

Knowledge Management

**What it is, why it matters, and
(Google) options for making what
you know findable**

Knowledge as a **hard copy** concept



Knowledge as a **digital** concept

Creation

Organization

Use

Sharing

Findability

Web search paradigms

It's not just about the search box...



[Advanced Search](#)
[Language Tools](#)

Google Search

I'm Feeling Lucky

Web search **paradigms**

Navigational... you want to know *where* - i.e.,
tell me where a particular site or document is
located

Web search paradigms

Navigational... you want to know *where* - i.e., tell me where a particular site or document is located.

Informational... you want to know *who or what* - i.e., acquire static information on a web page or in a document

[Andrei Broder](#)

Web search paradigms

Navigational... you want to know *where* - i.e., tell me where a particular site or document is located.

Informational... you want to know *who or what* - i.e., acquire static information on a web page or in a document.

Transactional... you want to know *how* – i.e., take a web search result and perform an activity or process the information dynamically, to a particular purpose

[Andrei Broder](#)

Other web search **paradigms**

exploratory search

crowd sourcing

real-time search

known-item search

vertical search (filtering)

Vertical search (filtering)

Web [Images](#) [Videos](#) [Maps](#) [News](#) [Shopping](#) [Mail](#) [more](#) ▼

blawlor@linc.net | [Web History](#) | [Settings](#) ▼ | [Sign out](#)



lsc tig conference

Search

[Advanced Search](#)

Web [Hide options](#)

Results 1 - 10 of about 17,900 for lsc tig conference. (0.14 seconds)

› **All results**

[Images](#)

[Videos](#)

[News](#)

[Blogs](#)

[Updates](#)

[Books](#)

[Forums](#)

› **Any time**

[Latest](#)

[Past 24 hours](#)

[Past week](#)

[Past year](#)

[Specific date range](#)

› **All results**

[Visited pages](#)

[Not yet visited](#)

› **Standard view**

[Related searches](#)

[Wonder wheel](#)

[Timeline](#)

› **Standard results**

[LSC's TIG Program: Home Page](#)

The online registration system for the 2010 TIG conference is now open! For more information and to register to the TIG conference please click here. ...

[tig.lsc.gov/](#) - [Cached](#) - [Similar](#) -

[LSC's TIG Program: TIG Conference System](#)

LSC will host its 10th annual TIG Conference in Austin, Texas at the Hilton ...

[tig.lsc.gov/tigconferencesystem.php](#)

[LSC's TIG Program: TIG Conference Presentations](#)

TIG Conference System. TIG Conference Presentations. TIG Conference Links ...

[tig.lsc.gov/tigconferencepresentations.php](#)

[More results from tig.lsc.gov »](#)

[LSC TIG Conference | Facebook](#)

LSC TIG Conference is on Facebook Sign up for Facebook to connect with LSC ... LSC TIG Conference Candid Conference shots - tab yourself or someone you know! ...

[www.facebook.com/pages/LSC-TIG-Conference/67811181624](#) - [Cached](#) -

[Illinois Legal Advocate | LSC TIG Conference 2010: Opening Plenary ...](#)

Event and Webcast Calendar for the Illinois Legal Advocate community.

[www.illinoislegaladvocate.org/index.cfm?fuseaction=calendar...](#) - [Cached](#) -

[Illinois Legal Advocate | LSC TIG Conference 2010: Strategic ...](#)

LSC TIG Conference 2010: Strategic Planning for Telephone Systems - How-to's and Examples. This application requires Flash 9. Click here to download. ...

[www.illinoislegaladvocate.org/index.cfm?fuseaction=calendar...](#) - [Cached](#) -

Sponsored Links

[Welding Depot - Tig](#)

Purchase Welding Supplies Online

Tig Torches, Parts & Tungsten

[www.weldingdepot.com](#)

[Weldcraft TIG Products](#)

Weldcraft TIG torches and Parts

Low Prices & Fast Delivery!

[weldingsupply.com](#)

[See your ad here »](#)

Vertical search (filtering)

[Web](#) [Images](#) [Videos](#) [Maps](#) [News](#) [Shopping](#) [Mail](#) [more](#) ▾

blawlor@linc.net | [Web History](#) | [Settings](#) ▾ | [Sign out](#)



lsc tig conference

Search

[Advanced Search](#)

SafeSearch: [Moderate](#) ▾

[Web](#) [Images](#) [Hide options](#)

Results 1 - 20 of about 228 (0.10 seconds)

[All results](#)

› [Images](#)

[Videos](#)

[News](#)

[Blogs](#)

[Books](#)

[Forums](#)

› [Any size](#)

[Medium](#)

[Large](#)

[Icon](#)

[Larger than...](#)

[Exactly...](#)

› [Any type](#)

[Face](#)

[Photo](#)

[Clip art](#)

[Line drawing](#)

› [Any color](#)

[Full color](#)

[Black and white](#)

[Specific color](#)



[Welding Depot - Tig](#)

www.weldingdepot.com Purchase
Welding Supplies Online Tig
Torches, Parts & Tungsten

[Inverter/Tig Welder](#)

www.welduk.com HF or Scratch
Start with Tig gun Buy Online 1-2
years guarantee

[Conference Pictures](#)

www.Ask.com Find the Best
Results for **Conference Pictures**.
Ask.com!

Sponsored
Links



LSC TIG Conference
200 x 266 - 14k - jpg
facebook.com



LSC Annual TIG
206 x 265 - 18k - png
docstoc.com



2009 TIG
97 x 130 - 4k - jpg
facebook.com



2009 TIG
97 x 130 - 5k - jpg
facebook.com



Ron Staudt receives
258 x 276 - 110k - jpg
lsc.gov



LSC's TIG
237 x 145 - 17k - gif
tig.lsc.gov



LSC Annual TIG
100 x 100 - 5k - png
docstoc.com



at the 2008 TIG
406 x 427 - 31k - png
webdogs.org

Impact of search paradigms

Search concepts have changed how we...

perceive “information”

locate information

access that information

use information

share information

Is it all about “search”?

