

## **LTF 3: Technology – Outline**

### **Task Force Introduction**

1. Co-Chairs Introductions
2. Task Force Purpose and Description:
3. Purpose of this Breakout Session
4. How the LTF Co-Chairs added to the Task Force
5. Community Engagement / Integration

### **Process**

- 1. Strategic Action Planning Process Overview**
- 2. Inventory Assessment**
- 3. Priority Setting**

### **Goals:**

- To improve access to legal information and solutions to legal problems through both passive and active online media
- To make technology-based access easier through the use of plain language interactivity and assistance by human navigators where necessary
- To develop a rich, digital database outlining solutions to be provided and existing providers of these solutions, and including all the necessary related data in a common and consistent format
- To make robust use of this database in assessing needs, gaps and program effectiveness in providing the desired solutions

The work of this Task Force largely depends on the priorities established through the work of other Task Forces (in order to know what technology solutions to develop or amplify to accomplish the JFA plan's goals, the task force must to some extent work in response to their plans). During this session, we will try to anticipate some likely priorities and consider potential opportunities to use process and technology in effectively implementing these priorities.

## Feedback / Open Discussion

### Specific Questions:

There are two directions for the technology discussion. The first is to describe the end goal – a broad community based platform that can be all things to all people, sometimes called a “single point of entry.” The second is to discuss the individual things the community needs right now that might be better addressed through new or improved technology-driven solutions. The right way to approach it is to do the second but be mindful of the first.

- If that is the case, how do we do that?
- How do we limit the costs of this? Can we leverage volunteer resources?
- How do we use technology to gather more data about where the gaps are in the community?
- How do we overcome the fact that so many providers are collecting different data, using different systems, and much of it is not maintained in any digital format?
- Has anyone seen an integrated community technology platform?
- What role do automated forms and online document assembly play in the strategy?
  - What about virtual hearings, online dispute resolution, etc.? How do we incorporate these into the strategy?

Solicit general and specific reactions from the participants

- What are we missing in our priorities list? Whose perspective are we missing?
- Are there problems we’re not addressing?

Solicit innovative and creative ideas about how to achieve the goals of the task force

- Are there any innovative (anywhere from developing small efficiencies to the field, to systemic-scope renovations of service delivery models) ways of addressing these problems without resorting to pleas for higher funding?