The background of the slide is a stylized Texas state flag, featuring a vertical blue bar on the left with a white five-pointed star, and a white upper section and a red lower section on the right.

# **The Art & Science of Technology Innovation**

*LSC TIG Conference  
Austin, TX  
January 22, 2009*

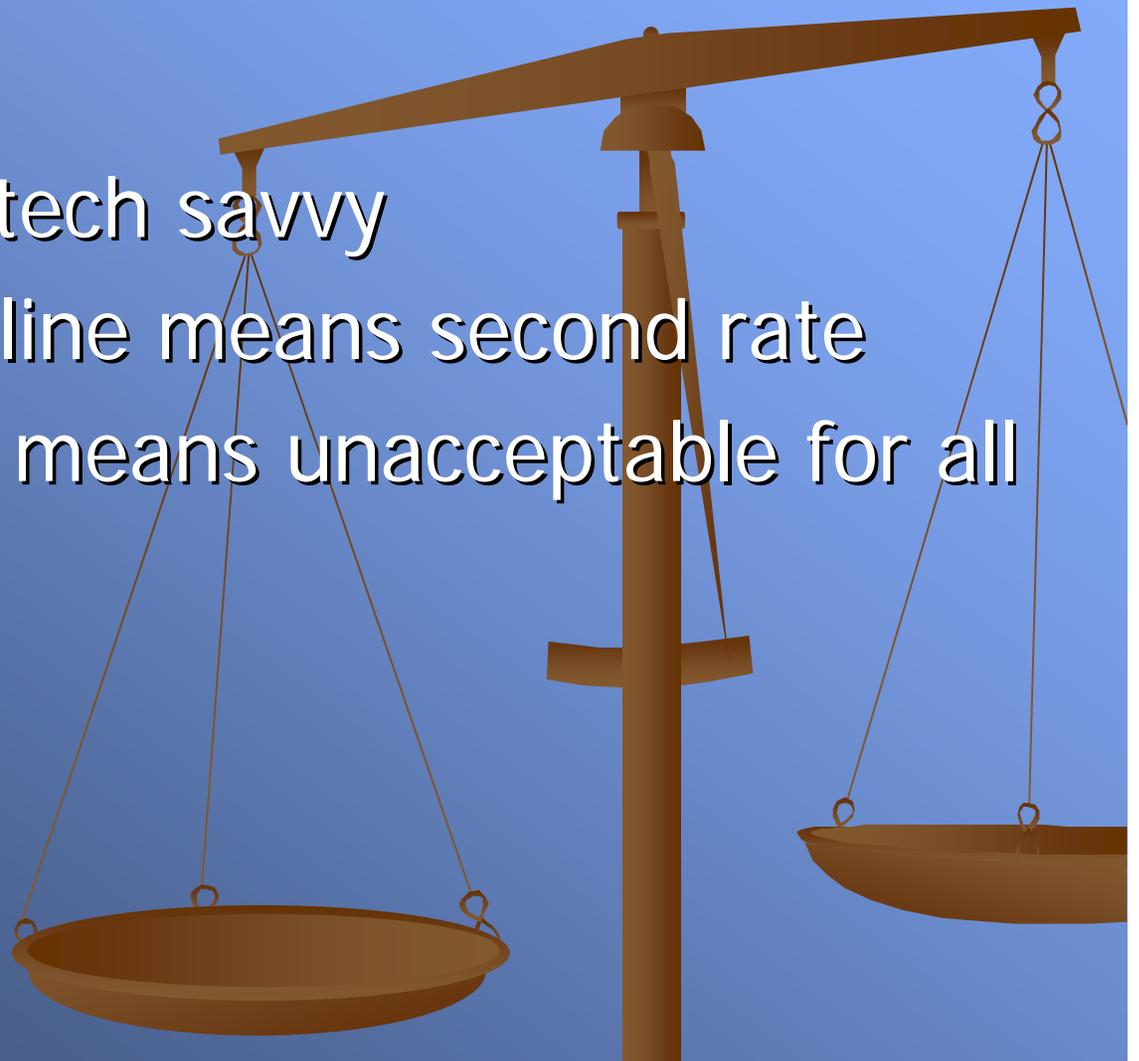
# What's the Goal?

