Court Technology Fund Application

Please refer to the *Court Technology Fund – Information and Award Guidelines Sheet* for details on the application process and award guidelines for the technology fund. The 2014 applications must be submitted to Dan Ostdiek@courts.state.mn.us at the MN Judicial Branch by August 11, 2014.

Agency Information:

Name of Organization Immigrant Law Center of Minnesota

Address 450 North Syndicate Street, Suite 200, Saint Paul, MN 55104

Telephone 651-641-1011 Web Site www.ilcm.org

Name of Director/Administrator John Keller

Telephone 651-641-1011 x: 203 Email john.keller@ilcm.org

Name and Title of Contact Person Melissa Pfeiffer

Telephone 651-641-1011 x: 201 Email melissa.pfeiffer@ilcm.org

Overall Project Request:

Name of Request/Project Application Systems and Technical Infrastructure Project

Dollar Amount Requested $37,500
(Requested amount can be from $10,000 - $1,000,000)

Total Estimated Cost of Project $37,500

Expected start date of project January 1, 2015

Expected end date of project December 2015
(Project must be completed by December 2016)

Project Summary:

Provide a 2-3 sentence summary of your project request:

The goal of the Application Systems and Technical Infrastructure Project is to establish baseline security and administrative protocols as part of planned informational technology (IT) expansion to increase access to legal services in the more isolated regions of Minnesota. Expansion will focus on those

regions identified through the Immigrant Law Center of Minnesota's (ILCM) 2010 rural research study outlining areas of large concentrated populations of immigrants and refugees, but low levels of immigration legal services in comparison to other areas in the state.

Project Initiatives: (Provide 1-3 sentence responses to these questions.)

1. Does the project partner with other Justice System partners through shared or integrated systems, interfaces, or shared information? List the justice partners.

ILCM will partner with Legal Services of Northwest Minnesota (LSNM) in developing an on-line process for referrals and screening. The remote client meetings/videoconferencing would seek coordination with our domestic violence partners such as Project Fine (Winona), and Southwest Crisis Center (SW Minnesota) and possibly other DV partners in the Metro area. The final phase would share our results With other Minnesota and/or regional legal service providers to help create more unified systems and Access for Minnesota's immigrant and refugee communities.

2. How does the project use technology to enhance the experience or simplify the process for customers or constituents, including self-service applications?

The project will make it possible for our constituents who reside in the priority regions to have increased access to legal services and to be directed to the appropriate providers through a streamlined screening process in a secure and controlled IT environment. The identified regions as noted in our rural research study are as follows: Region 1 –Winona, Mower; Region 2 – McLeod, Nicollet, Le Sueur, Rice; Region 3 – Blue Earth, Steele, Freeborn; Region 4 – Lyon, Watonwan; Region 5 – Clay, Otter Tail, Todd; and Region 6 Sherburne, Wright.

3. Describe how the project uses technology to reduce overall costs to the Justice System. What is the estimated cost savings? What agency/budget will see the cost reduction?

Through increasing ILCM's reach to more remote, underserved areas of Minnesota we will be able to serve a higher number of immigrants and refugees from these areas in the most cost-effective and efficient manner. We will also be able to serve a growing number of clients with pro bono assistance

from Metro-based attorneys. Greater number of rural clients receiving immigration assistance will mean that there will be more equitable use of limited legal services dollars shared over a fairer and larger portion of the state. Our three most common cases likely to increase with this funding include citizenship (naturalization), domestic violence, and deferred action for childhood arrivals (DACA). Each one of these cases brings increased economic, social, and personal benefits to the clients, their families, and the communities they live in.

For our U-visa clients (victims of violence) the budgets that will be impacted will likely be courts, county attorneys, and DHS Office of Justice. Our U-visa work helps victims break the chain of domestic and sexual violence by helping victims come forward and cooperate in investigations and prosecutions of perpetrators. When cyclical violence is stopped there are fewer police, county attorney and court resources expended per victim.

For our DACA clients, our assistance helps otherwise undocumented young people between the ages of 15 and 30 acquire legal immigration status for the first time. In Minnesota, DACA status means you can work legally and obtain your driver's license for the first time. Traffic citations, jail time and prosecutions for unlicensed and uninsured drivers will go down with each person who is transformed from undocumented to obtaining DACA. So far in MN more than 5,000 individuals have been granted DACA since the program was announced in 2012.

4. Describe how the project uses technology to increase efficiencies to the Justice System. Please quantify the estimated impact of efficiencies through measurable data such as employee hours saved or improved data accuracy.

