



THE
**FUTURE
IS NOW**
LEGAL SERVICES
2.016

CONFERENCE REPORT

April 6, 2016

Chase Auditorium

Chicago, IL

About the Conference

The Future Is Now: Legal Services 2.016 brought lawyers together to consider and discuss innovations in the delivery of legal services. Our aim was to foster learning, inspiration and conversations that matter. Our speakers came from across the country. Lawyers, entrepreneurs, regulators, professors, and the Chief Justice of the Illinois Supreme Court gathered on the stage to talk about where our legal profession is heading, and how we all can lead the ongoing transformation.

The New Normal of Legal Services

The ways in which legal services are being delivered are evolving like never before. Technology is providing new ways of communicating, collaborating, and organizing our work, highlighting the shortcomings of the traditional model that fail to meet the needs of a significant portion of society. Underserved populations are growing in number.

Many people seek legal representation on friendlier terms – other than the typical in-person model. Alternatives are readily available, fueled in large part by advanced technology. In addition, those without JDs increasingly operate in the space that previously was the exclusive province of lawyers. Clearly, there's a new normal in our profession. To adapt and thrive, we need to think like true innovators. Many are in agreement that the more efficient delivery of legal services is a win-win for everyone – attorneys and clients alike. How we get there was the topic of this critical industry conference.

Defining the Path

During this essential and insightful forum, legal experts presented a series of compelling talks about the future of our profession. Topics of discussion included:

- Improving access to legal representation for the underserved
- Upholding professionalism in changing times
- Exploring a new model of attorney regulation
- Understanding the role of paraprofessionals with a limited legal license
- Incorporating cutting-edge technology in the delivery of legal services



Audience Demographics

264 attendees from
41 Illinois cities and
4 surrounding states (IA, IN, MN, WI)

The Future Is Now: Legal Services 2.016 was co-sponsored by the following organizations:

American Bar Association Commission on the Future of Legal Services

Chicago Bar Association

Illinois State Bar Association

Illinois Supreme Court Commission on Professionalism

Women's Bar Association of Illinois



Featured Speaker: Chief Justice Rita B. Garman



Chief Justice Rita B. Garman is the 119th Chief Justice of the Illinois Supreme Court, the second woman in Illinois to be Chief Justice and the second woman to head one of the three branches of government in Illinois. Her selection as Chief Justice on the seven-member Court culminates her long service to the people of Illinois, since she first wore the judicial robe in 1974.

From her installation as Chief Justice, she has supported the increased use of technology in our courthouses and courtrooms while encouraging civility and ethical conduct among the members of the bench and bar. Chief Justice Garman addressed the attendees regarding the importance of law schools, law firms, bar associations and courts devoting time and resources to planning for the future.

"After hearing the impressive speakers and having the chance to discuss these issues in your town hall meetings, I hope you are feeling optimistic about the profession's future....Your presence here today indicates that you too are forward looking and willing to address and take on the challenges we face for the profession in the future."

-Chief Justice Garman in her remarks to The Future Is Now audience

Moderator: J. Timothy Eaton, Taft Stettinius & Hollister LLP

Moderator J. Timothy Eaton ensured that the three-hour program progressed smoothly. Tim has a distinguished career in commercial and appellate litigation, as well as arbitration, and has been involved in a number of high-profile cases.

He is a former president of both the Illinois State Bar Association and the Chicago Bar Association. Tim has handled hundreds of appeals before the Illinois Supreme Court, Seventh Circuit Court of Appeals and the Appellate Court of Illinois. He is a Fellow of the American Academy of Appellate Lawyers, a past-president of the Appellate Lawyers Association, a former editor-in-chief of the Appellate Lawyers Law Review and a past chair of the ABA TIPS Committee on Appellate Practice. He also recently served on the ABA Amicus Briefs Committee.



Speakers

Ronald Staudt

Director, Center for Access to Justice and Technology at IIT

Access to Justice and Technology in Illinois in 2016



“Our civil justice system is failing its most vulnerable customers,” Professor Ron Staudt began as he set the stage for the conference. As Director of the Center for Access to Justice and Technology, Ron focuses on the intersection between technology and access to justice. He started his talk with the stark facts. The civil needs of roughly 80% of low-income and 60-70% of middle-income people are not being met. The bright spot, according to Staudt, is that technology provides well-needed relief.

