

LEGAL SERVICES CORPORATION
BOARD OF DIRECTORS

PROVISION FOR THE DELIVERY OF LEGAL SERVICES COMMITTEE
OPEN SESSION

Friday, June 12, 1998

2:07 p.m.

750 First Street, N.E.
Washington, D.C. 20002

BOARD MEMBERS PRESENT:

Hulett H. Askew, Chair
Edna Fairbanks-Williams
Maria L. Mercardo
F. William McCalpin
Nancy H. Rogers
Ernestine Watlington

STAFF PRESENT:

John McKay, President
Edouard Quatrevaux, Inspector General

PRESENTERS:

Ms. Anh Tu
Ms. Nan Heald
Mr. Steve Hitov
Mr. Edouard R. Quatrevaux
Mr. Leonard J. Koczur

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C O N T E N T S

MOTION: Approval of Agenda 3

MOTION: Approval of minutes of the April 6, 1998,
committee meeting 3

Report on Pine Tree web page and intake system 6

Report on the ICON Project 24

6/98D

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CHAIRMAN ASKEW: Welcome. Call to order the meeting of the Provision For the Delivery of Legal Services Committee. I hope everyone has an agenda and materials. Committee members Edna Fairbanks-Williams and Nancy Rogers are here. The first thing on the agenda is the approval of minutes, approval of the agenda for today's meeting.

M O T I O N

MS. ROGERS: I so move.
MR. FAIRBANKS-WILLIAMS: Second.

CHAIRMAN ASKEW: All in favor say aye.
(Chorus of ayes.)

CHAIRMAN ASKEW: The second item is approval of the minutes of our last meeting, April 6, 1998. Does anyone have any changes or corrections to the minutes?

M O T I O N

MS. ROGERS: I move their approval.
MS. FAIRBANKS-WILLIAMS: Second.

CHAIRMAN ASKEW: Those in favor say aye.
(A chorus of ayes.)

6/98D

1 QUESTION: Who seconded that?

2 CHAIRMAN ASKEW: Ms. Fairbanks-William
3 seconded.

4 A PARTICIPANT: Thank you.

5 CHAIRMAN ASKEW: The first item on our agenda
6 is to hear a field presentation from grantees on the
7 effective use of technology. I'm going to ask Anh Tu,
8 program officer in the Office of Program Operations, to
9 introduce our two presenters to us. Anh Tu put this
10 panel together, so she's going to introduce what we're
11 going to see today. Anh.

12 MS. TU: Thank you. This presentation is for
13 the continuation of the field presentation which staff
14 put together in the Phoenix meeting. The committee
15 said that you all appreciated hearing from programs and
16 you want to hear more from programs. And rather than
17 just having field people coming to talk to you about
18 their own programs like we did in Phoenix, OPO staff
19 thought that it would be a good idea for us to make
20 presentation to you from field representatives on
21 issues of program improvement.

22 This is the first panel and they will talk

1 about technology. This is actually just rules on the
2 part of my colleagues who put me up to organize this
3 panel because I'm as low hype as it comes. But be that
4 as it may, the panel consists of Nan Heald who is the
5 director of Pine Tree Legal Assistance in Maine and
6 Steve Hitov, managing attorney from Florida Rural Legal
7 Services in Lakeland. Nan Heald will be talking to you
8 about Pine Tree's web page and about their work on the
9 on the intake system.

10 Pine Tree is the leader in the development of
11 their web page. They also have a separate page devoted
12 to pro bono and promotes pro bono projects and provides
13 help for pro bono attorneys. They are in the process
14 of developing an intake system that follows from the
15 centralized telephone intake model where the incoming
16 calls can be routed to any of the offices for initial
17 screening.

18 Steve Hitov will be discussing the ICONS
19 project that he is just now getting funding for. The
20 project has two aspects -- video-conferencing which
21 allows clients from far removed areas of his service
22 area to talk to and see their attorneys; and the

1 development of a network of web pages that allows
2 community service agencies of all sorts to display
3 information on their services and communicate with
4 their clients. So I just give it to Nan and to Steve.

5 MS. HEALD: Thank you.

6 CHAIRMAN ASKEW: Thank you. Welcome, both of
7 you.

8 MS. HEALD: Thank you both. What I'd like to
9 do is talk a little bit about why Pine Tree went down
10 this path of using, creating a web site and getting
11 very involved in technology and the different ways that
12 we have. And I think what we have done in Maine is, I
13 guess the point I most want to stress, is that we are
14 really not I hope uniquely advantaged. But at the
15 moment we have some wonderful advantages in our state.

16 We are a state-wide program. We've been
17 around for 30 years now, and we have, I think, a good
18 reputation in the state as a legal services program.
19 We are also particularly fortunate in having some folks
20 on our staffs that very early perceived the advantages
21 of using the internet as a way of getting information
22 to people around our state that needed it. And Hugh

1 Caulkins, in particular, who really should be the
2 person giving this presentation to you, has been with
3 Pine Tree. He started as a Reggie in 1969. And Hugh,
4 I think really just because he personally so believed
5 in the power of this tool for poor people, saw it as a
6 way to get information out and has devoted I think
7 probably just about every weekend for the last two
8 years to this effort. So that's an advantage not
9 everybody has. We're very lucky to have Hugh.

10 We also are lucky in a couple of other ways.
11 We have a court system in Maine that is very concerned
12 about the needs of pro se litigants and very interested
13 in the way that technology may be able to help them.
14 And they have computerized to some extent within the
15 court system, and they have been very supportive of our
16 effort to help pro ses. Over the past really 20 years,
17 it's been a very big focus for Pine Tree. The court
18 has been very helpful in that regard.

19 Our governor also started as a Reggie with
20 Hugh Caulkins in 1969, and he is very interested in
21 technology. And finally, I think we are particularly
22 blessed in Maine because two years ago, the whole state

1 undertook an initiative to wire every school and public
2 library so that every school and public library would
3 have internet access. And today that is the case. And
4 so our client's children are learning about this
5 information right now in the schools. And our clients
6 are using the public library terminals to get
7 information of our services.

8 Steve and I were talking -- or perhaps it was
9 John, about -- I've talked to many people in the last
10 hour. Portland is our largest city, and there are
11 60,000 people in it, which I realize seem small by most
12 people's standards. But our public library has 16
13 terminals offering public access to people. And I have
14 the impression, although I didn't realize it, that that
15 is a lot for many cities of any size. So we really
16 have a lot of things that we've been able to work with
17 that allow us to use this tool in the way that we hoped
18 we could. And it has encouraged us to keep on finding
19 new ways to use this information.

20 So, if you'll allow me I will walk you
21 relatively quickly through our web site. I'd like to
22 show you a project we're working on with the courts

1 right now to help pro se litigants and show you a
2 little bit about some of the tools that we are using to
3 help our own staff do their jobs better.

4 We were the second program, as far as I know
5 in the country, to have a web site. The Atlanta
6 program was the first. Our site was launched in April
7 of '96. And when it first went up, what we imagined we
8 would use it for was to provide -- we always knew we
9 wanted to put client education information on the site.
10 I wanted to put information about how people could make
11 donations to Pine Tree on our site.

12 And over time, we have used it as a way of
13 collecting information for people that are interested
14 in both access to justice but also in the justice
15 system in Maine. And as different state planning
16 efforts have been under way in Maine, we've been able
17 to put up on our web site information about those
18 projects. The court system directory is that kind of
19 directory that just lists a lot of information about
20 all of the different court programs.

21 And these either provide direct links to other
22 web sites with more information or it tells you about

1 all the different projects and things in Maine that
2 have some bearing on both low income, justice issues
3 and legal services in general in our state. We also
4 have used it very successfully to promote job
5 opportunities in the program. And I have hired people
6 who only knew that we had a job opening because they
7 saw it on our web site, despite our efforts to
8 publicize the information in other ways.

