

# Maryland Justice Passport

**2022  
MAACM  
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BENEFITS



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INNOVATION



PROGRESSION



FUTURE



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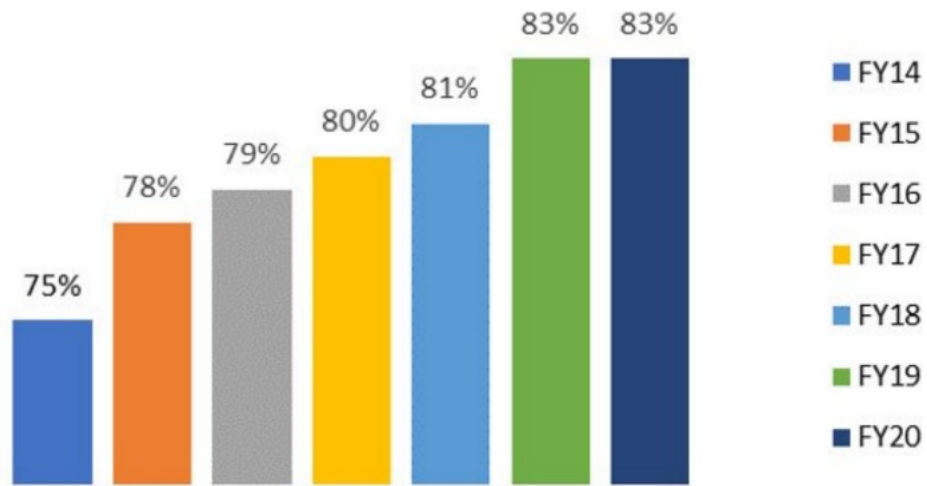
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## Increasing Numbers of Self-Represented Litigants in Maryland



Domestic Cases -  
One or More Self-Represented Parties at Any  
Stage of the Case

CHALLENGES

SOLUTION



## When they Leave a Self-Help Center, Unrepresented People May Face these Challenges:

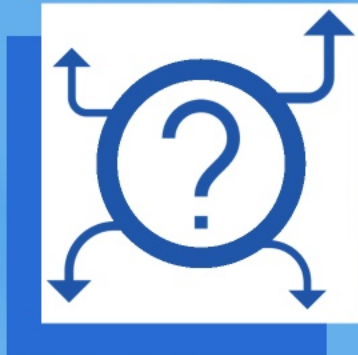
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### Which Organization?

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Unrepresented people may not know which organization they visited for help. This can be a problem when they appear at another organization and are not sure who referred them or why.



### What Steps?

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Under stress and without legal experience, people without lawyers may be unable to recall verbal instructions even a few minutes later.





## Where Have They Been Referred?

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Unrepresented people may forget where they have been referred for additional help or next steps.



## Retraumatized

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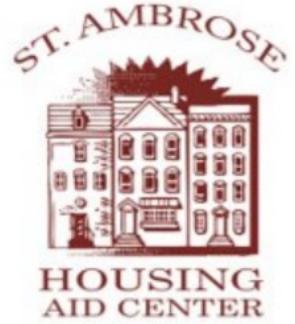
People without lawyers may be retraumatized by having to re-tell stories over and over, particularly in family law or domestic violence cases.



## Trouble Keeping Track of Important Paperwork

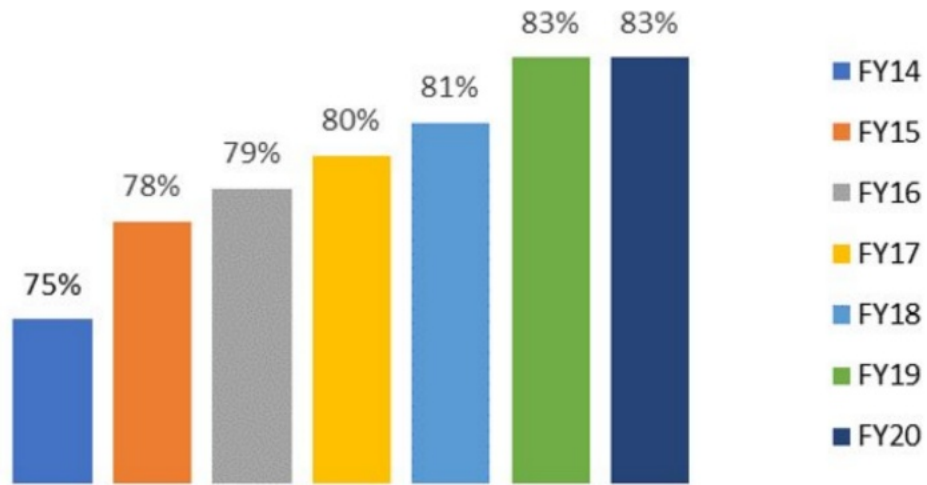
---

People without lawyers may have trouble keeping track of important paperwork like lease agreements and court papers. Housing instability or lack of transportation can complicate this problem.





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# The Passport: Home Page



[Passports](#)

[? Questions](#)

[Feedback](#)

[Privacy](#)

## Welcome to Maryland Justice Passport!

The Justice Passport is a free tool to help you stay organized, communicate with service providers, and find out what legal help is available. Store your case information, documents, and important dates, and share them with with multiple legal help organizations. You can even track your to do list, including who to contact next.

Click on a Passport below to open it.

### Passports

#### Test Nicole Test Kiker

Legal Issue  
Housing (landlord/tenant)

Passport created on 08/18/2023

#### Nicole Kiker


Legal Issue  
Divorce

Passport created on 06/27/2023

1 of 1

[< Back](#) [Next >](#)

# The Passport: Litigant Profile



MARYLAND JUSTICE  
PASSPORT

Passports > Nicole Kiker

## Nicole Kiker

[Edit](#)

**My Profile** Case Info Referrals Files Notes Tasks ...

First Name Nicole	Last Name Kiker	Date of Birth 05/01/1999
Phone Number 203-449-3131	Do you consent to receive text messages? <input checked="" type="checkbox"/> Yes	Is it safe to leave voicemails? <input checked="" type="checkbox"/> Yes
Email Address nicole.kiker37@gmail.com		

### Mailing Address

Street Address 719 Park Ave	Unit or Apartment # 5	City Baltimore
--------------------------------	--------------------------	-------------------



# The Passport: Basic Case Info

## Nicole Kiker

Edit

My Profile **Case Info** Referrals Files Notes Tasks ...

