failing its residents. This led to the replacement or gut rehabilitation of almost all public housing units in the city. She and her sister, widely known in East St. Louis as “the twins,” have continued to advocate for the preservation of those gains and for the rights of tenants ever since.

Ethel has been a leader in many other community struggles, including the successful effort to preserve a community hospital. Ethel and Edna also devoted many years as volunteers for the Senior Companion and Hospice programs.

Ethel has also been a great champion of justice for the poor. Elected to Land of Lincoln’s Board of Directors in 1981 by the Advisory Council of which she was already a faithful member, she has served almost continuously as a board member for 35 years. During that time, she has attended almost every meeting and has been a champion for empowerment of clients and for the highest quality legal services.



Pierce-Hickerson Award

Rosalie (Lisa) Chavez



Lisa is a member of San Felipe Pueblo. She is a 1987 graduate of the University of New Mexico School of Law and has devoted her entire legal career to advocating for low income and disenfranchised Indian people.

Lisa is admitted to practice law in New Mexico, the Federal District Court of New Mexico, and several Pueblo tribal courts. She is currently the manager of the Santa Ana office of New Mexico Legal Aid and manages the Native American Program (NAP), which provides free legal assistance to low-income people living on or near the 19 Pueblo Indian communities. NAP also provides technical assistance and training to tribal services providers, tribal court judges, and staff on various topics such as tribal court procedures, domestic violence advocacy, children's law issues, and tribal court jurisdiction.

Lisa directed the Indian Pueblo Legal Services, Inc., between 1994 and 1998 when the program merged with Northern New Mexico Legal Services. She also served as the Interim Director of New Mexico Legal Aid twice since 2000 when all New Mexico legal aid programs merged into a statewide program.

Lisa Chavez also served on various boards and commissions including the New Mexico Access to Justice Commission, Southwest Association for Indian Art (SWAIA), San Felipe Pueblo Board of Education, and the Indian Law Section of the State Bar of New Mexico. She was a founding member of the Family Harmony Project, an advocacy program for victims of domestic violence in the checkerboard area of the Navajo Nation. Lisa was nominated and selected as the Best of the Bar in Indian Law by the New Mexico Business Weekly in 2009.

ANNUAL CONFERENCE HIGHLIGHTS: AWARDS CONTINUED

Reginald Heber Smith Defender Award

Claudia Trupp



For the past 17 years, Claudia Trupp has worked at the Center for Appellate Litigation (CAL), a nonprofit law firm in New York City. Now a supervising attorney, Ms. Trupp is the founder and director of the Center's Justice First Project, a program designed to detect wrongful convictions at the earliest stages of the appellate process and actively reinvestigate those cases. Since its inception in 2002, the project has achieved impressive results, exonerating several clients and earning new trials for many more. Ms. Trupp also supervises CAL's parole advocacy project as well as the office's client reentry program. She regularly speaks on criminal law matters and has taught

appellate advocacy. In 2007, she was awarded the Outstanding Public Service award from the New York County Lawyers' Association. Her memoir, *Hard Time and Nursery Rhymes*, which recounts her efforts to balance raising three daughters with the demands of being a public defender, was published in 2009.

Reginald Heber Smith Civil Award

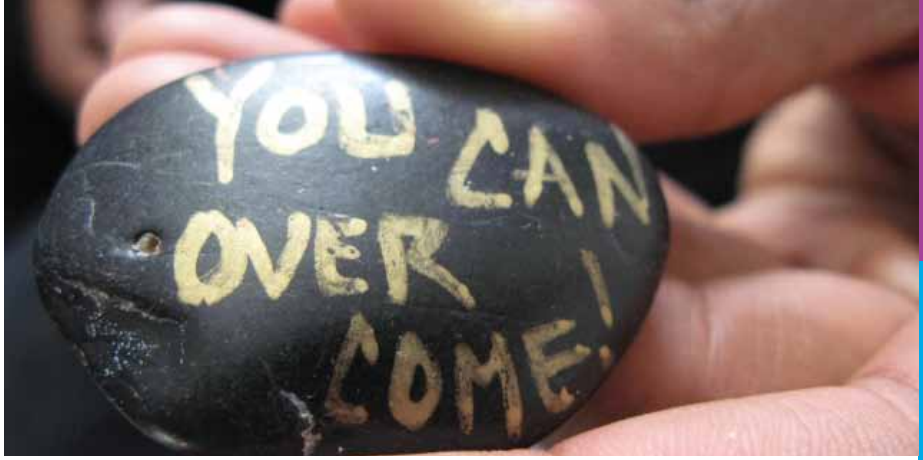
Peter Komlos-Hrobsky



Peter Komlos-Hrobsky has worked for legal services since the 1970s. Prior to law school, Peter worked at the Native American Rights Fund and helped start the National Indian Law Library in Boulder, Colorado. After graduating from law school at the University of Kansas in 1977, Peter worked for legal services at the Zuni and Laguna Pueblos in New Mexico. In 1978, he and his wife, Elisabeth, moved to Tennessee where Peter worked for legal services in Nashville.

In 1982, Peter and Liz moved to Los Angeles where Peter worked for the National Senior Citizens Law Center on Social Security, disability, and home care issues, including cases reaching the U.S. Supreme Court.

In 1990, the family, including five-year-old daughter Emma, moved back to Boulder. Peter took a position at Colorado Legal Services in Denver, where he has specialized in public benefits appeals, litigation, and policy issues for the past 24 years.



New Leaders in Advocacy Civil Award

Margaret Middleton



Margaret Middleton co-founded the Connecticut Veterans Legal Center (CVLC) with Howard Udell in September 2009 and has served as its Executive Director. In that capacity, Margaret has overseen the growth of the organization from a one-employee start-up to a staff of six, with 10-fold budget growth in five years. In the spring of 2013, the U.S. Department of Veterans Affairs recognized CVLC as the first organization in the country to integrate legal services into veterans care.

Margaret has also served as a co-instructor and Visiting Clinical Lecturer with the Veterans Legal Services Clinic at Yale Law School since it started in the fall of 2010.

Prior to her work with veterans, Margaret served as a law clerk to the Honorable Janet C. Hall of the United States District Court for the District of Connecticut and then as the Thomas Emerson Human Rights Fellow at David Rosen and Associates. She graduated from the New York University School of Law in 2007.

Prior to her legal career, Margaret graduated from Cornell University with a BS in Mechanical and Aerospace Engineering and worked between college and law school as an Attitude Control Fault Engineer for the Cassini Spacecraft at the Jet Propulsion Laboratory in Pasadena, California.

ANNUAL CONFERENCE HIGHLIGHTS: AWARDS CONTINUED

New Leaders in Advocacy Defender Award

John McAnnar, Thomas Harvey, and Michael-John Voss of ArchCity Defenders



ArchCity Defenders (ACD) is a 501(c)3 nonprofit that strives to prevent and end homelessness by providing holistic legal advocacy, advocating for policy change, and bringing impact litigation designed to combat the systemic problems the indigent face in the justice system. Thomas Harvey, Michael-John Voss, and John McAnnar founded ACD just after they graduated from law school in 2009. ACD is the only nonprofit law firm that

offers holistic criminal and civil legal services at the state and municipal level in combination with social service organizations specifically focused on preventing and ending homelessness.

ACD has received numerous awards for its direct services, including the 2013 Atticus Finch Award - Missouri Association of Criminal Defense Attorney and the 2012 Spirit of Justice Award - Bar Association of Metropolitan St. Louis.

ACD recently released a report on systemic abuses in the region's municipal court system that has garnered national attention. The report found that by disproportionately stopping, charging, and fining the poor and minorities; by closing the courts to the public; and by incarcerating people for the failure to pay fines, these policies unintentionally push the poor further into poverty, prevent the homeless from accessing the housing, treatment, and jobs they so desperately need to regain stability in their lives, and violate the Constitution. The paper has been cited in numerous publications, including The New York Times, The Wall Street Journal, and The Washington Post, in light of recent events in Ferguson, Missouri, and provided valuable context in explaining the distrust between the people of the region and the police, courts, and local government.

The report has also already produced reform of the region's courts. The City of St. Louis recalled over 200,000 outstanding warrants with no fee and without requiring the person to appear in court. Velda City offered to dismiss all pending cases upon a payment of \$300. Ferguson eliminated two illegal ordinances charging fees not authorized by state law, eliminated the warrant recall fee, and created a new docket to address people who are struggling to make their payments.

ANNUAL CONFERENCE HIGHLIGHTS: CAUCUSES

CIVIL CAUCUS

Thursday, November 13, 8:30 a.m.

REGENCY BALLROOM E/F – BALLROOM LEVEL

The War on Poverty 50 Years Later – What Lessons Does It Hold for the Future of Civil Legal Aid

The War on Poverty was launched 50 years ago to attack the root causes of the pernicious poverty that has always been a part of American society, making the promise of democracy fleeting for millions of people. The Office of Economic Opportunity (OEO) initiatives included a massive step forward in federal funding for a new idea: a legal services program with the mission of using “law reform” as a major tool in fighting poverty. That anti-poverty law reform mission has served both to define and inspire the legal aid movement in the United States for a half-century. But that mission has also been a political lightning rod for groups and individuals who oppose the concept on ideological grounds.

Our society and our civil legal assistance system have changed in many ways over the last 50 years, but poverty in America remains an intractable problem. Ever more people live below the poverty line. The civil track of this year’s Annual Conference will explore where the civil justice community stands today, shortly after a national election that could add a further dimension to the questions we address.

Clearly, much has changed since 1964 in the United States. The political climate that spawned the War on Poverty has shifted dramatically. Yet many legal aid programs continue to do significant work that contributes to lasting change for the clients and communities they serve. They continue to commit significant time and effort to advocacy that promotes measurable outcomes that address recurring client problems.

Our panel will consider the impact of the changing environment on how legal aid is organized and delivered. How does an anti-poverty vision fit in with the many delivery innovations aimed at providing much broader access to some level of legal assistance? What mission might be preferred by our various partners: the bar, business community, federal and state funders, and access to justice commissions? What strategies and forums work best in today’s legal, political, and social environment to make the most significant impact on improving the lives of the millions of people who qualify for civil legal aid? How do we talk about this mission in the broad public arena? Can we sustain such a vision in light of the strong contrary views that affect our work?

ANNUAL CONFERENCE HIGHLIGHTS: CAUCUSES CONTINUED

The Civil Caucus will kick off that examination with a provocative panel of distinguished leaders from a variety of relevant sectors – the judiciary, policy analysis, business, health care, and legal aid – to explore what a future vision of the civil justice system could look like. In this 50th anniversary year of the creation of the Office of Economic Opportunity Legal Services Program, we seek to examine the current environment for civil legal aid advocacy and the broader trends that must inform our future directions.

Moderator: Gerry Singsen, Consultant, Massachusetts Access to Justice Commission

Panelists: Jacquelynne Bowman, Executive Director, Greater Boston Legal Services
Malika Fair, Association of American Medical Colleges
Bruce Ives, Senior Vice President & Deputy General Counsel, Hewlett-Packard Company
M. Nalani Fujimori Kaina, Executive Director, Legal Aid Society of Hawaii
The Honorable Vanessa Ruiz, DC Court of Appeals
Erik Stegman, Center for American Progress

John Levi, chair of the Legal Services Corporation Board of Directors, will also reflect on LSC's role in ensuring equal justice under law as it celebrates its 40th anniversary.

CLIENT CAUCUS

Thursday, November 13, 8:30 a.m.

REGENCY BALLROOM D – BALLROOM LEVEL

Keynote Address

Anita Earls, Founder and Executive Director, Southern Coalition for Social Justice

Anita Earls is a civil rights attorney with 25 years of experience. Prior to founding the Southern Coalition for Social Justice, she was Director of Advocacy at the UNC Center for Civil Rights and Director of the Voting Rights Project at the Lawyers' Committee for Civil Rights Under Law. In the Clinton Administration, Ms. Earls was a Deputy Assistant Attorney General in the Civil Rights Division of the U.S. Department of Justice, where she had responsibility for the Division's Voting, Educational Opportunities, Disability Rights and Coordination, and Review sections. For the first 10 years of her career, Anita litigated civil rights cases as a partner with Ferguson, Stein, Wallas, Adkins, Gresham & Sumter in Charlotte, North Carolina. In private practice, her work involved voting rights, police misconduct, school desegregation, employment discrimination, public accommodations, disability rights, and first amendment cases.

Currently a Visiting Research Fellow at the Center for the Study of Race, Ethnicity, and Gender in the Social Sciences at Duke University, Anita has previously taught as an adjunct professor at the



University of Maryland School of Law and the UNC School of Law. She has also taught several undergraduate courses in the African and African-American Studies Department at Duke University. Anita was appointed by the Governor to the North Carolina State Board of Elections in 2009 and currently serves on the North Carolina Equal Access to Justice Commission.

DEFENDER CAUCUS

Thursday, November 13, 8:30 a.m.

REGENCY BALLROOM A – BALLROOM LEVEL

Criminal defense work often requires a lawyer's constant movement from office to court, court to investigation sites, and filing of paper documents and often seems to be the essence of our practice. When faced with high caseloads, it can become easy to do things the way we have always done them. Even as we adapt to the tablet technology age, we must also adapt to the needs of the clients and communities we serve. In order to provide comprehensive representation, change requires modifications in our practice, not only by lawyers but in how we use technology and utilize the services of other professionals. Social workers, once thought to be an awkward appendage by some, are now recognized as an integral part of our practice's circulatory system, not only for sentencing and re-entry but in pretrial stages, in the ever increasing impact area of mental health. Join us for an expanded view of what our practice can and must mean to a waiting community.

Keynote Address

Seymour W. James, Attorney in Chief, New York Legal Aid Society

Panel Discussion

The Legal Aid Society

Moderator: Justine Luongo, Attorney-in-Charge of the Criminal Practice

Misdemeanor Arraignment Project (MAP)

Regina Schaefer, Assistant Director of Social Work

The role of the social work professional is integral to an effective public defense office. When and how social work resources are utilized can change over time. As the primary defender in New York City, The Legal Aid Society has had social workers on staff as part of the defense team for more than 40 years. Over the last few years, however, we have integrated social workers into arraignments to provide early intervention to divert clients with mental illness back to safe, community treatment. Our MAP program has been hailed by New York City as an innovative approach to a systemic issue that can be expanded to service other vulnerable populations.

ANNUAL CONFERENCE HIGHLIGHTS: CAUCUSES CONTINUED

CopSTAT

Cynthia Conti-Cook, Staff Attorney Special Litigation Unit

Every day in the media we see the light shining on the dysfunction of current policing strategies. Over-policing of communities of color as well as physical and emotional violence at the hands of the police have been problems for decades. Identifying patterns of individual or systemic police misconduct by collecting data on the recurring complaints, lawsuits, and press coverage of the police is critical not only to attorneys representing people on individual matters but also for seeking policy change.

Digital Forensic Unit

Aaron Flores, DFU Forensic Technical Specialist

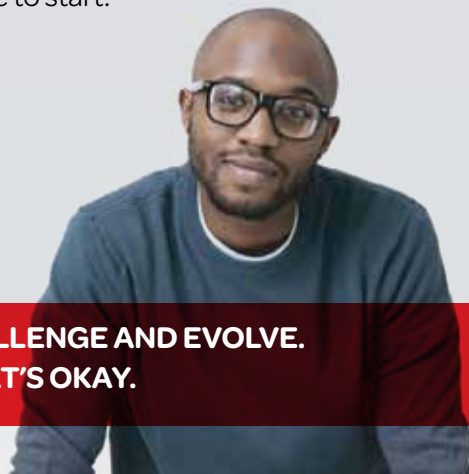
Modern technology such as cellphones and tablets often are used against our clients by law enforcement as evidence. The inability to understand and analyze this information places public defenders at a huge disadvantage. To combat this, The Legal Aid Society built a Digital Forensic Unit that works with field investigators and attorneys to analyze this technology to better advise our clients, often leading to the unveiling of wrongful arrests.

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TRAINING TRACKS

BOARD TRACK

Community Impact – A Blueprint for Board Members

Successful nonprofits are recognized as indispensable to their community's health and well-being. They have credibility in the community and can clearly articulate their values and the value they provide. The board members of these successful nonprofits act with transparency; support and clarify the organization's vision; and use their influence and expertise to help staff achieve greater impact in the community in alignment with the mission. Diverse and inclusive, these boards evaluate their effectiveness as the governing body as well as the effectiveness of organizational strategy. This year's board track will focus on the knowledge, vision, leadership skills, and evaluative tools necessary for board members to champion community impact.

Sessions in the Board Track are marked with this icon:



CIVIL TRACK

The War on Poverty

The Civil Track of this year's Annual Conference will build upon the Civil Caucus discussion regarding the future of the modern civil legal aid movement 50 years after its inception as a critical strategy in the War on Poverty.

The track will include a broad array of sessions aimed at exploring such issues as:

- The History of the Office of Economic Opportunity (OEO) Legal Services Program
- Lessons Learned from the Early Days of the OEO
- Developing a Board Vision of Legal Aid
- Enabling a New Generation of Legal Aid Advocates
- New Models of Corporate Engagement in Legal Aid
- Using Human Rights Strategies to Affect Change
- Using Data and New Technologies to Increase Effectiveness
- Measuring the Impact of Strategic Advocacy Initiatives
- New Communications and Messaging Strategies
- A Host of Substantive Strategic Advocacy Sessions

Sessions in the overall Civil Track are marked with this icon:



ANNUAL CONFERENCE HIGHLIGHTS: CAUCUSES

CONTINUED

CLIENT TRACK

The Power of Advocacy – A Blueprint for Clients

Advocacy is a powerful tool and it is not just for lawyers. Lay advocates help people in their communities address problems. From helping someone navigate a maze of public benefits to providing support during an administrative hearing, client leaders with lay advocacy skills make valuable contributions to individuals in need, communities facing challenges, and under-resourced legal services programs. This year’s client track will explore the skills involved in effective lay advocacy and the role of the lay advocate.

