



July 2008 Newsletter

A Note from the Director – Kathleen Brockel

By Kathleen Brockel

I took a literal interpretation of Oprah’s admonition to get a balanced life and purchased a balance board. The result of this purchase is that it causes realtors to call my home and drag potential buyers through at the worst possible moment. Here’s how it works. I scrub the counters and vacuum the carpet in imitation of Felix Unger – result? Nothing. Then I get tired of living in a magazine home ad and set up the balance board in the den, the yoga mat on the floor and just leave the dust bunnies where ever they may fall... then the realtor calls – causing me to run around and super clean at the speed of sound. This is balance?

Actually, I think it is. People talk about balance as if it is this nice equilibrium, never swinging too far one way or the other. But is your life like that? Mine isn’t. One of the personal reasons for taking the NTAP ED position is that I wanted to de-stress my work life a bit. Of course the result was that I spent five months working like crazy, as we all do, when starting a new job. More anxiety and cappuccinos and less bicycling and tea. But now, thankfully, the frantic newness has worn off and I’m actually feeling the benefits of this terrific job.

It’s never easy to predict the effects of major life shifts like buying and selling a house or leaving one job for another. And once we get to where we are going we have to balance the day to day tasks. On the one hand, you can get that MBA, chair that Bar committee, write the definitive blog and on the other hand, you can read how Nero Wolfe solves another murder mystery in 1938 New York. Too much of the one and you are heading for a heart attack but too much of the other and you are living in your parent’s basement with a black and white TV. Since summer has officially started I suggest a bit more of the lawn chair and a bit less of the phone/email/committee meetings!

Here at NTAP we wish bon voyage to Steve Gray as he goes across the pond to start his great adventure in Namibia. So, too, our wonderful AmeriCorps VISTA James Carlson completes his year of service and heads off to law school. Meanwhile Gabe Hammond and Becky Levine have retreated behind the NTAP curtain working only on select projects. Out in front, David Bonebrake timed his departure from Chicago just one day ahead of wicked mid-west snow storm and safely arrived in San Francisco to set up shop permanently. Gene Donney left the wilds of Montana and retreated to sunny Boca Raton, Florida.

In the last few months NTAPers have been traveling to meet some of you in person. I was in New Orleans presenting at the MIE “Managers in the Middle” conference and David and I were at EJC in Minneapolis. David, Gabe and I traveled to Connecticut to work with several of the



July 2008 Newsletter

legal services programs on some major website and technology planning. David also visited programs in Kansas and Tennessee. This summer David will be meeting up with legal services folks in South Dakota, Arkansas and Idaho. And I'll be in San Antonio in September for the MIE conference for Legal Services Administrators.

Happy Summer from all of us at NTAP!

Source URL: http://news.lsntap.org/?q=Directors_Note_July_08

A National Conversation about Legal Services Training: An Interview with Camille Wood, NLADA

By Kathleen Brockel

Camille Wood is NLADA's Director of Training & Community Education.

NTAP: NLADA and some other regional and national training organizations have started a National Training Conversation. What do you want the legal aid community to know about this effort?

Camille: We want people to agree that a commitment to training is a commitment to the greater mission behind legal services. We would like to see training organizations work together as a community to provide quality training for legal services: managers, executive directors, advocates, administrative staff, etc. We want to think strategically and systematically about training and build and leverage limited resources across the country.

NTAP: NLADA organized a half day meeting in Spring to help facilitate discussion about training. We found out that there are some excellent national, local and regional resources but there are also some areas of the country that have little or no training. What are some goals that the group would like to accomplish this year?

Camille: Some of the organizations got together to draft some principles about what a national system should include and how we can generate a discussion about this. We would like people to agree to build resources in a way that is in everyone's best interest.

I'll be sending out a summary of the meeting and putting the draft principles into a discussion group – possibly on the Sargent Shriver National Center on Poverty Law website. We want to



July 2008 Newsletter

generate further discussions about how the legal aid community can support and promote training, the importance of training and how to get more and better quality training for more people. Shriver Center - NLADA will be talking about this issue at the Litigation and Director's conference and then in November we'll keep the issue alive at the annual conference. Also we want to hear from the newer generation of legal services attorneys - what do they perceive are their training needs, what is their perspective on the training environment?