### Case Information

County of Dispute  
Baltimore City


Legal Issue(s)  
Divorce

Case Number(s)  
111222333444

Case Summary  
It is not working out with my husband, Baltimore Orioles catcher Adley Rutschman. He has already hired an expensive lawyer, but I cannot afford to do the same.

# Basic Case Info cont.: Tip and Opposing Party

Nicole Kiker

 Edit

## Tips

Click Edit to update your case information. Feel free to add more information, but don't delete anything. The person that created your Passport put in information that will help organizations determine if they can assist you.

Go to the [knowledge base](#) for step-by-step instructions.

## Opposing Party Information

First Name	Last Name	Date of Birth
Adley	Rutschman	02/06/1998
Company Name		
Baltimore Orioles		

## Opposing Party Mailing Address

Street Address	Unit or Apartment #	City
1 Eutaw Street	Camden Yards	Baltimore
State	Zip Code	

# The Passport: Referrals

Passports > Nicole Kiker

## Nicole Kiker

Edit

My Profile Case Info **Referrals** Files Notes Tasks ...

### Referrals

**MCLA - Maryland Court Help Center**

Phone Number  
410-260-1392

Referral Status  
Appointment scheduled

**Maryland Volunteer Lawyers Service (MVLS)**

Phone Number  
410-547-6537 (Baltimore metro area only);  
(800)-510-0050

Referral Status  
Referred me to other providers

1 of 1 < Back Next >

### Tips


Click on a referral to open it and see the details. Go to the [knowledge base](#) for step-by-step instructions.



# The Passport: Inside a Referral

[← Back to Nicole Kiker](#)

## MCLA - Maryland Court Help Center

 Edit

Appointment scheduled

### My Referral Notes

They provide free advice from an attorney for everyone, but they don't provide representation. Called on 9/21.

Phone Number

410-260-1392

Open Website

### Program Description

Location info

Baltimore City 501 E. Fayette Street Monday  
to Friday 8:30 a.m. - 4:30 p.m. District Court Civil

310 Gay Street Friday only 8:30 a.m. - noon;  
1:00 - 4:30 p.m.  
District Court Civil

Catonsville 1 Rolling Cross Road Monday  
to Friday 8:30 a.m. - 4:30 p.m. District Court Civil

# Passport Files: Download, Upload, and Share


## Nicole Kiker

Edit

My Profile Case Info Referrals **Files** Notes Tasks ...

### Files

 + Add New

File Name ↕	File Description ↕	Date Added ↕	File ↕
Divorce papers I was served with	The Oriole bird mascot served me at a home game, adding insult to injury.	06/26/2023 8:00 PM	

1 of 1 Show  records per page < Back Next >

### Tips

You can upload any document, PDF, photo, or screenshot relevant to your case. Click on Add New to add a file.

Click on the File Name to view, edit, share, or delete it. To download a file, click on the small image of the file. Then click Download File.

Go to the [knowledge base](#) for step-by-step instructions.

# The Passport: Notes

Nicole Kiker

Edit

My Profile Case Info Referrals Files **Notes** Tasks ...

## Notes

Search

+ Add New

### Notes from MCLA attorney call

Date Note Added  
10/04/2023 8:00 PM

1 of 1

< Back Next >

## Tips

Click Add New to add a note. Click on a note to view, edit, or delete it.

Go to the [knowledge base](#) for step-by-step instructions.



# The Passport: Tasks

## Nicole Kiker

Edit

My Profile Case Info Referrals Files Notes **Tasks** ...

### Tasks

+ Add New

#### Upload intake form

Task Status  
Working on it

Due Date  
10/12/2023

#### Contact OP attorney

Task Status  
Done

Due Date  
-

1 of 1

< Back Next >

### Tips

Click Add New to add a task. Click on a task to view, edit, or delete it.

Go to the [knowledge base](#) for step-by-step instructions.

# The Passport: Sharing

## Nicole Kiker

Edit

My Profile Case Info Referrals Files Notes **Share** ...

### Share

+ Add New

Email	Pin #	Access Type	Access Start Date	Access Expiration Date
mom@demo.com	-	Viewer	10/04/2023 8:00 PM	-
mclawyer@demo.com	-	Editor	10/04/2023 8:00 PM	10/12/2023

1 of 1 < Back Next >

### Tips

Click Add New to share access to this Passport. Click on a person's access type to view, edit, or delete their access.

Go to the [knowledge base](#) for step-by-step instructions.

### Access Types

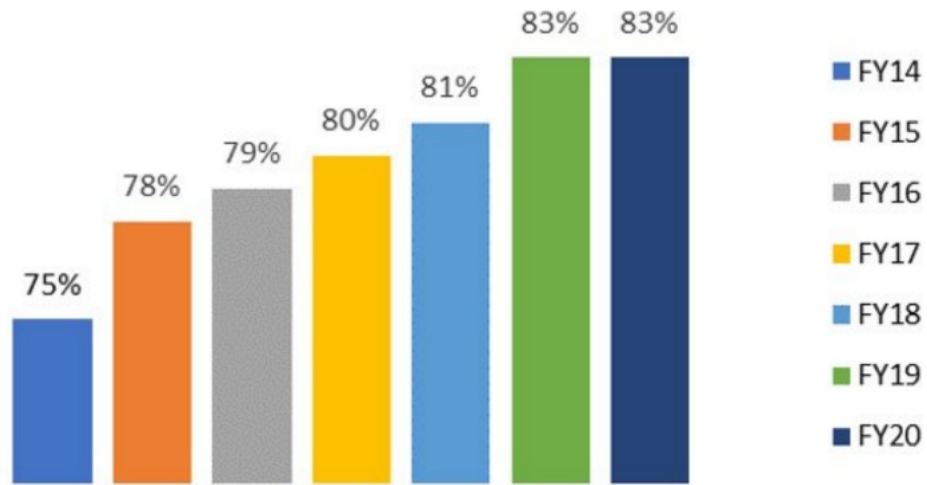
**Viewer:** can only view content. Can't edit content, add new content, or manage sharing.