“I’m gonna **search** like it’s 1999”

Google becomes a **verb**

Web content goes crazy **social**

The **cloud** emerges as an application platform

Sharing of documents breaks out

The pervasiveness of Google

The New York Times

Media & Advertising

WORLD	U.S.	N.Y. / REGION	BUSINESS	TECHNOLOGY	SCIENCE	HEALTH	SPORTS	OPINION
-------	------	---------------	----------	------------	---------	--------	--------	---------

Search Business

Financial Tools

More in Business »
[Global Business](#) | [Markets](#) | [Economy](#)

The morning before I went to visit Google, I searched my Gmail to find my schedule and plugged it into my Google Calendar before pumping the address into Google Maps. I checked Google News to make sure that I was up to date on the latest headlines and made a file of questions in Google Docs and then hit the road, driving down from the Bay Area to see the basket where I store all those eggs at a cost of exactly nothing.

When I told Mr. Schmidt I was worried about Google's dominant presence in my digital life, he said: "It's a legitimate concern. But the question is, how are we doing? Are our products working for you?"

[How Good \(or Not Evil\) Is Google?](#)

David Carr, New York Times (June 21, 2009)

Is it all about Google?

Google has ~**70%** of the search engine market

Google offers **50+** web applications

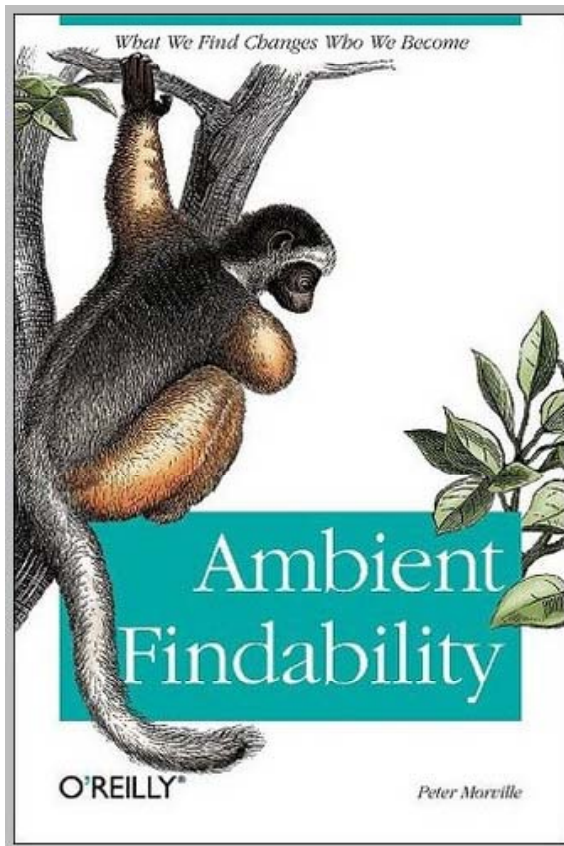
A year ago, **1.75 million** companies were using Google Apps, increasing at a rate of **3,000** a day

Seriously, is it all about Google?

No...

It's about **“findability”**

What is findability?



[Peter Morville](#)

find·a·bil·a·ty *n*

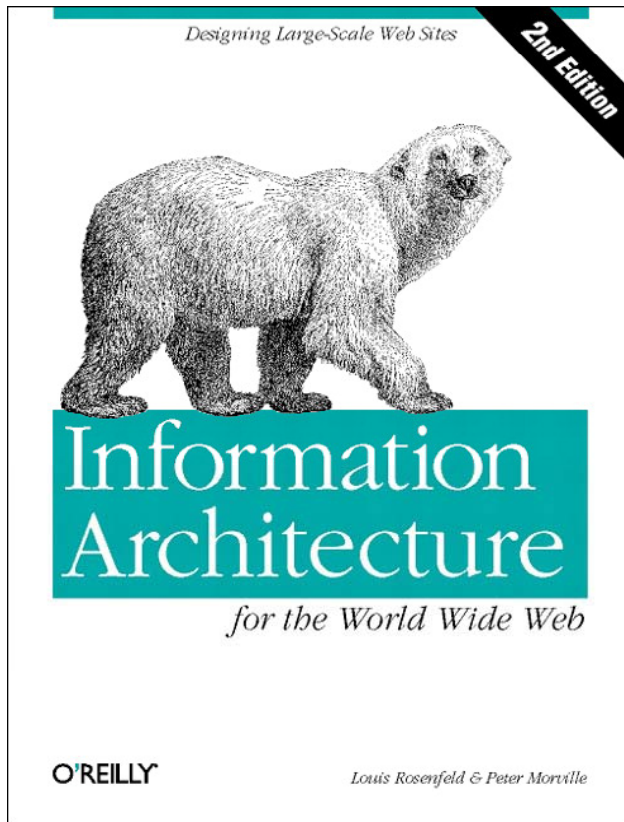
- a. the quality of being **locatable** or **navigable**
- b. the degree to which a particular object is **easy to discover** or locate
- c. the degree to which a **system or environment supports** navigation and retrieval

Information as a **value**



[Peter Morville](#)

What about information architecture?