NTAP: What would you like people to be thinking about for this conversation?

Camille: Right now we have a lot of methods and modes for training – a good variety of in-person seminars as well as distance learning. We want to get people engaged in making training a priority in legal services.

Source URL: http://news.lsnatap.org/?q=Camille_Wood_NLADA

The OST Community Submits Drupal Upgrade Proposal

By David Bonebrake

Technology development on the Internet occurs at an extraordinary pace, and many new technologies hold tremendous promise for the improved delivery of legal services on the Web. The Open Source Template (OST) Community recently spent the past several months evaluating how advances in the area of open source content management systems (CMS's) could lead to a next-generation statewide website platform. After several months of evaluating different options, the community submitted a proposal to Legal Services Corporation to upgrade many of its programs to the Drupal CMS.

Recent advances in open source CMS's have led to significantly easier and more powerful web content management solutions. For many years, the OST Community relied on the Zope web platform to administer its websites. Zope is still in many ways a powerful platform; however, developers never made the usability improvements to make it competitive with modern systems such as Drupal.

The upgrade proposal would move ten programs to Drupal. Currently two more statewide websites are developing Drupal sites independently of the upgrade proposal. In addition, three other OST sites will be using a similar CMS, Plone, by the end of the year. By having a majority of states on a modern CMS, the Community will ensure that new Internet technologies that could benefit low-income people can be quickly and easily incorporated in statewide websites.



July 2008 Newsletter

Source URL: http://news.lsntap.org/?q=OST_Drupal

The ABA Technology Hearings: An interview with Will Hornsby at the ABA Division for Legal Services

By Kathleen Brockel

NTAP: What was the impetus for developing the ABA Hearings on Technology and the Delivery of Legal Services?

Will: The ABA Standing Committee on the Delivery of Legal Services has been working with the e-lawyering task force for ten years. We have tracked different ways on how legal services have been delivered through online technology in the marketplace. For example, we have seen the rise in the number of “routine” legal services offered through various online mechanisms – such as wills and incorporations. We have also seen courts offering document preparation online.

The committee thought it was important to look at the status of online services, what the governance is of these services, and what policies should be addressed. We are interested in the proper protection for consumers balanced by the need for consumers to have access to services.

We have seen prosecutions from the bankruptcy courts from providers that were not attorneys. One important case is: *In re Reynoso*, 477 F.3d 1117 (9th Cir., 2007) [1]. In that case, the service provided was online document preparation for bankruptcy. According to the case, the website service made claims that they “could save more than a lawyer could save you” and could save your house and car – that sort of thing. The website was removed from the web before the ABA could review it. Back in the 1970’s there was a famous book called *How to Avoid Probate* [2]. In that case, the author, Norman F. Dacey, was prosecuted for the unauthorized practice of law. His defense was “I don’t have clients, I have book buyers.” The Reynoso case is the 21st century version of this.

(NTAP note: see Dacey’s obituary in the *New York Times* [3] for background on the case.)

NTAP: Who would you like to come and testify that may not have heard about this already?

Will: The committee said “let’s not have preconceived notions about this.” They want to cast a broad net and gather insights from as many resources as possible. The committee heard from fifteen people in Minneapolis in conjunction with the Equal Justice Conference -- people out in the forefront of providing online legal services. The committee was pleased at this and reported on this to the full committee. The committee would like to hear from anybody who has a cutting



July 2008 Newsletter

edge methodology that feels restricted by policy -- feels that there are limitations because of rules of ethics or rules of procedure. There also might be multi-state issues that should be addressed.

The committee wants to be open-minded about the scope of things that are presented. The committee recognizes the need for public access to services – they are fully aware of the legal needs studies. Technology provides a completely different channel for that subset of people who can benefit from elawyering. The question is what do we need to build into that?

NTAP: What's the next step?

Will: The committee will hold hearings on Friday, August 8, 2008 in conjunction with the ABA Annual Meeting in New York and will also schedule some virtual hearings. Testimony from the hearings will be posted onto <http://www.abanet.org/legalservices/delivery/techhearings.html> [4].

