

Software Selection

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Legal Services National
Technology Assistance Project

JUST  TECH

Panelists



J. Singleton

Program Manager
MN Legal Services
State Support



Hamra Ahmad

Director of Law and Policy
Her Justice Inc.



M. Stacey Hawver

Executive Director
Legal Aid Society of
San Mateo County



John Greiner

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Agenda



Common Software
Selection Elements



Stories from the Field



Q&A

Poll

Share your software selection successes and misses in chat.

(Please include a few words about the particular software/system being selected)

Software Selection Overview

- Define the business need/problem
- Develop requirements
 - Scale of software
 - Buy versus build
- Governance
- Resourcing selection process
- Budgeting

Software Selection Overview

- Security considerations
- Vendor evaluation
- Selection (and beyond)
- Change management

Poll

What's the value of a smart software selection process for your organization?

Stories from the Field

Collaboratively Selecting Immigration
Forms Software in Minnesota

J. Singleton

Program Manager
MN Legal Services
State Support

Stories from the Field

Lessons learned

- Partners & Vendors
- Hidden Costs
- Project Continuity Risks
- Process/Design Challenges

M. Stacey Hawver

Executive Director
Legal Aid Society of
San Mateo County

Stories from the Field

Software selection in context of Change Management and Project Management

Hamra Ahmad

Director of Law and Policy
Her Justice Inc.

Resources

- lsntap.org
(lsntap.org/node/565/legal-aid-tech-stack-database)
- buyersguide.americanbar.org
- isc.gov (past TIG grants)
- EJC, ITC, and state conferences
- vendor sites (white papers)
- techsoup.org
- techimpact.org
- gartner.com
- infotech.com

Q&A

Contact us!

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Thank you for attending
Software Selection Webinar

Panelists



J. Singleton is the Program Manager of Legal Services State Support. She has led many successful development and redesign projects that have improved access to justice for Minnesotans statewide, including the redesign of LawHelpMN.org, creation of Minnesota's Legal Organizations Online Network (LOON), and development of the LawHelpMN Guide. She is a 2012 graduate of the University of Minnesota Law School and 2006 graduate of Macalester College. J. enjoys vegan baking, gardening, and taking advantage of the Minnesota outdoors, especially the Boundary Waters.

Panelists



Hamra Ahmad is Director of Law & Policy at Her Justice, a nonprofit organization providing legal services to women living in poverty throughout New York City by training and mentoring volunteer attorneys to address individual and systemic barriers. She is a Fellow in the Sterling Network, a group of diverse leaders from the public, private, and non-profit sectors working together to increase economic mobility across New York City with racial equity as a central guiding value and is member of PIPBA, the Public Interest Pro Bono Association (PIPBA), an association of pro bono professionals overseeing pro bono programs at nonprofit and public interest organizations in the New York City metropolitan area. Beginning fall 2023, she will co-chair the Legal Services Pro Bono Committee of the New York City Bar.

Prior to joining Her Justice, Ms. Ahmad was Executive Director of the Hudson Valley Justice Center, which provides civil legal services to immigrants and Legal Director at My Sisters' Place, serving victims of domestic violence and human trafficking. Ms. Ahmad also implemented the Immigration Project of the Legal Aid Society of Minneapolis. She co-authored a chapter in the Services for Trafficking Victims: A Brief Guide for Lawyers on best practices when working with trafficking survivors

Panelists



M. Stacey Hawver, Executive Director of the Legal Aid Society of San Mateo County, has been a public interest lawyer for more than thirty years. A respected advocate for low-income residents of San Mateo County, Ms. Hawver was named Woman of the Year for the California State Assembly's 22nd District in 2020. She served on San Mateo County's Immigrant Integration and Inclusion Strategic Planning Committee and Census 2020 Complete Count Committee.

Ms. Hawver joined Legal Aid in 1990 as a staff attorney focusing on access to safety net benefits. She worked as a Directing Attorney before becoming the Executive Director in 2002. Ms. Hawver has a J.D. from Stanford Law School, a master's degree from the London School of Economics and an undergraduate degree from Cornell University.

Panelists



John Greiner is the founder of Just-Tech, LLC, a 2015 startup dedicated to fulfilling the technology needs of legal services providers. Just-Tech addresses the full complement of organizations' technology needs or supplements existing in-house IT. Prior to Just-Tech, John was the first Chief Information Officer for Legal Services NYC, the nation's largest civil legal services provider. He led the citywide integration of disparate technology and systems, and advanced the use of technology for service delivery, client access and overall operations. During his tenure at LSNYC, John helped providers in New York State and around the country with technology and system needs. Prior to his work at LSNYC, John was the first Executive Director of Illinois Legal Aid Online where he operationalized the center, raised significant grant dollars, and led the build-out of its initial systems. He spent several years working for the federal government implementing a small business regulatory enforcement fairness statute as well as developing the voice and data systems needed to manage the national program. While working for the federal government, John volunteered with the Chicago bar and the legal services community on the role of technology in addressing access to justice. He has also worked for Indiana Legal Services where he served as a staff attorney and technology manager. John serves on the boards for 211NY and NYS AIRS, serves as an advisory board member to The Technology Learning Center, and is a coordinator for the NYSTech group. Prior to graduating from the University of Wisconsin Law School with honors, John spent several years in systems analysis, programming, and systems administration.