9 Our client education materials is, I think,
10 the most important part of our web site. And, oh yes,
11 let me pause. Pine Tree, this is our mascot, the
12 blindfolded moose of justice. It has been on our tee
13 shirts for I'm sure 30 years. And so we thought it was
14 important to make sure that it traveled with us into
15 cyberspace. Probably Pine Tree as a whole has 40 to 50
16 different pieces of legal information for folks with
17 legal problems in our state. And we have always done a
18 lot of work with pro ses. We started writing Do Your
19 Own Divorce in Maine in 1974. It started out as a book
20 that was about 50 pages long. Today it is over 200
21 pages long.

22 This is a very important part of our job, and

1 we are one of the few places in Maine that you can get
2 this information. But the problem we have -- and I'm
3 sure every program has this problem -- is that one,
4 it's very hard for staff to find the time to photocopy
5 and put in an envelope and mail out this information,
6 not just to our clients, but to all the social service
7 agencies that like to have this material available to
8 them, to courts, to anybody that might be working with
9 our clients and want to give them this information.

10 The more serious problem is that when the
11 information is outdated because the laws have changed,
12 we have no way of knowing who out there is using
13 material is that giving them wrong information. So the
14 beauty of this web site is that we can immediately
15 update these. Rights of Tenants in Maine is one of our
16 more popular pamphlets.

17 We can update it over night on our site and
18 people can down load it in the morning. And we now
19 encourage all state agencies, social service agencies
20 to go here to get the information so that we can be
21 sure and they can be sure that it is the most current
22 information possible.

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1 We have not tried to do anything very fancy
2 with the way we present this information on our web
3 site because a lot of folks have old computers. And
4 the old computers may not accommodate some of the
5 graphics and other things that make a web site more
6 exciting. So our site is kind of boring in some ways,
7 but it works very well for almost everybody on almost
8 any kind of computer. As I said, we started our web
9 site in April of '96, and Hugh spent a great deal of
10 time sending the information about our web site to all
11 of the search engines that people might look for
12 information about legal issues in Maine on.

13 And that was critical in making sure that
14 people would know if they typed in Rights of Tenants in
15 Maine and they didn't know about the Pine Tree site,
16 they would do that on a Yahoo search engine or an Alta
17 Vista search engine. And because of Hugh's efforts,
18 they would get to our web site. And that took time,
19 but once he had done it all, it really paid off. And
20 last year, we had a total of over a quarter of a
21 million hits on our web sites over the course of the
22 year, and about 50 thousand pieces of client education

1 were down loaded on our web site or looked at on our
2 web site.

3 So we know that people are getting this
4 information, and I assume that most people are getting
5 it because they are interested in the question and they
6 want to know about Maine's Warranty of Habitability
7 Laws. For a lot of people, I think it's far to say in
8 Maine, were a little concerned that most of this
9 information would be benefiting people with home
10 computers, and those people would not be our clients.
11 We were heartened by the fact that a study of the folks
12 that were using the Portland Public Library disclosed
13 that over half of them were unemployed workers. So
14 they were our clients. They were people that we wanted
15 to get this information to.

16 And so Hugh and I compiled a list of which
17 client ed people were looking at most year to get a
18 sense of whether in fact it seemed to be being used by
19 the people that we would assume to be our clients. And
20 in fact, last year, the top five were Rights of
21 Unemployed Workers was number one. The second most
22 popular was our Legal Services Newsletter for members

1 of Maine's four Indian tribes. And I have found -- I
2 used to work in the Native American unit at Pine Tree.

3 I have found that Native American clients are
4 particularly savvy about internet issues. And many of
5 them will come into our offices and be very comfortable
6 using the computers and able to find information on it.
7 And consistently both our Wabinacky News, which is our
8 Maine newsletter and Connecticut News, which is our
9 newsletter for the Connecticut tribes, are in the top
10 five of popularity in terms of information that people
11 look at month after month.

12 Other popular ones last year predictably,
13 Rights of Tenants in Maine, information on how to deal
14 with evictions, and information on student loans. And
15 student loans, I think that may be a wider area of
16 interest for the general public.

17 This year so far the top newsletters, we've
18 already had a hundred and twenty thousand hits on our
19 web site in the first five months of the year. So I
20 expect by the end of the year, we will hit about
21 300,000. We're averaging around 25,000 a month in
22 terms of people coming to our web site. And I expect -

1 - so far this year we've had 20,000 pieces of client ed
2 looked at. I think that one will probably go to 60
3 perhaps by the end of the year.

4 In addition to the ones that I mentioned
5 before that were important client ed, also important is
6 foreclosures. Maine has been having a lot of problems
7 with bankruptcies and foreclosures, and I think we're
8 seeing some trends in what's happening with our client
9 ed site that we're also seeing in terms of people
10 calling us looking for help. Parents Who Owe Child
11 Support is in the top seven this year. And Rights of
12 Unemployed Workers is down, and the employment rate in
13 Maine is also down. So I think there really is a
14 correlation between what you put on your web site and
15 what you see around you in your community.

16 We also did a survey earlier this year of our
17 clients to really get some information about the kinds
18 of pro se materials we were using to find out if they
19 were any good. And it was not focused on this
20 information, it was focused on our traditional paper
21 client ed. It was a very useful survey to us, but at
22 the last minute we threw in some questions about

1 internet usage. And it turned out that of the -- it
2 was a small group, it was only 50 people that we
3 surveyed that received services from Pine Tree in
4 November and December of last year.

5 Forty-four percent of them were aware of the
6 internet as a resource. And of those clients generally
7 a third had already been on line. And again, that may
8 reflect some unique advantages in Maine, but I'm not
9 sure. We were very encouraged by that. What I'd like
10 to do now is take you to the project that we are doing
11 with the courts, which is designed to help pro se
12 litigants with a perennial problem that we have seen in
13 Maine, that of filling out court forms. This is not
14 it.

15 A PARTICIPANT: It is the one you got last
16 time.

17 MS. HEALD: It is the one I got last time.
18 This project is still in the works, it hasn't been
19 launched yet. We got funding through one of the HUD
20 telecommunications grants, a very tiny piece of one of
21 those grants, to start a pro se assistance project.
22 And we right now are working on doing this for folks

1 that are getting divorces without children. And we
2 hope to get enough money to do divorces with children
3 and protection from abuse. And we hope to have this
4 part of the project, which is divorces without
5 children, up and available to the public this summer.

6 The idea of it is to allow people to answer
7 basic questions and then have the program put them in
8 the right place so that they won't have to worry about
9 whether they're the defendant or the plaintiff or if
10 the court has jurisdiction. They just have to know the
11 answers to what we hope are simple questions. And the
12 other great thing about this form is that it's
13 accessible over the internet so anyone anywhere in the
14 state can get it. You don't have to go to a kiosk that
15 then has to be updated when the court changes the
16 forms, we can change them on the internet and have them
17 available right away.

18 And the idea of the user name is just to allow
19 people, if they want to come back to this in the
20 future, to be able to do so without -- we're assuming
21 that not every client is going to be able to work
22 through this process the first time on their own. And

1 the other goal here is to try and remind people there
2 are some issues they need to take into account. We're
3 assuming that people are going to be doing this on
4 their own at libraries or maybe at domestic violence
5 shelters. And we're trying to give them some of the
6 sense of what might happen if they were able to talk to
7 an attorney.

8 We're almost done. And it will advise you to
9 think about filing in the district court. In Maine, I
10 think as in many states, you can file in two different
11 trial courts. And you can then -- fortunately, the
12 Maine public terminals all have printers attached to
13 them that work pretty much as photo copiers do in
14 public places. So we're pretty confident that people
15 will be able to print this document off, and it's in
16 exactly the same format that the court now recommends.
17 And all of the boxes that need to be filled in our
18 filled in, take it down and file it.

19 So we're hoping that this is really going to
20 revolutionize the way we assist pro se litigants with
21 family law. Family law is probably the area that we
22 are least able to provide representation in

1 traditionally in Maine. And the proliferation of court
2 forms and the lack of standard forms court-to-court has
3 been a big problem for us because we can advise a
4 client that it's done this way in Portland District
5 Court and then find out that the local judge in another
6 place is doing it quite differently.