Sessions in the Client Track are marked with this icon:



DEFENDER TRACK

Public Defense 2.0: Harnessing Innovation

As we look toward a century beyond Gideon, indigent defense champions are poised to lead the criminal justice system into a new era by engaging data driven advocacy, incorporating evidence based methodologies, and accessing new technology. Defending liberty and ensuring justice are enduring challenges that demand evolving solutions. To explore and share new tactics, tools, and technology, the 2014 Defender Legal Services conference sessions will focus on innovation in the field of criminal justice and indigent defense to build a “Public Defense 2.0.”

Sessions in the Defender Track are marked with this icon:



FUNDRAISING TRACK

This series of workshops will provide new and experienced development staff with the fundamental tools to create, cultivate, and sustain their fundraising programs. Sessions will range from the nuts and bolts of development work and relationships building to the best social media platforms to reach donors. In the difficult and competitive arena of fundraising, development staff must ensure they have gathered all “low-hanging fruit”!

Sessions in the Fundraising Track are marked with this icon:



MULTI TRACK:

Multi track sessions are intended to facilitate, highlight, and promote collaboration across disciplines and be of interest to more than one of the other tracks described above.

Sessions in the Multi Track are marked with this icon:



AGENDA AT A GLANCE

Tuesday, Nov. 11

7:30 a.m. – 11:00 a.m.

Pre-Conference Registration Open
Atrium – Ballroom Level

8:00 a.m. – 5:30 p.m.

MIE New Executive Director Training
Roosevelt – Third Floor

3:00 p.m. – 4:00 p.m.

National Organization of Client
Advocates (NOCA) Board Meeting
Washington B – Ballroom Level

Wednesday, Nov. 12

7:30 a.m. – 5:30 p.m.

Conference Registration Open
Atrium – Ballroom Level

8:00 a.m. – 5:00 p.m.

MIE New Executive Director Training
Roosevelt – Third Floor

8:15 a.m. – 4:00 p.m.

Rural Delivery: Charting a Course
after the Great Recession
Washington A – Ballroom Level

8:30 a.m. – 5:00 p.m.

Social Security and Supplemental
Security Income: Vital Components of
Our Waning Safety Net
Jefferson – Third Floor

12:00 noon – 5:00 p.m.

Where Health Meets Justice
Fellowship Meeting sponsored by
NLADA and the National Center on
Medical-Legal Partnerships
Arlington – Third Floor

2:00 p.m. – 5:30 p.m.

Exhibitor Showcase
*Atrium & Regency Foyer – Ballroom
Level*

Cyber Café & Recharging Station

Atrium – Ballroom Level

4:00 p.m. – 5:00 p.m.

New Member & First Time Attendee
Orientation
Regency C – Ballroom Level

5:30 p.m. – 7:30 p.m.

Annual Meeting of Members and
Opening Ceremony
*Regency Ballroom E/F – Ballroom
Level*

7:30 p.m. – 9:30 p.m.

Opening Reception
*Atrium & Regency Foyer – Ballroom
Level*

Thursday, Nov. 13

7:30 a.m. – 9:00 a.m.

Continental Breakfast
*Atrium & Regency Foyer – Ballroom
Level*

7:30 a.m. – 5:00 p.m.

Conference Registration Open
Atrium – Ballroom Level

Exhibitor Showcase

*Atrium & Regency Foyer – Ballroom
Level*

Cyber Café & Recharging Station

Atrium – Ballroom Level

8:30 a.m. – 10:00 a.m.

Civil Caucus
*Regency Ballroom E/F – Ballroom
Level*

Client Caucus

Regency Ballroom D – Ballroom Level

Defender Caucus

Regency Ballroom A – Ballroom Level

10:30 a.m. – 12:00 noon

45 CFR Part 1612: Dos and Don'ts
for LSC Recipients
Tidewater – Second Floor

American Council of Chief Defenders
(ACCD) Meeting
Regency Ballroom C – Ballroom Level

Beyond the Usual Suspects:
Cultivating and Engaging Pro Bono
Leadership
Jefferson – Third Floor

Boards That Work: Engaged,
Knowledgeable, Diverse, and
Committed to the Vision of Legal Aid
Lincoln – Third Floor

Challenging Race Discrimination with
Evidence of Discriminatory Impact
Regency Ballroom B – Ballroom Level

Enforcing Language Access Rights
in Health Care: Effect of ACA Section
1557
Prince William – Third Floor

Gimme Shelter: Advocating for a Right
to Counsel in Housing Cases
Kennedy – Third Floor

New Models for Legal Services:
Navigators and LLLTs
Washington A – Ballroom Level

Outcomes, Economic Impacts, and
Raising Money: How Numbers and
Narratives Can Be Used to Strengthen
Your Program and Generate More
Resources
Washington B – Ballroom Level

Public Housing Mold Litigation
Conference Theater – Ballroom Level

Understanding the Shifting Future of
Student Debt Relief
Roosevelt – Third Floor

Where Health Meets Justice: Legal
Aid Leaders Share Their Health Care
Partnership Journeys
Fairfax – Third Floor

Women at the Top: Growing Up in
Legal Aid and Getting to Leadership
Arlington – Third Floor

AGENDA AT A GLANCE CONTINUED

12:30 p.m. – 1:30 p.m.

NLADA Latino Advocates Section Meeting
Potomac 4 – Ballroom Level

12:30 p.m. – 2:00 p.m.

Affinity Group Brown Bag Lunch Discussions
Independence Center A – Independence Level

LGBT Affinity Group
Prince William – Third Floor

2:00 p.m. – 3:30 p.m.

Client Engagement: Lessons from Procedural Justice Research
Regency Ballroom A – Ballroom Level

Economic Impacts of Foreclosure Prevention and Community Redevelopment Legal Assistance: New Funding Opportunities Mean Hope for Low-Income Families and Communities
Washington B – Ballroom Level

Educational Equity: The Fight for Our Children and Our Future
Tidewater – Second Floor

Ensuring Equal Access to Our Justice System for Limited English Proficient Individuals
Fairfax – Third Floor

Financial Fundamentals for Legal Aid Directors and Managers
Kennedy – Third Floor

Initiatives to Increase Federal Funding Sources for Civil Legal Aid
Regency Ballroom D – Ballroom Level

Leveraging New Models of Corporate Engagement in Support of Legal Aid
Washington A – Ballroom Level

The Nuts and Bolts of Board Service
Conference Theater – Ballroom Level

Racial Equity, Leadership, Diversity, Language Access, Anti-Oppression Theory, Immigration, Inclusion, Sexual Orientation, Power Dynamics, Gender, and Identity – A New Vocabulary for a New Paradigm
Lincoln – Third Floor

The Role of Forms and Interviews in Supporting the Work of Lay Advocates
Roosevelt – Third Floor

There's an App for That: Using Tech Tools in Defender Offices
Regency Ballroom C – Ballroom Level

3:30 p.m. – 4:00 p.m.

Fun Break – sponsored by NLADA Insurance Program
Atrium & Regency Foyer – Ballroom Level

4:00 p.m. – 5:30 p.m.

The Client Voice and LSC
Lincoln – Third Floor

Combating Implicit Bias to Reduce Racial Disparities in the School to Prison Pipeline
Regency Ballroom A – Ballroom Level

Cy Pres: Growing This Funding Source for Your Program and Your State
Regency Ballroom B – Ballroom Level

Holistic Defense in Action and Early Intervention
Washington B – Ballroom Level

The Impact of Sex Offender Registries: Strategies for Reform
Regency Ballroom D – Ballroom Level

Legal Services Corporation's Pro Bono Innovation Fund: 2014 Grantees
Tidewater – Second Floor

A Local Human Rights Lawyering Project
Arlington – Third Floor

Strategies for Serving Speakers of Less Common and Emerging Languages
Roosevelt – Third Floor

Using Data to Maximize Impact on Vulnerable Populations
Prince William – Third Floor

Validated Risk Assessments: What Defenders Need to Know
Regency Ballroom C – Ballroom Level

The War on Poverty: Doing It with Modern Tools
Washington A – Ballroom Level

5:30 p.m. – 6:30 p.m.
NLADA Client Section Meeting
Lincoln – Third Floor

NLADA Farmworker Section Meeting
Potomac 5-6 – Ballroom Level

6:00 p.m. – 7:00 p.m.
NLADA Technology Section Meeting
Arlington – Third Floor

National Association of Indian Legal Services/NLADA Native American Section Meeting
Fairfax – Third Floor

6:30 p.m. – 7:30 p.m.
Client Reception
Kennedy – Third Floor

Friday, Nov. 14

7:30 a.m. – 9:00 a.m.
Continental Breakfast
Atrium & Regency Foyer – Ballroom Level

7:30 a.m. – 5:00 p.m.
Conference Registration Open
Atrium – Ballroom Level



Exhibitor Showcase

Atrium & Regency Foyer – Ballroom Level

Cyber Café & Recharging Station

Atrium – Ballroom Level

8:30 a.m. – 10:00 a.m.

Effective Strategic Advocacy: A New Approach to Achieving High Impacts
Conference Theater – Ballroom Level

Empowering Immigrant Clients to Build Welcoming Communities
Roosevelt – Third Floor

Holistic Legal Case Management System: Technology & Evaluation
Washington A – Ballroom Level

How Cultural Competence Trainings Can Help Us Design a New Paradigm for Impact
Kennedy – Third Floor

Implementing a Social Media Strategy to Maximize Development Initiatives
Regency Ballroom B – Ballroom Level

Language Access Enforcement: Effective Utilization of Different Strategies and Tools to Obtain Compliance
Prince William – Third Floor

Managing from the Middle: Intergenerational Differences
Arlington – Third Floor

Technology Disruption: Using Technology and Public Data to Put Power Back in the Hands of Policy Advocates, Attorneys, and Clients
Tidewater – Second Floor

The War on Poverty and Civil Legal Aid: A Historical Perspective
Washington B – Ballroom Level

Workload Studies: A New Indigent Defense Paradigm
Regency Ballroom A – Ballroom Level

10:30 a.m. – 12:00 noon

Civil Legal Aid Communications Roundtable
Fairfax – Third Floor

Clearly Explained: A Team Approach to Developing Legal Information to Educate and Empower the Whole Community
Tidewater – Second Floor

Effectively Managing Pro Bono
Lincoln – Third Floor

Engaging Diverse Communities in Language Access Advocacy
Kennedy – Third Floor

Innovations in Civil Legal Aid
Prince William – Third Floor

LSC Compliance Guidance Update
Regency Ballroom B – Ballroom Level

New Board Members: Getting Them and Keeping Them
Arlington – Third Floor

The New Paradigm for Impact: Ferguson, Fear, and Forward
Washington A – Ballroom Level

Poverty and Income Inequality among America's Seniors
Roosevelt – Third Floor

State Funding Roundtable: Sustaining and Growing This Key Funding Source
Washington B – Ballroom Level

Strategies to Serve Limited English Proficient Litigants
Jefferson – Third Floor

War on Families: Defending the Civil Consequences of the War on Drugs
Regency Ballroom A – Ballroom Level

12:00 noon – 2:00 p.m.

Annual Awards Luncheon
Regency Ballroom E/F – Ballroom Level

1:00 p.m. – 5:00 p.m.

ABA Indigent Defense Advisory Group Meeting
Prince William – Third Floor

2:15 p.m. – 3:45 p.m.
Business Process Analysis for Legal Services: The Illinois Experience
Lincoln – Third Floor

Educating Legislators about Legal Aid: What Is Permitted?
Tidewater – Second Floor

Effective Lay Advocacy Skills – Part 1
Arlington – Third Floor

Ethics in Legal Services
Jefferson – Third Floor

Evolving Issues and Strategies to Address the School to Nowhere Pipeline
Washington B – Ballroom Level

Expanding Resources for Civil Legal Aid: Strategies for Communicating with Lawyers
Washington A – Ballroom Level

Learning about Community Need from and with Community Members
Kennedy – Third Floor

The Long Arc of Immigration Representation: From Criminal Charges to Deportation, with a Focus on Developing the First-Ever Public Defenders for Immigration Court
Regency Ballroom A – Ballroom Level

Messaging in the Age of Twitter
Fairfax – Third Floor

Representing Unaccompanied Minors: What the Legal Community Needs to Know
Roosevelt – Third Floor

Supreme Court Review
Conference Theater – Ballroom Level

AGENDA AT A GLANCE CONTINUED

2:15 p.m. – 4:00 p.m.

Federal Agency Listening Session
Regency Ballroom B – Ballroom Level

4:15 p.m. – 5:45 p.m.

Effective Lay Advocacy Skills – Part 2
Arlington – Third Floor

Expanding Expungement: Leveraging
Technology & Implementing
Innovative Strategies
Regency Ballroom A – Ballroom Level

Getting to 100%: A2J Author and
Meeting the Goals of the LSC Tech
Summit
Potomac 5-6 – Ballroom Level

Government Relations in the Right to
Counsel Equation
Washington A – Ballroom Level

How Representation of Clients in
Disasters Has Become a Core Service
of Programs and the Resources Avail-
able to Address Those Clients' Needs
Lincoln – Third Floor

Latino Diversity 101: Implications for
Legal Services Programs
Tidewater – Second Floor

The LSC CSR Handbook's Greatest Hits
Roosevelt – Third Floor

MIE Roundtable for Legal Services
Executive Directors and Managers
Kennedy – Third Floor

Serving Those Who Have Served
Potomac 3-4 – Ballroom Level

Setting and Evaluating Measurable
Strategic Goals to Maximize Impact
Potomac 1-2 – Ballroom Level

Setting the Stage for 2016: The
Power of Personal Storytelling and
Raising the Voice of Legal Aid in the
National Conversation
Jefferson – Third Floor

The Trauma-Informed Defense Team
Conference Theater – Ballroom Level

What Have You Done for Me Lately?
Washington B – Ballroom Level

6:00 p.m. – 7:00 p.m.
African-American Project Directors
Association Meeting
Washington B – Ballroom Level

6:15 p.m. – 7:45 p.m.
Brown Bag Movie Screening – “The
Penalty”
*Regency Ballroom E/F – Ballroom
Level*

7:00 p.m. – 8:00 p.m.
National Organization of Client
Advocates (NOCA) General Session
*Regency Ballroom C/D – Ballroom
Level*

NLADA Equity Caucus
Potomac 5-6 – Ballroom Level

Saturday, Nov. 15

7:00 a.m. – 9:00 a.m.
Continental Breakfast
*Atrium & Regency Foyer – Ballroom
Level*

7:00 a.m. – 8:15 a.m.
Women of Color Project Directors
Breakfast
Potomac 2 – Ballroom Level

7:00 a.m. – 10:00 a.m.
Conference Registration Open
Atrium – Ballroom Level

7:00 a.m. – 12:00 noon
Exhibitor Showcase
*Atrium & Regency Foyer – Ballroom
Level*

Cyber Café & Recharging Station
Atrium – Ballroom Level

8:30 a.m. – 10:00 a.m.

Building Legal Literacy: What, Why,
and How
Washington A – Ballroom Level

Law School to Legal Aid/Pro Bono
Pipeline: New Approaches to
Recruiting and Integrating Student
and Attorney Volunteers
Washington B – Ballroom Level

Preparing an Effective Funders
Strategy: Tools to Bring Back to the
Office - Part 1: Budget-Boosting
Strategies
Regency Ballroom C – Ballroom Level

Recent Changes to LSC's Private
Attorney Involvement Rule
Regency Ballroom D – Ballroom Level

Video Legal Advocacy for Low Income
Clients
Regency Ballroom A – Ballroom Level

10:30 a.m. – 12:00 noon
Forging Effective Community-Based
Partnerships to Remove Barriers to
Employment
Washington A – Ballroom Level

Hot Topics in Civil Legal Aid
Regency Ballroom A – Ballroom Level

Preparing an Effective Funders
Strategy: Tools to Bring Back to the
Office - Part 2: The Story Behind the
Numbers: Using Data and Narratives
to Leverage Funding
Regency Ballroom C – Ballroom Level

Pro Bono Clinic Development:
Potential & Pitfalls
Washington B – Ballroom Level

Thinking Outside the Box: A New
Approach to Education Advocacy
Regency Ballroom D – Ballroom Level

10:00 a.m. – 5:00 p.m.
ABA Standing Committee on Legal
Aid & Indigent Defendants Meeting
Prince William – Third Floor

CONFERENCE AGENDA

Tuesday, November 11

7:30 a.m. – 11:00 a.m. | **Pre-Conference Registration Open**
Atrium – Ballroom Level

8:00 a.m. – 5:30 p.m. | **MIE New Executive Director Training**
Roosevelt – Third Floor

3:00 p.m. – 4:00 p.m. | **National Organization of Client Advocates (NOCA) Board Meeting**
Washington B – Ballroom Level

Wednesday, November 12

7:30 a.m. – 5:30 p.m. | **Conference Registration Open**
Atrium – Ballroom Level

8:00 a.m. – 5:00 p.m. | **MIE New Executive Director Training**
Roosevelt – Third Floor

8:15 a.m. – 4:00 p.m. | **Rural Delivery: Charting a Course after the Great Recession**
Washington A – Ballroom Level

8:30 a.m. – 5:00 p.m. | **Social Security and Supplemental Security Income: Vital Components of Our Waning Safety Net**
Jefferson – Third Floor

12:00 noon – 5:00 p.m. | **Where Health Meets Justice Fellowship Meeting sponsored by NLADA and the National Center on Medical-Legal Partnerships**
Arlington – Third Floor

2:00 p.m. – 5:30 p.m. | **Exhibitor Showcase**
Atrium & Regency Foyer – Ballroom Level

Cyber Café & Recharging Station
Atrium – Ballroom Level

4:00 p.m. – 5:00 p.m. | **New Member & First Time Attendee Orientation**
Regency C – Ballroom Level

5:30 p.m. – 7:30 p.m. | **Annual Meeting of Members and Opening Ceremony**
Regency Ballroom E/F – Ballroom Level

7:30 p.m. – 9:30 p.m. | **Opening Reception**
Atrium & Regency Foyer – Ballroom Level

Thursday, November 13, 2014

CONFERENCE AGENDA

7:30 A.M. – 9:00 A.M. | **Continental Breakfast**

ATRIUM & REGENCY FOYER – BALLROOM LEVEL

7:30 A.M. – 5:00 P.M. | **Conference Registration Open**

ATRIUM – BALLROOM LEVEL

Exhibitor Showcase

ATRIUM & REGENCY FOYER – BALLROOM LEVEL

Cyber Café & Recharging Station

ATRIUM – BALLROOM LEVEL

8:30 A.M. – 10:00 A.M.