Throughout his talk, Ron highlighted a common theme of the day: lawyers eschewing the possibilities of technology assistance as “less good” than in-person assistance and therefore not worthy of discussion. In response, Ron quoted the mission statement from the Legal Services Corporation Technology summit: to “explore the potential of technology to move the United States toward providing some form of effective assistance to 100% of persons otherwise unable to afford an attorney for dealing with essential civil legal needs.” When so many people are receiving no help at all, technology certainly is able to provide them some level of assistance.

Vincent Cornelius

Principal,
Cornelius Law

The Winds of Change in Criminal Law

Vince Cornelius, incoming president of the ISBA, began with a reflection on his career in criminal law and a story nearly twenty years later about his daughter’s high school graduation in Naperville. Four students who would have graduated with his daughter didn’t make it to graduation because they died of heroin overdoses. Vince explained that heroin and other illicit drugs can make you a liar, a thief and a con man. It can poison an entire community. It can also cause young lives in affluent communities like Naperville, IL to end before they really even get started.

Unfortunately, our current justice system could do a far better job of ensuring those drugs remain out of our children’s hands. Vince discussed changes on both the national and the local levels that give him hope of real change in criminal law. He pointed to drug amnesty programs, drug courts, adult redeploy Illinois, mental health courts and veterans’ courts as examples of innovation in our justice system designed to address the roots of the problems instead of merely locking up the individual manifesting the problems. He closed his remarks by calling on us as a society to be smart on crime, not just tough on crime.



Thomas Lysaught

Legal Operations Partner,
Hickey Smith

How Technology and Business Strategies are Transforming the Delivery of Legal Services

Tom Lysaught is a partner at Hickey Smith and manages his global law firm's client service and satisfaction, performance management, training and organizational planning. He spent years in executive roles in the commercial claims industry, and brought the corporate client perspective to The Future Is Now.

Tom talked about how clients are demanding more value, as are customers in every industry. In broad strokes, he described the strategies used by business to improve customer satisfaction and decrease costs: process improvement, workflow and knowledge management, process management, and offshoring and outsourcing. The idea is that once you can see the processes in detail, you can reconstruct the process to eliminate redundancies, automate certain tasks, and assign tasks to the appropriate individuals based on skill sets.



Paula Littlewood

Executive Director,
Washington State Bar

Limited License Legal Technicians (LLTs): A New Delivery System for Legal Services



For the past several years, Paula Littlewood has administered the Limited License Legal Technician (LLT) Program in the State of Washington. Paula talked about the rationale for the program, and how LLTs might be the game changer for a country seeking improved access to justice. According to Paula, the rationale for the LLT program in Washington is to provide increased access to justice and to protect people who are increasingly going to unregulated sources (meaning those who are not licensed lawyers and therefore not subject to ethical rules or court disciplinary systems).

To date, there are only ten licensed LLTs in Washington, having completed the required education, examinations, and a minimum of 3,000 hours of substantive law-related experience under the supervision of a licensed lawyer. However, Paula said that 200 applicants are in the system. And the board that oversees the LLT program is considering making a recommendation to the Court to add additional substantive areas of practice for which LLTs may obtain licensure beyond family law (which is currently the only area in which they may practice).

Chas Rampenthal

General Counsel,
LegalZoom

Increasing Access – A New Model for Law



Chas Rampenthal challenged the profession to take up the gauntlet thrown down by former ABA president William Hubbard, who said that the legal profession “must develop a new model to meet the needs of the underserved.” Chas set the imperative by saying that middle class folks can’t afford to avail themselves of a lawyer. Over 100 million people are living with civil justice problems, many involving basic human needs. The types of problems include money and debt, housing, insurance, employment, government benefits, children’s education, clinical negligence, personal injury, relationship breakdown and its aftermath.

In addition to offering numerous suggestions as to how we evolve the practice of law to better serve the underserved, Chas emphasized the need to fund and fuel innovation and the importance of maintaining ethics over profits. He said that there is a lot of opportunity out there, and if we served the unserved customers, lawyers could also profit.

Ed Scanlan

CEO,
UpRight Law

Bringing the Law to the Living Room

Ed Scanlon, CEO of UprightLaw, introduced us to Denise Stanton. She lost her husband, has a disabled child and fell behind in paying her bills. She was intimidated by the process of seeking a lawyer. She couldn’t miss work hours to take care of her child, let alone seek the advice of a lawyer, the closest one over an hour away. Will Denise ever get help?