*"It's about the client"*



# Myths

- Clients are not tech savvy
- Self help or on-line means second rate
- Flaws for some means unacceptable for all



# The Three S's

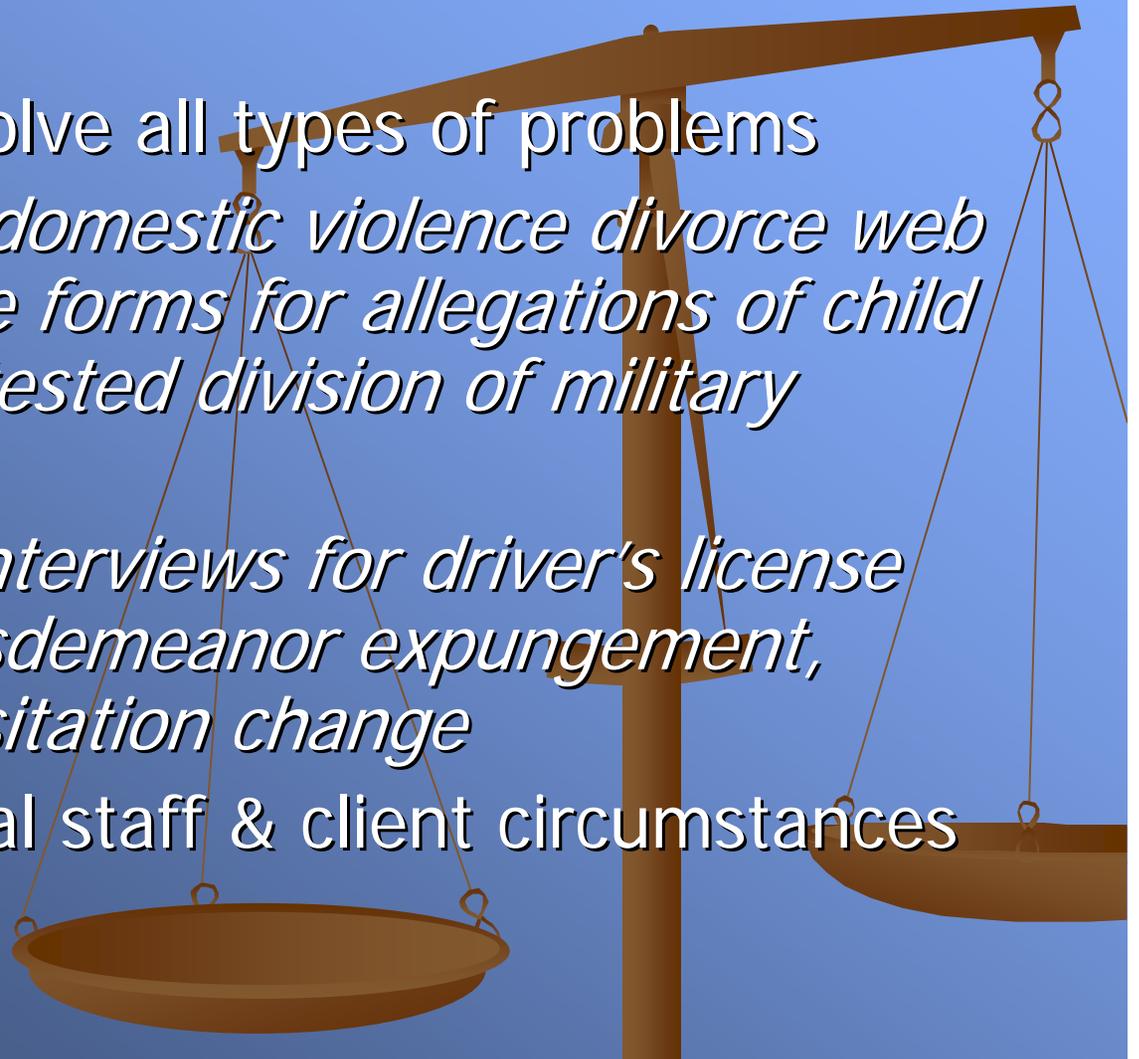
- Simplicity
  - Plain Language
  - User Friendly
  - "TurboTax, not McLaw"



# The Three S's

## ■ Suitability

- Not meant to solve all types of problems
- No = *self-help domestic violence divorce web site with on-line forms for allegations of child abuse and contested division of military pension*
- Yes = *guided interviews for driver's license restoration, misdemeanor expungement, uncontested visitation change*
- Assess individual staff & client circumstances