- **structural design** of shared information environments
- combination of **organization, labeling, search, and navigation systems** in web sites and intranets
- art and science of **shaping information** products and experiences **to support usability and findability**

[Peter Morville](#)

Complaints about IA design

- design and layout damages **usability** and credibility
- users do not trust **accuracy or currency** of content
- **difficulty of submitting content** discourages use
- users **cannot find** the information they need

[Peter Morville](#)

Enterprise **Findability** = IA + KM + Search

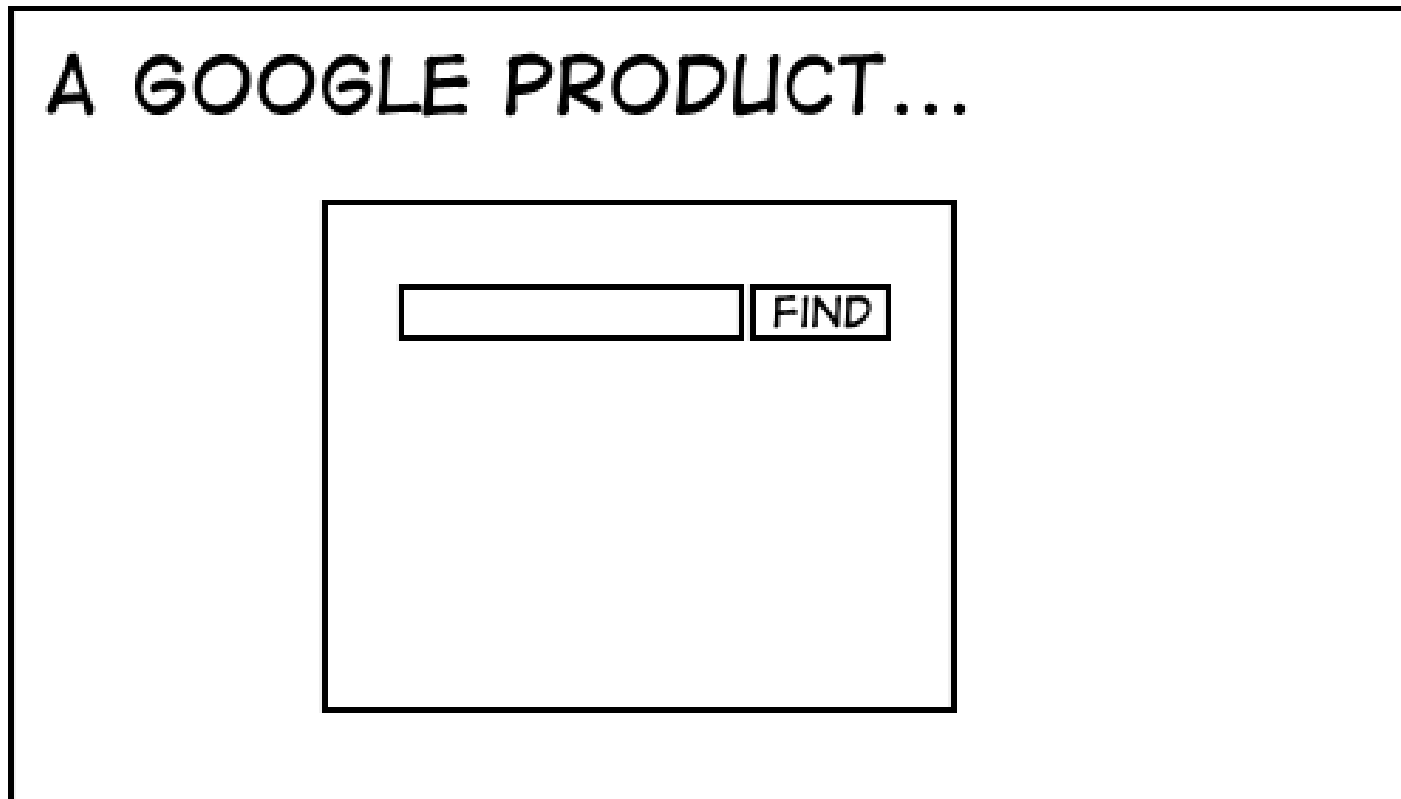
- In a portal space, IA is top-down: **traditional, controlled** methods of structure and organization
- In a collaboration space, IA is **emergent**: learn by observing and harnessing user patterns and metrics
- enterprise **search is the bridge** across portal, intranet and collaboration space, web sites and (CMS) databases
- Success requires **supportive culture and incentives**

[Peter Morville](#)

Usability: Not as simple as it looks

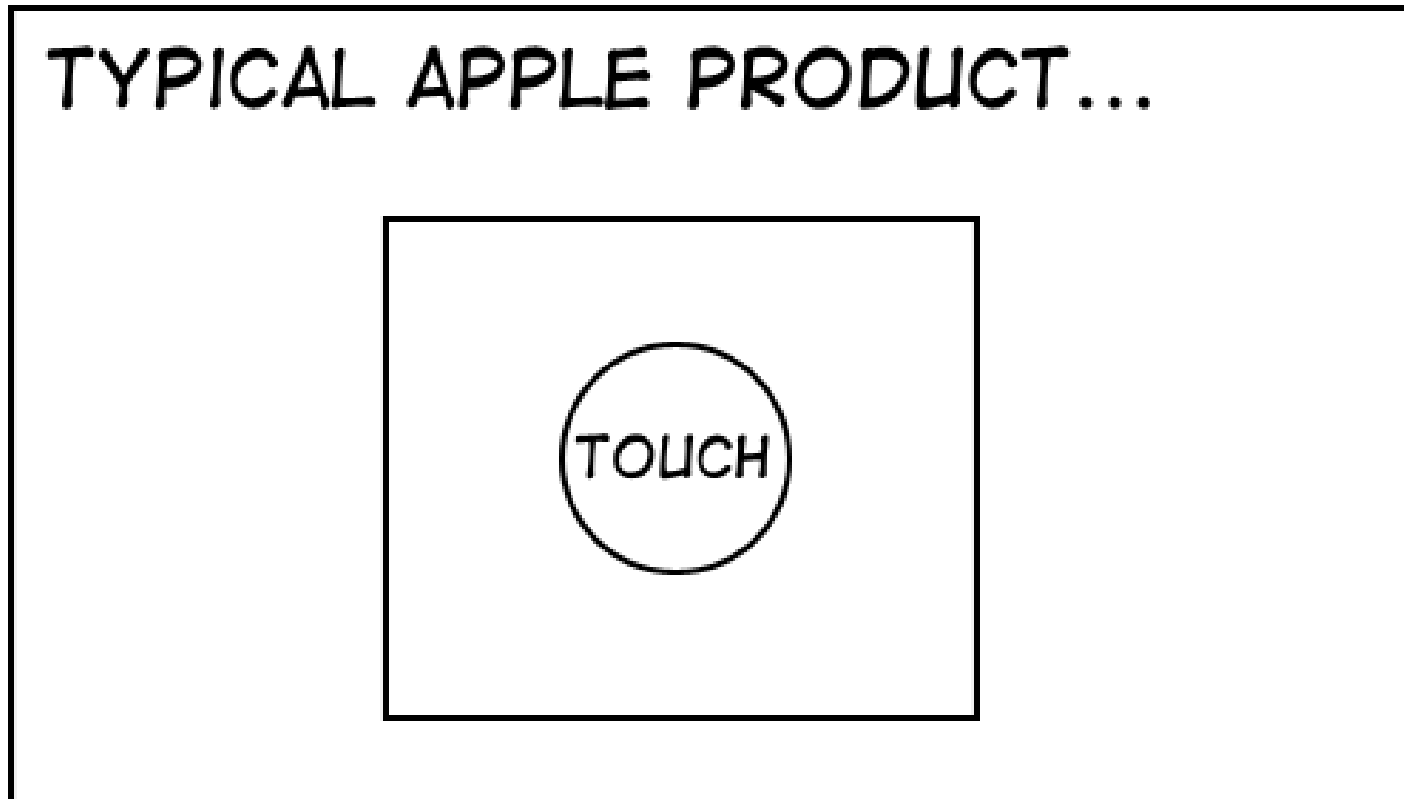
“design and layout
damages **usability**”