CIVIL CAUCUS

REGENCY BALLROOM E/F – BALLROOM LEVEL

The War on Poverty 50 Years Later – What Lessons Does It Hold For the Future of Civil Legal Aid

See page 22 for a description of this session.

Moderator: Gerry Singesen, Consultant, Massachusetts Access to Justice Commission

Panelists: Jacquelynne Bowman, Executive Director, Greater Boston Legal Services

Malika Fair, Association of American Medical Colleges

Bruce Ives, Senior Vice President & Deputy General Counsel, Hewlett-Packard Company

M. Nalani Fujimori Kaina, Executive Director, Legal Aid Society of Hawaii

The Honorable Vanessa Ruiz, DC Court of Appeals

Erik Stegman, Center for American Progress

John Levi, chair of the Legal Services Corporation Board of Directors, will also reflect on LSC's role in ensuring equal justice under law as it celebrates its 40th anniversary.

CLIENT CAUCUS

REGENCY BALLROOM D – BALLROOM LEVEL

Keynote Address

Anita Earls, Founder and Executive Director, Southern Coalition for Social Justice

See page 23 for a full bio.



DEFENDER CAUCUS

REGENCY BALLROOM A – BALLROOM LEVEL

See page 24 for a description of this session.

Keynote Address

Seymour W. James, Attorney in Chief, New York Legal Aid Society

Panel Discussion

The Legal Aid Society

Moderator: Justine Luongo, Attorney-in-Charge of the Criminal Practice

Misdemeanor Arraignment Project (MAP)

Regina Schaefer, Assistant Director of Social Work

CopSTAT

Cynthia Conti-Cook, Staff Attorney Special Litigation Unit

Digital Forensic Unit

Aaron Flores, DFU Forensic Technical Specialist

10:30 A.M. – 12:00 NOON



45 CFR Part 1612: Dos and Don'ts for LSC Recipients

TIDEWATER – SECOND FLOOR

This session, led by staff members of the Office of Compliance and Enforcement and the Office of Legal Affairs, will discuss LSC recipient compliance with 45 C.F.R. Part 1612, specifically recent guidance issued by LSC addressing what communications by LSC recipients are prohibited “attempts to influence” government decision-making under 45 C.F.R. Part 1612 and what communications are permitted under that regulation.

Mark Freedman, Senior Assistant General Counsel, Office of Legal Affairs, Legal Services Corporation

Tamara Gustave, Program Counsel, Office of Compliance and Enforcement, Legal Services Corporation



American Council of Chief Defenders (ACCD) Meeting

REGENCY BALLROOM C – BALLROOM LEVEL

The ACCD is a national organization that is a crucial voice for the leaders of state, county, and city public defenders and assigned counsel agencies. The ACCD invites you to engage in a conversation about indigent defense, the accomplishments of the Council, and the focus of ACCD’s current work.



Beyond the Usual Suspects: Cultivating and Engaging Pro Bono Leadership

JEFFERSON – THIRD FLOOR

Organizations providing pro bono legal services must utilize all available resources in promoting pro bono participation, including pro bono leaders outside of the organization's staff. This workshop will discuss how to cultivate and engage leadership within the organization's board, the local judiciary, and the bar. Panelists will offer specific examples for engaging pro bono leaders in recruitment, retention, and recognition efforts.

Lillian Moy, Executive Director, Legal Aid Society of Northeastern New York
Steve Scudder, Counsel, ABA Standing Committee on Pro Bono and Public Service
Monika Kalra Varma, Executive Director, D.C. Bar Pro Bono Program



Boards That Work: Engaged, Knowledgeable, Diverse, and Committed to the Vision of Legal Aid

LINCOLN – THIRD FLOOR

Executive Directors and Board Members: Join together to strengthen the effectiveness of your board of directors in governing your legal aid program. Embark on a discussion/training program tailored to your specific needs, located within your legal aid program, involving all board members and key staff, working together during board meetings, in a planned calendar of activities. Learn how to engage the board around the key topics of mission and program services; financial oversight and development; planning and accountability; and organizational leadership development. Support each and every board member to participate to the fullest.

Jon Asher, Executive Director, Colorado Legal Services
Patricia Pap, Executive Director, Management Information Exchange
Tina Smith, Board Chair, Colorado Legal Services



Challenging Race Discrimination with Evidence of Discriminatory Impact

REGENCY BALLROOM B – BALLROOM LEVEL

As programs continue to challenge race discrimination, the use of discriminatory impact evidence can be an effective tool to bring both disparate impact and intentional discrimination claims, as well as to seek policy changes. This session will explore a variety of ways in which impact evidence can be used in federal administrative complaints, litigation, and advocacy. Panelists from the U.S. Department of Justice Civil Rights Division, the Southern Coalition for Social Justice, and Community Legal Services will focus on options for applying Title VI of the Civil Rights Act and other laws to address discrimination in a variety of contexts, including benefits, transportation, criminal background bans, and environmental justice. Come share your questions and ideas!

Moderator: Christine Stoneman, Principal Deputy Chief, Federal Coordination and Compliance Section, Civil Rights Division, U.S. Department of Justice

Panelists:

Sharon Dietrich, Litigation Director, Community Legal Services, Philadelphia
Anita Earls, Founder and Executive Director, Southern Coalition for Social Justice
Daria Neal, Deputy Chief, Federal Coordination and Compliance Section, Civil Rights Division, U.S. Department of Justice



Enforcing Language Access Rights in Health Care: Effect of ACA Section 1557

PRINCE WILLIAM – THIRD FLOOR

Health care reform offered many opportunities to improve language access. Specifically, Section 1557 of the Patient Protection and Affordable Care Act (ACA) expressly extended the language access protections of Title VI of the Civil Rights Act of 1964 to apply to health insurance exchanges created by the ACA. Panelists will discuss language access enforcement options pre-Section 1557 and post-Section 1557 and practical strategies for achieving quality and comprehensive language access in the health care setting in the current legal landscape.

Luong Chau, Staff Attorney, Legal Aid Foundation of Los Angeles
Maureen Keffer, Indigenous Program Director, California Rural Legal Assistance, Inc.
Cori Racela, Staff Attorney, Neighborhood Legal Services of L.A. County
Mara Youdelman, Managing Attorney, National Health Law Program



Gimme Shelter: Advocating for a Right to Counsel in Housing Cases

KENNEDY – THIRD FLOOR

As of 2014, not one city or state in the entire country provides a right to counsel in housing cases, and it has not often been raised in litigation or legislation. But the issue has finally come to the forefront. Come learn about groundbreaking bills filed in New York City, pilot projects and litigation possibilities in several states, and the campaign to connect right to counsel to housing as a human right.

Risa E. Kaufman, Executive Director, Human Rights Institute, Columbia Law School, and Lecturer-in-Law
John Pollock, Staff Attorney, Public Justice Center, and Coordinator, National Coalition for the Civil Right to Counsel
Andrew Scherer, Policy Director, Impact Center for Public Interest Law, New York Law School
Reena K. Shah, Director, Human Rights Project, Maryland Legal Aid



New Models for Legal Services: Navigators and LLLTs

WASHINGTON A – BALLROOM LEVEL

As the justice gap continues to widen, attorneys, legal assistants, court staff, and the judiciary have continued to search for ways to better allocate resources and provide clients the level and type of services needed. In the coming year, we will see the launch of two very different but equally exciting models that seek to provide legal services to moderate and low-income people – New York’s “Navigator” program and Washington State’s “Limited License Legal Technician” program. The Navigator program launched in Housing Court and trains non-lawyer advocates to guide pro se litigants through the court process. Washington State is proceeding with licensing its first Legal Technicians in the spring of 2015. Legal Technicians go through an extensive education and testing process and will be licensed to independently practice family law within a limited scope. This session will provide attendees with an in-depth briefing on the status of these programs and updates on other national developments. We will also explore the potential applications of these programs in the delivery of legal services to the poor and how alternative practice models can help enable legal aid lawyers to practice “at the top of their licenses,” while providing clients robust services in these times of constrained resources.

Katherine Altneder, Coordinator, Self-Represented Litigation Network
Steve Crossland, Chairman, Limited License Legal Technicians Board

 **Outcomes, Economic Impacts, and Raising Money: How Numbers and Narratives Can Be Used to Strengthen Your Program and Generate More Resources**

WASHINGTON B – BALLROOM LEVEL

With funders such as LSC turning up the pressure for outcomes-based reporting, this session will use a just-completed economic impact study to show how a local coalition of civil justice leaders in Central Pennsylvania is using this kind of information to quantify impact and enroll more funders.

Victoria Connor, Chief Executive Officer, York County Bar Association
Ken Smith, President, The Resource for Great Programs
Rhodia Thomas, Executive Director, MidPenn Legal Services
Mary Weaver, Executive Director, Pennsylvania Immigration Resource Center

 **Public Housing Mold Litigation**

CONFERENCE THEATER – BALLROOM LEVEL

This workshop will discuss the legal and community organizing perspectives of the settlement in the *Baez v. New York City Housing Authority* federal lawsuit, which established the right of low-income public housing tenants to have mold and excess water build-up removed from their apartments. This case was the first in the country to use the federal Americans with Disabilities Act on behalf of tenants in public housing who have asthma and whose breathing problems were made worse by having to live with mold and excess moisture. The workshop will cover how the case was put together and issues coming up in implementing the settlement.

Greg Bass, Staff Attorney, National Center for Law and Economic Justice
Monique “Mo” George, Director of NYC Chapter Organizing, Community Voices Heard

 **Understanding the Shifting Future of Student Debt Relief**

ROOSEVELT – THIRD FLOOR

This panel will provide attorneys and legal employers with concrete, real world advice on how to navigate the increasingly complex universe of federal student loan repayment and forgiveness options. It will also cover new legislative and regulatory developments, including important improvements to the Income-Based Repayment plan that took place in 2014 and possible caps to Public Service Loan Forgiveness that may occur as part of the slated reauthorization of the Higher Education Act.

Radhika Singh Miller, Senior Program Manager, Law School Engagement & Advocacy, Equal Justice Works
Heather Jarvis, Student Debt Expert, AskHeatherJarvis.com

 **Where Health Meets Justice: Legal Aid Leaders Share Their Health Care Partnership Journeys**

FAIRFAX – THIRD FLOOR

This year’s Where Health Meets Justice Fellowship provided 24 legal aid leaders with the opportunity to explore and understand the complexity of health care organizations and where civil legal aid fits in the new healthcare landscape. In this session, you will hear from three fellows who will offer their reflections on (1) the distinction between healthcare advocacy and healthcare operations; (2) understanding leadership development in a broader context of both health care and community organizations; and (3) pathways to resources and opportunities for legal aid organizations in a burgeoning healthcare sector.

Camille D. Holmes, Director, Leadership & Racial Equity, NLADA
Ellen Lawton, Principal Investigator, National Center for Medical-Legal Partnerships
Yvonne Marijimenez, Deputy Director, Neighborhood Legal Services of Los Angeles County
Valerie Zolezzi-Wyndham, Managing Attorney, Community Legal Aid, Worcester MA



Women at the Top: Growing Up in Legal Aid and Getting to Leadership

ARLINGTON – THIRD FLOOR

Taking from national conversations around women in leadership, this session will take the experience of three executive directors who grew up in the program that they are now leading to talk about the institutional barriers, the implicit bias barriers, and personal barriers that may face women looking to lead their programs into the future. In 2012, women led only 38.1 percent of LSC-funded programs despite making up 75 percent of staff. While more women are rising to the executive director positions at legal services programs, women still face many challenges along the way. With national conversations about “Leaning In” and the American Bar Association Commission on Women in the Profession’s recent release of “Learning to Lead: What Really Works for Women in Law,” the discussion around women in leadership has never been more timely. Alaska Legal Services Corporation Executive Director Nikole Nelson, Montana Legal Services Association Executive Director Alison Paul, and Legal Aid Society of Hawaii Executive Director Nalani Fujimori Kaina will lead this session. The session will begin with a summation of the facts and figures of women in leadership in legal services programs. The session panelists will then discuss some of the more prominent themes that come from the current national conversation with their own perspectives on how they played out in their own journeys to leadership. The session will include time for small breakouts, each led by one of the panelists, to provide guidance on current challenges as well as to issue a challenge to each participant to take at least one step toward leadership.

Nalani Fujimori Kaina, Executive Director, Legal Aid Society of Hawaii
Nikole Nelson, Executive Director, Alaska Legal Services Corporation
Alison L. Paul, Executive Director, Montana Legal Services Association

12:00 NOON – 2:00 P.M.

Pick-up a to-go lunch from one of the nearby restaurants on the list in your conference bag or from one of the Hyatt’s food outlets and come back for a lively lunchtime discussion. Discussions will begin at 12:30 p.m.

Affinity Group Brown Bag Lunch Discussions

INDEPENDENCE CENTER A – INDEPENDENCE LEVEL

Join a discussion group that is already established, or start your own. See the sign outside the Independence Center for topics.

LGBT Affinity Group

PRINCE WILLIAM – THIRD FLOOR

Cynthia Knox, Legal Services of the Hudson Valley

12:30 P.M – 1:30 P.M.

NLADA Latino Advocates Section Meeting

POTOMAC 4 – BALLROOM LEVEL

The section will conduct its regular business meeting. The meeting is open to all individuals interested in discussing emerging issues and current trends relevant to Latino and other populations.

Ben Obregon, Jose Padilla

2:00 P.M. – 3:30 P.M.



Client Engagement: Lessons from Procedural Justice Research

REGENCY BALLROOM A – BALLROOM LEVEL

Research has shown that when defendants and litigants perceive the court process to be fair, they are more likely to comply with court orders and follow the law in the future – regardless of whether they “win” or “lose” their case. This concept, “procedural justice,” is unlikely to come as a surprise to defenders who try to apply strong client engagement skills with even the most challenging clients. Implementing the four key principles of procedural justice – voice, trust, respect, and understanding – and applying the lessons learned from the extensive body of research on procedural justice can help advance the goals that drive most people to become defenders in the first place: empowering clients and advocating on their behalf. The session will provide participants with an overview of current research and steps for implementation and will include the following materials: a menu of best practices, samples from the procedural justice evaluation toolkit developed by the Center for Court Innovation with support from the U.S. Department of Justice’s Bureau of Justice Assistance, and links to additional training resources, including the Center’s BJA funded procedural justice online learning system.

Sarah Picard-Fritsch, Associate Director of Research, Center for Court Innovation
Emily Gold LaGratta, Director of New Initiatives, Center for Court Innovation



Economic Impacts of Foreclosure Prevention and Community Redevelopment Legal Assistance: New Funding Opportunities Mean Hope for Low-Income Families and Communities

WASHINGTON B – BALLROOM LEVEL

The Bank of America settlement will bring millions of new dollars for legal assistance to keep families in their homes and redevelop low-income neighborhoods. In this session, recent economic impact studies will provide examples showing the dramatic outcomes that can be achieved with these dollars.

Mark Schwartz, Executive Director, Regional Housing Legal Services
Ken Smith, President, The Resource for Great Programs
Rhodia Thomas, Executive Director, MidPenn Legal Services



Educational Equity: The Fight for Our Children and Our Future

TIDEWATER – SECOND FLOOR

This session will (1) explore use of research tools to quantify educational disparities, (2) identify proven educational policy and practice solutions to address education of low-income and minority students, and (3) examine a recent federal court judgment (August 2014) declaring the Texas school finance system inadequate, unsuitable, and inequitable to support/determine “...the cost of providing all students with a meaningful opportunity to acquire the essential knowledge and skills reflected in the state curriculum and to graduate at college- and career-ready level.” Plaintiffs’ lawsuit was joined by more than 600 school districts responsible for educating three-quarters of Texas’ 5 million-plus public school students.

Rhonda Bryant, Senior Fellow, Director of Youth Policy, Center for Law & Social Policy
David G. Hinojosa, Southwest Regional Counsel, Mexican American Legal Defense and Educational Fund (MALDEF)
Luis Jaramillo, Board Member, Center for Law & Social Policy
Roger Rice, Executive Director, Multicultural Education Training and Advocacy



Ensuring Equal Access to Our Justice System for Limited English Proficient Individuals

FAIRFAX – THIRD FLOOR

This session will address the important role the civil legal aid and public defender communities play in ensuring that limited English proficient (LEP) clients and pro se individuals are provided meaningful access to language assistance services in state courts as required by Title VI of the Civil Rights Act of 1964. Some courts have policies that require LEP individuals to provide their own interpreters, especially for programs and services outside the courtroom. This session will explain the Title VI language access obligations of courts, the important role civil and criminal attorneys can play in assessing and improving language assistance services for inside and outside the courtroom, and provide examples from state court systems the Department of Justice has worked to improve access for LEP individuals.