When faced with a legal problem, most people represent themselves, get help from someone who isn’t a lawyer or do nothing. Ed said the answer to the access to justice problem is to encourage the involvement of innovators and entrepreneurs. He identified four opportunities

to support entrepreneurship: 1) simplify the current multi-layer framework of rules and regulations, 2) enable economic incentives and financing options, 3) reduce the “gotcha” mentality of the lawyer culture, and 4) celebrate accomplishments.



James Grogan

Deputy Administrator & Chief Counsel,
ARDC of Supreme Court of Illinois

Proactive Management Based Regulation: Will It Ever Happen in Illinois?

Jim Grogan speaks all around the state, making the work of regulating attorneys understandable, educational and entertaining to audiences. For this talk, Jim turned our attention to the educational debt problem, the low percentage of law school graduates who find full-time, long-term jobs requiring a law license, and new innovations in attorney regulation.

Jim explained a new acronym in attorney regulation: PBMR or proactive management based regulation. This type of regulation is the exact opposite to the current scheme (in Illinois and across the United States) where lawyers are disciplined in a reactive fashion after someone complains that an attorney violated the ethical rules. But in New South Wales and Nova Scotia, PMBR has been adopted, and now several states, including Illinois, are considering this regulation system focused on prevention, not solely discipline.



Jayne Reardon

Executive Director, Illinois Supreme
Court Commission on Professionalism

Awakening Our Call to Service



Jayne Reardon ended the program with a talk centered on the individual attorney. In her role at the Commission and as Chair of the ABA Standing Committee on Professionalism, Jayne talks to many attorneys across the state who are feeling a lot of pressures these days. Jayne reminded us that it can be daunting to master technology and deal with the rapid pace of change. After all, all of our training and experience has taught us to stick close to precedent and minimize risks. But once we nudge ourselves out of our comfort zones to embrace opportunities, we may be giddy with excitement. We have the chance to reshape our profession and the very health of our republic.

Jayne concluded her remarks and The Future Is Now Conference with these parting words: "By reconnecting and recommitting to service, we will both solve the access to justice problem and reinvigorate our legal profession."

Town Hall Meetings



After each group of four short talks, all four speakers sat on stage for discussion with audience members. During town hall meetings, legal practitioners had many opportunities to gain new perspectives, ask questions and join in discussions. The conversation was robust, and even got heated at points, as lawyers challenged our speakers to support their predictions for our changing profession.

Some of the questions included:

What business strategies are working for others in our profession?

How can we better serve our clients?

How are different countries responding to changing legal models?

How can lawyers not only survive but thrive in this new climate?

Participant Feedback

93%

agree or strongly agree that the town hall format helped them learn about multiple viewpoints.



Reactions from the Reception

To provide a forum for further conversation on the future of legal services, the program was followed by a reception at which attendees could discuss these topics with each other and with the speakers. Short video interviews were also conducted to capture thoughts and feedback from event-goers.



"All of us as lawyers need to embrace the technology that exists today and use it to benefit our clients."

-Umberto Davi
President, ISBA

"We have to be willing to embrace change, but at the same time we need to remain wedded to important concepts of professionalism and civility."

-Judge Debra Walker
Chair, Illinois Supreme Court
Commission on Professionalism



"We must look to the future to figure out how to plan to make sure all people have access to justice"

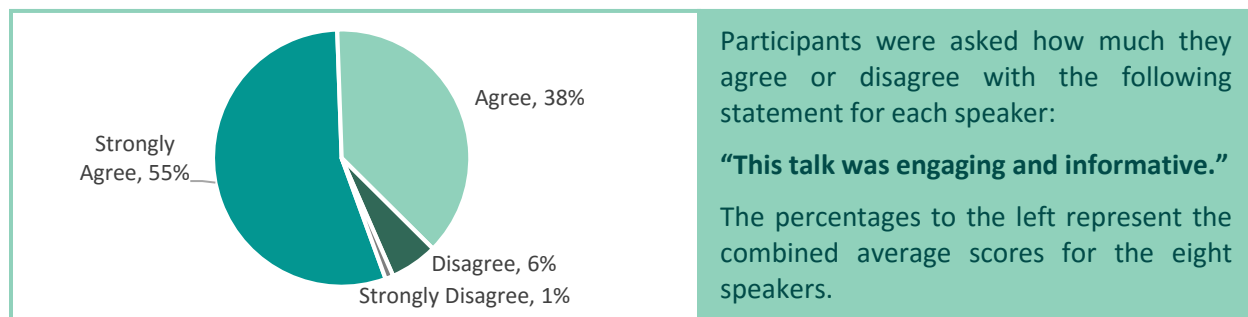
-Leslie Richards-Yellen
Chief Diversity & Inclusion
Officer/Partner,
Hinshaw and Culbertson