7 The chief justice in Maine has really, because
8 he's very supportive of this project, I believe that's
9 going to result in a more standard approach to
10 pleadings in all of our district courts and superior
11 courts. So we'll solve two problems in one is our
12 hope. And, as I say, we are hopeful that we'll be able
13 to get funding to complete this project within the next
14 year or so. But there's a lot of excitement about it
15 in Maine, generally speaking. There hasn't been a lot
16 of resistance on any part, on the part of the private
17 or bar or others. I don't think folks view this in the
18 same way that they might have viewed the unauthorized
19 practice of law or the use of non-lawyers to assist.

20 I mean, this is a court-sanctioned project.
21 It has their blessing, and that's been very helpful to
22 us. Just one other thing I want to show you, if I can

1 get back to the Pine Tree side and I may be able to and
2 I probably will do it faster, right. I'd like to show
3 you what we've been doing for our own staff as a way of
4 providing assistance to them. Because we have offices
5 in four locations around the state and still sadly, a
6 pretty tiny staff, we decided that this would be a way
7 that we could get information out to folks about what
8 was going on in the program so that everybody could get
9 it without having to rely on whether the directing
10 attorney in their office told them or not.

11 QUESTION: What was that?

12 MS. HEALD: That does sometimes happen. And
13 we could put briefs up and reference court decisions
14 that were particularly important for our staff to know
15 about. I should mention this, the homestead exemption
16 was a real example of how powerful this tool is. The
17 Portland newspapers announced that the legislature
18 passed a bill giving people that were home owners an
19 exemption for the first \$7500 of their home's value,
20 but they had to fill out a form in order to get the
21 exemption. And they had to do it within a month, and
22 nobody had the forms.

1 So Hugh read the article and came in and put
2 the form up on our web site. And literally the form
3 was down -- and we called a few newspapers to say that
4 we had the information available on our web site, and I
5 mailed information to the state legislators to let them
6 know that it was available there. And in a week, we
7 had 1200 hits on our homestead exemption forms. It's
8 just really amazing. And we can put our eligibility
9 guidelines because people are always mislaying them.
10 We can find them here very easily.

11 But one of the things that's become
12 particularly exciting for us is that Hugh has figured
13 out a way to use Adobe Acrobat to do -- basically, what
14 we're doing with the pro se project for staff who -- we
15 don't have a lot of secretaries. We have almost no
16 secretaries to do typing anymore, so folks have to fill
17 in their own court forms. Some of them don't do that
18 very well, so their typing skills are not what they
19 should be. So Hugh has started putting up the court
20 forms on our web site. And here all you need to do is
21 start typing the client's name and you get to the same
22 place.

1 Again, you have a form that you can just print
2 out from the web site and file in court, and you don't
3 have to -- you've done something wrong. As we all
4 know, it's much easier to correct on a computer than on
5 a typewriter. And Hugh had started putting in these
6 little help notes as a way of reminding people of what
7 bits of information need to go in particular places.
8 So the possibilities for how you can use this stuff are
9 really endless. And if you were full time at Pine
10 Tree, we could probably have a presentation that would
11 go all afternoon long. But since he only works two
12 days a week in theory, this is where I'll stop.

13 What I think is particularly frustrating for
14 us and what's so exciting about Steve's project is that
15 we are still finding it very hard to get the word out
16 to the general public about our web site in general and
17 the information in general that is available to
18 everyone. We can do, I think, a good job when there's
19 an emergency situation. We were able to put the ice
20 storm -- Pine Tree was very lucky in getting some
21 emergency funds from the corporation when Maine had a
22 really terrible ice storm in January. And we put our

1 information up about the ice storm on our web site, and
2 that got a lot of attention and got the information out
3 to a lot of people's hands.

4 But the general everyday things, I would
5 really like everybody in Maine to know about it, and
6 it's hard to find a way to do that. We do mailings to
7 the libraries, and I actually printed off stickies with
8 the Pine Tree web address, hoping that they would put
9 them on their machines. They haven't done that yet.
10 But it's a problem we haven't solved yet, and I have a
11 sense that Steve has solved that one.

12 MR. HITOV: Maybe on paper. Before I start I
13 wonder if I can ask you a question.

14 MS. HEALD: Sure.

15 MR. HITOV: The function of your web that you
16 essentially use as a program newsletter, is that
17 secured in anyway or is that open to the general public
18 as well?

19 MS. HEALD: It is -- our staff page you mean?

20 MR. HITOV: Yes.

21 MS. HEALD: It's only security is that as you
22 can see from the disclaimer.

1 A PARTICIPANT: That nobody is interested.

2 A PARTICIPANT: Honor system.

3 MS. HEALD: That's right, it's the honor
4 system. But in truth, I mean, really it's not that
5 anyone would be interested in what's up here.

6 MR. HITOV: I just wondered.

7 CHAIRMAN ASKEW: Do other board members have
8 questions of Nan before we go into the second half of
9 this? Hugh has done this in his spare time working two
10 days a week.

11 MS. HEALD: Absolutely. I mean, really every
12 weekend for the last two years I think when I've gone
13 into the office, Hugh's been there and late at night.
14 This is his great love, and he's done just a tremendous
15 job of it.

16 CHAIRMAN ASKEW: Harrison, do you have a
17 question?

18 MR. McIVER: Nan, I just want to know how
19 available is Hugh or whether you can clone several
20 people and dispatch from across the country?

21 CHAIRMAN ASKEW: Did you have any place in
22 mind?

1 MR. McIVER: South maybe.

2 CHAIRMAN ASKEW: South maybe.

3 MS. HEALD: I mean, Hugh is definitely part of
4 the puzzle, but also you've got to have a way to get
5 public access to poor people in most communities.

6 MR. McIVER: I know that.

7 MS. HEALD: And to get the support of the
8 courts or administrative agencies, you need to have at
9 least a couple of things.

10 A PARTICIPANT: A vehicle for getting access
11 to the courts and getting the kind of response that you
12 got, what did you do?

13 MS. HEALD: We were lucky because for a
14 variety of reasons when I became director, there were a
15 lot of opportunities to work with the court or for Pine
16 Tree to work with the courts. The court was
17 undertaking a planning initiative for the future of the
18 courts in Maine and I was allowed to get involved in
19 that to some extent. And the new chief justice took
20 over in '92 and he was someone who was very interested
21 in this. There were a lot of opportunities for us to
22 be in the same room with him, and that encouraged this

1 kind of dialogue.

2 A PARTICIPANT: Very good.

3 MR. QUATREVAUX: These are some pretty
4 astounding numbers. How do they relate to the rest of
5 the numbers? I'm trying to -- the question is how the
6 numbers actually compare to the numbers in the regular
7 or not on the internet portion of the program's
8 operations?

9 MS. HEALD: Pine Tree last year closed about
10 9,000 cases. So if you think that last year we handed
11 out over the internet 50,000 pieces of client ed, you
12 get a sense of the potential.

13 CHAIRMAN ASKEW: Thank you, Nan. Steve.

14 MR. HITOV: Thanks. I'm Steve Hitov, I'm with
15 Florida Rural Legal Services, and I'm the managing
16 attorney of unfortunately it's largest office. I'm in
17 Lakeland. And I'm going to talk about a project that
18 we've been working on for over two years called the
19 Inland County Online Network. I'll explain what that
20 is as I go along. But I'd like to start by discussing
21 the genesis of the project of why we got involved in
22 this.

1 Essentially, it grew out of the need, at least
2 in my mind, to preserve some meaning for the word rural
3 in Florida Rural Legal Services for two reasons. There
4 already is a Florida Legal Services, so we couldn't
5 just drop it, and it sort of reversed the dishonesty,
6 and we weren't serving our rural clients effectively
7 once the latest round of cuts reduced for example my
8 office, to four attorneys and six paralegals.

9 Florida Rural Legal Services is responsible
10 for serving an area the size of Connecticut,
11 Massachusetts and Rhode Island combined, over 14,000
12 square miles. In addition, we have a migrant grant for
13 the entire state. The Lakeland office, of which I'm
14 managing attorney, is responsible for covering four
15 counties with over 4,000 square miles. And, as I said,
16 we're trying to do that with 10 advocates, including
17 the client screener and the pro bono coordinator. It's
18 simply not possible on a realistic level. So we
19 started thinking how can we, in fact, make certain that
20 a proportionate share of the services that we're
21 providing go to people in rural areas.