Usability: Not as simple as it looks



[Eric Burke](#)

Usability: Not as simple as it looks



[Eric Burke](#)

Usability: Not as simple as it looks

YOUR COMPANY'S APP...

FIRST NAME:	<input type="text"/>	TYPE CD:	<input type="text"/>	4 - K
LAST NAME:	<input type="text"/>	TQP STAT:	<input type="checkbox"/> <input type="checkbox"/>	AA2-
SSN:	<input type="text"/>	VER:	<input type="text"/>	DK9B
ID:	<input type="text"/>	FT/PT:	<input checked="" type="checkbox"/>	KKA?
PHONE 1:	<input type="text"/>	CAT CD:	<input type="text"/>	CN3
PHONE 2:	<input type="text"/>	CITY:	<input type="text"/>	AA-9
ADDR 1:	<input type="text"/>	STATE:	<input type="text"/>	NEW
ACCT #:	<input type="text"/>	ZIP:	<input type="text"/>	DEL
		ORD #:	<input checked="" type="radio"/> <input type="radio"/> <input type="radio"/> ? <input checked="" type="radio"/>	

OKAY APPLY SAVE UNDO HELP DELETE EDIT

SELECT BROWSE ERRORS

[Eric Burke](#)

Usability: visual hierarchy

The screenshot shows the Apple website homepage with a clear visual hierarchy. At the top is a navigation bar with links: Hot News, Store, iTools, iCards, QuickTime, Support, and Mac OS X. Below this is a main promotional area for the Power Mac G4, featuring the headline "Pro create." and the sub-headline "At speeds of up to 11.8 gigaflops, it's the fastest Power Mac G4 ever." To the right is an image of the Power Mac G4. Below the main content is a "Hot News Headlines" section with four articles: "Your life. To go." (about the iBook), "Faster iMac models." (about iMac G4), "New Version" (about Mac OS X version 10.1), and "The Megahertz Myth" (about counting Megahertz). At the bottom is a search bar, a "Site Map" link, and contact information for the Apple Store.

Hot News | Store | iTools | iCards | QuickTime | Support | Mac OS X

Hot News | Hardware | Software | Made4Mac | Education | Creative | SmallBiz | Developer | Where to Buy

Pro create.

At speeds of up to 11.8 gigaflops, it's the fastest Power Mac G4 ever.

Friday August 3, 2001

Hot News Headlines | Developers Show Mac OS X Products at Macworld.

Your life. To go.
The new iBook. From \$1299.

Faster iMac models.
Up to 700MHz. Starting at \$999.

New Version
Learn about the new features coming soon in Mac OS X version 10.1

The Megahertz Myth
Find out why just counting Megahertz doesn't work.

Search

[Site Map](#) | [Search Tips](#) | [Options](#)

Visit the Apple Store [online](#) or at [retail](#) locations.
1-800-MY-APPLE

Find [Job Opportunities](#) at Apple.

[Luke Wroblewski](#)

Usability: no clear hierarchy

The screenshot shows the BuyIt.com website interface. At the top left is the BuyIt.com logo with the tagline "EVERYTHING FOR YOU". To the right, a red banner offers a 30% discount for new customers spending over \$80. Below this is a navigation bar with categories: Home, Appliances, Automobiles, Lawn & Garden, Movies & Music, Groceries, and Books. A search bar is present with a dropdown menu set to "Products" and a "KEYWORD:" field. On the right side of the search bar, there are links for "New Customer - Register" and "Returning Customer - Log In".


The main content area is divided into several sections:

- Shop Now!**: A vertical sidebar on the left featuring three product listings, each with an image, a "Get it Now!" button, a "Was \$44.99" price, an "On Sale Now" price, and an "Add to Cart!" button.
- Get Your Dream Car Today!**: A large central banner for car financing, stating "Great Financing Available on all 2002 models!" and listing "Cars Trucks Buses Boats Bikes".
- The Sweet Tooth Sale!**: A banner for a candy sale, valid until Feb 12th, with a "More Grocery offers" link.
- Current Specials!**: A vertical sidebar on the right featuring three product listings, each with an image, a "Get it Now!" button, a "Was \$44.99" price, an "On Sale Now" price, and an "Add to Cart!" button.
- Specialty Store**: A section for a "Spring Cleaning Sale" on "Chairs Tables Books" with "40% to 60% off everything" and a "CLICK HERE TO SAVE" button.
- Spotlight**: A section listing various products with prices, such as "Maidenna CD \$12.99", "Tire Wax \$6.99 off", "Aprons for Mom \$4.99", "Chicken forecast \$2.99", "Dental Floss \$1.99", and "Hormones \$8.99".
- New Items**: A section titled "Our New Home & Garden store just got better!" with a list of categories: Glasses, Purses, Lamps, Rings, Watches, Bracelets, Ovens, Toasters, and Cereals. A "Click to find out More!" link is at the bottom.
- Features**: A green banner titled "Spring is Here!" with the text "Make sure you are ready by stocking up in our Lawn Care store!" and a list of categories: Hoses, Balms, Shovels, Pots, Stakes, and Soil.