**Editor:** can edit and add new content. Can't manage sharing.

**Administrator:** can edit and add new content, and manage sharing.



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# EVOLVING



MCLA

Referral  
Coordinator  
Program

Brain-  
storming

Optimizing

Technology

# Maryland Center for Legal Assistance



## Maryland Court Help

Free. Online. In Person. By Phone.

**Talk with a lawyer at a Maryland Court Help Center.**  
Get help with civil matters if you do not have a lawyer. Locations are listed on the back.

**Get help with:**

- Understanding court documents
- Preparing for court hearings
- Completing court forms
- Preparing for mediation
- Deciding what to do next
- Finding a lawyer

**Get help by phone or online.**  
mdcourts.gov/helpcenter  
410-260-1392  
**8:30 a.m. - 8:00 p.m.**

**Who can we help?**  
An individual with a civil legal problem.  
This service is provided to help you represent yourself.



**Free,** brief legal advice for civil matters

■ No cost

■ No appointment necessary

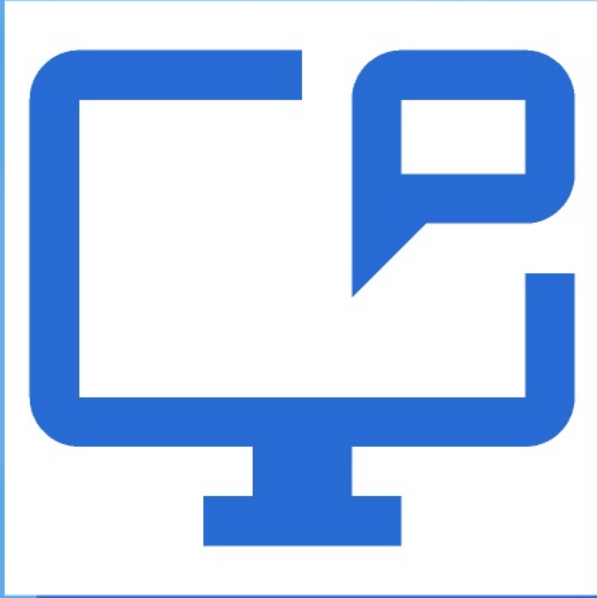
■ Representation ends with consultation

■ Can help with identifying legal issues, options, and necessary paperwork

■ Cannot represent in court proceedings

# Maryland Center for Legal Assistance

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Online



In Person



By Phone

# EVOLVING



MCLA

Referral  
Coordinator  
Program

Brain-  
storming

Optimizing

Technology



# MCLA - Passport Referral Coordinator Program: Original Idea

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## The Purpose?

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Utilize the Maryland Justice Passport to help keep litigants organized.

## Who Can We Help?

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Baltimore County litigants with housing cases.

## How Can We Help?

---

1. Documents - Upload documents for litigants to help keep them organized.
2. Notes - Upload a summary of legal consult.
3. Tasks - Provide a phone number for the litigant to contact to seek further assistance.





# EVOLVING



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### How Can We Optimize the Usage of the Passport?

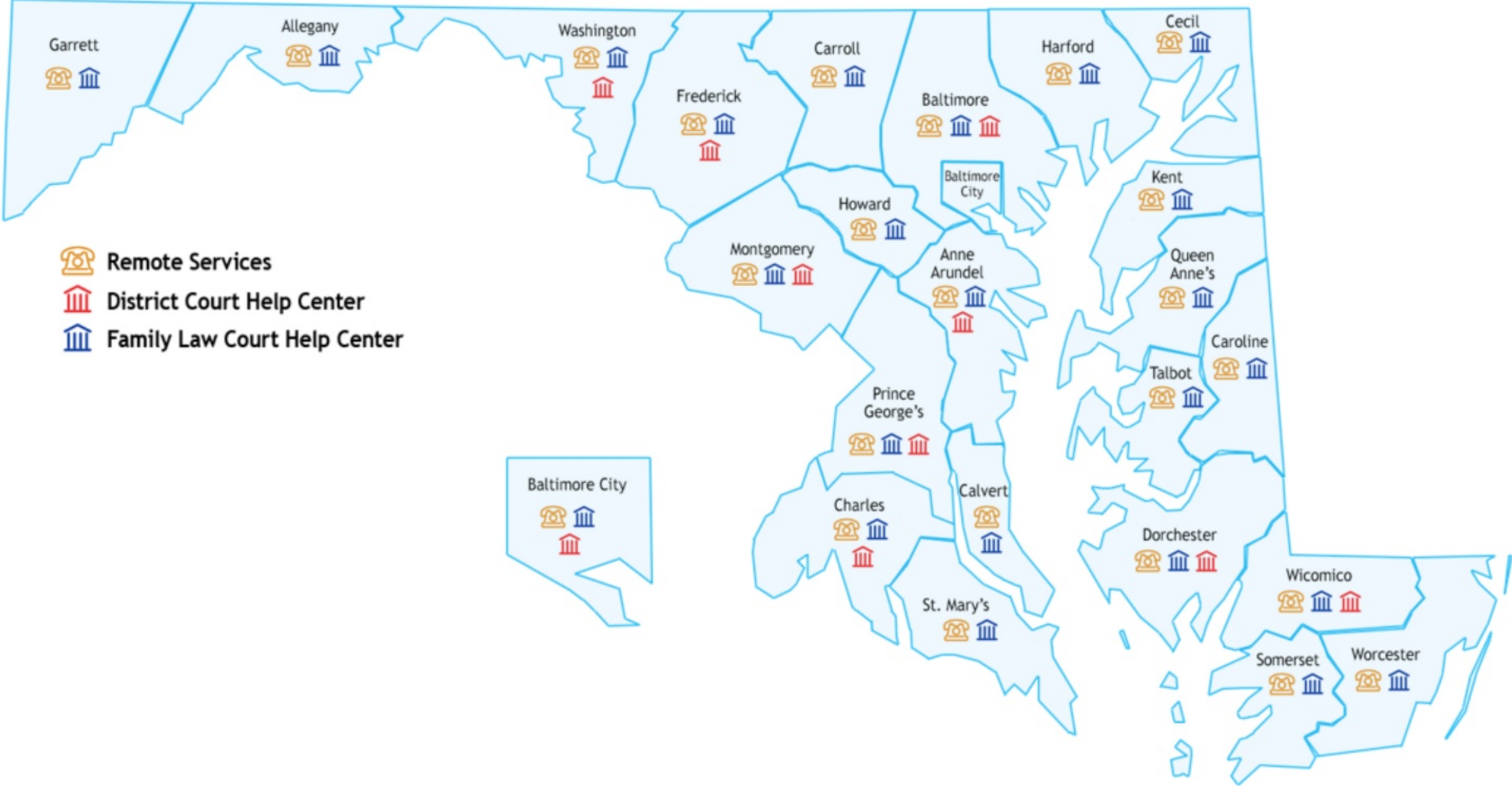
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There is a need for more litigants to benefit from the Passport.