22 I did a computer run a couple of years ago and

1 discovered, not surprisingly, that 75 percent of the
2 cases we were doing came from Lakeland. It is the only
3 large city in the area; it's got about 130,00 people.
4 The next largest city is 25,000, and they get really
5 small, under 10,000. So it was apparent that what had
6 happened as a result of the cutbacks in funding were
7 that as with other legal services programs, you tend to
8 centralize. When you tend to centralize, you tend to
9 centralize in urban areas, and if you happen to have
10 the word rural stuck in your name, that's problematic.

11 So that was the thought process that got us
12 thinking along these lines. A coalition was formed in
13 I guess February of '96, administratively headed by
14 Florida Rural Legal Services because we were the only
15 organization that had any responsibility across all
16 four county lines that were involved, but involving a
17 broad coalition of the community, including every
18 library in the four counties, many members of community
19 groups, lots of interested persons from various sundry
20 universities, etcetera.

21 The concept was two parts from the beginning.
22 The first would be the placement of video computers in

1 the community in such a way that people could go to the
2 video computers instead of having to come to the
3 Lakeland office and actually receive legal
4 representation in that manner. The second part of ICON
5 is a lot easier to describe now that I'm following Nan.
6 It is a broad web site with information particularly
7 focused on the needs of the low income community.

8 And as Nan pointed out, that doesn't
9 necessarily mean exclusively focused on the needs of
10 the low income community, but if we're going to justify
11 the time that we're putting into it, we felt that it
12 had to serve that particular function as well. Each of
13 the video computers that I have described will be
14 placed in whatever site in conjunction with a printer,
15 fax, scanner machine. So that what you will have is a
16 little unit capable of producing paperwork and allowing
17 an advocate to meet with their client electronically
18 face-to-face as it were.

19 Florida Rural Legal Services is really, we
20 hope, a guinea pig for using this technology to provide
21 remote services. Legal services will be the first
22 services provided. Eventually, we expect that other

1 social services will be provided in a like manner. And
2 I will discuss that in a little bit more detail later.
3 As I said, the second half would be a web site much
4 like that described by Nan. Along with its focus on
5 the needs of poor people because of the nature of the
6 area I practice in, and I suspect it's similar to the
7 nature of the area that Nan practices in, it would also
8 serve a function that we take for granted in urban
9 areas.

10 It would serve as a local newspaper; it would
11 serve as a substitute for local transportation systems.
12 In the four counties that I serve in over 4,000 square
13 miles there is one daily newspaper. There is no intra-
14 city transportation system, and only Lakeland has a
15 city transportation system. And in that environment it
16 is next to impossible for people to learn of services
17 that do exist and to provide services because you have
18 widely-dispersed population centers with vast spaces.
19 It just becomes economically infeasible to create
20 enough services to cover the populations.

21 A difference, we hope, between our web site,
22 which keep in mind does not exist yet and the one that

1 Nan has described which does, is that ours will be
2 maintained in three languages, English, Spanish and
3 Haitian Creole because we have large numbers of clients
4 who speak each of those languages as their first
5 language. We actually have a surprisingly large number
6 of clients who speak Spanish as their second language
7 and English isn't their first, but it's one of the
8 native dialogues of the mountains of Mexico or
9 Guatemala or El Salvador.

10 But we're hoping that their Spanish is good
11 enough to negotiate the web site. If not, we're going
12 to be in some trouble since we have a distinct shortage
13 of people who can translate Quecha.

14 I would now like to describe the two parts in
15 more details so you get some sense of what we're trying
16 to do with this. The first part is video conferencing.
17 Video computers are simply this computer with a video
18 camera on top of it. And when you sit at one end and
19 somebody sits in front of a light machine at the other
20 end, you can see each other. And for the practice of
21 law, this is essentially, we believe, revolutionary
22 because if done correctly, it overcomes the

1 confidentiality issues that have either impeded or made
2 impossible remote representation in the past.

3 There has been password technology and
4 security technology for years, but in the legal
5 services context if the clients need to be able to
6 enter those codes in order to protect the
7 confidentiality, you've excluded the very people you
8 want to serve.

9 And so you may have noticed in the forms that
10 Nan showed you, every effort was made to keep those
11 very simple. Some people think a keyboard is a rocket
12 ship, they don't type. They probably can't type, but
13 at a minimum, they don't type. So we decided that if
14 people even had to do that, we would be putting out
15 equipment that would essentially become sculptured. It
16 wouldn't be used.

17 With video conferencing, if you can sit in
18 front of a computer, you can take part in the process.
19 Initially, video computers are going to be placed in
20 every library in the four counties that we serve. The
21 next round of placements would be in such sites as
22 community group offices, community centers, housing

1 authorities, five of which are major participants on an
2 ongoing basis in the ICON coalition, community oriented
3 policing stations, which the acronym says COPS, and I
4 assume that most of you have heard of that program,
5 domestic violence shelters, etcetera.

6 As Nan said, the limitations on this are
7 really only those of imagination. They can go any
8 place where there's a need for service and an inability
9 of people to reach the service provided. How would
10 this work? You would sit in front of the computer, and
11 you would make a phone call to Florida Rural Legal
12 Services, just as people do now. We receive the phone
13 call, we call back and we're now connected. Once we're
14 connected, the person sitting in the library can see
15 the advocate of Florida Rural Legal Services, and the
16 advocate of Florida Rural Legal Services can see the
17 person sitting in the library.

18 The machines are capable of taking an
19 electronic snapshot of the client and storing it in
20 their file. So just like you would pull up Ms. Brown's
21 retainer, you could pull up Ms. Brown's photograph so
22 that if I'm the person that spoke to Ms. Brown

1 yesterday and I'm sick the next day and she calls in,
2 somebody can tell whether it really is Ms. Brown.
3 That's essentially what we care about is that the
4 person we're talking to on day two is the same person
5 that we talked to on day one if we share confidential
6 information.

7 Every one of the computers can be run entirely
8 from the Lakeland office, whether it's a hundred miles
9 away, a thousand miles away or two miles away. So if a
10 person absolutely is computer phobic or computer
11 ignorant, has no sense of what any of these things do,
12 it doesn't matter. And we'll be able to run it from
13 Lakeland, and they will be able to participate as well
14 as Nan could and better.

15 We will also be able to fax and print at the
16 remote site. This is important because we serve
17 multiple counties. Therefore there are multiple county
18 seats, therefore there are multiple courts. And we
19 often now have attorneys driving 65 miles one way while
20 we're talking. With four attorneys, that's not an
21 efficient use of time, but it needs to be done. This
22 way we can just print out an original of where the

1 client is, the client can sign it.

2 I want to stress that this is not a hotline
3 nor is this a fancy intake system. We will, as our
4 resources allow, provide on demand advice and free
5 service and full representation on an appointment
6 basis, the appointment being as it would be if you
7 walked into our office, come back at such and such a
8 time and somebody would be there to interview you and
9 do your case.

10 But instead of coming to the Lakeland office
11 as far away as 110 miles, they'll only have to go to
12 the nearest library. As the system expands, they will
13 only have to go to the nearest community center, the
14 nearest housing authority which they may live in,
15 perhaps some day even the nearest church, who knows,
16 and be able to connect.

17 Part of the strength of ICON is we have
18 engaged the community in its design, including drafting
19 a plan to make certain that when this is all in place,
20 the sites where the machines are are both welcoming and
21 user friendly. And that will mean education of the
22 custodians of the sites, as well as the clients. And

1 that is a part of the plan that is already underway to
2 make certain that when we have this in place, the
3 machines aren't in places where our clients don't feel
4 comfortable going.

5 That's especially important initially because
6 we will only have the machines in libraries. They will
7 pick the sites because they are neutral and generally
8 tend to be in areas that perhaps were a little harder
9 for certain client groups, but all client groups taken
10 as a whole can generally get to them because they tend
11 to be located in downtown areas or neutral areas.