*Brooke Bogue Crozier, Manager, Office of Language Access Services, North Carolina
Administrative Office of the Courts*

Nancy Glass, Staff Attorney, Public Defender Service for the District of Columbia

Maureen Keffer, Indigenous Program Director, California Rural Legal Assistance, Inc.

Sunil Mansukhani, Principal, The Raben Group

*Michael Mulé, Attorney, Federal Coordination and Compliance Section (FCS), Civil Rights Division,
U.S. Department of Justice*

Bill Rowe, General Counsel/Director, North Carolina Justice Center



Financial Fundamentals for Legal Aid Directors and Managers

KENNEDY – THIRD FLOOR

Are your financial management systems and strategies ready for a new year? Get ready to provide the financial leadership your legal aid organization needs to achieve your mission amidst new challenges to sustainability. This workshop will help you identify the strengths and limitations of your current systems and provide guidance to get the tools you need to ensure accountability, obtain information for clear decision making, and prevent fraud. Workshop topics will include: annual budgets, grant budgets, and cash flow projections; internal controls; financial reports that make sense; and working with your board on fiscal oversight. This workshop is designed to build skills and improve communication between executive directors and fiscal managers/accountants and to increase board involvement in productive financial oversight.

John Arango, Algodones Associates

Jacquelynne J. Bowman, Executive Director, Greater Boston Legal Services

Yvonne Mariajimenez, Deputy Director, Neighborhood Legal Services of Los Angeles County

Patricia Pap, Executive Director, Management Information Exchange (MIE)

MIE Board Members

Cesar Torres, Executive Director, Northwest justice Project



Initiatives to Increase Federal Funding Sources for Civil Legal Aid

REGENCY BALLROOM D – BALLROOM LEVEL

Panelists will share new federal grant opportunities for legal aid providers resulting from DOJ Access to Justice efforts and highlight success stories and tips on working with new partners to gain access to these funds. NLADA's efforts to provide information, technical support, and advocacy around federal funding opportunities will also be highlighted.

Bob Bullock, Senior Counsel, Department of Justice Access to Justice Initiative

Cathy Carr, Executive Director, Community Legal Services of Philadelphia

Karen Lash, Senior Counsel, Department of Justice Access to Justice Initiative

Don Saunders, Vice President, Civil Legal Services, NLADA



Leveraging New Models of Corporate Engagement in Support of Legal Aid

WASHINGTON A – BALLROOM LEVEL

Legal Aid programs are developing unique and innovative ways to engage and obtain support from the corporate sector. In this session, panelists will discuss new approaches to philanthropy that are mutually beneficial both to Legal Aid Service programs, partnering businesses, and their employees. Panelists will present creative fundraising initiatives that help businesses achieve their social responsibility goals and lead to increased corporate investment in legal aid.

Moderator: Jo-Ann Wallace, President & CEO, NLADA

Panelists: Andrea Bridgeman, Associate General Counsel, Freddie Mac
Alex R. Gulotta, Executive Director, Bay Area Legal Aid
Bruce Ives, Senior Vice President & Deputy General Counsel for Professional Outreach, Pro Bono and Civic Engagement, Hewlett-Packard Company



The Nuts and Bolts of Board Service

CONFERENCE THEATER – BALLROOM LEVEL

This popular session returns to review the purpose and functions of the governing body of a civil legal services program and prepare client-eligible individuals (as well as attorney board members) to serve effectively as civil legal services board members. This engaging and interactive presentation was first shared at Client Impact Leadership in 2009.

Evora Thomas, Program Counsel, Legal Services Corporation



Racial Equity, Leadership, Diversity, Language Access, Anti-Oppression Theory, Immigration, Inclusion, Sexual Orientation, Power Dynamics, Gender, and Identity – A New Vocabulary for a New Paradigm

LINCOLN – THIRD FLOOR

The concepts and work to achieve equity, racial justice, diversity, language access, immigration reform, and inclusion are distinct and yet connected. This workshop will give texture to the language we need to create a new paradigm for meaningful impact, diversity, and inclusion. Can we build a language and practice of anti-oppression and inclusion that connects our various struggles while valuing the unique characteristics of each? What are the linkages across diversity, inclusion, and equity? Is the language we use really that important? How do they inform and influence one another? What does this mean for our work and our organizations? This session will explore how advocates for a broad range of civil rights, human rights, and access develop deeper common cause and common language.

Jennifer Ching, Project Director, Queens Legal Services

Debra Gardner, Public Justice Center

Camille Holmes, Director of Leadership & Racial Equity, NLADA

Dan Torres, Deputy Director, California Rural Legal Aid

Valerie Zolezzi-Wyndham, Managing Attorney, Community Legal Services, Worcester, Massachusetts



The Role of Forms and Interviews in Supporting the Work of Lay Advocates

ROOSEVELT – THIRD FLOOR

By having automated interviews to help lay advocates with the preparation of forms (for courts, administrative agencies, and benefit applications), you can assure the quality and consistency of their work. You take the expertise of the best advocates and encapsulate it into these interviews so that, simply by following the interviews, they don't miss anything. Not only that, but they save them time by making the preparation process more efficient and you enable their clients to help in the preparation by answering the interviews online before meeting with the lay advocate.

Mark O'Brien, Co-Founder & Executive Director, Pro Bono Net (PBN)
Alexander F.A. Rabanal, Access to Justice Fellow, Center for Access to Justice & Technology, IIT Chicago-Kent College of Law
Glenn Rawdon, Program Counsel for Technology, Legal Services Corporation



There's an App for That: Using Tech Tools in Defender Offices

REGENCY BALLROOM C – BALLROOM LEVEL

This presentation will focus on how technology can benefit defender offices. Using their office in Illinois as a case study, the presenters will demonstrate some of the many tech tools used by defenders at the trial and appellate levels. Discussion topics will include the benefits of introducing technology into a defender office, budgetary concerns, security concerns, choosing the right tech tools for your office, training attorneys on tech, and pitfalls to avoid.

Susan R. Carr, Director of Support Services, Office of the State Appellate Defender
Donna Elzer, IT Director, Office of the State Appellate Defender
Michael J. Pelletier, State Appellate Defender
Laura A. Weiler, Director of Training, Office of the State Appellate Defender

3:30 P.M. – 4:00 P.M.

Fun Break – sponsored by NLADA Insurance Program

ATRIUM & REGENCY FOYER – BALLROOM LEVEL

Join your colleague for a snack and a beverage while you exchange notes from memorable sessions, catch up with old friends, and make new contacts to help you advance in your career.



4:00 P.M. – 5:30 P.M.

The Client Voice and LSC

LINCOLN – THIRD FLOOR

This annual presentation by the LSC president and client member of the LSC board will report on client involvement at LSC grantees and allow client board members to provide input on how to improve client engagement. This session gives client board members (past, present, and people considering board membership in the future) of LSC-funded programs a place to share experiences and suggestions and to gain ideas for improving client engagement. This session is also appropriate for executive directors and other board members who want to understand the client perspective, hear client feedback, and are interested in improved client engagement on the board level. The session includes a mix of discussion and presentation.

Julie Reiskin, Executive Director, Colorado Cross-Disability Coalition and Board Member, Legal Services Corporation
James J. Sandman, President, Legal Services Corporation



Combating Implicit Bias to Reduce Racial Disparities in the School to Prison Pipeline

REGENCY BALLROOM A – BALLROOM LEVEL

Increasingly, scientific research shows that even people consciously committed to equality may still hold hidden, unconscious prejudices or stereotypes that influence their actions. In schools and in the juvenile justice system, the pervasive nature of these implicit biases has important implications for fairness. Implicit biases are more likely to result in discriminatory outcomes when an individual needs to make quick decisions and has broad discretion, conditions often present in schools and within the juvenile justice system. Consequently, implicit biases may drive some of the racial and gender disparities that persist in the school to prison pipeline. Reducing disproportionate minority contact and improving outcomes for youth of color therefore requires more than just a commitment to be “color-blind”: it requires a concerted effort by all school and juvenile justice actors to identify unconscious attitudes and

stereotypes and to eliminate reliance on these biases in decision-making. With that goal, this workshop will provide participants with an understanding of implicit bias and how it can affect decision-making as well as strategies to counter its impact to improve fair and just outcomes for youth of color.

Hannah Benton, Staff Attorney, Juvenile Justice, National Center for Youth Law (NCYL)

Kristi Harris, Staff Attorney, U.S. Department of Education Office for Civil Rights

Michael Harris, Senior Attorney in Juvenile Justice, National Center for Youth Law (NCYL)

Jason Okonofua, Researcher, Stanford University



Cy Pres: Growing This Funding Source for Your Program and Your State

REGENCY BALLROOM B – BALLROOM LEVEL

This session will cover best practices for obtaining class action residuals and other forms of cy pres awards. Presenters will update the legal aid community on court cases and legislative changes that may affect the ability of legal aid programs to obtain cy pres awards. We will conclude by discussing the value of each state obtaining a court rule or legislation authorizing legal aid to be a recipient of cy pres awards and describe the steps advocates might follow to obtain such a rule or legislation.

Wilber Boies, Partner, McDermott Will & Emery

Robert Graves, Executive Director, Chicago Bar Foundation

Daniel Glazier, Executive Director, Legal Services of Eastern Missouri

Meredith McBurney, Resource Development Consultant, ABA Resource Center for Access to Justice Initiatives



Holistic Defense in Action and Early Intervention

Washington B – Ballroom Level

An arrest is never just an arrest. An arrest can throw an individual's entire life into turmoil by putting her job, housing, children, immigration status, and public benefits in jeopardy. Public defenders across the country are responding to this reality by moving toward holistic defense, a model of public defense that leverages interdisciplinary advocacy to help clients address both the enmeshed penalties and underlying causes of criminal justice and family court involvement. This session will bring together an interdisciplinary team of attorneys and advocates from The Bronx Defenders to discuss the nuts and bolts of holistic defense, from pre-arraignment and early intervention advocacy to services beyond the courthouse. The session will begin with an overview of the Four Pillars of Holistic Defense: seamless access to legal and non-legal services that meet client needs; dynamic, interdisciplinary communication; interdisciplinary training; advocates with an interdisciplinary skill set; and a robust understanding of and connection to the community served. These pillars are the foundation for all client advocacy - whether occurring before a court filing, throughout the pendency of a case, or after a client's case has been resolved. Next, the session will explain how, through our holistic referral system, community intake process, and 24-hour hotline, we are able to identify clients who are at risk of being arrested or having their children removed from their care before the government even files its case. As criminal and family defense attorneys, we routinely find ourselves in the position of playing catch up in our initial courtroom advocacy - the government files its case, we meet our client, and then we have to advocate for release or for families to stay together with little opportunity to get to know the client, prepare our argument, and put services into place. We will describe our method for assessing client needs and putting services into place before the client's first appearance in front of a criminal or family court judge. After the government files its case, whether it be in criminal or family court, defenders must address not only the issues of the case bringing the client into the system, but also those consequences and enmeshed penalties arising from contact with the court system. An interdisciplinary team of Bronx Defenders attorneys and advocates will discuss the

potential collateral issues and non-criminal events that might arise at each step in the path of a case and the strategies that they use to address these challenges as a team. This panel will explore how early, innovative, and holistic advocacy can help clients avoid incarceration and keep families together.

Jennifer Bronson, Social Worker, The Bronx Defenders
Kamau Butcher, Policy Organizer, The Bronx Defenders
Scott Constantine, Managing Director, Family Defense Practice, The Bronx Defenders
Conor Gleason, Immigration Attorney, The Bronx Defenders
Jeremy Kaplan-Lyman, Criminal Defense Attorney, The Bronx Defenders
Robyn Mar, Director of Early Advocacy, The Bronx Defenders
Amreeta Mathai, Civil Action Attorney, The Bronx Defenders
Seann Riley, Deputy Director, The Bronx Defenders



The Impact of Sex Offender Registries: Strategies for Reform

REGENCY BALLROOM D – BALLROOM LEVEL

Being on the sex offender registry is a stigma that a person carries for life, beyond the repercussions that all people who have a criminal record face. The consequences of being on the registry are far reaching, ranging from making someone categorically ineligible for federally subsidized housing, to depriving them of admission to treatment facilities, or causing them to lose their jobs. Failure to comply with the registry's reporting requirements can lead to re-arrest and a new felony conviction. This is an area ripe for advocacy that utilizes the combined expertise of criminal defense attorneys as well as civil legal aid lawyers. This session will discuss areas of civil and criminal repercussions of being listed on sex offender registries and explore strategies for reform through litigation and legislative advocacy.

Amy Eppler-Epstein, Attorney, New Haven Legal Assistance Association
Brenda Jones, Executive Director, Reform Sex Offender Laws Inc.
Professor Wayne Logan, Florida State University College of Law
Jane Shim, J.D. Candidate, Yale Law School
Thomas Ullmann, Supervising Attorney, New Haven Public Defenders Office



Legal Services Corporation's Pro Bono Innovation Fund: 2014 Grantees

TIDEWATER – SECOND FLOOR

This session will feature projects from the inaugural 2014 awardees of the Pro Bono Innovation Fund, LSC's newest competitive grant program. Presenters will provide a general overview of the projects that were funded for 2014 and share information on the process of developing their projects, which involve the use of technology, strategies to bring pro bono resources to hard-to-reach communities, and important partnerships and collaborations.

Silvia Argueta, Executive Director, Legal Aid Foundation of Los Angeles
Sheila Hubbard, Executive Director, Volunteer Lawyers Project of the Boston Bar
Hilary Leland, managing Attorney, Atlanta Legal Aid Society, Inc.
Mytrang Nguyen, Program Counsel, Legal Services Corporation
C. Kenneth Perri, Executive Director, Legal Assistance of Western New York



A Local Human Rights Lawyering Project

ARLINGTON – THIRD FLOOR

Legal aid attorneys fight every day to secure basic rights for the most vulnerable persons in the U.S. - among them the poor, racial minorities, young people, the elderly, and immigrants. Yet, U.S. law more often than not falls short of providing a floor “of minimum protections for these marginalized individuals. More expansive guarantees are protected under international human rights law, and some advocates in the U.S., including legal services attorneys, have begun successfully incorporating human rights norms, language, and strategies into their domestic work to help advocate for increased protections.” (Human Rights in the United States: A Handbook for Legal Aid Attorneys) Maryland Legal Aid, in conjunction with the Center for Human Rights and Humanitarian Law and the Texas RioGrande Legal Aid, have worked to develop a Human Rights Lawyering Project that provides training, coaching, and mentorship for legal aid attorneys to help them integrate the human rights framework into their daily work.

Lauren E. Bartlett, Esq., Director of Research and Training, Center for Human Rights and Humanitarian Law, Washington College of Law, The American University
Risa E. Kaufman, Executive Director, Human Rights Institute, Columbia Law School, and Lecturer-in-Law

Gina E. Polley, Chief Attorney, Maryland Legal Aid

Reena K. Shah, Director, Human Rights Project, Maryland Legal Aid



Strategies for Serving Speakers of Less Common and Emerging Languages

ROOSEVELT – THIRD FLOOR

This workshop on serving Limited English Proficient (LEP) clients will discuss strategies for meeting the language access needs of clients who speak less common and emerging languages (e.g., new immigrant communities, refugees, and indigenous language speakers). The session will include discussion about how to identify languages of lesser diffusion in our communities, identify and maximize new interpreter resources, and ensure quality in the provision of language services, even when there may be few options available.

Maureen Keffer, Indigenous Program Director, California Rural Legal Assistance, Inc.
Joann Lee, Directing Attorney, Asian and Pacific Islander (API) Community Outreach Project, Legal Aid Foundation of Los Angeles

Fausto Sanchez, Community Worker, Indigenous Program, California Rural Legal Assistance, Inc.

Beth Shapiro, Senior Attorney & Language Access Project Coordinator, Community Legal Services of Philadelphia

David Steib, Language Access Director, Ayuda



Using Data to Maximize Impact on Vulnerable Populations

PRINCE WILLIAM – THIRD FLOOR

In order to identify the most vulnerable populations and to maximize the impact of work on their behalf, legal aid organizations can employ various types of analyses using a combination of internal and external data. During this session, two legal aid organizations will discuss their project in partnership with a university to identify and better meet the needs of vulnerable populations, measure spatial and trend statistics about those populations, and develop data analysis tools to support ongoing advocacy on behalf of those vulnerable populations. The session will include analysis examples and a detailed description of the project process.

Colleen M. Cotter, Executive Director, Legal Aid Society of Cleveland

Dr. Brian A. Mikelbank, Associate Professor of Urban Studies, Maxine Goodman Levin College of Urban Affairs, Cleveland State University

Alison L. Paul, Executive Director, Montana Legal Services Association

Rachel J. Perry, Principal, Strategic Data Analytics LLC



Validated Risk Assessments: What Defenders Need to Know

REGENCY BALLROOM C – BALLROOM LEVEL

Validated risk and needs assessment instruments are being used more and more in U.S. justice settings, ideally to facilitate evidence-based sentencing and diversion decisions. This session will provide an overview of risk-need-responsivity (RNR) theory, which constitutes the primary theoretical basis for most contemporary assessment instruments, which typically take into account both dynamic “criminogenic needs” (e.g., substance abuse) and “static” risk factors (e.g., age or criminal record). Presenters will also cover the RNR literature’s support for a rehabilitative approach to “high-risk” offenders and a non-interventionist approach to “low-risk” offenders; the ethical implications of actuarial assessment (e.g., confidentiality, false positives, and “net widening”); and current gaps in the knowledge base.