How can we better assist litigants get connected with other service providers?

# Brainstorming: Need for More Litigants to Benefit from the Passport



# Brainstorming: Need for More Litigants to Benefit from the Passport

---

## District Court



### Locations

Landlord & Tenant  
Small Claims  
Return of Property  
Expungement  
Peace and Protective Orders

## Family Law



### Locations

Divorce  
Custody  
Child Support  
Guardianship  
Name Change  
Domestic Violence

## All Civil

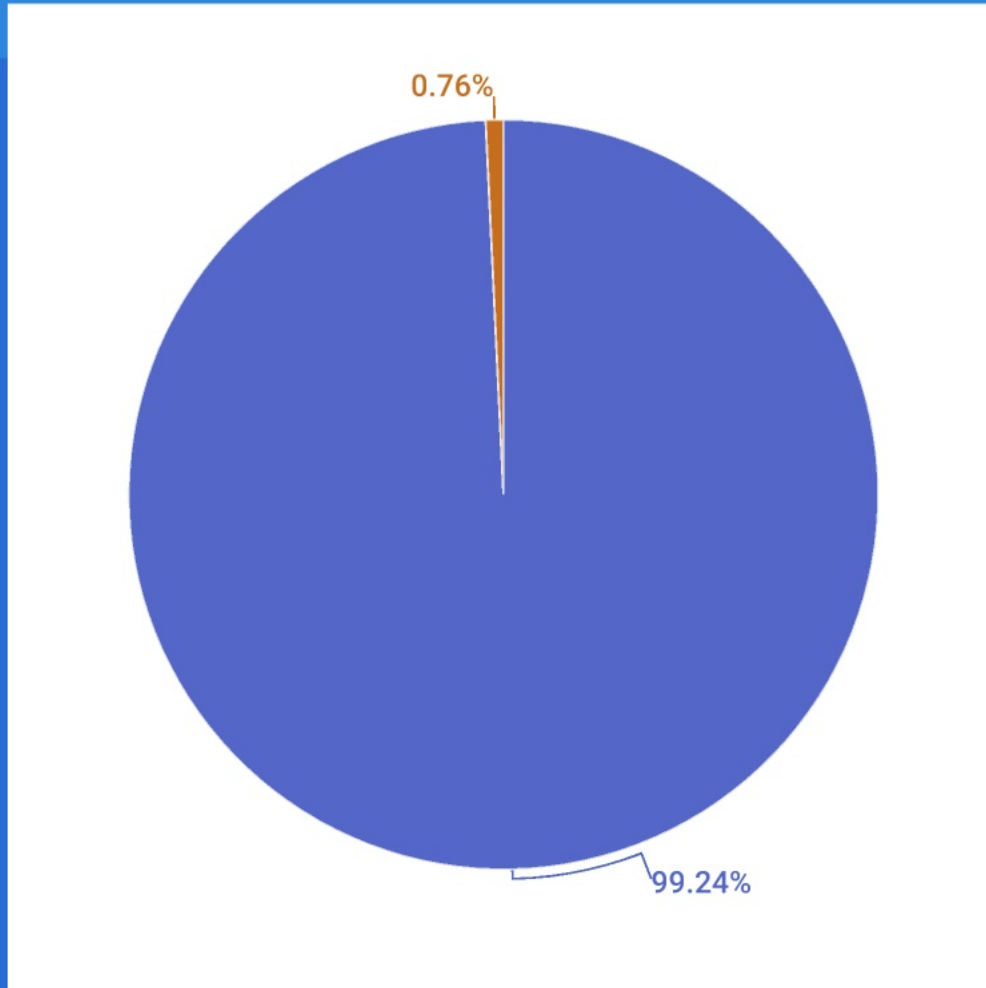


### Frederick LaPlata

Family Law – *Divorce, Custody, Child Support*  
Landlord & Tenant  
Expungement  
Small Claims  
Foreclosure

## Brainstorming: Need for More Litigants to Benefit from the Passport

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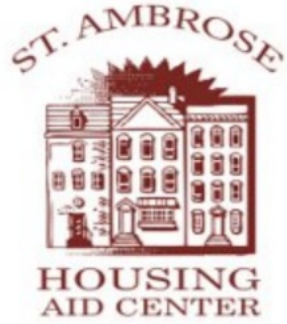


## Litigants Assisted in 2021

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MCLA advised 133,706 litigants. Only 1,025 litigants were assisted at the Baltimore County walk-in center for housing cases.