12 The way we have gone about making this user
13 friendly is to decide that if a farm worker from the
14 mountains of Guatemala can use this system, probably
15 any of our clients can. Since many of my clients are
16 farm workers from the mountains of Guatemala, we are
17 using them as testers. And when it's okay with them,
18 it's okay with us. This is important because, as I
19 said, legal services being provided in this way is the
20 starting point.

21 We envision a day very soon when these
22 machines will be in places like rural health clinics

1 and in day care centers. So if a child isn't feeling
2 well, that day care center can be connected directly to
3 a local hospital and somebody can quote, unquote, "see
4 that child" before you decide you have to send somebody
5 to drive them to the hospital to find out that it's a
6 fever that doesn't require anything.

7 So these are some of the potential uses that
8 others have already thought of in the community. We
9 have no doubt that they're just the tip of the iceberg.
10 As this gets established, people will find all sorts of
11 ways that it will make their lives easier.

12 The second half of the project is a web site
13 and internet access. And the way this developed was we
14 thought okay we have computers sitting in remote sites.
15 Even if the demand is as high as we think, how often
16 will they be used? And we don't think that they will
17 be used more than 20 percent of the time that one of
18 the sites is open for purposes of people lining up to
19 get access to legal services. So now you've got this
20 relatively expensive equipment sitting in a site 80
21 percent of the time not being used if that's all it's
22 being used for.

1 And so we came up with the concept of creating
2 a community net which is essentially what Nan has
3 demonstrated and having access to it free through the
4 computers that we placed in the libraries. And that's
5 I think what Nan was referring to when she said we're
6 attempting to address the need to have poor people have
7 the same access to information and technology that non-
8 poor people have.

9 Whatever gulf exists today between the poor
10 and the non-poor, it is inexorable that it will grow if
11 the non-poor have access to the internet and its
12 technology and the poor don't. And so this was an
13 attempt to have essentially public access range to the
14 information highway.

15 But getting out to the internet doesn't solve
16 the problem when you live in Frostproof, Florida. I'm
17 not making it up, it's really one of the towns that I
18 serve. And Nan could type in Frostproof right now and
19 do a Yahoo search, and you actually can find one thing
20 now. But as of six months ago, you couldn't find
21 anything because nobody cares much about Frostproof
22 except the people who live there.

1 And that, unfortunately, is true for many of
2 the towns that I serve because they're all equally
3 large. Therefore, we decided that we had to both
4 create and maintain locally our own web site that would
5 provide -- yes, you'll be able to go through our web
6 site and learn what's going on in Hong Kong, but more
7 importantly, for my clients, you'll be able to find out
8 what's going on in Haines City or Wachula or Frostproof
9 or Ona or I could go on with a list of 30 places nobody
10 in this room has ever heard of I suspect and which I
11 had not heard of until I started working for Florida
12 Rural Legal Services.

13 That's important given the lack of newspapers,
14 given the lack of transportation. So you can't get on
15 a bus and go some place and find out that what you
16 thought was there wasn't and get on the bus and go
17 back. You always have to arrange for private
18 transportation. So it will serve that broad community
19 function but it will also serve exactly the functions
20 that Nan has demonstrated, legal pamphlets, pro se
21 materials and what I like to call semi-pro se
22 materials.

1 I think Nan has just demonstrated those are
2 pro se materials where you've gotten the courts to buy
3 in, either to participate actively in fashioning the
4 forms or to accept the concept -- not just the concept
5 of somebody showing up unrepresented, which they have
6 to accept but the concept of using forms on the
7 internet because our experience is that we actually get
8 positive outcomes when the court is involved in the
9 process other than receiving unrepresented clients.

10 All that stuff will be on. It will be
11 community information tailored to low income community,
12 for example, what grants were available, but not just -
13 - there's a community development block grant program.
14 But rather there's a community development coop grant
15 program. And if you live in this town, the person to
16 call is so and so and the date for the applications is
17 such and such. And someday, although not immediately,
18 here's the form to fill out. There's no reason why
19 that can't be right there on the web site.

20 In addition, there will be information that I
21 can't tell you about yet that is suggested by the low
22 income community itself because they are a part of the

1 design team of this web site. And although I have been
2 working in Legal Services for 25 years and have
3 occasionally been broke, I've never been poor.

4 And what is of interest to the low income
5 community is not always readily apparent to me, but it
6 is to them. And so by having them involved in the
7 design of the program, we hope to get meaningful input
8 into what ought to be on the web site that will
9 encourage people to use it.

10 Finally, community groups will have dial-up
11 access to this. Initially, the concept was that
12 everybody would have free access to this, but it was
13 prohibitively expensive from a technological
14 perspective, partly because of the wide area and the
15 fact that we have several telephone providers.
16 Nonetheless, in refining our thinking we realized that
17 if you don't have a computer, you probably don't care
18 if you can dial up a web site. And if you do have a
19 computer, we're doing surveys on this right now to find
20 out whether our intuition is correct, but we thought
21 that probably a large percentage of the people who do
22 have computers have access to the internet.

1 And since as with Nan's web site or any web
2 site -- yours I guess actually can only come in from
3 the internet; is that correct?

4 MS. HEALD: That's right.

5 MR. HITOV: With our web site, all the
6 libraries will come in a front door. In other words,
7 you will go first to the ICON web site, and then from
8 there you can go out to the internet if you want to.
9 But we will also have a back door which is the
10 internet. So if you go first to America on Line, this
11 will be another one of the sites that is out there to
12 gain access to. Having realized that, we realized that
13 we really didn't need to have dial-up access from every
14 place in the community.

15 Those people who have computers will likely
16 have access to the internet and could get on that way.
17 But what that left out was a clientele that we were
18 particularly interested in serving, community groups,
19 people at housing authorities. How do they get on to
20 this since they don't have America on Line in their
21 apartments probably. And the answer is that we will
22 provide free dial-up access to community groups. And I

1 could, you know, people who are interested, I can
2 explain the technology. But essentially, you can make
3 -- there is technology that allows you to say this
4 phone number from this place gets free access and if
5 I'm calling from my house, I don't.

6 And we use that so that the groups in the
7 community can use this because what we've found when we
8 started to work with the groups was that they're almost
9 all volunteer, and that means they're almost all never
10 there, wherever there is. And just communication
11 becomes an enormous problem. And this will provide
12 them with a constant communication system they can
13 utilize. And that brings me to the general goals of
14 ICON.

15 One is to electronically interconnect the
16 rural communities served by the Lakeland Office.
17 That's really what I've been talking about generally.
18 More particularly it is to connect both potential
19 clients and the client community itself to legal
20 services offices. As I said, there's been a trend
21 toward centralization. It's a natural trend. It's one
22 that -- not natural. It's one that was mandated by the

1 cutbacks. We have so much money. Every time you have
2 an office, it costs you a lot more money. Money for
3 offices is money not for advocates. So you either have
4 a lot of places with nobody in them or a few places
5 with somebody to help people. And not surprisingly,
6 most programs have chosen fewer places with people in
7 there to represent clients.

8 This is a technological way to start a counter
9 weight to that movement to allow legal services to be
10 back in the community, at least partially. It's not
11 the same as an office, but it's better than nothing in
12 light of where we are today, which is limited
13 resources.

14 Equally importantly, I think it will connect
15 legal services employees to the client community. When
16 clients come into the office with a legal problem,
17 whatever respect we show them as human beings, they are
18 nonetheless coming in in a dependent posture. They
19 need the advocate or they wouldn't be there. And if
20 they don't need the advocate, we tell them they don't
21 need to be there.

22 So the ones who get in the door need an

1 advocate, and that's an inherently unequal situation.
2 But through ICON, we will have the low income
3 community, and we do have low income community helping
4 to design the web site, initially being trainees on how
5 to run a web site but very shortly knowing more than I
6 do about how to run a web site and then being a
7 trainer, both for people who aren't low income and for
8 people who are low income. And that will have members
9 of the low income community in our offices on a regular
10 basis.