Julian Adler, Project Director, Red Hook Community Justice Center

Matt Alsdorf, Director of Criminal Justice, The Arnold Foundation

Sarah Picard-Fritsch, Associate Director of Research, Center for Court Innovation



The War on Poverty: Doing It with Modern Tools

WASHINGTON A – BALLROOM LEVEL

This workshop will look at how different legal services are using modern tools to fight the war on poverty. From child support, to food stamps, to public benefit appeals, to attorney tools to track trends using public information to be proactive about litigation strategies, this workshop will look at how legal aid lawyers are using modern tools to fight the war on poverty. We will provide context on why online tools are important to fight the war on poverty now and why there is a need to innovate if we want to empower communities to protect themselves and their livelihood.

Michael Hollander, Staff Attorney, Community Legal Services of Philadelphia

Claudia Johnson, Project Manager, LawHelp Interactive, Pro Bono Net

*Tanina Rostain, Professor of Law & Co-Director, Center for the Study of the Legal Profession,
Georgetown University Law School*

Gordon Shaw, Director of Client Access, Community Legal Aid

5:30 P.M. – 6:30 P.M.

NLADA Client Section Meeting

LINCOLN – THIRD FLOOR

NLADA Farmworker Section Meeting

POTOMAC 5-6 – BALLROOM LEVEL

This section meeting will include discussion of a number of issues of interest to the farmworker advocacy community, including the status of LSC's consideration of the future of dedicated agricultural worker funding.

Ron Flagg, Bristow Hardin, Rudy Sanchez, and Don Saunders

6:00 P.M. – 7:00 P.M.

NLADA Technology Section Meeting

ARLINGTON – THIRD FLOOR


National Association of Indian Legal Services/NLADA Native American Section Meeting

FAIRFAX – THIRD FLOOR

6:30 P.M. – 7:30 P.M.

Client Reception

KENNEDY – THIRD FLOOR



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Friday, November 14, 2014

CONFERENCE AGENDA

7:30 A.M. – 9:00 A.M. | **Continental Breakfast**

ATRIUM & REGENCY FOYER – BALLROOM LEVEL

7:30 A.M. – 5:00 P.M. | **Conference Registration Open**

ATRIUM – BALLROOM LEVEL

Exhibitor Showcase

ATRIUM & REGENCY FOYER – BALLROOM LEVEL

Cyber Café & Recharging Station

ATRIUM – BALLROOM LEVEL

8:30 A.M. – 10:00 A.M.



Effective Strategic Advocacy: A New Approach to Achieving High Impacts

CONFERENCE THEATER – BALLROOM LEVEL

NLADA members have always undertaken strategic advocacy efforts as part of their mission to increase access to justice and achieve greater benefits for both clients and other members of the public. Recent analysis projects by Community Services Analysis have focused on measuring the resulting values of the Strategic Advocacy goals and efforts in multiple legal aid organizations and have resulted in both a new quantification methodology for identifying those efforts that will provide the highest potential impact and also the identification of inherent process issues that currently limit the effectiveness of these efforts. This presentation will describe the new value measurement process and will identify the three major areas of process issues – management control, progress control, and the sharing of information between legal aid organizations to achieve coordinated actions. The presentation will also focus on the similarities between strategic advocacy efforts and effective research & development tools used by both industry and government agencies and will explore how these tools could be used to significantly increase the effectiveness and value of your strategic advocacy activities.

John Byrnes, Principal, Community Services Analysis LLC



Empowering Immigrant Clients to Build Welcoming Communities

ROOSEVELT – THIRD FLOOR

Improve the lives of the immigrant families you serve beyond direct legal assistance! Through this workshop, participants will learn about recent municipal initiatives that integrate immigrants into communities, such as welcoming unaccompanied children, protecting clients against immigration fraud, and enhancing trust in local law enforcement. NLADA members are uniquely positioned to educate immigrants on these critical issues. By the end of the workshop, participants will have gained valuable knowledge about the public policies affecting immigrants on a local level and how to educate immigrant clients on how to voice their concerns.

Robin Murphy, Chief Counsel, Civil Programs, NLADA

Allison Posner, Director of Advocacy, Catholic Legal Immigration Network, Inc. (CLINIC)

Jennifer Riddle, State & Local Advocacy Attorney, Catholic Legal Immigration Network, Inc. (CLINIC)



Holistic Legal Case Management System: Technology & Evaluation

WASHINGTON A – BALLROOM LEVEL

Technology is at the cutting edge of spearheading expansion and strategic planning for defender and legal service offices. With the multitude of options available, it's imperative that an organization uses a case management system that runs parallel to its organizational needs. The Bronx Defenders' (BXD) holistic, client-centered model of providing services has been seamlessly incorporated into the development of an innovative holistic legal case management, thus allowing holistic advocacy to be fully integrated into information technology systems. This session will demonstrate the application of a unique holistic legal case management system that mirrors the holistic approach The Bronx Defenders takes throughout all of its work with clients and community members. BXD's work is guided by a model that recognizes the complex and interconnected nature of legal and social services. First, the executive director of The Bronx Defenders will discuss the need to use a case management system that is integrated with its organizational mission. Second, the managing director of technology and evaluation will explain the development of this integrated case management system, display how the system allows for one centralized tool that accurately accounts for all data parameters with a clearly defined and client-focused approach, and show how this establishes a relevant system that matches our holistic practice and provides staff with an easy-to-use interface to track and collaborate on client work flow processes between programs and across disciplines. Finally, the data analyst of The Bronx Defenders will demonstrate how the system supports the continued growth of BXD by allowing the strategic evaluation of holistic legal services in order to identify additional client needs and further guide management in strategic planning and growth for client services.

Justine Olderman, Managing Director, Criminal Defense Practice, The Bronx Defenders
Jesus Perez, Managing Director of Technology and Evaluation, The Bronx Defenders
Alex Rhodd, Data Analyst, The Bronx Defenders



How Cultural Competence Trainings Can Help Us Design a New Paradigm for Impact

KENNEDY – THIRD FLOOR

Mandatory, annual, institutionalized diversity trainings must be part of our legal services and defender programs to create lasting impact on our staff and the quality of our product. We will hear from panelists who are taking their programs through ongoing diversity training, addressing race, gender, and sexual orientation. Panelists will include Eric Avildsen of Vermont Legal Aid and Tanya Douglas of Legal Services NYC, rural and urban programs that see that the diversity of their client communities creates the need for ongoing cultural competence training. Dan Torres from California Rural Legal Assistance will discuss the LGBT awareness training CRLA has embraced. Once you, as an executive director or unit manager, make this commitment, how do you bring the rest of your team along with you? What are the mechanics of shopping for cultural competence training? Sample RFPs will be shared.

Eric Avildsen, Executive Director, Vermont Legal Aid, Inc.
Tanya Douglas, Supervising Attorney, Manhattan Legal Services/Legal Services NYC
Camille D. Holmes, Director, Leadership & Racial Equity, NLADA
Daniel Torres, Deputy Director, California Rural Legal Assistance, Inc.

Implementing a Social Media Strategy to Maximize Development Initiatives

REGENCY BALLROOM B – BALLROOM LEVEL

A social revolution is underway that is exponentially changing the ways in which we think, work, and communicate. New social media platforms are being successfully harnessed to support the goals and missions of the nonprofit world. However, many legal aid programs are falling behind in effectively using social communities to fundraise. In this session, you will learn about innovative and impactful techniques to leverage social media as a development tool from leading experts. You will also hear from legal aid professionals who will share their successful experiences mobilizing social media to build stronger connections with their constituents and create new revenue sources.

Thomas Harvey, Executive Director, ArchCity Defenders

Stacey Kawakami, Regional Vice President, Room 214

Geoff Silverstein, Founding Partner, Friendly Design Co.

Rebecca Vallas, Associate Director, Poverty to Prosperity Program, Center for American Progress



Language Access Enforcement: Effective Utilization of Different Strategies and Tools to Obtain Compliance

PRINCE WILLIAM – THIRD FLOOR

This session will present on the state and federal limited English proficient (LEP) mandates and discuss enforcement strategies by examining three distinct strategies aimed at achieving state and local agency compliance. The three enforcement mechanisms highlighted will include: litigation, civil rights complaints, and administrative advocacy. As a part of all three strategies, the session will touch on how to incorporate a public campaign and galvanizing community support. Presenters will provide real examples of the utilization of each of the enforcement tools. Further, the panelists will touch upon the use of these tools from the lens of different areas of law, thereby allowing attendees to see how each of the enforcement tools can be used, the pros and cons to each, and how language access enforcement works in different areas of law (e.g., housing, courts, government benefits, health care). The interactive process will allow participants to share their experiences advocating on behalf of LEP clients.

Maria Palomares, Staff Attorney, Neighborhood Legal Services of Los Angeles County

Cori Racela, Staff Attorney, Neighborhood Legal Services of Los Angeles County

Beth Shapiro, Senior Attorney & Coordinator, Language Access Project, Community Legal Services of Philadelphia

Amy Taylor, Senior Staff Attorney & Coordinator, Equal Rights Initiative, Legal Services NYC



Managing from the Middle: Intergenerational Differences

ARLINGTON – THIRD FLOOR

Many of us find ourselves managing attorneys and other staff who are either years older than we are or years younger. We find ourselves stuck in “the middle.” This interactive and fun session addresses the unique communication issues that can arise when different generations work side-by-side in the workplace. This workshop will help you to identify the five generations in the workplace and their similarities and differences, while recognizing the value of generational interaction. You will also learn how to apply strategies for effective cross-generational communication, both within the office and when working with our client populations.

Frank Natale, Director of Advocacy, Maryland Legal Aid

Gina E. Polley, Chief Attorney, Maryland Legal Aid



Technology Disruption: Using Technology and Public Data to Put Power Back in the Hands of Policy Advocates, Attorneys, and Clients

TIDEWATER – SECOND FLOOR

Over the past 25 years, an immense amount of data about our lives has been commoditized and made available commercially and through government portals. This data is often wielded against our clients by banks, employers, landlords, neighbors, and state agencies. A number of savvy individuals around the country are taking this information and turning it around – using it to better advocate for our clients. This session will explore the various ways that advocates have used technology and publicly/commercially available data to improve their practice of law, put together and advocate for smarter policy, and empower and help more clients even with diminishing financial resources.

Michael Hollander, Staff Attorney, Community Legal Services of Philadelphia

Lois Lupica, Professor, University of Maine School of Law

Ginger McCall, Associate Director, Electronic Privacy Information Center (EPIC) and Director of EPIC's Open Government Program and IPIOP Program

Jonathan Pyle, Contract Performance Officer, Philadelphia Legal Assistance (PLA)



The War on Poverty and Civil Legal Aid: A Historical Perspective

WASHINGTON B – BALLROOM LEVEL

This session is sponsored by the Consortium for the National Equal Justice Library. Federal funding for civil legal aid began in 1965 when the Office of Legal Services was created in the Office of Economic Opportunity. This session will provide information about how civil legal aid became a part of the War on Poverty and what was done to build a federal legal services program. It will also include perspectives on the future of civil legal aid as an anti-poverty program from the early architects of the program, advocates on the ground during the early days, and newer advocates.

Dr. Edgar Cahn, Founder, TimeBanks USA

Alan Houseman, President, Consortium for the National Equal Justice Library

Earl Johnson, Justice (ret.), California Court of Appeals

Nalani Fujimori Kaina, Executive Director, Legal Aid Services of Hawaii

Clint Lyons, President & CEO, NLADA Service Corporation



Workload Studies: A New Indigent Defense Paradigm

REGENCY BALLROOM A – BALLROOM LEVEL

For more than half a century, states and counties have responded to Gideon's mandate by providing attorneys to indigent criminal defendants via public defender systems. The mere provision of counsel, however, is not enough. Criminal defendants are also entitled to competent representation and the effective assistance of counsel. Unfortunately, excessive caseloads often prevent public defenders from meeting these requirements. Although addressing excessive caseloads is often complicated, indigent criminal defense experts have identified a critical first step: data-driven workload studies. Workload studies not only demonstrate current attorney caseloads, but also establish state-specific attorney workload standards. States and counties, in turn, can use this data for budgeting, case management, lobbying, and other actions to achieve systemic change. Stephen F. Hanlon, former Holland & Knight partner and chair of the American Bar Association's Indigent Defense Advisory Group for the Standing Committee on Legal Aid and Indigent Defendants, will discuss the Missouri Project, a successful data-driven workload study of the Missouri Public Defender System, as well as the National Blueprint for workload studies that was created following that Project. Ruth Petsch, Kansas City district defender with the Missouri Public Defender System, will discuss the Missouri Project, focusing on time-tracking hardware and software. Geoff Burkhart, attorney at the American Bar Association, will discuss workload studies projects in Rhode

Island and Tennessee. The presenters will arrange for two additional speakers with workload studies experience. Materials may include copies of the Missouri Report, the National Blueprint, and Chapter 6 of Norm Lefstein's book, *Securing Reasonable Caseloads*, which concerns workload studies.

Geoff Burkhart, Attorney & Project Director, American Bar Association

Stephen F. Hanlon, Chair, ABA Indigent Defense Advisory Group for the Standing Committee on Legal Aid and Indigent Defendants

Ruth Petsch, District Defender, Kansas City Trial Office, Missouri State Public Defender

10:30 A.M. – 12:00 NOON



Civil Legal Aid Communications Roundtable

FAIRFAX – THIRD FLOOR

How can we coordinate across the equal justice community to build understanding of civil legal aid's social and civic importance among the public, funders, and the private bar? Let's talk! At this facilitated roundtable discussion - this means everyone participates - we will report on the results of a recent survey of legal aid providers and state-level communications capacity. We will also highlight recent national and local communications successes and brainstorm concrete steps to enhance coordination and build a strong brand for civil legal aid. Please join us, and bring your questions and ideas.

Elizabeth Arledge, Deputy Director, Voices for Civil Justice

Martha Bergmark, Founding Executive Director, Voices for Civil Justice

Katlyn Marple, Manager for Marketing and Communications, National Center for Medical-Legal Partnership

Carl Rauscher, Director of Communications and Media Relations, Legal Services Corporation



Clearly Explained: A Team Approach to Developing Legal Information to Educate and Empower the Whole Community

TIDEWATER – SECOND FLOOR

Providing the public with accurate, understandable explanations of the law and its processes is among the most efficient ways to serve the legal needs the whole community. (Maybe that's why the LSC Grant Assurances require recipients to participate with a statewide website.) But what does this look like, and how can you do it with limited resources? One of Maryland's innovative responses brings together a four-part team: 1) clinical law students develop written explanations of legal topics that affect self-represented litigants; 2) a practicing "subject matter expert" from the legal services community or state government answers questions and reviews the work product for accuracy and scope; 3) a writing specialist teaches the students the skill of shaping their words for a public audience; and 4) a clinical professor manages the workflow. Each member of the team gains significantly. Legal services attorneys influence the next generation of lawyers and fulfill their goals of providing the public with relevant information. The writing specialist helps the law schools to produce better writers. Students hone their skills on real-world assignments and network with top legal services attorneys, and the public gains a wealth of high-quality, understandable legal information. This panel brings together Leigh Maddox, a clinical law professor from the University of Maryland Carey School of Law; Susan Francis, a foreclosure expert serving as deputy director of the Maryland Volunteer Lawyers Service; Dave Pantzer, a clear writing specialist from the Maryland People's Law Library; and Erick Kim, a law student from the JustAdvice Clinic at UM Carey Law. The panel is moderated by Amy Petkovsek, the director of advocacy for training and pro bono from Maryland Legal Aid. The panel will present specific ideas and resources you can use in your own organization to work across boundaries and affect your own community. Each member of this team has legal training, but each brings a unique experience and perspective to the table. Dave will introduce the clear writing resources and techniques he uses with law students.

Leigh will bring insight on partnering with clinical law programs, professors, and law students. Susan will explain the benefits her organization has realized by partnering across boundaries and how she has helped others. Amy will coordinate the conversation to show how Maryland's partnership model serves the larger vision of empowered human communities.

Moderator: Amy Petkovsek, Director of Advocacy for Training and Pro Bono, Maryland Legal Aid

Panelists: Susan Francis, Deputy Director, Maryland Volunteer Lawyers Service (MVLS)
Erick Kim, Clinical Law Student, University of Maryland Francis King Carey School of Law
Dave Pantzer, Web Content Coordinator, Maryland People's Law Library, Maryland State Law Library
Leigh Maddox, Clinical Professor, University of Maryland, Carey School of Law



Effectively Managing Pro Bono

LINCOLN – THIRD FLOOR

Whether your organization is more recently engaged in managing pro bono or an old hand, this session will help you and your staff to identify strategies and resources for effectively integrating pro bono and volunteer legal professionals into the services you provide. Experienced panelists will identify “hot spots” commonly experienced by programs and discuss ways to address them.

Sharon Goldsmith, Founding Executive Director, Pro Bono Resource Center of Maryland, Inc. (PBRC)

Cheryl Zalenski, Director, American Bar Association Center for Pro Bono



Engaging Diverse Communities in Language Access Advocacy

KENNEDY – THIRD FLOOR

This multilingual session will encourage dialogue among client board members and legal service provider participants in the NLADA conference around language access and community engagement. The workshop will be conducted in multiple languages – most likely, at least Spanish and English – in order to provide participants with an experiential perspective of what it is like to see language interpretation in action. The workshop will provide a basic overview of the language access rights of Limited English Proficient (LEP) persons in addition to having participants discuss partnerships between community organizations, clients, and legal services lawyers to advance language access rights.