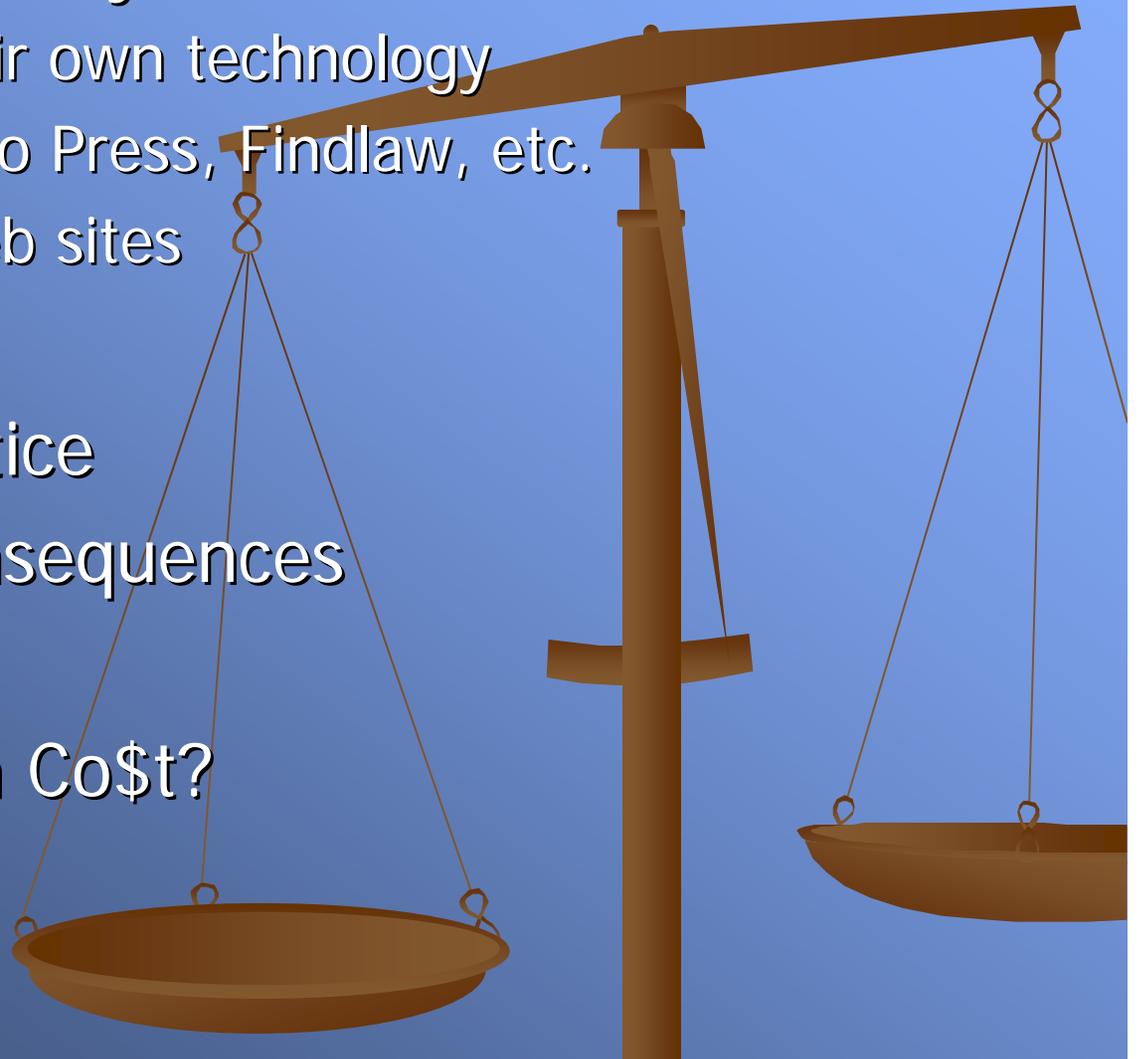
# The Three S's

- Success in the real world
  - Staff, client, court, community buy-in
  - Cost effective
  - Ongoing evaluation and improvement