11 Any posture that is not the normal attorney-
12 client posture, in my view at least is inherently
13 unequal. One person is asking for and needs the
14 services of the others. In this we will -- it's much
15 easier to have a mutual learning experience. Perhaps
16 most importantly -- and Ann and I were discussing this
17 before we got in here -- it has the potential to
18 connect legal services to the larger community. And
19 that is vitally important it seems to me.

20 Since ICON has been in the planning stages,
21 Polk County, which is the county that surrounds
22 Lakeland, has called us to say that they want to fund

1 part of it. I'll find out on Tuesday whether or not
2 that's actually going to happen. The court system,
3 chief judge of the court system called me last week to
4 say that he had heard only good things about ICON and
5 they were redesigning the courthouse library and they
6 wanted to make sure that there's space for ICON in it.

7 Then we started talking about the stuff that
8 Nan's doing, about how you can have interactive forms
9 on the web site because he was only calling me about
10 the teleconferencing half of it. And he got very
11 excited about having pro se clients show up with forms
12 that are filled out in a way that will actually help
13 the courts and decided that maybe the chief justice of
14 the Florida Supreme Court would like to know about
15 this. And so I think yesterday he was talking to him
16 about it, and we'll see where that goes. But you can
17 see that these are connections that have started
18 without my calling anybody, they've started calling us.

19 The third example is early on we entered into
20 a cooperative arrangement to share the United Ways data
21 base. They have a very large referral data base, and
22 we got together with them and decided that it would

1 make a lot of sense to have that data base on the web
2 site. And we have been working closely with them
3 since. And, in fact, that may now lead to funding for
4 legal services from United Way, which is not an area
5 that's common in some certain parts of the world, I
6 realize. But in our area of the world that is common.
7 So these are ways in which just having a project that
8 is of such a broad utility has started to connect us to
9 the broader power structure of our local communities
10 that makes the decisions that affect the lives of our
11 clients.

12 And it's my view at least that if I call
13 somebody 10 times and nine of those were about
14 something that we're working on collectively and
15 constructively, only once am I saying and if you don't
16 I'll sue you, that is a better working environment than
17 what we're used to, which is when somebody gets a call
18 from a legal services attorney, they're usually
19 thinking, uh oh, which is not a great way to start a
20 conversation. So we're confident that having this
21 system funded by multiple sources for meeting the
22 multiple needs will insinuate us into the community in

1 do. Actually, only one of them is entirely volunteer,
2 the other four have a paid executive director and all
3 volunteer staff.

4 The one in Maples Florida is run entirely with
5 volunteers. So it is possible but we don't know since
6 ICON is the first community net to be designed in the
7 interest of poor people, whether that somehow would
8 change the equation so that it would be harder to
9 attract volunteers.

10 A PARTICIPANT: How much money will it cost to
11 get both phases going?

12 MR. HITOV: For the four counties -- well I'll
13 tell you what the Commerce Department grant was, and
14 that includes personnel. That is the total project
15 with all personnel and two year's worth of operating
16 expenses will cost a little over a half million
17 dollars. If I can put equipment in the entire infra
18 structure to run this throughout Polk County, which is
19 the largest of the four counties for \$197,246, that
20 makes me believe that I just submitted a grant proposal
21 -- yes, I did.

22 So each site, however, the expensive part of

1 this is the infra structure. Once you have the infra
2 structure, each site can be constructed for \$5,000.00.
3 And when you look at the costs of otherwise putting a
4 law office or frankly sending an advocate out once a
5 week, that's free.

6 CHAIRMAN ASKEW: Other questions.

7 MS. PERLE: I just have a question about how
8 you would ensure that the sites are maintained, that
9 there's paper in the fax machine and the printer?

10 MR. HITOV: This is where we have a little
11 serendipity. Central Florida, off the coast, it's a
12 little behind some other places in the world in terms
13 of computerization. And when we started this project,
14 the librarians agreed to take these machines and to
15 welcome their clients in return for the free internet
16 access that we would be offering to all people. Since
17 then, they've actually become computerized and have
18 internet access.

19 Nonetheless, the coalition has come together
20 and part of the agreement is that we will pay for the
21 paper and stuff. In terms of who actually puts it in
22 the copier, it will be the librarian. It will be

1 whoever is in those -- I should say that it is not the
2 goal of ICON for either Florida Rural Legal Services,
3 the Commerce Department, or any other single source to
4 pay for each of the machines.

5 When a rural health clinic puts in a machine,
6 if they want it, and they're going to pay for them.

7 When a housing authority puts -- you know, they've got
8 more money than I do. When a housing authority puts in
9 a machine, they're going to pay for it. If a community
10 groups wants a machine, they're going to pay for it.

11 Now they don't have to have a video, they can
12 have access to everything that Nan was showing you with
13 a regular computer. They can do that. As long as we
14 provide the infra structure for them to get on, they
15 can do that for \$500.00. If they don't have \$500, they
16 may not be there along enough to warrant the machine,
17 but that won't be our decision.

18 A PARTICIPANT: What kind of hardware do you
19 need? I mean, at least a minimum of what, 386?

20 MR. HITOV: Again, it depends on which half of
21 the -- for this pretty much any kind of machine that
22 will operate will get you on, but I would have to be I

1 guess a 386.

2 QUESTION: A 286 would do it?

3 MR. HITOV: It would right on the border with
4 a 280 -- a 386 or better will give you access to the
5 internet site. And I think that's -- even for people
6 who have old computers. Pretty much now old computers
7 means 386 or better. Each of the computers that we're
8 putting in the libraries is significantly higher. It's
9 a Pentium with a 233 with a 17-inch monitor. And the
10 reason we went with 17-inch monitors, they're bigger,
11 they look more like TV sets. And teleconferencing is
12 really just a fancy phone call, all right.

13 So yes, you will be able to access Florida
14 Rural Legal Services, but if you have a machine in a
15 library in Wauchula and you have a machine in the
16 library in Haines City, they can also teleconference,
17 any two points can. So we hope that these machines
18 will also be used on a regular basis for doing group
19 education and that sort of thing. And so we decided to
20 have equipment that was the most flexible and the most
21 durable that we could predict because circuit riding is
22 not fun in an area of 4,000 square miles.

1 A PARTICIPANT: I asked the question because
2 the ABA Committee, the Business Law Section and the
3 Litigation Section has a technology exchange project
4 within NLADA, starting with the ABA's 600 computers
5 that it's getting rid of, and I'm encouraging law firms
6 as they upgrade, to have work out to this project to
7 make sure that their equipment gets to pro bono
8 programs or other, you know, entities that need that.
9 And I just wondered if that's a source.

10 MR. HITOV: It is an excellent source. And
11 what we've also found, amazingly enough, is that
12 personal computers, within limits, are not the
13 problem. Banks, amazingly enough, recycle every one of
14 their computers every year. That's an enormous number
15 of computers that they just have available, and so in
16 Florida one bank has a working arrangement with the
17 NAACP. Another bank has offered us as many computers
18 as they have on a yearly basis.

19 And one of the consultants that we will hire
20 for this project if we are funded by the Commerce
21 Department, is somebody who is currently running a very
22 successful community net in Charlotte, North Carolina,

1 and who also has an interest in making this available
2 to poor people.

3 He has gone so far as to place -- essentially
4 appoint block captains and place a computer in a poor
5 person's home on a block and they have to agree to let
6 four neighbors to their left and four neighbors to the
7 right use the computer. It's a great concept. It's
8 also administratively very difficult. And so to decide
9 whether or not we should be thinking about something
10 like that, I've started doing a survey of our clients
11 when they call. And we're asking each client, now six
12 thanks to Nan, questions. We were asking five, do you
13 have a telephone, do you have a TV? If you have a TV,
14 do you have a cable TV? Do you have a computer? If
15 you have a computer, do you have access to the
16 internet?

17 And then after I spoke to Nan about two weeks
18 ago, she convinced me that I -- it wasn't hard to do --
19 that I should be asking a sixth question which is, if
20 you don't have access to the internet, have you
21 nonetheless used the internet in the last two months
22 because we want to find out what our clients' use

1 patterns are.