Mariano Alvarez, Community Worker, California Rural Legal Assistance, Inc.

Kristi Cruz, Attorney, Northwest Justice Project, CLEAR Line

Claudia Menjivar, Post-Graduate Law Fellow, Western Center on Law and Poverty

Sapna Pandya, Executive Director, Many Languages One Voice

David Steib, Language Access Director, Ayuda



Innovations in Civil Legal Aid

PRINCE WILLIAM – THIRD FLOOR

This session will feature exciting new projects, concepts, and service delivery methods in legal aid organizations. Representatives from legal aid organizations across the country will present their innovations and answer audience questions.

Sarah Frush, Supervising Attorney, Legal Aid Bureau, Inc.

Liz Keith, Program Director, Pro Bono Net

Jan Allen May, Director, Legal Counsel for the Elderly

Patricia Pap, Executive Director, Management Information Exchange (MIE)

Alison Paul, Executive Director, Montana Legal Services Association

Jonathan Pyle, Contract Performance Officer, Philadelphia Legal Assistance (PLA)



LSC Compliance Guidance Update

REGENCY BALLROOM B – BALLROOM LEVEL

This session, lead by staff of LSC's Office of Compliance and Enforcement (OCE), will discuss recent and upcoming changes to the OCE visit structure. Recently released compliance advisories as well as the forthcoming compliance advisory will also be highlighted in order to provide LSC recipients with a summary of the most frequent compliance issues noted during OCE oversight visits and desk reviews.

Shay Bracey, Fiscal Compliance Analyst, Office of Compliance and Enforcement (OCE), Legal Services Corporation

Megan Lacchini, Deputy Director for General Compliance, Office of Compliance and Enforcement (OCE), Legal Services Corporation

Lora Rath, Director, Office of Compliance and Enforcement (OCE), Legal Services Corporation



New Board Members: Getting Them and Keeping Them

ARLINGTON – THIRD FLOOR

Members of the board of directors play an essential role in the success of LSC and non-LSC funded legal services organizations. They are responsible for shaping the vision and mission of the organization, providing policy guidance, and developing resources to sustain the organization. Many legal services organizations have experienced challenges with identifying, seating, and engaging qualified appointments to the board. This session will explore new strategies for successful recruitment and retention of attorney, client eligible, and other board members through a variety of different settings. And, while doing so, we will identify some characteristics for selection of a quality board candidate. Some of the challenges that will be considered include: time management; governance experience; diversity – ethnicity, nationality, LEP; service area – geography, population density; technology; and urban/rural differences.

Latryna Carlton, Board Member, Florida Rural Legal Services

Harry Johnson, Board Member, Indianapolis Legal Services

Ed Marks, Executive Director, New Mexico Legal Aid

Joyce McGhee, Program Counsel, Legal Services Corporation

Jose Padilla, Executive Director, California Rural Legal Assistance

Christina Selebrina, Program Counsel, Legal Services Corporation

Evora Thomas, Program Counsel, Legal Services Corporation



The New Paradigm for Impact: Ferguson, Fear, and Forward

WASHINGTON A – BALLROOM LEVEL

This year, 2014, marks the 50th anniversary of the Civil Rights Act and 51st anniversary of the March on Washington for Jobs and Freedom. It also marks the police killing of Michael Brown in Ferguson, Missouri. But not only in Ferguson, in cities and towns across the country, black and brown bodies have been cut down. This year, 2014, also marks a resurgence of voter suppression disproportionately affecting those who are black and brown and those who are poor or disabled. This session will explore what happened on the ground in Ferguson in particular and what is happening across the country more broadly. How do we move forward to embrace equity and inclusion, life, liberty, and the pursuit of happiness for all?

Thomas Harvey, Executive Director, ArchCity Defenders

Camille D. Holmes, Director, Leadership & Racial Equity, NLADA



Poverty and Income Inequality among America's Seniors

ROOSEVELT – THIRD FLOOR

The 50th anniversary of the War on Poverty brings a welcome and much-needed debate about how best to eradicate poverty in the world's wealthiest country. While the government safety net for older adults is by and large a success story, poverty among America's seniors remains a persistent problem. Social Security, Medicare, and Medicaid have dramatically

reduced the official federal poverty rate for seniors from 35 percent in 1960 to nine percent in 2011. Social Security alone lifted 22 million people out of poverty in 2012. But, without Social Security, nearly half of all seniors would be poor. A report released in 2014 by the Kaiser Family Foundation showed that under the Supplemental Poverty Measure, a more accurate way of measuring poverty than the official poverty measure, 15 percent of seniors nationally are living in poverty. Twenty percent of seniors in California and 26 percent in our nation's capital live in poverty. Poverty among seniors disproportionately affects women, especially women of color – according to the recent census, one in five African-American women over 65 lives in poverty. Seniors living in poverty must navigate highly complex bureaucratic systems to access income, health, and nutritional services. This session will offer participants an opportunity to understand senior poverty and legal strategies that advocates can use to make these systems work better for poor seniors.

Jennifer Goldberg, Assistant Director of Advocacy for Elder Law and Health Care, Maryland Legal Aid Bureau

Kate Lang, Staff Attorney, National Senior Citizens Law Center

State Funding Roundtable: Sustaining and Growing This Key Funding Source WASHINGTON B – BALLROOM LEVEL

This session continues the long-term practice of providing a forum at the NLADA Annual Conference for staff and volunteer leaders of state legislative funding campaigns from around the country to meet and discuss issues of concern, share recent successes and challenges, and discuss how to best deal with issues that are likely to arise in the next legislative session. State legislative funding is the second largest funding source for civil legal aid after LSC.

Meredith McBurney, Resource Development Consultant, ABA Resource Center for Access to Justice Initiatives

Strategies to Serve Limited English Proficient Litigants JEFFERSON – THIRD FLOOR

Learn innovative techniques and strategies of creating a culturally and linguistically accessible program services for Limited English Proficient (LEP) communities in a variety of service delivery models. Identify access barriers and create an action plan to provide meaningful access to LEP populations in your service area.

Ana Maria Garcia, Supervising Attorney, Neighborhood Legal Services of Los Angeles County (NLSLA)

Anisa Rahim, Special Counsel, Legal Services of New Jersey (LSNJ)

Annie B. Smith, Assistant Professor of Law, & Director of the University of Arkansas School of Law's Civil Clinic

War on Families: Defending the Civil Consequences of the War on Drugs REGENCY BALLROOM A – BALLROOM LEVEL

Forty years after it was declared, there is finally a growing consensus that the War on Drugs targets communities of color and drives mass incarceration. Much less attention has been paid to the broader implications of the drug war – the civil consequences that can result in loss of housing and permanent dissolution of families. Every day, in family courts around the country, in proceedings that are closed to the press and public, the same myths and misinformation about illegal drugs that fuel arrests and long prison sentences are being used to justify the state policing of mothers, fathers, and children through a highly intrusive and punitive child welfare system. Equally destructive to families and communities are zero-tolerance eviction policies that turn neighbors against each other and render whole families homeless. In this session, a multi-disciplinary panel of experts will cover: 1) a brief history of the War on Drugs as a War on Poor Families and its impact on women and families over the past 40 years; 2) case presentations and practical advocacy strategies to elevate your work representing clients who face lifetime consequences of drug arrests; and 3) specific policy recommendations and

lessons learned from the movement to end mass incarceration that can be applied to states, cities, and counties around the country. The session will conclude with a moderated group discussion of strategies for both individual and systemic advocacy, including questions and participation from the audience.

Emma Ketteringham, Managing Director, Family Defense Practice, The Bronx Defenders
Runa Rajagopal, Supervising Attorney, Civil Action Practice, The Bronx Defenders
Kate Rubin, Managing Director, Civil Action Practice, The Bronx Defenders

12:00 NOON – 2:00 P.M.

Annual Awards Luncheon

REGENCY BALLROOM E/F – BALLROOM LEVEL

Join your colleagues to recognize and applaud the magnificent achievements of our community. This year, we will proudly bestow nine separate awards, with each recipient having made a unique impact on our fight for equal justice in America.

1:00 P.M. – 5:00 P.M.

ABA Indigent Defense Advisory Group Meeting

PRINCE WILLIAM – THIRD FLOOR

2:15 P.M. – 3:45 P.M.



Business Process Analysis for Legal Services: The Illinois Experience

LINCOLN – THIRD FLOOR

Two Illinois legal aid programs (Land of Lincoln Legal Assistance Foundation and LAF) and the statewide website (Illinois Legal Aid Online) have been engaged in business process analysis (BPA) within their organizations to identify ways to improve their delivery of services. Business process analysis involves mapping how a task or function is performed to identify ways in which processes can be made more efficient, make better use of technology, and incorporate best practices. Land of Lincoln and LAF used SeyfarthLean Consulting to examine their intake process and their practice groups to identify ways to increase extended representation. ILAO is using BPA to identify improvements to the statewide website content management system.

Beverly Allen, Managing Attorney, Legal Advice and Referral Center, Land of Lincoln Legal Assistance Foundation

Lisa Colpoys, Executive Director, Illinois Legal Aid Online

Rich Wheelock, Director of Advocacy, LAF Chicago

Susan Zielke, Managing Attorney, Land of Lincoln Legal Assistance Foundation Eastern Regional Office



Educating Legislators about Legal Aid: What Is Permitted?

TIDEWATER – SECOND FLOOR

This session will provide a forum to discuss how to explain legal aid as constituent services to legislators and their staff. It is important and appropriate to educate federal and state legislators on the extensive work that legal aid programs do for their constituents. Constituents often call upon their legislators for help when veterans' or other benefits are denied, when they are victims of consumer fraud, or when a natural disaster occurs. One of the ways that legislators and their staff can be responsive to constituents is by directing them to available resources, including legal aid. The panel will include LSC grantee executive directors and civil legal aid practitioners with considerable experience in meeting with and educating federal and

state legislators and their staff – Republicans and Democrats, supporters and opponents of government funding of legal aid. The panel will also address compliance with LSC lobbying restrictions in communicating with legislators.

James A. Bamberger, Director, Washington State Office of Civil Legal Aid

Carol A. Bergman, Director of Government Relations and Public Affairs, Legal Services Corporation

Colleen M. Cotter, Executive Director, Legal Aid Society of Cleveland

Phyllis J. Holmen, Executive Director, Georgia Legal Services Program

James J. Sandman, President, Legal Services Corporation



Effective Lay Advocacy Skills – Part 1

ARLINGTON – THIRD FLOOR

What is lay advocacy and when do you use it? This two-part, interactive skills session will define lay advocacy and other types of assistance (e.g., navigation, mediation); discuss the skills, ethics, and analysis required during lay advocacy; and engage participants in role play for hands-on skills development.

Genesis A. Cacheton, Legal Counsel for the Elderly, DC Long-Term Care Ombudsman Program

Mary Ann B. Parker, Attorney, Legal Counsel for the Elderly, DC Long-Term Care Ombudsman Program

Julie Reiskin, Executive Director, Colorado Cross-Disability Coalition and Board Member, Legal Services Corporation



Ethics in Legal Services

JEFFERSON – THIRD FLOOR

The Rules of Professional Conduct apply to all attorneys, but they often have different implications in the legal services world. Join this interactive session to explore ethical situations common to poverty law practice, including conflicts of interest, representing clients with diminished capacity, and considerations when using email and social media with clients.

I.V. Ashton, Consultant, Legal Server

Anne Sweeney, Managing Attorney for Community Engagement, Legal Aid Society of Cleveland, and Chair of the Ethics Committee



Evolving Issues and Strategies to Address the School to Nowhere Pipeline

WASHINGTON B – BALLROOM LEVEL

The criminalization and marginalization of youth of color, in our schools and in our society, is one of the greatest civil rights challenges we face. It is essential that civil legal services attorneys, public defenders, and policy advocates work together to both halt the “school to nowhere pipeline” and to ensure that youth of color, including those who have been suspended, expelled, transferred to alternative schools, and ensnared in the juvenile and criminal justice systems, are able to move forward with their lives and connect to meaningful education and employment opportunities. This session will address areas including school discipline, truancy, involuntary assignment policies, school-based arrests, and the impact of juvenile and criminal records on the ability of youth to access economic opportunity. Participants will learn about a broad range of strategies, including community development, administrative and policy advocacy, and litigation that can be effective in addressing the broader impacts of the school to nowhere pipeline.

Franchesca S. Gonzalez, Director, Rural Education Equity Program, California Rural Legal Assistance, Inc. (CRLA)

Jamie Gullen, Staff Attorney, Employment Unit, Community Legal Services (CLS) in Philadelphia

Cynthia L. Rice, Director of Litigation, Advocacy, and Training, California Rural Legal Assistance (CRLA)



Expanding Resources for Civil Legal Aid: Strategies for Communicating with Lawyers

WASHINGTON A – BALLROOM LEVEL

As a follow up to 2013 research examining what likely voters know and think about civil legal aid, Voices for Civil Justice and the Public Welfare Foundation this year commissioned a study to assess private attorneys' understanding of, and attitudes about giving to, legal aid. The results are rich and informative. In this session, Voices staff will share highlights of the findings, recommendations for communicating with lawyers to grow support from the legal community, and a few of the successes and lessons learned during Voices' first year.

Elizabeth Arledge, Deputy Director, Voices for Civil Justice
Martha Bergmark, Founding Executive Director, Voices for Civil Justice



Learning about Community Need from and with Community Members

KENNEDY – THIRD FLOOR

As programs continue to struggle with woefully inadequate resources, it is more important than ever to deploy those resources to provide lasting solutions to the most serious problems low-income persons face. This session will provide an overview of an effective way to listen to community members and stakeholders to ascertain the more serious problems facing low-income residents. The session will cover: what we mean by "community listening" and how to structure it (no matter what your program size); what you learn from community listening and why it's useful; delivery choices; establishing connections and relationships; learning about trends; use in seeking support; engaging community members in the effort; engaging law school students and clinical program staff in the effort; what we are learning – emerging lessons and insights from DC's city-wide, multi-provider effort.

Hannah Lieberman, Executive Director, Neighborhood Legal Services Program
Kristi Mathews, Advocacy Coordinator, Washington Legal Clinic for the Homeless
Faith Mullen, Assistant Professor of Law, Columbus School of Law, Catholic University of America



The Long Arc of Immigration Representation: From Criminal Charges to Deportation, with a Focus on Developing the First-Ever Public Defenders for Immigration Court

REGENCY BALLROOM A – BALLROOM LEVEL

Deportation is an enmeshed consequence that often directly follows arrest or a criminal case. Since 2010's Supreme Court case in *Padilla v. Kentucky*, public defense offices have been ethically mandated to provide immigration advice about the immigration impact of criminal cases. In many cases, creative defense strategies protect a client's ability to fight deportation or avoid deportation all together. For many other non-citizens with detainers, however, the plea is just the beginning. Instead of being released upon the conclusion of their criminal cases, they will be picked up by Immigration and Customs Enforcement (ICE), detained often without any possibility of release on bond, and will be facing permanent exile from the United States and separation from their families and communities. And to assist them with the draconian, immensely complicated rules dictating who may or may not be eligible to remain in the country, they will NOT be provided with a free attorney. Many detained immigrants are ordered deported without the benefit of representation. The participants on this panel will explore the long arc of immigration representation, beginning with a plea consult and immigration advisals during the criminal case, early intervention techniques while immigrants are in criminal custody with detainers, and especially providing full representation when those immigrants are transferred to immigration detention and deportation proceedings are initiated. In 2013, The Bronx Defenders and Brooklyn Defender Services were selected as the legal services providers for the New York Immigration Family Unity Project (NYIFUP), under which they provided universal representation to a limited number of detained immigrants facing deportation in New York City's immigration court. The model is different from existing legal services that also provide representation in immigration court in that there is no screening for eligibility for relief. As with a public defender

system, they undertook representation for everyone. In June 2014, the New York City Council expanded funding of NYIFUP to undertake universal representation for all detainees in New York, and New York City residents detained in New Jersey, facing deportation proceedings.

Jennifer Friedman, Director of Immigration Advocacy, The Bronx Defenders

Conor Gleason, Immigration Attorney, The Bronx Defenders

Benita Jain, Managing Attorney, Immigrant Defense Project, The Bronx Defenders

Sarah Knight, Social Worker, The Bronx Defenders

Lisa Schreibersdorf, Executive Director, Brooklyn Defender Services



Messaging in the Age of Twitter

FAIRFAX – THIRD FLOOR

Lawyers often write paradoxically long briefs and can be long winded. But we now live in a culture in which fewer words often are more effective. People accustomed to getting their information through 140-character tweets may not be willing to digest long policy papers. A place remains for lengthy and thorough discourse, but, increasingly, messages must be succinct and yet powerful. This is true in many contexts, including press quotes, talking points, brief headings, and, yes, policy papers and tweets. This workshop will explore how to craft strong messages. Effective use of Twitter will also be discussed.

Andrea Henson-Armstrong, Director of Justice Technology, The Justice Management Institute

Sharon Dietrich, Litigation Director, Community Legal Services, Philadelphia

Rebecca Vallas, Associate Director, Poverty to Prosperity Program, Center for American Progress



Representing Unaccompanied Minors: What the Legal Community Needs to Know

ROOSEVELT – THIRD FLOOR

Despite grave risks and perils, thousands of children from Central America are fleeing to the United States, too often unaccompanied by their parents. During this session, immigration experts along with legal advocates skilled in representing children will describe the violent circumstances contributing to this surge of child immigrants and strategies for addressing their legal needs. Panelists will also discuss effective approaches to providing legal assistance to vulnerable and traumatized young people.