Note also that a few years ago the Committee promulgated best practice guidelines on folks delivering web services. These guidelines were based on guidelines from the UK and Australia. Many programs don't know about these guidelines, which may be found here: http://www.abanet.org/elawyering/tool/best_practice_guidelines.pdf [5].

Source URL: http://news.lsntap.org/?q=Hornsby_ABA_Tech_Hearings

Links:

- [1] [http://www.ca9.uscourts.gov/ca9/newopinions.nsf/780E8DE27F08D8A98825728F000085F7/\\$file/0417190.pdf?openelement](http://www.ca9.uscourts.gov/ca9/newopinions.nsf/780E8DE27F08D8A98825728F000085F7/$file/0417190.pdf?openelement)
- [2] <http://www.amazon.com/How-Avoid-Probate-Norman-Dacey/dp/0020081812>
- [3] <http://query.nytimes.com/gst/fullpage.html?res=9400E4DE173CF93AA25750C0A962958260>
- [4] <http://www.abanet.org/legalservices/delivery/techhearings.html>
- [5] http://www.abanet.org/elawyering/tool/best_practice_guidelines.pdf

eLawyering or Bust?

By Kathleen Brockel

Marc Lauritsen (aka the HotDocs guy) challenges us to assess how technologies can help deliver legal services to low and moderate income clients more effectively. Marc is co-chair of the ABA eLawyering taskforce and conducts outreach presentations four times a year in conjunction with the ABA section meetings. See Marc's presentation, "Doing Law on the Web: eLawyering and the Future of Legal Work." [1]



July 2008 Newsletter

NTAP: What's going on with eLawyering?

Marc: There is a lot going on. There are lawyer sites such as my co-chair Richard Granat's <http://www.directlaw.com/>[2]. These kinds of attorneys are using the web environment and software tools to deliver services. Some entrepreneurial folks are seeing real opportunities that will change the profession. And the UK is in the midst of deregulating the profession. They are permitting external capital into law firms. There is a new venture capital fund in the UK to invest in these kinds of initiatives. It will probably take a few years before that kind of change is seen in the US.

NTAP: There seems to be an assessment where people of all income ranges try to figure out what they really need professional advice versus what is more process or routine. It seems like few people can afford the professional services of a lawyer.

Marc: Yes – there is a latent market for service delivery. There are also non-lawyer websites such as Legal Zoom (<http://www.legalzoom.com/> [3]). They are doing a real publicity pitch in markets such as California and Massachusetts. They say that “this is the way you should get your legal documents done...don't pay a lawyer.” This will wake up some lawyers!

The technology has been ready for decades. Some of the systems are lawyer driven, some consumer driven. These are systems that make business sense. Offices can do online advice and produce documents. Of course in legal services we've been working on the NPADO project and programs have expanded their statewide website delivery systems. Some are doing online intake.

NTAP: Much of the eLawyering concepts dovetail with the work at home phenomenon. Is the legal industry changing to support this?

Marc: Yes I've seen new virtual law firms springing up in NY and Boston. Much of this is beneath the radar. Again – Richard Granat is an example of this model. Later this month I'll be going to a conference at William & Mary about innovators in law schools. For law students the entire legal environment changes during the period that they are attending school! Law schools have paid a lot of attention to the intellectual developments of technology and the law but the actual practice of using technology effectively in your law practice is not discussed much. Chicago Ken is an exception.

For more information about Marc's interesting career see:



July 2008 Newsletter

<http://www.capstonepractice.com/whoisML.pdf> [4]. He can be reached at (978) 456-3424 or marc@capstonepractice.com.

Source URL:

<http://news.lsntap.org/?q=e-Lawyering>

Links:

[1] <http://lsntap.org/sites/lsntap.org/files/Doing%20Law%20on%20the%20Web%202008-1.ppt>

[2] <http://www.directlaw.com/>

[3] <http://www.legalzoom.com/>

[4] <http://www.capstonepractice.com/whoisML.pdf>

Meet Chuck – a Montana LiveHelp Attorney Operator

By Kathleen Brockel

NTAP interviewed Chuck Munson, Montana Legal Services Association attorney and LiveHelp operator.