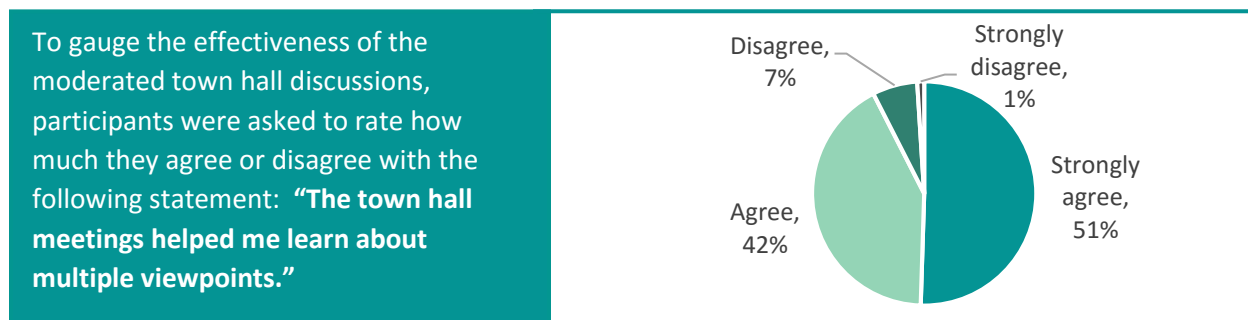
Feedback

Two hundred Conference attendees completed a post-event evaluation form. The information below reflects the responses collected from that survey.

Speaker Evaluation



Town Hall Evaluation



Opinions on the Future of Legal Services

The evaluation included several optional free response questions. Listed below are the two most common responses to each question:

What is one thing your clients most often wish was different or better about the legal system?

1. Lower cost and equal access for low income individuals
2. Shorter length or greater efficiency in legal proceedings

If you could change one thing about how you deliver legal services, what would it be?

1. Greater use of technology and electronic resources
2. Work more efficiently and have simplified legal processes

What is the primary obstacle (if any) preventing you from making the change you identified above?

1. High cost of doing business/insufficient funding
2. Insufficient access to technology, high cost of software programs

What do you expect to be the greatest challenge/opportunity for your practice over the next 10 years?

1. Changes in technology
2. Overcoming decreasing levels of demand and maintaining profitability and financial security

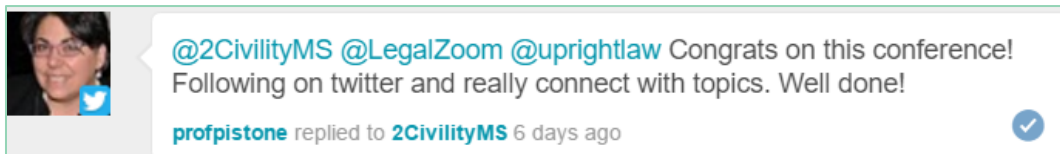
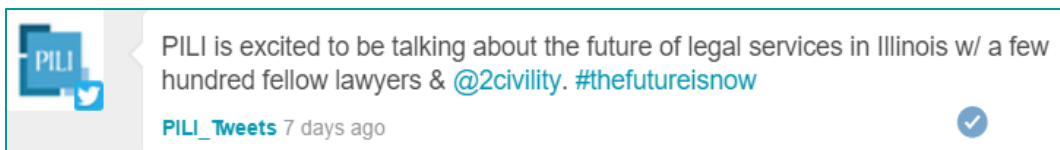
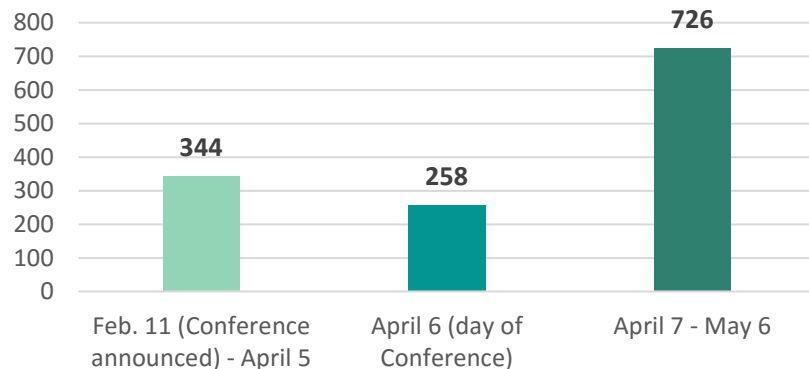
What are the most important issues for bar association task forces on the future to consider?