The two main efficiencies that will be recognized through this project is the increase of our reach to underserved immigrant and refugee populations where scarce funding is available, and the ability to place rural-based clients with metro-based pro bono attorney representation. Through streamlined procedures for constituents to be matched with the appropriate provider and through videoconferencing to connect outstate clients with metro area staff attorneys—ILCM intake staff time

and attorney travel time will be greatly reduced, while increasing the number of those that we will be able to serve. We estimate the savings in those areas at approximately $65,000 per year (this based on an assumption of one full-time-equivalent attorney dedicated to these client meetings twice per week). Additionally, our ability to utilize metro-based pro bono attorneys will leverage approximately $300,000 per year in attorney costs (this based on about 100 clients served by pro bono attorneys averaging 20 hours/case).

Project Deliverables:

5. If this project involves other agencies, are these agencies committed to the project and timelines provided in the application? Please list all other agencies and contacts.

Legal Services of Northwest Minnesota, Anne Hoefgen

6. Identify the measurable goals and objectives for the project.

Again, the goal of this project is to establish baseline security and administrative protocols as part of planned informational technology (IT) expansion to increase access to legal services in rural Minnesota. Planned objectives include: 1) 2010 IT audit recommendations are fully implemented. 2) Secure on-line screening procedures are piloted. 3) Client meetings through remote access are piloted. 4) Additional funding is secured for full implementation of those procedures that are identified as effective, best practices.

7. The project recipient will be required to provide periodic progress reports. Describe the project schedule and dates for key deliverables (programming, implementation) to meet the goals.

January 2015 Implement project with ILCM's contracted managed IT services provider, TechGen.

January 2015 – March 2015 TechGen will review, update, and implement all recommendations from the 2011 IT audit conducted by CliftonLarsonAllen that identified areas of perceived risk and potential improvements within ILCM's IT control environment. This includes establishing protocols around database applications, developing system administration manuals, laptop encryption, website

restrictions, regularly reviewed activity logs, outside testing of firewalls, incident response policy, and business continuity and disaster recovery plans.

April 2015 – September 2015 Work with Legal Services of Northwest Minnesota and IT consultants to develop and implement a pilot process for on-line, one-stop referrals that screens for specific issues to be addressed for rural immigrants and refugees.

April 2015 – September 2015 Work with our partnering agencies in rural Minnesota and IT consultants to develop and implement a pilot process for remote client meetings with metro-based ILCM staff and pro bono attorneys.

July 2015 – December 2015 Replicate effective, best practices learned through pilot projects for both on-line screening and referral process, and remote client meetings. Expand partnerships on this Initiative to include other legal services providers and other professionals serving immigrants and refugees.

8. Once the project is completed, please explain how your agency will cover any ongoing maintenance or processing costs.

ILCM will continue to seek funding for any additional implementation/equipment costs post-pilot phase. Otherwise, ongoing maintenance/support costs of any new IT systems related to this project will be built in to ongoing managed IT services and included in relevant funding proposals as an indirect cost allocation.

9. Would you accept a partial award for the project? If partial funds are approved, would your agency have the funds to cover the remaining project costs?

Yes, ILCM would accept a partial award for the project. We strongly believe that ensuring optimal policies and protocols related to IT within the organization is critical as a first step toward expanding access to legal services through technology. Funding that would allow us to implement the recommendations from the IT audit would be greatly valued and allow us to move forward in planning

for expansion activities and identifying alternative funding sources that could be connected to ongoing case-specific projects at ILCM (Deferred Action for Childhood Arrivals, for example).

10. Are there any other approved or pending requests for grants or other outside funding for this project?

Not currently.

11. Would your agency be willing to match the award funds?

Yes.

Funding Information:

12. Provide project cost details.

Overall Cost of Project (estimated): $37,500

Provide a detailed budget summary outlining the major project expenses:

Salaries (current employees for the project)	$ 8,500
Salaries (current contractors for the project – IT consultants)	$15,000
Salaries (new contractors for the project – translation consultants)	$ 5,000
Technology Costs – (New database/system purchases)	$
Technology Costs - (Upgrades to current systems)	$ 5,000
Technology Costs – (New computers, equipment)	$ 4,000
Other expenses (Any other major costs) – list details	$
Total Expenses (Should equal the Overall Cost of Project listed above)	$37,500

I certify that all information in this award application is true and correct to the best of my knowledge and that I have the authority to commit the Organization to the work proposed.

Authorized Signature _____ Date: August 11, 2014

Submit your application electronically by August 11, 2014 to Dan Ostdiek, MN Judicial Branch – Finance Director at: Dan.Ostdiek@courts.state.mn.us.