NTAP: Chuck, how did you become a LiveHelp operator at Montana Legal Services Association?

Chuck: I finished my LLM last May then moved from Arkansas to Montana to work here at legal aid.

NTAP: LLM sounds impressive – what in?

Chuck: Agricultural law. Not much of a relationship between that and my current position! I participated in a presentation at EJC from the perspective of a live help operator. I was surprised by the number of folks in legal services interested in this technology. LiveHelp works just like a chat screen. In law school everybody chats all day long so of course I was very familiar with the technology. Obviously the difference with LiveHelp is that the service is specific to the Montana website (<http://www.montanalawhelp.org/MT/index.cfm> [1])

NTAP: So even though the LiveChat works similar to instant messaging, the person doesn't have to be signed up for an IM account?

Chuck: Right, the system works right off the website, the client doesn't download anything.



July 2008 Newsletter

NTAP: What kind of questions do you get?

Chuck: Most of the question topics are similar those coming into the helpline or from client walk ins. The hot topics are: family, housing and consumer issues. The difference is that on LiveHelp our job is to help the person find information on the Montana website or find other resources. We don't provide legal advice. So the key for a LiveHelp operator is that he or she has to be very familiar with the website and how to navigate it.

NTAP: What happens if you can't find the right information for the client?

Chuck: Sometimes we do get some obscure questions. I think LiveHelp has honed my skills so I have the ability to find information online QUICKLY. This is good for new attorneys as well as seasoned attorneys. Our priority is to help the person right now. It is not really an option to send the person off without an answer. Often the reason you can't help the person is because they need more than just legal information – they need legal advice. In those instances we provide the call in number to the helpline. It is very important to us that the person understands the limitation of the service. At the beginning of the chat an initial disclaimer pops up to tell the person what the service is. We tell them we can provide information about the law but can't give them legal advice.

NTAP: How many people can you chat with at once?

Chuck: I think the technology has a big capacity but the most I've had at the same time is two.

NTAP: How does the LiveHelp schedule work? Is it only available at certain times?

Chuck: I work a regular four hour shift once a week and then also volunteer for other open slots. Many of the attorneys here participate. The minimum shift time is two hours.

NTAP: Tell us an interesting story from your LiveHelp experience.

Chuck: A lady called and said that she wanted to get married but that she didn't want to get the mandatory rubella vaccination. This was an example of a question where we did not have the information on the Montana website, so I researched the issue and found out that this was an old-school rule that assumed that everyone who got married intended to have children. I found a provision for an exemption that she could apply for. This topic sparked quite a bit of discussion around the lunch table here in Montana!