1. Increasing access to affordable legal services and emphasis on pro-bono work
2. Impending changes in legal service delivery and engaging attorneys in conversation about how to adapt to meet the needs of the changing legal landscape

Social Media

The Commission utilized social media to promote the Conference and to foster conversation about the future delivery of legal services. Mentions were tracked by monitoring the hashtag #TheFutureIsNow on social media channels including Facebook, Twitter, LinkedIn, Google+, and Instagram.

Social Media Mentions



Illinois Supreme Court Commission on Professionalism
Published by Erika Kubik [?] · April 21 at 12:57pm · 🌟

As promised, here's part two of our #TheFutureIsNow blog series. Enjoy!

Where Is Our Legal Profession Heading? (Part Two) - 2Civility
How are startups disrupting the legal profession? Why is client service paramount? What is future role of ethics and professionalism in our practice?
2CIVILITY.ORG

4,165 people reached

Boosted

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Julia Brook, John K. Norris and 107 others

14 shares

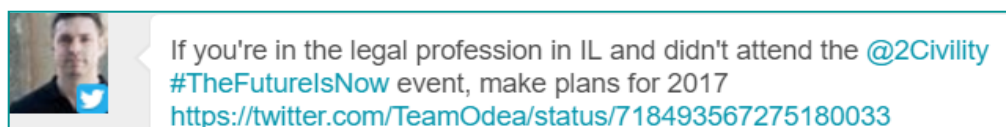
nschippers1
7 days ago

As we embrace innovation, we need to hold on to the essence of our legal profession -service @2Civility #TheFutureIsNow

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legal_help_is_here Gearing up for our General Counsel to speak on behalf of LegalZoom tomorrow! Repost via @2civility #thefutureisnow #legal #conference #tech #lawyer #cteam #entrepreneurlife #entrepreneursofinstagram #entrepreneur #smallbusiness #startuplife #startups #goals #innovators #business #brand #picoftheday #bestoftheday #instagood #instafollow #LegalZoom #legalthelpishere



Planning and Execution Timeline

September-October 2015

- Discussed Conference idea with potential co-sponsors
- Considered potential topics and speakers

November 2015

- Set date in accordance with Chief Justice Garman's and bar leaderships' schedules
- Considered topics and format of Conference with co-sponsors and potential speakers
- Explored venue options

December 2015

- Secured Chase Auditorium as the event venue
- Began inviting speakers, discussing potential topics with same
- Further developed Conference name and theme

January 2016

- Confirmed speakers and requested bios and talk descriptions
- Contracted ODEA for graphic design, photographer & videographer, and program development

February 2016

- Connected with all speakers' social media accounts
- Requested presentation slides and materials from speakers
- Created event page with registration form on 2Civility website
- Developed Conference feedback form and applied for CLE credit
- Developed Conference logo and graphics
- Announced Conference via Periscope and on 2Civility website
- Sent invitations via email including both a blast email and personal invitations

March 2016

- Emailed second round of Conference invitations
- Planned menu and logistics for post-Conference reception
- Arranged transportation and lodging for out-of-state speakers
- Worked with videographer and photographer to finalize event filming
- Prepared nametags, brochures, and other materials for participants
- Developed and distributed press kit
- Met with Chase technology team to design audio-visual program and stage set-up

April 2016

- Coordinated dress rehearsal with speakers and Chase AV crew
- Hosted dinner for speakers and co-sponsors
- Hosted Conference
- Collected participant feedback and distributed CLE certificates

May 2016

- Edited video footage and posted on 2Civility website



What's Next?

The Future Is Now 2.016 Conference may be over, but the conversation continues. The truth is, nobody knows what is in store for the future of the legal profession. We do know change is occurring, and the landscape of the legal profession, the law and access to justice continues to evolve. Topics are already being recommended for future discussions on our transforming legal system, including alternative dispute resolution processes and techniques, client-centered collaborative law, implementing artificial intelligence research tools, and an examination of our criminal justice system. What will the future hold?

