

Maryland Justice Passport

Stakeholder Meeting
September 28, 2020



Agenda

- Program goals
- Pilot in Prince George's County
- Demonstration
- Upcoming activities
- Continued project rollout
- Q&A

Program Goals

- Develop a trauma-informed solution to help people navigate legal services referrals and resources
- Provide litigant with:
 - Case summary
 - Electronic to-do list
 - Referrals to legal services providers
 - Secure file storage

Pilot in Prince George's County

Pilot Partners



Pilot Parameters

The litigant...

- Needs assistance beyond what the assisting organization can provide
- Has a legal matter in Prince George's County
- Comfortable using email
- Interested in using technology to:
 - Get a to-do list
 - Get links to forms and legal information
 - Store important case documents
 - Stay organized as they look for legal help.

Pilot Activities

- Created 14 Passports
- Streamlining processes and forms to make it more efficient to set up Passports
- *Example:* Legal services staff can now click on the referral organizations; contact information are added to the litigant's Passport.

Select Referrals

- Civil Justice
- Community Legal Services
- Maryland Center for Legal Assistance
- Maryland Legal Aid
- Prince George's County Bar Association
- Other

Adjustments due to COVID-19

- Residents of Prince George's County can now sign up on the website.
- Referrals are included in their Passport based on their legal issue.

Now available in Prince George's County

Only available for residents of Prince George's County.
More counties will be added soon.

[GET THE PASSPORT](#)

Fine-tuning Communications

Your Maryland Justice Passport has been set up. Here is the link to log in for the first time: <https://justice-passport.clinked.com/signup/invited?inviteKey=a451c642-4752-4ae4-8f9a-87f2902de217>

7:17 pm ✓

- Initially, an email was sent to the litigant. Some people did not sign in to their Passport.
- Now litigants receive a text message with a link to their Passport (along with the email).

Demonstration

1. Legal services staff fill out form

Select the organization that you work for *

- Civil Justice, Inc.
- Community Legal Services of Prince George's County
- Maryland Center for Legal Assistance

Set up new Passport or update an existing Passport? *

- Set up new Passport
- Update existing Passport

Email address *

Does the litigant consent to receive text messages?

- Yes
- No

Case summary

Select Referrals

- Civil Justice
- Community Legal Services
- Maryland Center for Legal Assistance
- Maryland Legal Aid
- Prince George's County Bar Association
- Other

Add documents?

You can upload multiple documents

Add a task?

You can add up to three tasks

Add an event?

You can add one event

2. Litigant receives email and text message

Maryland Justice Passport

You have been invited to set up a Maryland Justice Passport account. The Passport will help you store your important documents and provide information on applying for legal assistance. By accepting the invitation to set up your Maryland Justice Passport, you acknowledge that the program administrators will have access to the information that you put into your account for the purposes of administering the program. You accept the responsibility to keep your account secure by keeping your username and password confidential.

[Yes, I want to join Maryland Justice Passport](#)

Your Maryland Justice Passport has been set up. Here is the link to log in for the first time: <https://justice-passport.clinked.com/signup/invited?inviteKey=a451c642-4752-4ae4-8f9a-87f2902de217>

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3. Litigant logs in and sees:

- Case Summary
- Tasks
- Referrals
- Legal information

The screenshot displays the user interface for the Justice Passport. At the top right, there is an 'Edit' button. The main heading is 'Welcome to your Justice Passport'. Below this, a paragraph states: 'With your Justice Passport you can see information about applying for legal aid, store your documents, and stay organized throughout the process.' A second paragraph explains: 'By using the Maryland Justice Passport (MJP), you acknowledge that the administrators of the MJP will have access to the information that you put into your account for the purposes of administering the program. You accept the responsibility to keep your account secure by keeping your username and password confidential.'

The interface is divided into three main sections:

- Tasks:** Shows 'No due date' and a checkbox for 'Find the Defendant'. Below this is a 'New Task' button.
- Recent Files:** Lists two PDF files: 'ccdr004.pdf' and 'ccdc001.pdf'. Below the list is an 'Upload Files' button.
- Recent Notes:** Lists 'Case Summary' and 'Welcome Note'. Below the list is a 'New Note' button.

Upcoming Activities

Litigant Feedback

- Text message survey to existing Passport users
- Focus groups with litigants

Website Updates

- FAQs page
- Features page
- *Knowledge base*

www.mdjusticepassport.org

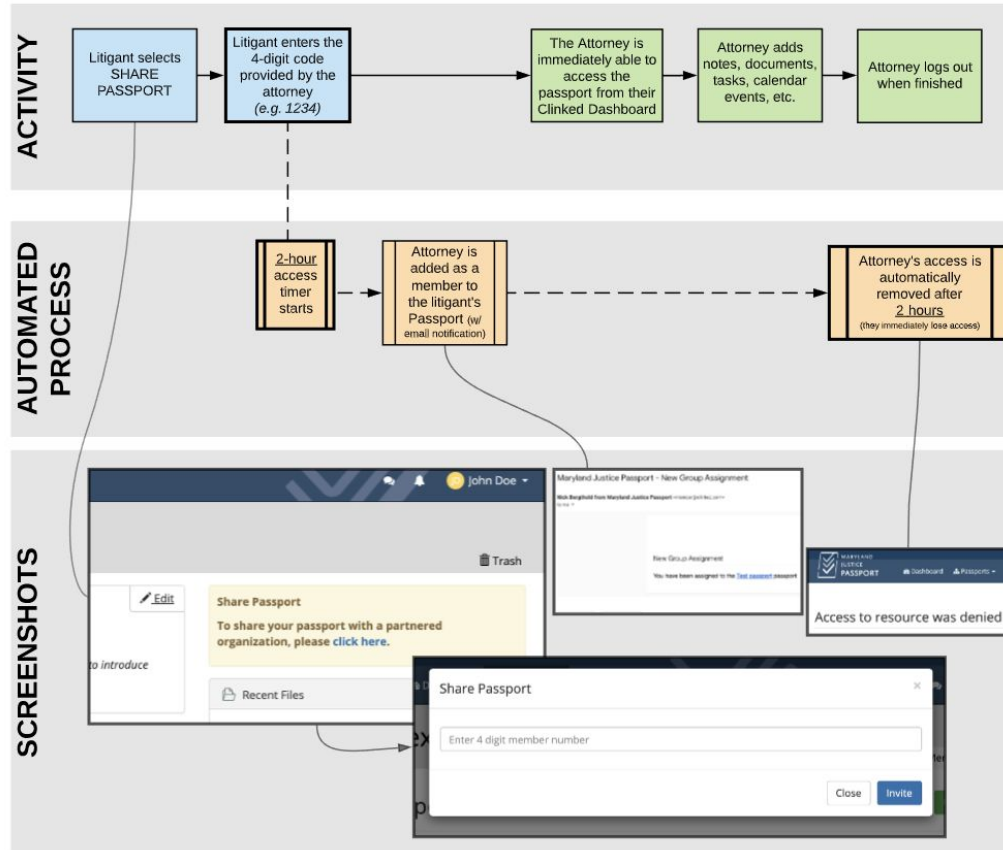
Temporary Access for Legal Services Providers

- A 4-digit code will be assigned to each participating legal services staff person
- Litigant will enter 4-digit code of staff person to give them access
- Access will automatically be removed after two hours

Maryland Justice Passport

Sharing Function Flow Diagram

v8-12-20



Continued Project Rollout

Continued Project Rollout

- Adding jurisdictions
- Expanding access beyond Prince George's County will provide more user feedback
 - Getting user feedback enables us to improve the experience for all litigants

Q&A

Contact Us

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