Melissa Crow, Director, Legal Action Center, American Immigration Council

Sabine Fajon, Bilingual Mental Health Therapist and PSTT program Co-Coordinator, Multi-Cultural Services, Northern Virginia Family Services

Robin Murphy, Chief Counsel, NLADA

Simon Sandoval-Moshenberg, Attorney and Team Leader, Legal Aid Justice Center



Supreme Court Review

CONFERENCE THEATER – BALLROOM LEVEL

This workshop will analyze recent U. S. Supreme Court criminal and habeas decisions that affect the defense of the indigent accused, discuss how to maximize the benefits and minimize the harms resulting from selected decisions, and reflect on how the Roberts Court is changing criminal procedure.

Laurence A. Benner, Professor of Law and Managing Director, Criminal Justice Programs, California Western School of Law

2:15 P.M. – 4:00 P.M.

Federal Agency Listening Session

REGENCY BALLROOM B – BALLROOM LEVEL

NLADA, in conjunction with the Civil Rights Division of the U.S. Department of Justice, has assembled a dynamic panel of federal agency representatives to meet with you at this year's Annual Conference. The panel discussion will focus on topics identified by conference attendees in advance of the event and will be followed by breakout discussion sessions with

individual agencies. Federal agencies attending this event primarily include civil rights staff from the Departments of Agriculture, Education, Health and Human Resources, Homeland Security, Housing and Urban Development, Justice, Labor, and Veterans Affairs. This is a great opportunity for attorneys, advocates, and federal agencies to address and discuss important issues.

3:30 P.M. – 4:15 P.M.

Book Signing

Kayla Williams, a panelist on the **Serving Those Who Have Served** session at 4:15, is a former sergeant and Arabic linguist in a Military Intelligence company of the 101st Airborne Division (Air Assault). During her deployment to Iraq, Williams was at the forefront of troops' interaction with Iraqis while also navigating the challenges of being part of the 15 percent of the Army that is female. Kayla is the author of *Love My Rifle More Than You: Young and Female in the U.S. Army*, a memoir about her experiences negotiating the changing demands on today's military. Ms. Williams graduated cum laude with a B.A. in English Literature from Bowling Green State University and earned an M.A. in International Affairs with a focus on the Middle East from the American University. She is a former member of the VA Advisory Committee on Women Veterans and a current Truman National Security Project Fellow. Kayla lives near Washington, D.C., with her husband, a combat-wounded veteran, and their two children. Her second book, *Plenty of Time When We Get Home: Love and Recovery in the Aftermath of War*, about their family's journey from trauma to healing, was recently released by W. W. Norton.

Kaylee will be available to sign copies of her two books near the Cyber Cafe.

4:15 P.M. – 5:45 P.M.



Effective Lay Advocacy Skills – Part 2

ARLINGTON – THIRD FLOOR

What is lay advocacy and when do you use it? This two-part interactive skills session will define lay advocacy and other types of assistance (e.g., navigation, mediation); discuss the skills, ethics, and analysis required during lay advocacy; and engage participants in role play for hands-on skills development.

Genesis A. Cacheton, Legal Counsel for the Elderly, DC Long-Term Care Ombudsman Program
Mary Ann B. Parker, Attorney, Legal Counsel for the Elderly, DC Long-Term Care Ombudsman Program

Julie Reiskin, Executive Director, Colorado Cross-Disability Coalition and Board Member, Legal Services Corporation



Expanding Expungement: Leveraging Technology & Implementing Innovative Strategies

REGENCY BALLROOM A – BALLROOM LEVEL

Handling criminal record expungement cases is a win/win proposition for Legal Aid and Defender programs. There is new funding for these services, such as through federal grants and AmeriCorps fellowships. And these services are extremely popular with clients, who recognize criminal record mitigation as a path to a brighter future of increased earnings, access to housing, and other benefits. This session will examine the case for starting, growing, and funding expungement practices by legal aid and defender programs. Strategies to expand existing expungement practices to larger scale and technological methods to assist in serving expungement clients will also be discussed.

Sharon Dietrich, Litigation Director, Community Legal Services, Philadelphia
Michael Hollander, Staff Attorney, Community Legal Services of Philadelphia
Liz Keith, Program Director, Pro Bono Net



Getting to 100%: A2J Author and Meeting the Goals of the LSC Tech Summit

POTOMAC 5-6 – BALLROOM LEVEL

The Legal Services Corporation's 2013 "Summit on the Use of Technology to Expand Access to Justice" declared that LSC should provide some assistance to 100 percent of low-income people with legal needs. The A2J Author® team has been working toward the goal of increased access to justice for more than 10 years. To get to 100 percent, the team is building the A2J Author 5.0 Mobile Viewer, supporting cloud authoring, and simple document assembly capabilities into A2J Author. We hope to remove barriers faced by legal service providers as they create online document assembly projects. Our Mobile Viewer will allow pro se litigants to access A2J Guided Interviews on their smartphones and tablets – giving them instant access to legal information wherever they are. Since 2007, more than 2 million people used an A2J Guided Interview to handle a legal matter. The new changes to the A2J authoring platform and delivery toolkit will help you get to 100 percent. We will demo the new A2J authoring platform, explain some of our design decisions, and elicit feedback on contemplated future extensions and knotty problems. Your input is extremely valuable to us.

John Mayer, Executive Director, Center for Computer-Assisted Legal Instruction (CALI)
Alexander F.A. Rabanal, Access to Justice Fellow, Center for Access to Justice & Technology, IIT Chicago-Kent College of Law



Government Relations in the Right to Counsel Equation

WASHINGTON A – BALLROOM LEVEL

Many public defenders pride themselves on not being "political." Even for those of us who have lived in the courtroom experience from day to day realize that it is the governmental officials who can most directly affect our practice. How it is funded, resourced, or included relies, in large part, on our relationships with those who decide those questions. Whether it is a branch of government, other organizations that also deal with these officials, or community organizations that command their attention due to the votes they can deliver, the gift of connecting with these audiences is, or can be, advantageous. Come and discuss your ideas as we share our approach to government relations.

Michelle Bonner, Chief Counsel, Defender Legal Services, NLADA
Leah Garabedian, Defender Counsel, Defender Legal Services, NLADA



How Representation of Clients in Disasters Has Become a Core Service of Programs and the Resources Available to Address Those Clients' Needs

LINCOLN – THIRD FLOOR

For the past decade, many legal services programs have needed to expand representation to survivors of disasters. LSC, NLADA, Lone Star Legal Aid, Pro Bono Net, the ABA and others have joined together to develop resources to support those programs. These include the recently launched National Disaster Legal Aid Resource Center, the Disaster Advisory Group, and the Disaster Checklist for a Legal Services Programs. The panel will discuss how these resources have been used by programs and the benefits achieved for clients. In addition, the important area of insurance law and claims will be discussed.

Saundra J. Brown, Disaster Relief Unit Manager, Lone Star Legal Aid
John C. Idleman, Senior Program Counsel, Legal Services Corporation
Thomas Maligno, Director of ProBono and Public Interest, Touro College Jacob D. Fuchsberg Law Center
Benjamin Rajotte, Assistant Professor of Law & Director of the Disaster Relief Clinic, Touro Law Center



Latino Diversity 101: Implications for Legal Services Programs

TIDEWATER – SECOND FLOOR

When addressing the needs of the Latino client community, Legal Services programs must have an understanding of the diversity of this community in their particular part of the country. Generally, the common characteristic shared by these Latino communities is the shared Spanish language. But, in some parts of the country, like the Southwest, historical Spanish presence as well as Mexican immigration came to create the Latino communities that exist there. In other parts of the country, like the Midwest, Mexican migration from Mexico and from southwestern states like Texas became one source of Latino diversity, but Puerto Rican migration further enriched Latino communities there. At the same time, Latino presence along the eastern seaboard and southeastern states is different even from these to the extent that Latinos there come from Cuba, Puerto Rico, and the Dominican Republic and less from Mexico. And today, even these geographic differences are being complicated by Latino migration from Central and South American countries like El Salvador, Guatemala, Colombia, Chile, and Brazil. Each of these Latino groups may also have differences within their own community – defined by new, first-generation immigrants who may present different issues and needs than older second- or third-generation low-income citizens. Often, these diverse Latino communities are seen as one ethnic group by the legal service provider without any realization that this diversity might present a different set of legal needs to the service provider. The workshop will bring presenters from Legal Aid programs representing the Southwest (California), Midwest (Michigan), and Puerto Rico who will share their experiences trying to integrate the needs of Latino communities in their own programs as well as how the War on Poverty affected their communities.

Charles Hey-Maestre, Executive Director, Puerto Rico Legal Services, Inc.

Irene Morales, Executive Director, Inland Counties Legal Services

Ben Obregon, Vice Chairperson, Legal Action of Wisconsin

Jose Padilla, Executive Director, California Rural Legal Assistance

Betty Balli Torres, Executive Director, Texas Access to Justice Foundation



The LSC CSR Handbook's Greatest Hits

ROOSEVELT – THIRD FLOOR

Since its implementation in January 2008, with some revisions in 2011, the LSC CSR Handbook has been, overall, successfully utilized by LSC recipients for the reporting of case data. However, during the Office of Compliance and Enforcement Compliance Reviews, there have been some noted error patterns. Also, the Frequently Asked Questions (FAQ) have grown to include several gems that warrant targeted attention. Several of these have clarified or simplified original CSR Handbook language, including some commonly used Case Closure Categories. This is not a basic CSR Handbook training. Instead, the session will highlight information LSC sees as useful for current emphasis or clarification. The training is relevant for anyone who currently uses the CSR Handbook as part of client service, supervision, case oversight, or case reporting. Attendees could be case handlers, managers, administrative staff, or others who work with CSR reporting and case data. This training will not cover all areas of the CSR Handbook. Selected topics and their related regulatory areas will include highlights regarding Intake and Intake Systems, Key Definitions, Case Management Systems, Reporting Requirements, Types of Case Services, Case Definitions and Closure Categories, and Private Attorney Involvement Cases.

Kia Ashley, Program Counsel, Office of Compliance and Enforcement, Legal Services Corporation

David de la Tour, Program Counsel, Legal Services Corporation



MIE Roundtable for Legal Services Executive Directors and Managers

KENNEDY – THIRD FLOOR

This forum provides legal services executive directors and managers with an opportunity to share management concerns and receive peer support and assistance in an informal and confidential setting. The roundtable will be facilitated by members of the Management Information Exchange Board of Directors.

Jacquelynne Bowman, Executive Director, Greater Boston Legal Services
Cesar Torres, Executive Director, Northwest Justice Project



Serving Those Who Have Served

POTOMAC 3-4 – BALLROOM LEVEL

National experts will discuss legal developments and best practices in addressing the legal needs of veterans, including the unique challenges faced by women who have served in the military. The panel will also review advocacy resources, partnerships, and funding opportunities that can strengthen the role of legal aid providers in these areas.

Melissa Halsey, Consumer Response Specialist, Consumer Finance Protection Bureau and Former Army JAG Officer

Marilyn Harp, Executive Director, Kansas Legal Services

Nan Heald, Executive Director, Pine Tree Legal Assistance

Linda Southcott, Deputy Director, Supportive Services for Veteran Families Program, U.S. Department of Veterans Affairs

Kayla Williams, Author & Former Sergeant and Arabic Linguist, Military Intelligence, 101st Airborne Division



Setting and Evaluating Measurable Strategic Goals to Maximize Impact

POTOMAC 1-2 – BALLROOM LEVEL

There is no simple way to measure the significant impact a legal aid organization has on the lives of its clients. Setting measurable strategic goals, whether firm-wide or practice group-specific, leads to a better understanding of impact and allows organizations to engage in continuous evaluation, innovation, and improvement. Having measurable goals in place helps to narrow and focus data collection and makes data analysis more meaningful. In this session, panelists will discuss different methods for defining strategic goals, identifying meaningful and relevant data, and examples of data analyses used to measure progress toward strategic goals and to demonstrate effectiveness.

Lisa Cohen, Deputy Director for Operations, Mid-Minnesota Legal Aid (MMLA)

Ed Marks, Executive Director, New Mexico Legal Aid

Rachel Perry, Principal, Strategic Data Analytics LLC

Gary Smith, Executive Director, Legal Services of Northern California

Richard Wheelock, Director of Advocacy, LAF



Setting the Stage for 2016: The Power of Personal Storytelling and Raising the Voice of Legal Aid in the National Conversation

JEFFERSON – THIRD FLOOR

Presidential election cycles are unique because they unite Americans around common policy agendas, ask them to make choices between competing visions of our country's future, and attract sustained media attention on the issues that become priorities. This interactive session led by staff from the Center for American Progress will highlight strategies and tactics for legal aid advocates to set the stage for the 2016 election and make the policies you care about a priority for candidates and the media. Participants will learn how to translate personal stories of their own and of those they serve into effective and engaging media and action opportunities. They will also take part in a facilitated discussion about a new national messaging strategy and how legal aid advocates can raise their voices and priorities as part of the national conversation in 2016.

Erik Stegman, Associate Director, Half in Ten Campaign, Center for American Progress
Rebecca Vallas, Associate Director, Poverty to Prosperity Program, Center for American Progress



The Trauma-Informed Defense Team

CONFERENCE THEATER – BALLROOM LEVEL

Many criminal defendants have a history of significant psychological trauma, some having experienced extensive, multiple, or ongoing traumas. Child abuse, domestic violence, and sexual assault are just a few kinds of events that may alter brain functioning, psychological well-being, and behavioral patterns. For trauma survivors, interaction with the criminal justice system often compounds existing wounds. A trauma-informed approach is one in which all individuals involved in a particular system understand trauma, recognize its effects, and realize its potential to hamper relationships and obstruct favorable outcomes. Trauma-informed approaches have been increasingly adopted in health care, child welfare, and community organizations, and they are gaining ground with courts and correctional facilities. The defense team – those with the most enduring and important connection with the defendant – should likewise be equipped to enter the relationship with understanding, compassion, and the skills to provide the most effective representation. This presentation will outline the trauma-informed approach as it may be adopted by criminal defense teams. Participants will learn to identify symptoms indicating trauma, understand their clients' behaviors and decisions within that context, learn effective communication techniques, and attain the skills to navigate cases involving individuals with trauma histories. Participants will have the opportunity to raise questions and issues from their own experiences for discussion on how to effectively employ a trauma-informed approach.

Deborah Doyle Belknap, Mitigation Specialist, DDB Mitigation



What Have You Done for Me Lately?

WASHINGTON B – BALLROOM LEVEL

Board members are a frequently untapped volunteer resource for legal services organization staff. This session will discuss ways to educate board members about actively engaging in the organization's mission. Panelists will discuss models of opportunities for board members to assist staff in fundraising, recruitment, recognition, and other key activities.

Bridgette Harwood, Co-Executive Director and Director of Legal Services, Network for Victim Recovery of DC

Robin Runge, Board Member, Network for Victim Recovery of DC

Cheryl Zalenski, Director, American Bar Association Center for Pro Bono

6:00 P.M. – 7:00 P.M.

African-American Project Directors Association Meeting

WASHINGTON B – BALLROOM LEVEL

6:15 P.M. – 7:45 P.M.

Brown Bag Movie Screening – “The Penalty”

REGENCY BALLROOM E/F – BALLROOM LEVEL

Pick up a sandwich or snack from one of the nearby food outlets, and join us for this riveting first look at “The Penalty.”

A film about the price we pay for justice.

America’s most divisive issue – capital punishment – is running into some trouble. With drug supplies for lethal injections drying up and public support at an all-time-low, the struggle to keep executing is taking its toll. For the first time, a feature documentary - *The Penalty* - will reveal the true state of the death penalty in the USA. This film uncovers the heart-wrenching human stories on both sides of the debate as abolitionists sense their moment approaching, and those in favor vehemently fight back.

The Penalty tells the stories of the people who are touched by the death penalty every day, but who are often far from death row. The film features stories of victims’ families, lawyers, prosecutors, politicians, exonerees, and many more.

Will Francome & Mark Pizzey - Co-directors

Mark and Will have been directing together for the last four years. In 2013, they co-directed the much-lauded series of interactive short films - *One For Ten* - about innocent people who were on death row in the USA. *One For Ten* was nominated for a webby and was accepted to many international film festivals, winning best web series at Raindance 2013.

Before Mark and Will began collaborating, Mark had been working as a director for more than 10 years, winning the Royal Television Society’s prestigious Craft Award for Camerawork and making TV programs for all of the United Kingdom’s major channels.

Will had written and presented the death row-focused feature documentary, *In Prison My Whole Life*, which premiered at the BFI London film festival and was officially selected for Sundance. The film went on to win best film at both the Paris and Geneva Human Rights Film Festivals.

7:00 P.M. – 8:00 P.M.

National Organization of Client Advocates (NOCA) General Session

Regency Ballroom C/D – Ballroom Level

NLADA Equity Caucus

POTOMAC 5-6 – BALLROOM LEVEL

Saturday, November 15, 2014

CONFERENCE AGENDA

7:00 A.M. – 9:00 A.M. | **Continental Breakfast**

ATRIUM & REGENCY FOYER – BALLROOM LEVEL

7:00 A.M. – 8:15 A.M. | **Women of Color Project Directors Breakfast**

POTOMAC 2 – BALLROOM LEVEL

7:00 A.M. – 10:00 A.M. | **Conference Registration Open**

ATRIUM – BALLROOM LEVEL

7:00 A.M. – 12:00 NOON | **Exhibitor Showcase**

ATRIUM & REGENCY FOYER – BALLROOM LEVEL

Cyber Café & Recharging Station

ATRIUM – BALLROOM LEVEL

8:30 A.M. – 10:00 A.M.