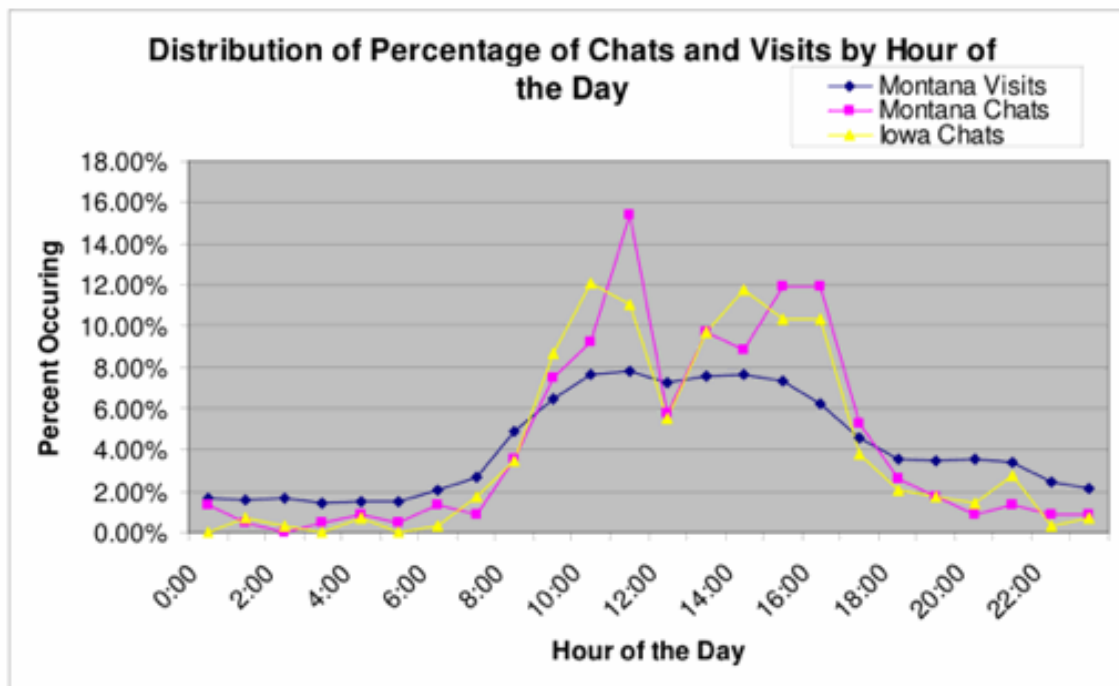
July 2008 Newsletter

NTAP: Any last thoughts about LiveHelp?

Chuck: People do get very personal, and you need to tailor the conversation to steer them back to general information. The disclaimers are on the website so people know what they are getting. Also, we have a post-chat disclaimer that provides several resources including the helpline phone number.

Most people get off a chat feeling very relieved. People contact LiveHelp because they don't know the where to start. Often the problem has been brewing for a while. Once we give the person some direction through LiveChat there is a huge sigh of relief!

NTAP: Montana also offers a brief post-chat satisfaction survey. Below is a chart from Pro Bono Net showing the peak LiveHelp user times from a recent Montana and Iowa study. Programs interested in finding out more about LiveHelp can read the 2007 Evaluation report [2], an introductory overview [3], and a case study [4] (PDF) from Pro Bono Net [5].



Data for MontanaLawHelp taken from WebTrends and LivePerson
Dates: 1/1/2008-5/09/2008

Source URL: http://news.lsntap.org/?q=June2008_LiveHelp_Montana

Links:

- [1] <http://www.montanalawhelp.org/MT/index.cfm>
- [2] <http://www.lsntap.org/node/2115>
- [3] <http://www.lsntap.org/node/2117>
- [4] http://lsntap.org/sites/lsntap.org/files/LivePerson_proBono_caseStudy.pdf
- [5] <http://ProBono.Net>

Tennessee Embraces Statewide Webcasting

By David Bonebrake



July 2008 Newsletter

The State of Tennessee, Administrative Office of the Courts has established a partnership between the Tennessee Bar Association [1], the Tennessee Alliance for Legal Services [2] (TALS), the Memphis Bar Association [3] (MBA), the Knoxville Bar Association [4] (KBA), and the Chattanooga Bar Association [5] (CBA) to upgrade the quality and effectiveness of distance learning programs for attorneys by providing on-line continuing education programs. The equipment that will be used is a Mediasite Recording System. Mediasite is an advanced rich media search engine that automatically indexes webcasts recorded with the portable recording system.

In addition, the Tennessee Alliance for Legal Services and the four federally-funded legal aid programs in Tennessee have received a separate grant from the AOC to conduct "poverty law workshop" trainings across Tennessee in 2008 and 2009. These trainings will focus on recruiting and training pro bono attorneys in various areas of the law.

TALS plans to record these CLE training sessions and will maintain an online library to offer the trainings from its website TALS.org. The sessions will be made available at no charge. Attorneys taking the free CLE trainings will be encouraged to sign up with the logo pro bono organization and agree to take at least two pro bono cases per year.