Luke Wroblewski

Our shared portal

LSNC Portal Pika... Gmail GCalendar GDocs GSites | SPN... LSNC Web... Westlaw Upload » S:\ ?

 **LSNC Shared Portal** Search LSNC

Pika Search +/-

Language Access and Public Transit

December 29, 2009 | posted by Jodie Berger

For those of you who always were curious: This **new Q and A from FTA** explains the Title VI compliance requirements of public transit service providers. Language access issues are specifically addressed in questions 6, 7, 9 and 10.

No Comments »


ABA publishes legal guide for the seriously ill

December 28, 2009 | posted by Brian Lawlor

The 52-page **Legal Guide for the Seriously Ill** has been published by the American Bar Association Commission on Law and Aging. The guide "is designed for both the seriously ill individual and those caring for someone who is seriously ill. The guide explains 'Seven Key Steps' in a brief, clear way while offering additional tips and resources for readers looking for more detailed information and guidance." Read more about this project in the **press release**.

Tags: **aba, health**

No Comments »



Legal Guide
for the
Seriously Ill

Seven Key Steps to Get
Your Affairs in Order

Last 7 LSNC Web Posts +/-

Upcoming Events

Jan 14

- Reasonable Accommodation Requests and Fair Housing for Clients with Mental Health Disabilities

Jan 18

- Holiday - Martin Luther King, Jr. Day

Jan 20

- Court Furlough Closure

Jan 21

- CCLS - Defending Against Foreclosure Rescue Scams - PLI

Jan 25

- Welfare Task Force

Filter by Tag

ada affordable housing all staff auburn case handling case info chico crc csr

Our shared portal

The screenshot shows the LSNC Portal website. At the top, there is a navigation bar with links for LSNC Portal, Pika..., Gmail, GCalendar, GDocs, GSites | SPN..., LSNC Web..., and Westlaw. A search bar is located on the right side of the navigation bar. Below the navigation bar, there is a main content area with a sidebar on the right. The main content area features a news article titled "ABA publishes legal guide for the seriously ill" with a date of December 28, 2009, and a post by Brian Lavlor. The article text describes a 52-page legal guide published by the American Bar Association Commission on Law and Aging. The sidebar on the right contains a section for "Last 7 LSNC Web Posts +/-" with upcoming events for January 14, 18, 20, 21, and 25. Below the events is a "Filter by Tag" section with tags like "ada", "affordable housing", "all staff", "auburn case", "handling", "case info", "chico", "crc", and "csr".

LSNC Portal Pika... Gmail GCalendar GDocs GSites | SPN... LSNC Web... Westlaw Upload » S:\ ?

Add New... Pika Records More Options

- Client Intake
- OSR Data
- Time Slip
- Pop-up Timer
- Calendar Item
- Tickler Item

My Open Cases
My Closed Cases
Incomplete Intakes
All Open Cases
My Time Slips
My Day Calendar
My Week Calendar
Advanced Calendar

Pay-period Report
All Pika Reports
Pika Search Filters
Search Contacts
Sitemap

LSNC Calendar +/-

Search LSNC

Pika Search +/-

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Tags: **aba**, **health**
No Comments »

Legal Guide for the Seriously Ill

Seven Key Steps to Get Your Affairs in Order

Last 7 LSNC Web Posts +/-

Upcoming Events

- Jan 14
 - Reasonable Accommodation Requests and Fair Housing for Clients with Mental Health Disabilities
- Jan 18
 - Holiday - Martin Luther King, Jr. Day
- Jan 20
 - Court Furlough Closure
- Jan 21
 - CCLS - Defending Against Foreclosure Rescue Scams - PLI
- Jan 25
 - Welfare Task Force

Filter by Tag

ada affordable housing all staff auburn case handling case info chico crc csr

Our shared CMS

The screenshot displays the Pika 4.0 CMS interface. At the top, there is a navigation bar with links for LSNC Portal, Pika..., Gmail, GCalendar, GDocs, GSites | SPN..., LSNC Web..., and Westlaw. On the right side of this bar, there is an 'Upload » S:\' button and a red question mark icon. Below the navigation bar, the main header features the 'Pika 4.0' logo on the left, a search bar with the text 'Search Pika' on the right, and the text 'Pika Home > Site Map' on the far left. On the right side of the header, it says 'You are logged in as blawlor.' The main content area is divided into several sections:

- Calendar**
 - Day View
 - Week View
 - Four-Week View
 - Advanced Calendar Filters
 - New Calendar Item
 - New Tickler Item
- Cases | OSR Data**
 - All Cases
 - All Pending Intakes
 - My Open Cases
 - My Closed Cases
 - New Client Intake
 - New Eligibility Intake
 - New OSR Data
- Search...**
 - Pika Search Filters
 - Contact Information
- Time Keeping**
 - New Time Slip
 - Pop-up Timer
- User Account**
 - Account Preferences
 - Change Account Password
- Reports**
 - Daily Intake Report
 - LSC Age | Race Report
 - LSC CSR Report
 - LSC OSR Report
 - Mega Report
 - Pay-Period Time Report
 - Quick Docket Report
 - Time Report
 - case_print-form.php
 - case_print304
- System Screens**
 - Case Numbering
 - Forms and Folders
 - Menus and Special Tables
 - Pro Bono Attorneys
 - Reset Counters
 - Security Levels
 - System Settings
 - User Accounts
 - ZIP Codes

At the bottom of the page, there is a light blue footer with the text 'Team Gizmo, at your service'.