Building Legal Literacy: What, Why, and How

WASHINGTON A – BALLROOM LEVEL

Improving “legal literacy” in client communities is an integral element of the continuum of services a legal aid program should provide. A more informed client community: (1) is better able to identify the legal underpinnings of problems with which they are wrestling; (2) can protect its members from illegal practices; and (3) is equipped to self-advocate or participate effectively in advocacy conducted on their behalf. Through its community-based partnerships, Neighborhood Legal Services Program (DC) provides targeted legal literacy programs on critical areas of client need. This session will share the lessons we have learned about effective “legal literacy” community-based education, how to partner with our public defender colleagues on this outreach, and the benefits those efforts have had for the client community and for NLSP’s service delivery. We will reenact a model used in recent efforts to demonstrate what was effective and why.

Heather L. Hodges, Pro Bono Counsel, Neighborhood Legal Services Program of the District of Columbia

Heather Molina, Managing Attorney, Neighborhood Legal Services Program of the District of Columbia

Keeshea Turner-Roberts, Managing Attorney, Neighborhood Legal Services Program of the District of Columbia

Reginald Williamson, Staff Attorney, Community Reentry Program, Public Defender Service of the District of Columbia



Law School to Legal Aid/Pro Bono Pipeline: New Approaches to Recruiting and Integrating Student and Attorney Volunteers

WASHINGTON B – BALLROOM LEVEL

As more states contemplate pro bono admission requirements, what impact will this have on legal services? Come and hear from panelists who will discuss innovative and creative approaches to utilize the talents of law students and new lawyers to increase pro bono participation. The discussion will include ideas on how best to train and prepare law students and new lawyers while creating and maintaining a positive environment to sustain long-term interest and commitment to legal aid work.

Sara Jackson, Pro Bono Coordinator, Georgetown University Law Center
Fred Rooney, Director, Touro Law School
William T. Tanner, Directing Attorney, Legal Aid Society of Orange County



Preparing an Effective Funders Strategy: Tools to Bring Back to the Office Part 1: Budget-Boosting Strategies

REGENCY BALLROOM C – BALLROOM LEVEL

Do not wait until it is budget submission time to formulate a budget strategy. Educating and engaging your community, allies, and supporters needs to begin long before budget time arrives. Let them know what you can offer to the community and what you want to offer. In our world, that is not always the same. Find out what they want you to offer. Speak honestly about a shared vision for your office. Participants will be encouraged to offer methodologies or strategies that have been successful. How do research and the evidence assist you to identify issues that are important to all community stakeholders. The first 15 minutes will be a quick synopsis of our latest Toolkit, “Basic Data Every Defender Program Needs to Track.”

Moderator: Ed Burnette, Vice President, Defender Legal Services, NLADA

Panelists: Daryl V. Atkinson, Senior Staff Attorney, Southern Coalition for Social Justice
Nicole Austin-Hillary, Director and Counsel, Washington Office, Brennan Center for Justice
Justine “Tina” Luongo, Deputy Attorney in Charge, Criminal Defense Practice, New York Legal Aid Society
Curtis Watkins, Executive Director, National Homecomers Academy



Recent Changes to LSC’s Private Attorney Involvement Rule

REGENCY BALLROOM D – BALLROOM LEVEL

LSC recently revised its private attorney involvement (PAI) rule, 45 C.F.R. Part 1614. The final rule, which becomes effective on November 14, 2014, contains significant changes that will affect the ways in which LSC grantees engage other attorneys, including corporate and government attorneys, in their efforts to provide legal information and legal assistance to eligible clients. For this session, LSC will describe the major changes to the rule, discuss how the changes respond to the recommendations of LSC’s Pro Bono Task Force and comments received from stakeholders during the PAI rulemaking process, and provide examples of activities that recipients may now engage private attorneys in and for which they may allocate costs to their PAI requirements.

Stefanie K. Davis, Assistant General Counsel, Office of Legal Affairs, Legal Services Corporation
Ronald S. Flagg, Vice President for Legal Affairs, General Counsel, & Corporate Secretary, Legal Services Corporation



Video Legal Advocacy for Low Income Clients

REGENCY BALLROOM A – BALLROOM LEVEL

For myriad reasons, the public interest bar has been slow to deploy digital audiovisual technology and social media in advocating for its clients. This session will explore ways in which legal aid lawyers, defenders, and clients can benefit their individual cases, community education, and advocacy through productions of their own or by collaborating with media arts organizations. It will feature the innovative Penn Program on Documentaries & the Law and its Visual Legal Advocacy Seminar, which has long partnered with Community Legal Services of Philadelphia, and Silicon Valley De-Bug, which promotes the production of “social biography videos” to humanize defendants in the criminal system.

Regina Austin, Professor & Director of the Penn Program on Documentaries and the Law, University of Pennsylvania Law School
Sharon Dietrich, Litigation Director, Community Legal Services, Philadelphia
Raj Jayadev, Founder, Silicon Valley De-Bug, and Videomaker, Albert Cobarrubias Justice Project

10:30 A.M. – 12:00 NOON



Forging Effective Community-Based Partnerships to Remove Barriers to Employment

WASHINGTON A – BALLROOM LEVEL

This session will present Neighborhood Legal Services Program’s successful model to remove barriers to employment through partnerships with community-based organizations including the DC Public Library and job training programs. Our multi-forum, multi-disciplinary approach enables us to reach underserved community members who would otherwise not be likely to seek legal assistance, particularly new entrants to the workforce and the long-term unemployed. Our web and clinic based partnership with the DC Public Library provides a city-wide platform for providing legal education, outreach, and direct service to large numbers of low-income DC residents. Our partnerships with job training programs allow us to reach those for whom skill development is only one part of a daunting struggle to obtain employment. Our partnerships have deepened our understanding and ability to respond to recurrent barriers that thwart our clients’ efforts to get and keep jobs. The session will cover: an overview of the complexity of unemployment, especially in low-income African-American and Hispanic communities; techniques for reaching members of those communities; legal interventions that remove barriers to employment and help create pathways out of poverty; and the value and importance of diverse partnerships to achieve lasting results for clients.

Jennifer Caballero, Staff Attorney, Neighborhood Legal Services Program of the District of Columbia
Jennifer Gajdosik, Case Manager, Building Futures Construction Pre-Apprenticeship Program, Community Services Agency of the Metropolitan Washington Council, AFL-CIO
Heather L. Hodges, Pro Bono Counsel, Neighborhood Legal Services Program of the District of Columbia
Eric Riley, Coordinator for Adult Programs and Partnerships, DC Public Library



Hot Topics in Civil Legal Aid

REGENCY BALLROOM A – BALLROOM LEVEL

Join NLADA civil team members and others to share insights on the most important issues affecting the provision of civil legal aid, including: 1) impact of the national election on Congress and LSC funding; 2) status of mortgage settlement agreements for legal aid funding; 3) regulatory developments; 4) strategic initiatives advancing racial and economic justice; 5) developments in medical-legal partnerships; 6) research and data initiatives; 7) developments in non-LSC federal funding sources; and 8) other matters of interest

Julie Clark, Vice President, Strategic Alliances & Government Relations, NLADA
Camille D. Holmes, Director, Leadership & Racial Equity, NLADA
Robin Murphy, Chief Counsel, Civil Programs, NLADA
Don Saunders, Vice President, Civil Legal Services, NLADA



Preparing an Effective Funders Strategy: Tools to Bring Back to the Office Part 2: The Story Behind the Numbers: Using Data and Narratives to Leverage Funding

REGENCY BALLROOM C – BALLROOM LEVEL

Budget submissions are more than numbers. This is an opportunity to tell the story of your office. The juncture of the effective use of data and the vision for fulfilling the 6th Amendment needs to be compelling. The narrative needs to represent the needs of the community that can best help you make your case. What data do you plan? What data do you collect? How do you combine the narrative and the data to make that compelling case? We will discuss data tracking and the recent NLADA Toolkit, “Basic Data Every Defender Program Needs to Track.” Finally, there will be a report on the status of the John R. Justice program. The first 15 minutes will be a quick synopsis of our latest Toolkit, “Basic Data Every Defender Program Needs to Track.”

Moderator: Ed Burnette, Vice President, Defender Legal Services, NLADA

Panelists: Patton Adams, Executive Director, South Carolina Commission on Indigent Defense
Keir Bradford-Grey, Public Defender, Montgomery County, Pennsylvania
Randy Kraft, Communications Director, Wisconsin OPD
Thomas Maher, Executive Director, North Carolina Indigent Defense Service



Pro Bono Clinic Development: Potential & Pitfalls

WASHINGTON B – BALLROOM LEVEL

The pro bono paradigm is shifting as law firms and corporations look increasingly to have their attorneys and staff participate in discrete pro bono opportunities, leaving public interest organizations scrambling to fit pro bono opportunities into one of many clinic models. These efforts can be very rewarding, yielding benefits both expected and unanticipated, but they can also risk falling flat and wasting limited resources. Equal Justice Works Fellows, who work on a variety of civil legal aid issues across the country, have increasingly been working closely with their law firm and corporate sponsors over the past few years to design clinics related to their fellowship projects. The panel will bring together speakers who specialize in organizing pro bono clinics for a broad range of stakeholders across the country.

Anne Geraghty Helms, Pro Bono Counsel, DLA Piper

Darryl Maxwell, Managing Attorney, DC Bar Pro Bono Program, Community Economic Development Project

Mia Sussman, Senior Manager of Pro Bono, Equal Justice Works



Thinking Outside the Box: A New Approach to Education Advocacy

REGENCY BALLROOM D – BALLROOM LEVEL

If a child is experiencing success in school, he or she is much less likely to skip school and get in trouble with the law. In a city with one of the highest per capita crime rates in the nation, a failing school system, and extreme poverty, realizing that recent challenges to education inequity had failed, but also realizing that every day children were getting denied the education they needed to succeed, the East St. Louis office of Land of Lincoln decided to think outside the box. It began in 2008 with the Education Advocacy Project, a safety net project that uses non-lawyer advocates in the context of a legal aid office to advocate for the educational needs of children, one child at a time. In 2011, after a needs assessment revealed anecdotally that the local juvenile probation office estimated that approximately 85 percent of the youth on its caseload had unmet special education needs, the Right Path Program was born to specifically address the school house to jail house pipeline. The mission of the Education Advocacy Project is to advocate for the educational rights of children and to support and empower parents and teachers in their efforts to provide children with a quality education and strong academic foundation. Land of Lincoln is committed to strengthening the relationship among students, parents, and schools, and to actively building on existing partnerships with the community. The mission of the Right Path Program is to secure the educational rights of youth who have entered the St. Clair County Juvenile Justice System and to support and empower juveniles and

their families in their efforts to gain appropriate, quality education as the means of preventing future juvenile or adult involvement with the justice system. This session will describe how both programs were created, how they are structured, and encourage advocates to think outside the box and use education advocacy to block the school to prison pipeline.

Sheila Shunick Burton, Senior Attorney, Land of Lincoln Legal Assistance Foundation
Michelle Weltman, Attorney, Land of Lincoln Legal Assistance Foundation

10:00 A.M. – 5:00 P.M.

ABA Standing Committee on Legal Aid & Indigent Defendants Meeting

PRINCE WILLIAM – THIRD FLOOR

12:00 NOON | **CONFERENCE ENDS**

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"Our statewide case management system which was expertly designed and implemented by Justice Works not only assists public defenders in handling their caseloads but also generates important data that is readily accessible and critical in making our funding requests before the legislature."

T. Patton Adams
Executive Director
South Carolina Commission on Indigent Defense

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Jim Hennings
Metropolitan Public Defender
Portland, Oregon

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Robert C. Boruchowitz
The Defender Association
Seattle, Washington

EXHIBITORS

NLADA Appreciates the 2014 Annual Conference Exhibitors

Visit them in the Atrium and Regency Foyer on the Ballroom Level. Get each exhibitor to sign your Monopoly game card to enter our drawing for valuable prizes!

AMERICAN BAR ASSOCIATION CENTER FOR PRO BONO

The ABA Center for Pro Bono is a national resource and support center that provides technical assistance and planning advice, at no charge, to pro bono advocates as they seek to fulfill the promise of equal access to justice for those who cannot afford paid counsel. The Center also offers support for and information about the annual National Pro Bono Celebration (October 25-31, 2015).

COMMUNITY SERVICES ANALYSIS LLC (CSACO)

Community Services Analysis LLC (CSACO) is the leading provider of Social Return on Investment analysis services in the United States. We are the first organization on the U.S. to be a member of The SROI Network (the international standards, accreditation, and assurance organization), and is now a full member of SIAA (the Social Investment Analyst's Association). Based on the new Social Return on Investment methodology developed by CSACO, the National Legal Aid & Defender Association—following an extensive review of alternative suppliers and peer review examinations by NLADA personnel and outside parties—has entered into a joint agreement to bring the benefits of a SROI report to Legal Aid organizations. CSACO has also expanded our services to include value and benefit analysis of legal aid Strategic Advocacy activities.

CONSUMER FINANCIAL PROTECTION BUREAU (CFPB)

The Consumer Financial Protection Bureau (CFPB) creates a single point of accountability in the federal government for consumer financial protection by consolidating many of those related authorities previously shared by seven federal agencies into the CFPB. The CFPB conducts rulemaking, supervision and enforcement with respect to the federal consumer financial laws; handles consumer complaints; promotes financial education; researches consumer behavior; and monitors financial markets for risks to consumers. The CFPB has offices serving older Americans, service members, students, and underserved

individuals and communities to address their unique consumer financial protection issues. Please visit consumerfinance.gov where consumers or their representatives can submit complaints and ask questions about financial services and products through “askCFPB,” an online interactive Q and A platform.

JUSTICE WORKS

Justice Works is a technology service provider with software solutions designed for legal case management. Our public defender offering, defender Data, is currently in use by offices of all sizes throughout the country. Our larger installations include statewide systems in South Carolina, Maine, Florida, and Louisiana. We also provide our full suite of services to all Federal Defender Offices nationwide. We seek to continue improving the technology available to indigent defense professionals while maintaining our reputation as the most affordable provider with the best service.

LEGALEDGE SOFTWARE

LegalEdge Software celebrates its 25th year providing Case Management products and services for Public Defenders. Top tier functionality coupled with low, per-case pricing makes LegalEdge the value leader in the industry. LegalEdge makes integration API's for sharing data between criminal justice agencies like courts, jails, and police departments. Additionally, customers can purchase the Programmer's Toolkit to do customization themselves. The company provides a full suite of services or a “Load and Go” bundle. With LegalEdge, customers can choose what is best for them. We offer Options for Mobile, integration, customization, hosting, data conversion, and training. Visit our booth today!

MUTUAL OF AMERICA

Mutual of America Life Insurance Company specializes in providing pension and retirement related products, programs, and services since 1945. Mutual of America offers services for 401(k) Profit Sharing, 403(b) Thrift, Tax Deferred Annuity, and 401(a) Defined Contributions plans. As a full-service provider, we provide all the



employee educational, administrative support, plan design, and plan documentation as well as consulting services in order to operate the group retirement plan without the need of Third-Party Administrators or Independent Brokers.

NATIONAL EQUAL JUSTICE LIBRARY (NEJL)

NEJL is the first and only repository dedicated to documenting and preserving the legal profession's history of providing counsel for those unable to afford it; it includes the papers of significant players in the legal aid and public defender movements and more 2,000 publications about legal aid and indigent defense in the United States and in other countries. The NEJL also houses a growing collection of oral history interviews. More information can be found at the NEJL website: <http://www.law.georgetown.edu/library/collections/nejl/index.cfm> and on the NEJL blog, Right On: <https://blogs.commonsgeorgetown.edu/righton>.

NATIONAL LEGAL AID & DEFENDER ASSOCIATION (NLADA)

Founded in 1911, the NLADA is American's oldest and largest nonprofit association devoted to ensuring excellence in the delivery of legal services to those who cannot afford counsel. For 100 years, NLADA has pioneered access to justice at the national, state and local level through the creation of many of the first public defense systems in the country, creation of the concept of a national center to protect the right to counsel, development of nationally applicable standards for legal representation, and groundbreaking legal legislation. NLADA serves as the collective voice for our country's civil legal aid and public defender services and provides advocacy, training, and technical assistance.

NLADA INSURANCE PROGRAM

The NLADA Insurance Program is the advocate and provider of quality professional liability insurance products for the full spectrum of the National Legal Aid & Defender Association community – individual attorneys, legal aid

organizations, public defenders, corporate pro bono programs, law school clinics, individual clients, and public interest groups that work toward justice.

NEW DAWN TECHNOLOGIES

New Dawn Technologies and SUSTAIN deploy the best case management software to the global justice industry. As wholly owned subsidiaries of the Daily Journal Corporation (Nasdaq: DJCO), New Dawn and SUSTAIN innovate case management for our current and future clients. Together we continue to develop and configure the best case management solution for the specific processes of our customers. More than 20,000 justice professionals worldwide depend on software solutions developed and implemented by New Dawn and SUSTAIN, including the Denver District Attorney's Office, Kentucky Department of Public Advocacy, Marietta Municipal Court, DeKalb County State Court Probation, and more.

THE RESOURCE FOR GREAT PROGRAMS

The Resource for Great Programs is a national corporation dedicated to providing strategic support to networks of community-based organizations working in arenas having great impact on our society. For 30 years, The Resource has provided legal aid programs and their funders with technical assistance and research-based advice, with services including program and project evaluation, economic impact assessment, and legal needs analysis. Visit us on the web at www.GreatPrograms.org.

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Come to the Social Security booth to learn about our Retirement, Disability, Survivors, SSI, Representative Payee programs, and services we provide. We also encourage you to sign up for a my Social Security account at www.ssa.gov/myaccount. By creating an account, you can access your online Social Security statement. It's a great financial planning tool.

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