Source URL: http://news.lsntap.org/?q=TN_Webcasting

Links:

[1] <http://www.tba.org/>

[2] <http://www.tals.org/welcome>

[3] <http://www.memphisbar.org/>

[4] <http://www.knoxbar.org/>

[5] <http://www.chattbar.org/www>

Iowa Legal Aid Award

By David Bonebrake

Congratulations to Iowa Legal Aid [1] for winning the NLADA's 2008 Innovations in Equal Justice Award. The award recognizes inventive uses of the technology to improve the delivery of legal services to low-income people. Over the past several years, ILA has pioneered several impressive technology projects, including its new Remote Intake Interview for clients. The Interview represents a major step forward for web-based intake by using an A2J Author-developed application to replicate the typical give-and-take of an in-person intake session. The



July 2008 Newsletter

Web-based system offers a more convenient way for qualifying individuals to obtain legal aid assistance. In addition, the Interview directs users who cannot be helped by the legal aid program to relevant legal information on Iowa's statewide website.

More information about Iowa's Remote Intake Interview can be found at http://www.lsnatp.org/remote_intake_interviews_clients [2]. You can also learn more about all of Iowa's technology projects at <http://www.iowalegalaid.org> [3].

Source URL: http://news.lsnatp.org/?q=Iowa_Legal_Aid_Award

Links:

[1] <http://www.iowalegalaid.org>

[2] http://www.lsnatp.org/remote_intake_interviews_clients

[3] <http://www.iowalegalaid.org>

LegalMeetings Contest Update

By Gene Donney

NTAP is pleased to announce the results for our first ever quarterly GoToMeetings usage contest. Two winners are awarded each quarter. One category is for largest user overall. The second category is for the program that has made the biggest improvement from the previous quarter. The winner in the largest user category is California Rural Legal Assistance [1]. Results are calculated using total program meeting minutes. CRLA used an amazing 4,323 minutes in 95 unique meetings in the second quarter. In the improvement category, NTAP is pleased to announce that Massachusetts Law Reform Institute [2] has registered the most growth (programs must have some usage the previous quarter, so brand new accounts need to wait one cycle to compete)! In quarter 1, MLRI held only 2 meetings for 85 meeting minutes. In quarter 2, MLRI held 35 meetings for 2116 meeting minutes. That better than a 2,000 % increase! Congratulations once again to CRLA and MLRI for winning our inaugural LegalMeetings usage contest.

The program administrators from CRLA and MLRI will be receiving their prizes in the mail. Please keep meeting and stay tuned for next quarters results!

Source URL: http://news.lsnatp.org/?q=Legal_Meetings_July08

Links:

[1] <http://www.crla.org/>

[2] <http://www.mlri.org/>



July 2008 Newsletter

NTAP's New Training Coordinator

By Kathleen Brockel

NTAP is pleased to introduce our new training coordinator – Jeffery Naragon.

Jeff is coming to NTAP at the end of July after completing an AmeriCorp VISTA* year at The Immigrant Law Center of Minnesota [1]. You can see some of Jeff's work here: <http://www.immigrantlawcentermn.org>. He designed and implemented this website and drafted much of the newsletter and annual report posted on the site. Jeff assisted the Center's education coordinator in giving presentations about immigration issues to youth in the Minneapolis/St. Paul area. In addition, Jeff acted as the Center's volunteer coordinator – including creating a section on the website to solicit the specialized volunteer skills required for immigration services. Jeff also took on much of the communications work of the center, creating press releases and brochures to highlight the Center's work. Jeff has been the Center's key tech innovator bringing the Center's tech systems into the 21st Century. He set up the program's intranet site and shared calendar system to keep everyone in the loop. He also implemented some Pika updates and improved their Pika reporting system – significantly improving the data they could provide to funders and the public. Jeff provided training to the Center's staff on the Pika system as well as the other tech improvements.

Jeff was honored by the national VISTA organization for his assistance to the Center's development director bringing in \$35,000 in new foundation money. He has a BA from St. Olaf College in Minnesota and currently lives in St. Paul. He volunteered for six months with WWOOF Mexico (Willing Workers on Organic Farms) and has served as an ESL instructor at various volunteer positions for the last four years. He is getting married on July 5th.