## Brainstorming: Better Assisting Litigants Get Connected with other Service Providers

---



### Litigants are Overwhelmed

When dealing with a stressful matter, one more thing on your to-do list can be overwhelming.



### Feeling Tossed Around

Litigants feel as though they are just being tossed around from organization to organization.



### Are Litigants Being Assisted?

We can instruct litigants to contact other organizations for further assistance but it is unknown if they are actually contacting and receiving assistance.



# EVOLVING



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Coordinator  
Program

Brain-  
storming

Optimizing

Technology

## MCLA - Passport Referral Coordinator Program: Optimizing the Usage of the Passport

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Utilize the Maryland Justice Passport to bridge the gap between litigants and various Maryland service providers to improve litigants access to justice. Not one person, or organization can do everything but working together, optimizing the usage of the Passport, being a piece of the puzzle, we can achieve this mission.



# MCLA - Passport Referral Coordinator Program: Optimizing the Usage of the Passport

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## How?

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Collaborating with Civil Justice, Inc.

Networking and onboarding Referral Partners to **receive referrals directly through the Passport**



## Passport Referrals Created

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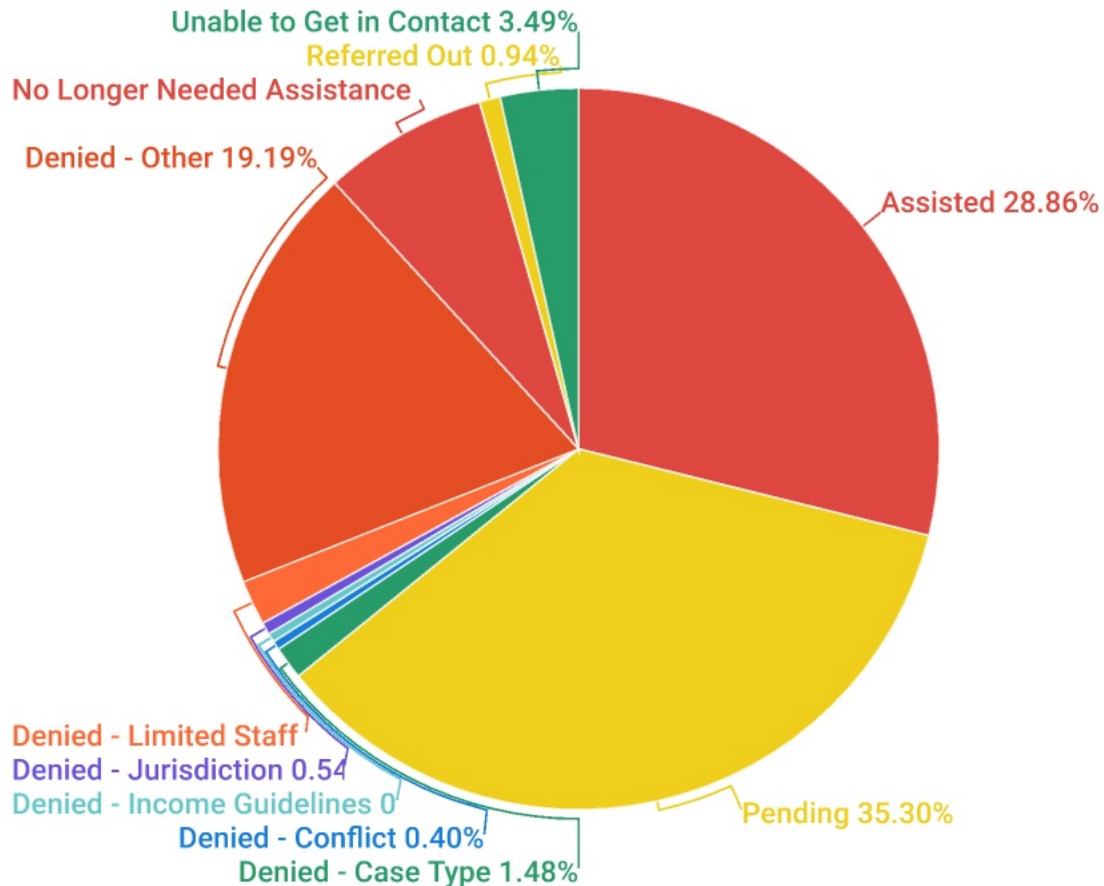
MCLA created 1,668 Passport referrals for Referral Partners from May 2021 through January 2024.



# MCLA - Passport Referral Coordinator Program: Solution, Results - Outcome

## FY 2023 Outcomes Data

MCLA created 834 Passport referrals for Partners and received outcomes data for 745 of those referrals.



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## Evolution: MJP Technology



