

Maryland Justice Passport - Collaboration Meeting Report

Date: May 28, 2020

Attendees: Sarah Coffey Frush, Carrie McCully, Joseph Schieffer, Lonni Kyhos Summers, Laure Ruth, Sandy Brewer, Siomara Bonilla, Claudia Aguirre, Rebecca Zuniga, Sarah Witri, Alexa Bertinelli, Christian Noble, Pam Ortiz, Sandy Brown, Blake Fetro, Sabrina Wear, Lydia Watts, Sarah Rhine, Ericka Garcia

The purpose of the meeting was to:

- Provide an update on the status of the Maryland Justice Passport Project
- Receive feedback on what has been built
- Discuss implementation of the pilot and how the challenges directly related to COVID-19 could affect litigants and providers who are available to assist them

Opening Remarks:

- **We welcomed two new stakeholders** – Maryland Legal Aid and The Rebuild, Overcome, and Rise (ROAR) Center.
- **Updates on the Passport along with information on the Pilot were provided.** CLS & MCLA's Self-Help Centers will pilot the Passport with applicants in Prince George's county.
- **The Passport was demonstrated from a litigant's perspective.** Once a Passport is created, Self-Help staff input a case summary and the litigant uses the summary when applying for services. Important dates can be entered along with tasks. The functionality to assist litigants with limited English proficiency was also demonstrated. Additionally, a template feature was also demonstrated to show the providers how they can create templates for specific situations or areas of law so that it's more efficient and uniform language is offered. Blank court forms and links can also be uploaded for further efficiencies.

Discussion Points:

- **Some people may have trouble managing the passport.** Part of the pilot is to test out the pain points that litigants may experience so they can be addressed.
- **Litigants own the content of their data.** While the Self-Help Center will likely initiate most of the Passports, litigants will also be able to create them. However, once Self-Help center staff enter the data, they will lose access to the data unless the litigant returns and provides access.
- **Streamlines the referral process with a trauma-informed approach.** The Passport is a navigation tool, not a litigation or intake tool. Feedback has been that the ability to store documents could significantly help litigants get organized and share their documents when they are applying for legal aid.

Privacy & Consent

- **Once the Self-Help Center uploads the Passport, they will lose access to it.** The litigant can add people back in as they choose.
- **Ensuring that the Passport can only be accessed by the litigant rather than someone else, an abuser for example.** Password requirements were already added. A two-factor authentication can be added. We must be sensitive that litigants with only one device may have trouble with two-factor authentication. Also, perhaps this can be implemented during certain cases or if the litigant chooses two-factor authentication in their settings.

- **Litigants can provide access to anyone they want.** If an attorney is retained to assist the litigant, with the litigant's permission, the attorney can download all of the documents in the Passport.

Concerns to be Addressed

- **If litigants create their own Passport, how do we guide them to the resources to help them get started?** Should they get a response to start with the Self-Help Center or the People's Law Library, for example?
- **Accessibility issues must be addressed.** A meeting will be held to ensure that it's accessible for those with hearing or visual impairments, amongst other accessibility features.
- **How do we serve people without internet access?** A paper packet is being created. Do we mail it to litigants?
- **How do we address conflicts?** Organizations can utilize the same process they currently have, i.e., check for a conflict in LegalServer before reviewing the litigant's Passport.
- **The Passport technology must be reviewed and approved by the security team at the Judiciary.**
- **The process to remove access to the Passport after creation by the Self-Help Center should be automated.** For the pilot, it will likely be done manually, but the goal is to automate it.
- **Litigants should be able to share their Passport with specific organizations without having to enter the organization's email address.** For the pilot, the litigant will provide access to their passport by entering the organization's email address. The goal is for the litigant to be able to select the organization, rather than entering an email address, so that it is a better experience for the litigant and prevents errors in inputting an email address.
- **The Passport should restrict the ability for a litigant to apply to the same organization repeatedly.** Unless the litigant's situation has changed, enabling a litigant to apply to the same organization that cannot serve them is not a good use of time for the litigant or the legal aid organization.
- **Security measures should be considered.** Such as automatic password resets after a period of time.

Next Steps

- Continuous feedback in either individual or small groups to help with identifying different provider needs.