Source URL:

http://news.lsntap.org/?q=Introducing_Jeff_Naragon

Links:

[1] <http://www.immigrantlawcentermn.org>

Survey Tool

By Gene Donney

NTAP is pleased to announce that the Poverty Law Survey Tool 2.0 [1] is fully functional and available for use. Users can sign up for the tool at survey.lsntap.org. Since the redevelopments



July 2008 Newsletter

completion, NTAP has added 12 new users. Some notable survey projects are underway in the new tool. NTAP is currently using the tool to author and disseminate the Legal Services National Technology Survey designed to identify the various technologies present throughout legal aid. In addition, Ohio Legal Aid Foundation is creating and conducting a long term survey project. This survey project will result in a web based survey that intake workers use to collect aggregated data during the client application process.

NTAP has been offering individual program trainings, and will be conducting a comprehensive training on September 4, 2008. For more information, or to register for the training, please visit <http://www.lsntap.org/node/2478> [2]. NTAP is also putting together a Survey Tool Roundtable series, which is set to debut in the third quarter. The improved Survey Tool features simplified survey creation, a streamlined user interface and increased functionality. Users can create conditional questions using skip logic and survey tool piping, as well as utilize 19 question formats. Commercial tools do not offer such robust question types and can not produce conditional questions.

Poverty Law Survey Tool 2.0 [3] is built upon LimeSurveyor v1.48. LimeSurveyor, formerly known as PhpSurveyor, provides the underlying tool functionality. NTAP has incorporated some additional applications and php scripts to increase the tools usability. Most notably are improved functionalities for browsing and charting responses, integrated help icons embedded in the tool, an integrated community survey library and an easy-to-use theme design creation tool. All of the work was coordinated by NTAP and completed by Openwave, LLC out of New York City.

User logins from the old survey tool have been ported over. Your old survey login should work in the new tool. NTAP also moved all surveys from the old tool to the new tool. If you have questions, would like to schedule training or otherwise require support, please contact Gene Donney at gene@lsntap.org.

~Happy Surveying!

Source URL: http://news.lsntap.org/?q=Survey_Tool_Launched

Links:

[1] <http://survey.lsntap.org/>

[2] <http://www.lsntap.org/node/2478>

[3] <http://survey.lsntap.org/>



July 2008 Newsletter

What's Coming Up: NTAP Trainings July - December 2008

By Eva Reffell

The year's half over, but NTAP still has 12 free trainings scheduled in 2008.

July:

COLL104: Three Letters Every Advocate Needs to Know How to Use: RSS [1] (07/25/08)

You don't have to know what it means to find this tool valuable. It is every advocate and manager's shield against information-overwhelm AND it promises to revolutionize your daily work life if used effectively. This session will walk users through the basics of using RSS in a poverty law setting and will be an interactive training to get participants their own personalized news page by the end of the event.

August:

OFF105: MS Excel (Beg | Int) for Advocates [2] (08/01/08)

This session covers MS Office 2003 only and will highlight beginning intermediate tips for using MS Excel in a poverty law setting.

DOC110: Evaluating Document Assembly Projects [3] (08/08/08)

SWEB121: -- A "How-To" of New Tools for Statewide Websites [4](08/15/08)

New website tools are exciting, but you still have to get them working. Go through step-by-step processes for setting up multimedia, RSS, and other tools on your site.

September:

SUR103: Poverty Law Survey Tool 2.0 [5] (09/05/08)

Prepare for your end of year evaluations and don't recreate the wheel. This interactive training will walk you through creating and running reports on a new online survey tool, free to the legal aid community. We will walk through setting up a survey AND copying an existing model survey already created by your legal aid colleagues, available for your use.

COLL105: Using Wikis and Online Project Management Tools in Poverty Law [6] (09/12/08)

If you're tired of sharing manual drafts back and forth by email, this training is for you. Learn how to use the power of the wiki-web to collaborate online on manuals and discover how other programs have taken advantage of wikis for hotlines, advocacy manuals, pro bono recruitment, and project intranets. We'll also review online project management tools -- what they are and how they are different from wikis. Learn how these tools can help your colleagues manage



July 2008 Newsletter

conferences, law student projects, small technology jobs, content projects, outreach efforts, and any other non-case specific project your program engages in.

ED112: Internet Trends and the Impact to Poverty Law [7](09/19/08)

You may have attended these in the past, but what are the new statistics for internet use and our client community? This training will walk attendees through a digital divide quiz to see how new media and technologies are shaping the lives of clients -- and postulates the impact on the delivery systems for legal aid.