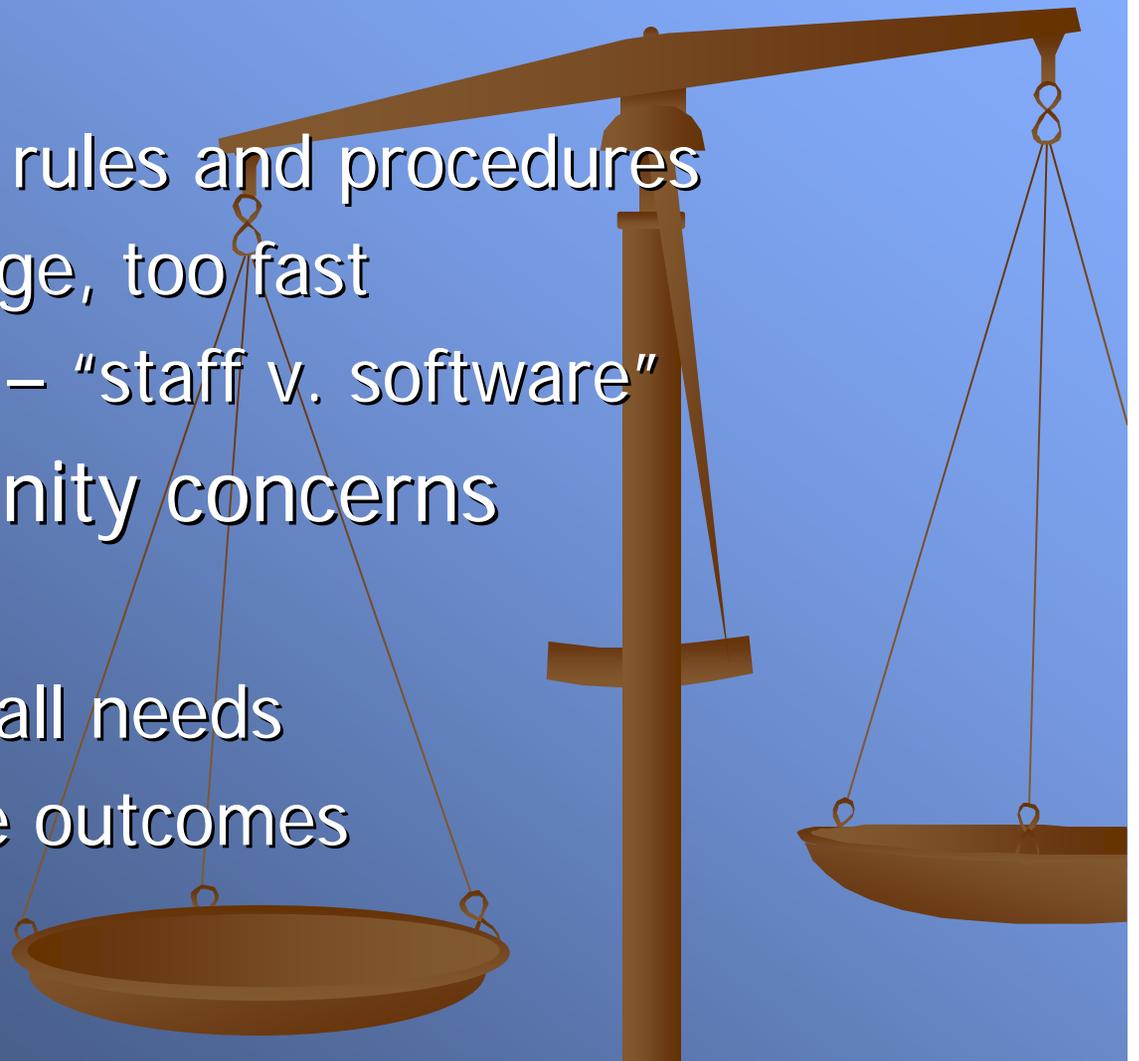
# Challenges

- It's happening anyway
  - Staffs bring in their own technology
  - Clients turn to Nolo Press, Findlaw, etc.
  - Fee for service web sites
- Quality concerns
  - Second-tier justice
  - Unintended consequences
  - Co\$t!
  - Did we mention Co\$t?



# Challenges

- Staff resistance
  - “Comfort zone” rules and procedures
  - Too much change, too fast
  - Budget choices – “staff v. software”
- Client & community concerns
  - Digital divide
  - Does not meet all needs
  - Too little info re outcomes



# Challenges

- Multi-cultural issues
  - Cultural literacy
  - Ethnic and racial diversity
  - Multi-lingual and LEP clients



# The Bottom Line

- What's the Question?
  - What does it mean for clients?
  - Cutting edge v. "get the job done"



# Thanks!

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