Our shared intranet

LSNC | Shared Private Network

Search this site ▼

[Home](#) > [Advocate Resources](#) >

Housing: Select Pleading and Practice Examples

Unlawful Detainer

- [Defendant's Points and Authorities in Support of Motion for Award of Reasonable Attorneys Fees](#) (client redacted)
- [Memorandum of Points and Authorities in Support of Defendants' Demurrer](#) (Cara)
- [Disqualification of a Judge](#) (outline re peremptory challenge under C.C.P. § 170.6)
- [Motion for Peremptory Disqualification - Declaration in Support](#) (under C.C.P. § 170.6)
- [Ex Parte Application for Clarification and/or Reconsideration of Partial Denial of Application for Application for Waiver of Court Fees and Costs](#) (Cara)
- [Notice of Motion and Motion to Compel Responses to Form Interrogatories and to Compel Responses to Inspection Demands - Points and Authorities in](#)

Fair Housing | Persons with Disabilities

- [Complaint for Monetary, Declaratory, and Injunctive Relief](#) (Zangari) (fair housing, disability)

Housing Element

- [Placer County 2008 Draft Housing Element](#) (housing element comments)
- [Application for Amicus Status - Placer Superior Court](#) (SilverBend) (in support of county defense to approval of affordable housing)

Low Income Tax Credit

- [Memorandum of Points and Authorities in Support of Defendants' Demurrer](#) (Cara) (low-income tax rental, good cause eviction requirement)

Mobile Home

Navigation

[Home](#)

[LSNC Core Program Personnel](#)

[LSNC Special Program Personnel](#)

▶ [LSNC Forms](#)

▶ [Administrative | Office Management](#)

▼ [Advocate Resources](#)

Housing: Select Pleading and Practice Examples

[Welfare: Select Pleading and Practice Examples](#)

[Federal Court Access Articles](#)

[Foreclosure Toolkit for Advocates Assisting Homeowners and Tenants](#)

[Housing Eviction Brochures](#)

[Impact Cases | Projects](#)

[Indigent Health Care \(Beilenson\) Materials](#)

[LAAC Legal Services Directory](#)

[LAAC Train](#) [Translate](#)

Our shared intranet

LSNC | Shared Private Network

Search this site ▼

[Home](#) > [Advocate Resources](#) > [Impact Cases | Projects](#) >

Ombudsman Services of Northern California v. Coleman

Contact information: For further information about these documents and other issues related to this case, contact:

- Joan Parks, OSNC Program Manager ~ (916) 375-3307 ~ jparks@osnc.net
- Brian Lawlor, Regional Counsel ~ (916) 551-2119 ~ blawlor@lsnc.net
- Colin Bailey, Staff Attorney ~ (916) 551-2138 ~ cbailey@lsnc.net

 	Brian Lawlor re Extended Stay Motion (02-27-07).wpd Download	8k	v. 3	May 18, 2009 2:44 PM	Brian Lawlor
 	FINAL Brian Lawlor Declaration re Meet and Confer (11-09-06).wpd Download	8k	v. 3	May 18, 2009 2:44 PM	Brian Lawlor
 	FINAL Joan Parks Declaration re Staples (11-08-06).wpd Download	14k	v. 3	May 18, 2009 2:44 PM	Brian Lawlor
 	FINAL Joan Parks Supplemental Declaration for Writ.wpd Download	13k	v. 4	May 18, 2009 2:45 PM	Brian Lawlor

Navigation

- [Home](#)
- [LSNC Core Program Personnel](#)
- [LSNC Special Program Personnel](#)
- ▶ [LSNC Forms](#)
- ▶ [Administrative | Office Management](#)
- ▶ [Advocate Resources](#)
- ▶ [Development | Fundraising](#)
- ▶ [Finance Department | Human Resources](#)
- ▶ [Legal Services Regulations | Policies](#)
- ▶ [MCLE Resources](#)
- ▶ [Password-Protected Accounts](#)
- ▶ [Technology Resources](#)
- [Sitemap](#)

[Translate](#)

Our shared document repository

Shared Document Repository

 Search this site

Share your best work with everyone at LSNC

You are only a few clicks away from adding a document: **(1) click on the category page** where you want upload the document (some pages have subcategories); **(2) click on the "Add file" button** and navigate to the location of your file, or just drag-n-drop the file into the "Add a file from" dialog box) **(3) click the "Upload" button**. That's all there is to it!

Tip: Add a brief "description" (or a few "keywords") to make it easier for others to search for the file.

Administrative Law

Housing

ADR | Mediation | Arbitration

Human Resources | Personnel

Attorneys

Income Maintenance | Welfare

Civil Practice | Procedure

Individual Civil Rights

Consumer | Finance

Juvenile

[Home](#)

[Sitemap](#)

How to name files

Make it easier for others to understand and search for your uploaded files by following **file-naming "best practices."**

Please use underscores and not spaces when naming files!

Recent Trainings

[2009 All Staff - Poverty Advocacy in the Great Recession](#)

Recent site activity

[Human Resources | Personnel](#) attachment from Brian Lawlor

[2009 All Staff: Poverty Advocacy in the Great Recession](#)

edited by Cathy Ferrell

[Translate](#)

Our shared document repository

Shared Document Repository

 Search this site

[Home](#) >

Income Maintenance | Welfare

Subcategories: To make it easier for others to locate your file, consider uploading it to one of these more specific subcategories:

CalWORKs | TANF

Refugee Cash Assistance

Supplemental Security
Income (SSI)

Child Care

Social Security Disabled
(SSDI)

Unemployment Insurance

Food Stamps | SNAP

Social Security
Non-Disabled

Veterans Benefits

General Assistance

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Recent Trainings

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Recent site activity

[CalWORKs | TANF](#)
attachment from Brian Lawlor
attachment removed by Fleur Lee
attachment from Fleur Lee

[Administrative Law](#) [Translate](#)

Our shared document repository





Shared Document Repository

Search this site

[Home](#) > [Income Maintenance](#) | [Welfare](#) >

CalWORKs | TANF

Simply click the "Add file" button below to upload your file.