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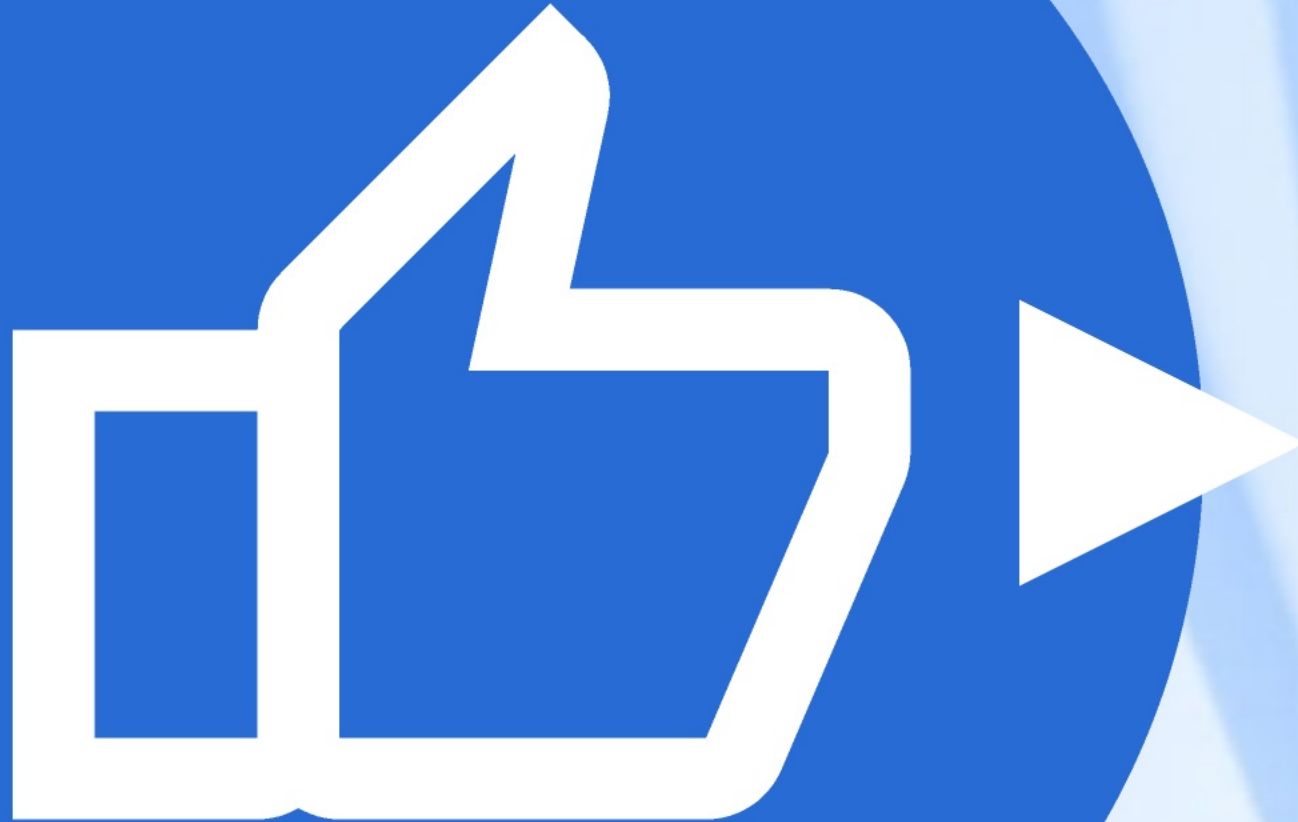
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# BENEFITS