2 The reason I started this was until about a
3 month ago, I thought that the most likely future
4 scenario was that a TV set and a computer would be
5 indistinguishable and that most people would get their
6 internet access over cable television. And so I
7 wondered that if all my clients had TVs and cable, I
8 didn't need to worry about the administrative nightmare
9 of trying to place computers in their houses.

10 It turns out that a lot of clients have TV
11 sets, much fewer, in my service area at least, have
12 cable, which is not surprising since you have to pay
13 for it monthly. And now with Sprint announcing that it
14 looks like the internet access of the future may be
15 over a single telephone line, I'm not sure what the
16 survey is going to get me anyhow. But nonetheless,
17 these are all really I think fascinating issues that
18 will get called into play simply by the existence of
19 things like Nan's web site and the ICON project.

20 CHAIRMAN ASKEW: Anymore questions for either?
21 The two of you have learned something from each other
22 it sounds like.

1 MR. HITOV: Oh, well I don't know if Nan
2 learned anything from me, but I learned a lot from -- I
3 should stress in case anybody gets confused by this,
4 our account doesn't exist yet. And we've been working
5 on this for two-and-a-half years, and we hope that
6 we're close to having it funded this year.

7 But it's entirely possible that it won't be
8 and my prediction is that if it doesn't get funded this
9 year, either next year or the year after, it will
10 essentially be obsolete in the sense that nobody will
11 view it as a cutting edge approach. And therefore, it
12 probably will be two or three years of work for no
13 apparent purpose other than having maybe spread the
14 idea some place else where it will blossom.

15 QUESTION: When you say funded, you mean a
16 196,000? That's what you need to get it out?

17 MR. HITOV: Right, we actually -- to set up a
18 whole system in the four counties will take us probably
19 about -- we can put the machines in place for \$300,000
20 but to actually have it run, it would probably be about
21 \$400,000.00. But that includes two years of operating
22 expenses. And that's really where -- one thing I

1 didn't mention is that ICON, all community nets tend to
2 operate like public television. They don't advertise.
3 Well like public television used to operate where
4 people didn't advertise but they would say, we would
5 like to acknowledge the kind support of so and so.

6 And if you look at different community nets
7 around the country, you can see that they run the
8 gambit essentially from what I call the Orlando model,
9 where everything is in neon, to the Tallahassee model,
10 where it's just a discrete script across the bottom
11 saying thank you very much to Public Supermarkets or
12 First Union Bank or whoever. And what they have found
13 is that in a small town, for example like Frostproof,
14 where there were very few services there probably will
15 be a hardware store. Well if it costs \$800 a year to
16 keep the lines serviced from Frostproof to this web
17 site, that's the best advertising dollar the hardware
18 store can do because I don't have Nan's problem.

19 If we buy the computers and put them in the
20 library, the web site is right there on the front. And
21 when you click on it, if you're coming from Frostproof,
22 it can say, access to ICON brought to you by John's

1 Hardware Stores. And other community nets have found
2 that the businesses are eager to do that sort of
3 support in return for acknowledgement. And we are
4 hopeful that that will hold true in Central Florida as
5 well.

6 QUESTION: Do we have any idea how many legal
7 services programs have web sites?

8 MS. HEALD: It's one of Hugh's links. It may
9 not be completely current, but he tries to keep it
10 pretty current. And there's your site, then he
11 organized it by state. And I think he tried to focus
12 it primarily on programs focused on services to low
13 income people so that for instance, the legal services
14 for the elderly in Maine isn't here, it's in a
15 different place.

16 A PARTICIPANT: I think at last count it's
17 about 29.

18 MR. HITOV: Twenty-nine.

19 A PARTICIPANT: Between 27 and 29.

20 MR. HITOV: There are more than that on that
21 list.

22 QUESTION: Is there a list, Nan, of pro se

1 sites down there, I mean like yours?

2 MS. HEALD: Yes, there are, there is a list.
3 Let me get back to it. This is one of Hugh's favorite
4 parts. Well actually, they are all favorite parts. He
5 keeps adding to this. Yes, they are the pro se sites.
6 And if Hugh were doing this presentation, he would take
7 you to legal aid around the world which is one of his
8 personal pets.

9 MR. HITOV: But what many of you probably know
10 from having kids is that are a zillion Hugh Caulkins
11 running around. They're just not legal services
12 lawyers, they're high school students.

13 MS. HEALD: They are kids.

14 MR. HITOV: Yes, absolutely. Hugh is a good
15 friend of mine and I'm impressed because I can't do any
16 of this stuff, but every fourth high school student
17 can. And in our experience, and I think this was Nan's
18 experience from doing their survey, that's both middle
19 class high school students and poor high school
20 students. And so this is an opportunity to -- I don't
21 have a Hugh cooperative, but I'm sure going to try and
22 find some low income high school who can do similar

1 stuff and get them to do it for ICON.

2 And you can be as creative as you want with
3 this stuff. We hope to get Novell and Microsoft to
4 give out X number of scholarships to people who put in
5 a year or two for ICON and then go out and become
6 certified network agents because that's a real job. In
7 this world of changes in welfare law, that's a job
8 where somebody can actually make a living. So this is
9 -- there is pretty much unlimited potential in this it
10 seems.

11 MS. HEALD: Yes. Now it's very exciting and I
12 think for those of us that have had hard times lately,
13 to have the sense of what you can do with a little bit
14 of resource. It's been very energizing for Pine Tree
15 to be involved in this project, for all the staff and
16 for folks in the state generally to really feel like
17 this is something that we can do for people, do for our
18 clients, to make available and do it really well on a
19 shoe string.

20 CHAIRMAN ASKEW: Well thank you very much.
21 That was quite informative, and we hope that your
22 funding comes through. Thank you both, and we hope to

1 hear from you about how things are going.

2 MR. HITOV: Anybody who knows anybody should
3 feel free to call us.

4 QUESTION: Well, I'm wondering if there is a
5 vehicle for you to publicize what you're doing to other
6 legal services programs, either through the clearing
7 house or some other vehicle for you to get this
8 information out.

9 MR. McIVER: Yes, you have a collaborative
10 partnership, as well your community and the state. And
11 we have been entering in the PAG update, collaborative
12 relationship. So I'm looking forward to more.

13 MR. HITOV: I'd be happy to. I'm also hoping
14 that should the minutes of this get published, that
15 will be a way to do it. We have also presented ICON at
16 three legal services/bar associations conferences
17 around the country already, and we're pretty much
18 constantly now being asked to do that. We do that
19 sometimes at our own expense because we think this is -
20 - I mean, even if they won't pay me to go out there,
21 because if it's a good idea, it doesn't have to happen
22 first in Florida because I'll be happy, but in fact if

1 the climate is better financially to support it in
2 California or Montana or some place else where it could
3 be equally useful, we think that's important as well.

4 So we have done a presentation from ICON at
5 the Legal Services computer conference in Dallas, at
6 the NLADA annual meeting in St. Louis and at the ABA
7 pro bono conference in Ashville so far.

8 CHAIRMAN ASKEW: Are you getting lots of
9 requests for information from other programs?

10 MS. HEALD: I think Hugh is now on a list
11 serve. Well, he's on many lists, but he also manages a
12 list serve which is an electronic mailing list of folks
13 that are interested in these issues for people that are
14 becoming web masters at legal services programs. And
15 that list is very active as far as I can tell. And we
16 certainly have been talking it up within the New
17 England project directors in general as much as
18 possible. It is very important stuff.

19 MR. HITOV: And I've gotten -- I can't say
20 I've gotten many calls, but I've gotten some very
21 interesting calls from legal services programs from
22 around the country. I expected that what Nan -- the

1 advantage that Nan has is that she's actually doing
2 something. So I expect if we actually start doing
3 something our calls will increase.

4 CHAIRMAN ASKEW: Thank you both very much for
5 being here.

6 MR. HITOV: Thanks for having us.

7 CHAIRMAN ASKEW: Let's see if we can turn off
8 that machine. Hold on a second, I think Tyrone will
9 get it here.

10 A PARTICIPANT: Okay.

11 (Interruption to proceedings.)