<input type="checkbox"/>	 ACL 06-60_12-21-06.pdf	1691k	v.1	Jan 8, 2010 2:04 PM	Fleur Lee
	View Download				
<input type="checkbox"/>	 Adame_eqitable_estoppel_hearing_brief.doc	34k	v.1	Jan 8, 2010 2:05 PM	Fleur Lee
	Download				
<input type="checkbox"/>	 Advocate_Resource_Guide_on_Implementing_Recent_Changes_to_CalWORKs_(DRA_and_AB_1808)_9.21.06.pdf	105k	v.1	Jan 8, 2010 2:05 PM	Fleur Lee
	View Download				
<input type="checkbox"/>	 Allen_CalWORKs_food_stamps_position_statement_brief.wpd	14k	v.1	Jan 8, 2010 2:05 PM	Fleur Lee
	Download				

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Recent Trainings

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Recent site activity

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attachment from Brian Lawlor
attachment removed by Fleur Lee
attachment from Fleur Lee

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2009 All Staff: Poverty Advocacy in the Great Recession

Keynote: The Great Recession

Gary Dymski, Director, U.C. Center - Sacramento

- [Three questions about California's economic, banking, & financial-structure crisis](#) - Gary Dymski (October 2009) (89 slides)

Taking Stock in the Great Recession

Bill Kennedy, Managing Attorney, Sacramento

Gary Dymski, Director, U.C. Center - Sacramento

Julie Aguilar Rogado, Deputy Director, Executive

- [Taking Stock in the Great Recession](#) (35 slides)
- [Behavioral Theory: Can Mayor Bloomberg pay poor people to do the "right" thing?](#) - Dana Goldstein (August 24, 2009)

Strategies for Addressing Homelessness

Mona Tawatao, Regional Counsel, Executive / Sacramento

Valerie Feldman, Staff Attorney, Sacramento

Darryll Alvey, Managing Attorney, Shasta / Redding

Julie Aguilar Rogado, Deputy Director, Executive

- [Strategies to Address Homelessness: Agenda](#) (October 6, 2009)
- [Homelessness Fact Sheet - LSNC service area](#) (October 2009)

Framing in Legal Services Advocacy

Bill Kennedy, Managing Attorney, Sacramento

Emily Fisher, Staff Attorney, Butte / Chico

Colin Bailev, Staff Attorney, Sacramento

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How to name files

Make it easier for others to understand and search for your uploaded files by following [file-naming "best practices."](#)

Please use underscores and not spaces when naming files!

Recent Trainings

[2009 All Staff - Poverty Advocacy in the Great Recession](#)

Recent site activity

[Human Resources | Personnel](#) attachment from Brian Lawlor

[2009 All Staff: Poverty Advocacy in the Great Recession](#)

edited by Cathy Ferrell

[Translate](#)

Our public web content...

California Guide to the Food Stamp Program

The authoritative guide for legal services and other poverty law advocates in California

What are Food Stamps?	Who is Eligible?	Applying	Income Resources
Calculating Benefits	Getting the Benefits	Keeping the Benefits	Work Rules
Special Rules	Underpaid Overpaid	Fraud Claims	Notices Hearings

ARRA Filipino Veteran fund

December 4, 2009 (posted by Jodie Berger)

The American Recovery and Reinvestment Act (ARRA) of 2009 created the "Filipino Veterans Equity Compensation Fund" for certain veterans and the spouses of veterans who served in the military of the Government of the Commonwealth of the Philippines during World War II. The compensation fund offers one time payments of up to \$15,000 to eligible persons. The Act provides that these payments are to be excluded from eligibility determinations of any federally funded/assisted program. **FNS reaffirms this**, stating the payments are fully excluded from eligibility and allotment determinations.

Quarterly Reporting Waiver denied

December 4, 2009 (posted by Jodie Berger)

FNS has told California to fish or cut bait on eligibility reporting. In a **letter to CDSS**, FNS reviews how California is the *only* state not doing simplified reporting ("SR"), and that SR is FNS' preference. Includes a history of the state's repeated requests to get a waiver to allow Quarterly reporting. "While FNS appreciates California's legal and financial constraints, FNS must balance California's concerns with FNS'

text size - +

Print

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Recent Policy Changes

- Maximum Deductions
- Maximum Allotments
- Gross | Net Income
- Elderly | Disabled HH
- Gross | Net Checklist
- Collection Timeframes

Federal Food Stamp Act

- Federal FS Regulations
- FNS Admin Notices
- California FS Statutes
- California FS Regulations
- Food Stamp ACLs | ACINs

The **Findability** Project

How LSNC as an organization identified what it knows and how it went about organizing it so it could be targeted by a **Google Search Appliance (GSA)**.



Summary of **GSA** targets

1. all Google Sites organizational **“intranet”**
content

Summary of **GSA** targets

2. Additional Google Sites **special project content**

Summary of **GSA** targets

- 3. peer-reviewed advocate exemplars of recommended pleadings, memoranda, etc.**

Summary of **GSA** targets

4. comprehensive collection of supporting documents for **all impact cases and projects**

Summary of **GSA targets**

5. all LSNC **public web content**, including 11 program sites, 6 feeds, and all domain-linked documents

Summary of **GSA** targets

6. user-generated, high-value text-based documents organized in a **structured taxonomy** in a Google Sites **shared document repository**

The Findability Project

{webdogs 2.0}

Google™ Custom Search

Search



The Findability Project Archive

In its original form The Findability Project (TFP) was a public project development site documenting implementation of enterprise search within a non-profit, multiple-office **legal services** work environment. It was the public face of a special technology search project undertaken by **Legal Services of Northern California** (LSNC), a legal services program assisting low-income clients in 23 counties in the upper third of California. Made possible by a grant from the **LSC Technology Initiative Grant Program**, the goal of the project was to implement a **Google Enterprise Search Appliance** as the principal building block of a modest but secure, well structured, fully web accessible knowledge-content system.