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Data

Referral  
Partners

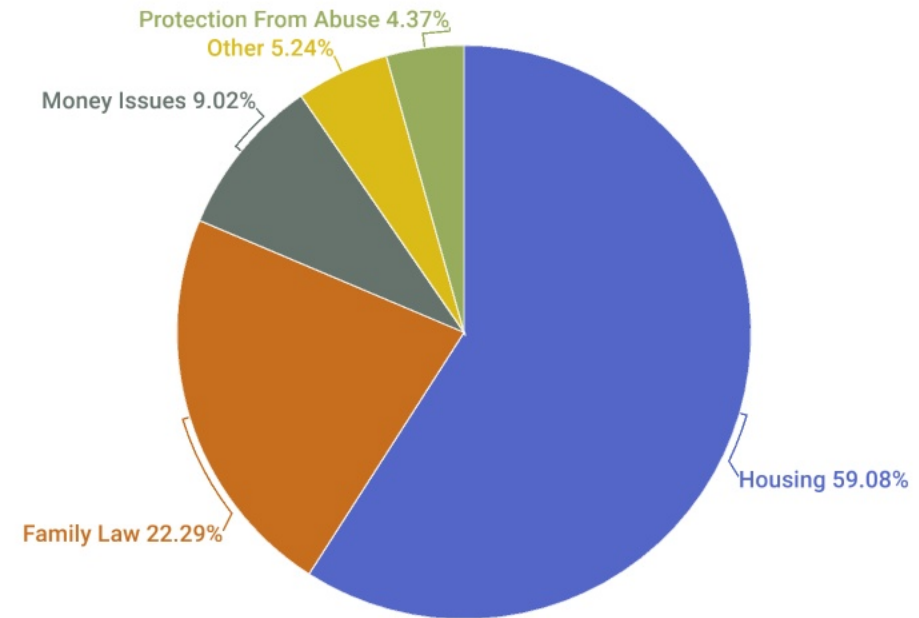


# MJP Benefits to Litigants: By the Numbers

- Over 2,500 Passports created

- Providing referrals to 64 organizations

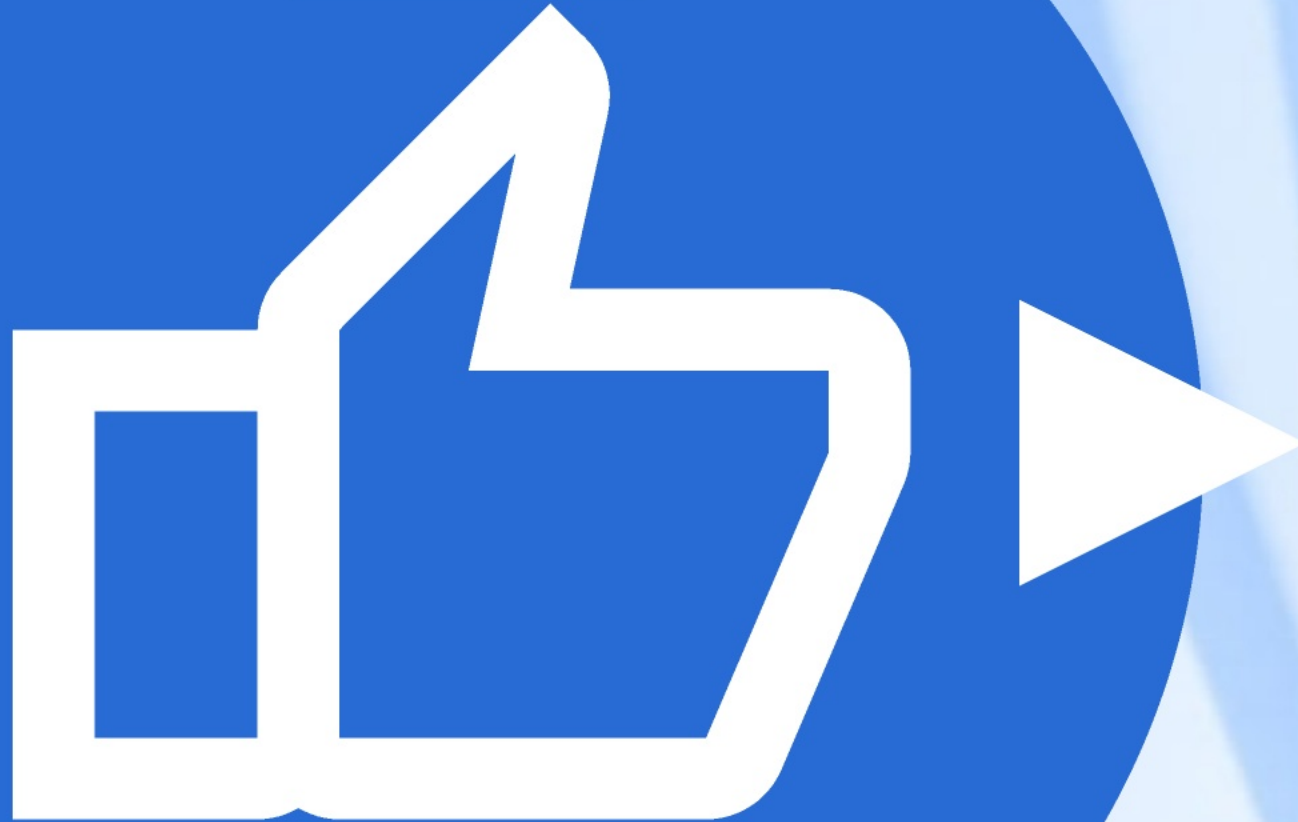
- 23 legal and non-legal programs receive automatic access to Passports and proactively contact litigants



MJP legal issues in the past 12 months

# BENEFITS

---



Data

Referral  
Partners

# Benefits: Referral Partner

---

## Screened Referrals

- ✓ Jurisdiction
- ✓ Case Type
- ✓ Services
- ✓ Time Frame
- ✓ Income Guidelines
- ✓ Pending Cases

Having Access  
Prior to  
Contacting  
Litigant

## Tailored Referrals



Name, DOB, Address for Both Parties



Annual Household Income,  
Individuals in Household and  
Relationship, SS, Childsupport,  
Employment, Unemployed



Court Documents, Lease or Rental  
Letter, Bank Statements,  
Applications

## Follow Ups

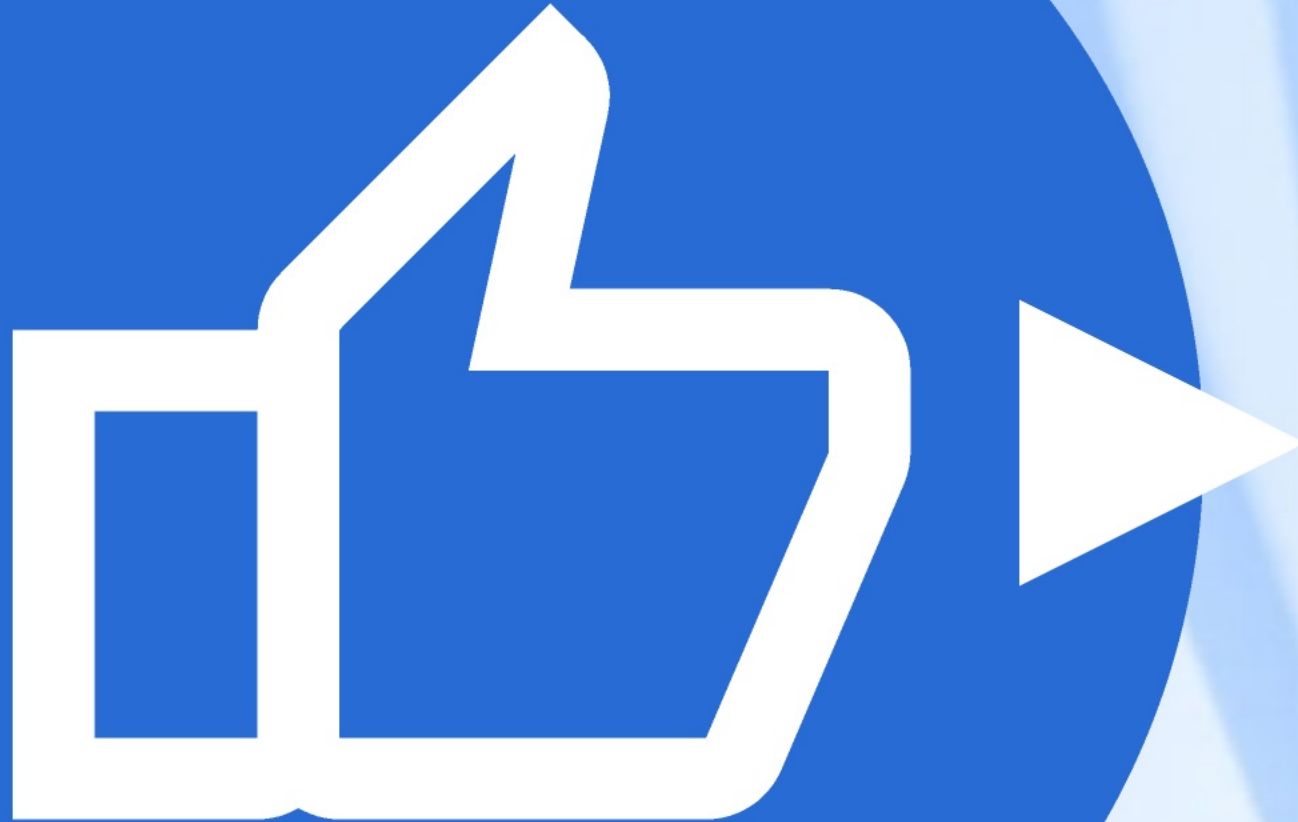
- Ensure Litigants Login
- Assist with Uploading Documents
- Ensure Litigant Answers Calls,  
Clears and Checks Voicemail

Takes Burden  
off Litigants

One Referral Partner described receiving referrals through the Passport from MCLA Referral Coordinators as "receiving a referral wrapped with a red bow. All the detail needed is there."