12 CHAIRMAN ASKEW: Let me bring the meeting back
13 to order. Thank you. John, did you have a comment?

14 MR. McKAY: Yes, thank you. I wanted to also
15 commend Nan and Steve and thank them for their
16 presentations and also Anh Tu who I thought did a very
17 nice introduction. And I don't think there is a
18 conspiracy, they know exactly what they're doing. Also
19 thank Leslie Russell and his staff. Tyrone, I know,
20 and others who set this presentation up.

21 I want to thank the inspector general and his
22 staff also for their interesting topics of this nature

1 that motivated the management staff in our efforts to
2 look out to the field and just mention to the community
3 that we do have a number of technology initiatives that
4 are moving forward on the field site in particular
5 under the leadership of Mike Genz in OPO working
6 closely now with Ted Ferris who will be also very
7 active in management information but very much invested
8 in the technology. Some of this folding together with
9 a technology conference that we are planning for the
10 fall, it's still in the planning stages being done in
11 concert with the futures project through class within
12 the ABA.

13 But one of the things we're very, very
14 interested in is the serving in the role, the
15 corporation serving in the role of identifying, as
16 Harrison was pointing out, identifying promising
17 projects helping to vision new projects as we look at
18 the future way to deliver legal services. And we as
19 the corporation have an obligation to provide resources
20 in whatever way we can, even in the limited world we're
21 in but in whatever way we can out to our recipients.
22 One, providing them information and two, providing them

1 models, and three, hopefully providing them with
2 resources.

3 And under John Tull's leadership and Karen
4 Sarjeant's and in particular in the area now that Mike
5 Genz is working in we're hoping to do more and more of
6 that. The board and this committee will be hearing a
7 lot more about that.

8 CHAIRMAN ASKEW: Very good. Ed, did you have
9 a comment?

10 MS. FAIRBANKS-WILLIAMS: Well no, she talked
11 about the number hits she had, but I was wondering if
12 there was any way from those libraries or whatever to
13 catalog the areas that they were coming from to see if
14 the entire state was covered the same way as I gave you
15 my map when I was harassing my group.

16 CHAIRMAN ASKEW: Nan is not here, is she?

17 A PARTICIPANT: No, Nan's not here.

18 CHAIRMAN ASKEW: Does anybody know an answer
19 to that? When the system records a hit, can you tell
20 where that -- yes.

21 MS. HEALD: I hear there was question.

22 CHAIRMAN ASKEW: Yes, Edna had a comment about

1 the number of hits that your --

2 MS. FAIRBANKS-WILLIAMS: Do you know where the
3 hits come from? Can you take a map of the state and
4 say well I got some from this area, and this area and
5 this area but this area is kind of light. I need to
6 go down to that library and make sure that everything
7 is in working order, something.

8 MS. HEALD: You can. We have a program, it's
9 not a very sophisticated program. Every month it
10 tallies the statistics that I was using, and it lists
11 all of the addresses the folks came from. So I can
12 exactly, as you say, see that the library in Machias
13 had 20 hits last month and only has one this month. I
14 have not yet gotten to the place of then trying to
15 follow up on it. It was very clear when we did a
16 mailing to all of the libraries in January. And the
17 next month all of those libraries at least once went
18 and looked at our web sites. That was very heartening.
19 Then they stopped.

20 And so either I need to do a mailing every
21 month to make sure they keep looking at our site, or I
22 need to do something like Steve is, just make sure that

1 they're going to get to our site whether they want to
2 or not. You can see it. And you can see the schools
3 and which schools are going on to the web site.

4 CHAIRMAN ASKEW: Okay, our next item is the
5 report by the inspector general on IPA reports.

6 MR. QUATREVAUX: Thank you. The gentleman to
7 my left is Len Koczur who is our assistant IG for
8 audits. I'm going to introduce some of them tomorrow.
9 But I thought I would bring him up here today in case
10 you had any questions I couldn't answer. Mr. Koczur
11 has 35 years of experience in the federal auditing
12 world, about half of which, the first half was at GAO.
13 He has served at times as acting assistant IG for
14 audits at both FEMA and the Department of Commerce.
15 And we're very fortunate to have his services.

16 CHAIRMAN ASKEW: Welcome. Can you help them
17 get the grant at Commerce that they were talking about?

18 MR. KOCZUR: No, but I have some ideas about
19 FEMA.

20 MR. QUATREVAUX: As you know, Mr. Chairman,
21 the corporation's fiscal year '96 appropriation
22 required that annual financial audits conducted by

1 independent public accountants be the primary means of
2 checking for compliance with law and regulation. We
3 went through our first cycle in the past year.
4 Approximately five, six of our grantees have fiscal
5 years that end on December 31st, and those audit
6 reports are due here at the corporation at the end of
7 April.

8 We have collected this time some 205 audit
9 reports from the IPAs. There are still one or two out
10 with extensions. With those 205 reports, the IPAs
11 reported 51 critical findings relating to 35 of our
12 grantees. We review those findings and make a decision
13 as to whether to refer them to management for follow up
14 or just as we say keep them in an inventory for the
15 auditor to check next year to see if it's been
16 corrected. Usually, these are less important kinds of
17 findings.

18 We referred this time out of the 51, 21
19 findings to LSC management related to 14 grantees.
20 None of those findings involved violations of practice
21 restrictions. The most frequent findings related to
22 internal controls, retainer agreements, incomplete,

1 some timekeeping and a few findings on PAI percentages
2 not being met. By and large this is the second year
3 that this new process has been in place. And last year
4 we -- the IPAs reported I believe three violations but
5 they were all transition related, really related to the
6 vestiture of cases. At this time we have no practice
7 restrictions.

8 As we did last year, we plan to prepare a
9 summary report and send it to the Congress, making them
10 aware of what the IPAs have reported and we'll send
11 them to the corporations authorizing appropriations
12 committees.

13 CHAIRMAN ASKEW: What's the time frame for
14 that?

15 MR. QUATREVAUX: We hope to have the summary
16 report prepared by the end of this month.

17 MR. McCALPIN: Will it come to the board as
18 well?

19 MR. QUATREVAUX: Oh, absolutely.

20 CHAIRMAN ASKEW: Am I correct in saying it
21 sounds very close to what you saw last year when you
22 did the summary report?

1 MR. QUATREVAUX: That's correct, less those
2 few cases that were cited that were clearly related to
3 transitioning to a new operating structure.

4 CHAIRMAN ASKEW: Very good. Any questions
5 from committee members? John, did you have a question?
6 Anything else?

7 MR. QUATREVAUX: I just wanted to mention that
8 the one understanding item from the '96 appropriation
9 is the regulation to debar or suspend independent
10 public accountants. As you know, that was tabled this
11 morning.

12 MR. McCALPIN: No, it was deferred.

13 MR. QUATREVAUX: Deferred this morning due to
14 committee membership's availability.

15 CHAIRMAN ASKEW: So it will be on in the next
16 committee meeting?

17 MR. QUATREVAUX: That's the plan.

18 CHAIRMAN ASKEW: Thank you very much. Look
19 forward to receiving your summary report later this
20 month.

21 MR. QUATREVAUX: Thank you, Mr. Chairman.

22 CHAIRMAN ASKEW: Any other business to be

1 committee and wish him well, and hopefully we'll
2 continue seeing him in another context in the future.

3 We're going to have reception for John at
4 5:00. It was originally scheduled to be on the roof
5 but because of weather concerns it's been moved to the
6 lobby of this building; is that right? The lobby from
7 5:00 to 7:00. And all of you are invited. We hope all
8 of you will be there, and there will be other people
9 coming from other places to attend.

10 A PARTICIPANT: Tell them it's 5:30. We'll
11 get the bars set up then.

12 CHAIRMAN ASKEW: Five thirty in the lobby. So
13 I hope all of you will be there, and we'll have an
14 opportunity to thank John in a more formal way. And
15 after a couple of drinks maybe --

16 MR. McCALPIN: More ribald.

17 CHAIRMAN ASKEW: More ribald, Mr. McCalpin
18 said.

19 CHAIRMAN ASKEW: So I looking forward to
20 seeing you then. And the committee will stand
21 adjourned until September.

22 (The meeting was adjourned.)