The Findability Project was completed in June 2009 and you can download the LSC-approved **TIG final evaluation report**. Upon completion of the project its dedicated website was deactivated and all of its content was then moved to **Webdogs 2.0**, which serves as the web repository for various LSNC technology projects.

All 42 project posts have been chronologically integrated here. Other project content has also been migrated to this site, including finalized versions of the project's content taxonomy, document protocols, file-naming conventions, recommendations for organizing individual user directories, configuration of a SharePoint server, and the project's hand-rolled list of CSS selectors for use with the GSA open source XHTML stylesheet:

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data : gis : analytics

findability : project

food stamp : calculator

food stamp : guide

health rights : rebuild

lsnc.net : rebuild

pika : palooza

race equity : project

web : derring-do

{tags}

accessibility add-ons ajax

<http://www.webdogs.org/the-findability-project-archive/>

Promoting presumptive sharing

{webdogs 2.0}

Google™ Custom Search

Search



Presumptive Shareability

After the first of the year, we'll be cranking up as we complete porting of our existing target documents into our new **taxonomic organization**, resolve some filtering and usability touches we want to integrate into our default **GSA front end**, primp and polish the layout and presentation of the front end, implement a few basic **OneBox** modules, and set in motion what we're now referring to as the "Rolling Thunder Roadshow" to all our eight office locations.

The RTR will be our way to recognize and promote among all our staff the changes in how documents and other files are made easily and intuitively findable, and given a new level of access and usability throughout our non-profit organization. After all, that is the core purpose of enterprise search. And a key element of all this is changing deeply rooted individual notions or assumptions about what can or should be "shareable."

In working on this project within a non-profit environment, we have learned that most employees have an inclination to undershare, not overshare. Not because they are selfish or secretive; rather, because the type of transparent sharing that enterprise search makes possible is foreign to most of them. It is familiar to them to be asked to provide a document to others on request in person, by phone or by email. It is foreign to them to decide in advance that a document they created or have received from someone else should be transparent to the rest of the entire organization. The concepts of creation and possession are severed from the concept of findability.

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<http://www.webdogs.org/2008/12/18/presumptive-shareability/>

What about **CMS data**?

Yeow! What happened when we targeted Pika CMS with the GSA

We had two options: either make code fixes to Pika's PHP so it would play nice with the GSA, or target the MySQL database directly

“Did I mention...

...not everything is **find-worthy**”



Real / imagined obstacles

1. financial costs

Real / imagined obstacles

2. organizing your organization's "stuff" -
the paralysis that comes with issues of
taxonomy, vocabularies, folksonomies,
metadata models, etc.

Real / imagined obstacles

3. integration of document management -
the need to address document handling
protocols and real world practice.

Real / imagined obstacles

4. hidden costs of the **learning curve,**
maintenance and nurturance

Real / imagined obstacles

5. expectations of practical obscurity: the good news is, Google finds everything; the bad news is, Google finds everything. *Like, it really finds everything.*

Google Apps vs. SharePoint

Why LSNC abandoned SharePoint

[Why SharePoint Scares Me](#), by Peter
Campbell @ Idealware

[Sharepoint and Enterprise 2.0: The good, the
bad, and the ugly](#), by Dion Hinchcliffe @
ZDNet

Rethinking metadata models

Why metadata matters

The problem(s) with metadata

Why metadata may or may not be essential

Rethinking how users “add search value” to documents

{webdogs 2.0}

Google™ Custom Search

Search



Schmetadataa 2: Judgment Day

Think of it as the Revenge of the Empiricists.

A few days ago my **earlier post about metadata**, with the conclusion that “we don’t need metadata,” caught the attention of **Daniel Tunkelang**. It just so happens that Daniel is the chief scientist at **Endeca**, a prominent enterprise information company. You know, like, he knows what he’s talking about.

Long story short, Daniel **commented** on my post here and then, after I responded, mirrored our discussion in **Does Metadata Matter**, a new thread at **The Noisy Channel**, his blog that hosts vigorous discussions of search design and other enterprise information issues way above my pay grade. Daniel and others there critically but constructively took me to task because of the empirically unsupported general conclusion that metadata is not needed, and the specific failure to make clear the anecdotal basis for our conclusion about metadata on this project. As you can see from the discussion at Daniel’s blog, they killed me on the empirical point. In response, **I better explained there** than I did in my original post why our conclusion about not needing metadata on this project makes sense.

The discussion there ended on Christopher’s **grace note**, something that the **TIG program** and others within the legal services community will appreciate:

I also want to applaud your project which I should have done before, the mission your team has set is very admirable. It’s gratifying to see technology being put to use to help people who may not otherwise be able to have access to the same advances we do.

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algorithms **analytics**

basecamp bias books

<http://www.webdogs.org/2009/03/29/schmetadataa-2-judgment-day/>

“As we ramp up the digital content we acquire, **the need for indexing and tracking this content in a meaningful way** has grown exponentially, and it's the elephant in the room every time we capture [and] save content.

“**Automatic metadata creation remains the Holy Grail**, but the technology isn't ready yet to be affordable and mainstream. The way broadcast media handles metadata today doesn't work for this mass market scale: You can't have people dedicated to spending eight hours to index a one hour broadcast. And individuals can't do like Rovi, whose company has hundreds of people dedicated to metadata generation.

“**For metadata to work and work well**, it has to be universal, and be understood in context by different devices, applications, and systems. The consensus that easy and meaningful metadata generation is necessary may be there, but ... as one speaker on the panel noted, ‘For metadata to be useful, everyone needs to agree on it.’ **We're not there yet.**”

[Storage Industry Tackles Making Sense of Metadata](#)

Melissa J. Perenson, PC World (January 6, 2010)

What are the possibilities?

Q&A

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