October:

COLL106: Web 2.0 Tools for Legal Aid Staff [8] (10/03/08)

Some Web 2.0 tools that are easy to use, easy to download, and make a difference in your work as advocates. A fun, interactive training.

OFF106: MS PowerPoint for Legal Aid Advocates [9] (10/17/08)

As more and more of us have to do presentations for partners, boards, and staff, PowerPoint presentation skills need to expand beyond picking your cloud background and your slide layout. This session is for intermediate PowerPoint users who already know the basics of creating a PPT presentation. We will focus on 5 - 10 special tools and features in PPT that will improve your ease in using the tool and enhance your presentations.

ED111: Creative Uses of Technology in Poverty Law [10](10/31/08)

November:

SWEB121: Advocate's Roundtable -- What Makes a Strong Advocate Portal [11] (11/14/08)

What tools and information do legal aid attorneys look for on a statewide website? This training focuses on the the best practices for engaging advocates on your site.

December:

DOC111: Document Assembly - Online HotDocs Training [12] (12/12/08)

Source URL: http://news.lsntap.org/?q=2008_Trainings

Links:

- [1] <http://lsntap.org/node/2473>
- [2] <http://lsntap.org/upcomingtrainings?q=node/2475>
- [3] <http://lsntap.org/upcomingtrainings?q=node/2476>
- [4] <http://lsntap.org/upcomingtrainings?q=node/2477>
- [5] <http://lsntap.org/upcomingtrainings?q=node/2478>



July 2008 Newsletter

- [6] <http://lsntap.org/upcomingtrainings?q=node/2472>
- [7] <http://lsntap.org/upcomingtrainings?q=node/2479>
- [8] <http://lsntap.org/upcomingtrainings?q=node/2480>
- [9] <http://lsntap.org/upcomingtrainings?q=node/2481>
- [10] <http://lsntap.org/upcomingtrainings?q=node/2482>
- [11] <http://lsntap.org/upcomingtrainings?q=node/2483>
- [12] <http://lsntap.org/upcomingtrainings?q=node/2484>

NTAP's Thank Yous

By Eva Reffell

This month we say goodbye to our VISTA, **James Carlson**. In the year he's been with us, James has been integral to many of NTAP's projects. Day to day, he managed our new user accounts at LSNTAP.org, recorded most of our trainings and was always available to troubleshoot technical problems, but he also restructured and upgraded our wiki, implemented google calendar organization-wide, drafted NTAP's technology plan, and worked on both the Survey Tool redesign and on our upcoming Legal Services National Technology Survey. We're not quite sure what we're going to do without him, but we sure appreciated the work he's done for us. Thanks, James. It's been a good year.

Steve Gray departs this summer for a Fulbright-funded project in Namibia. He'll be back, but it's a good time to thank him for the work he's done for the poverty law technology community and for NTAP. Steve founded LStech, the legal services web portal that formed the core (and a good part of the vision) of what is now LSNTAP.org. Since 2001, he has worked with NTAP to help grow its mission and work to be of service to the poverty law community. Steve's also offered NTAP a wealth of technical guidance, big and small. Thanks to him, we have the Open Source Cyber Cafe, Techie Noodling Roundtables, an online Statewide Technology Planning Manual, Blogs, a comprehensive Tech Library on LSNTAP.Org, and the LStech email list that supports this community daily. And, NTAP personally thanks him for helping to create our own internal technology plan and policies and for being the sounding board that helped move NTAP into what it is today.

Many, many thanks to board member **Gulwinder Singh** for spearheading negotiations with Citrix for our new, improved LegalMeetings contract.

And as always, NTAP could not do what we do without the help of many community members -- particularly those of you who have contributed content to LSNTAP.org and to our trainings. We'd especially like to thank Ken Montenegro, Donald Carder, Anthony White, Liz Keith, Kate



July 2008 Newsletter

Bladow, Tillie Lacayo, Mike Mule, Kristy Boyer, Daniel Attaway, Rona Roberts, and Leah Margulies.

Source URL: http://news.lsntap.org/?q=July_08_Thanks