# BENEFITS

---



Data

Referral  
Partners

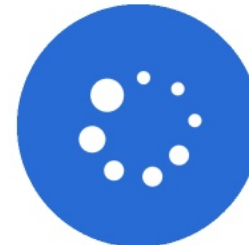


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## Passport Workflow

Self-Help Center  
Attorney gives  
legal advice and  
recommends a  
Passport

Passport created.  
Litigant Connected  
to Partner Orgs

Partner Org  
contacts litigant.  
They work  
together.

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# Innovation

CJ

1 Ownership is in Litigants hands

1

2 Trauma-informed

2

3 Streamlining for litigants **and** for partners

3

4 Designing our own platform to fit partner and litigants needs

4



# Innovation

MCLA

Pinging

1



Flexibility

2



Organized

3



Tracking access

4



# Innovation

CJ

1 Ownership is in Litigants hands

1

2 Trauma-informed

2

3 Streamlining for litigants **and** for partners

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4 Designing our own platform to fit partner and litigants needs

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## Unexpected Progression of MJP Project

### Used in ways CJ never imagined at beginning of project

- Conflict mediation
- Self-generated passports
- Housing counseling
- Rental assistance



UWCM



## Unexpected Progress: UWCM

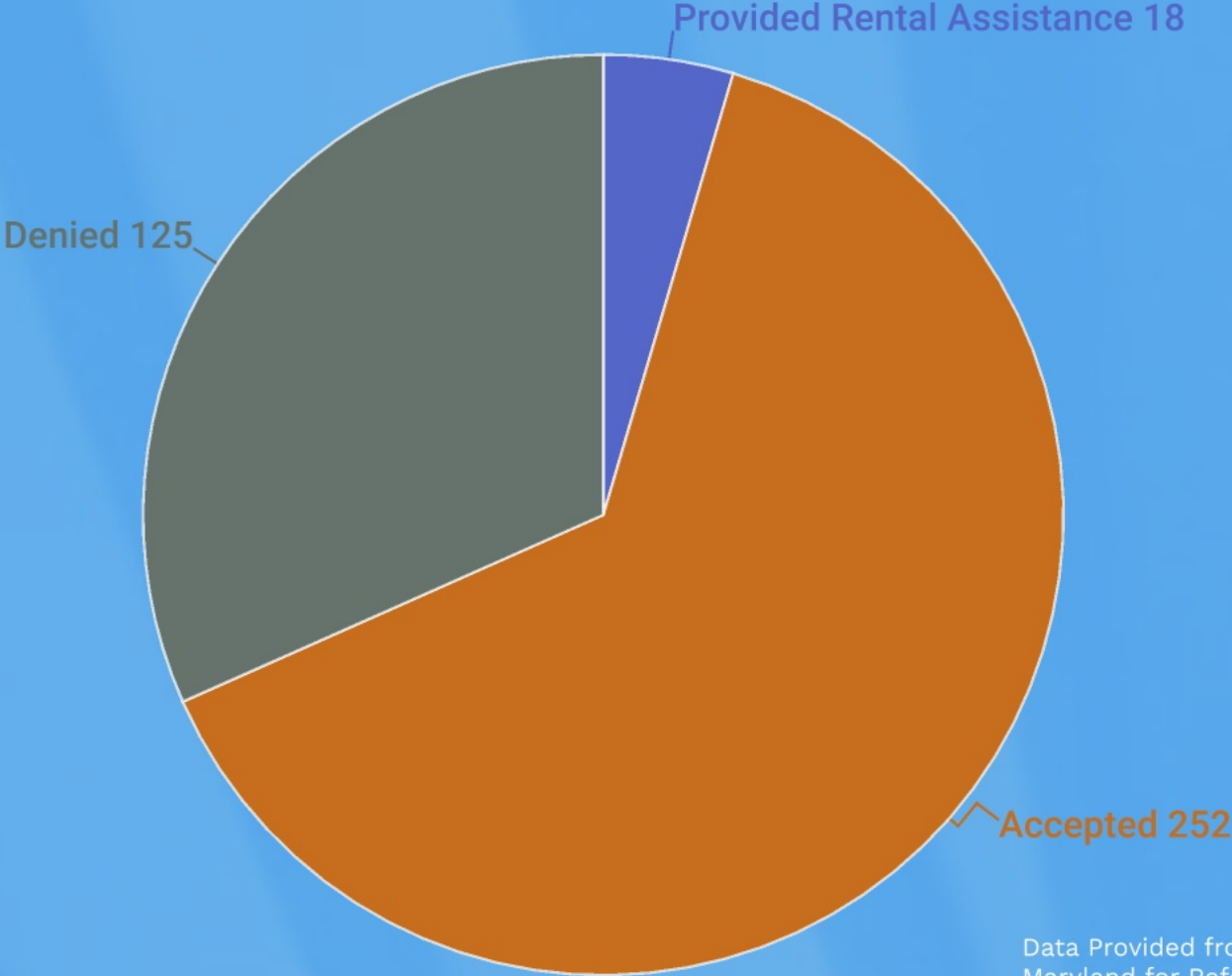
### Objective



UWCM had funding to provide for tenants facing eviction in Baltimore City. Wanted MCLA to utilize the Passport to streamline referrals.

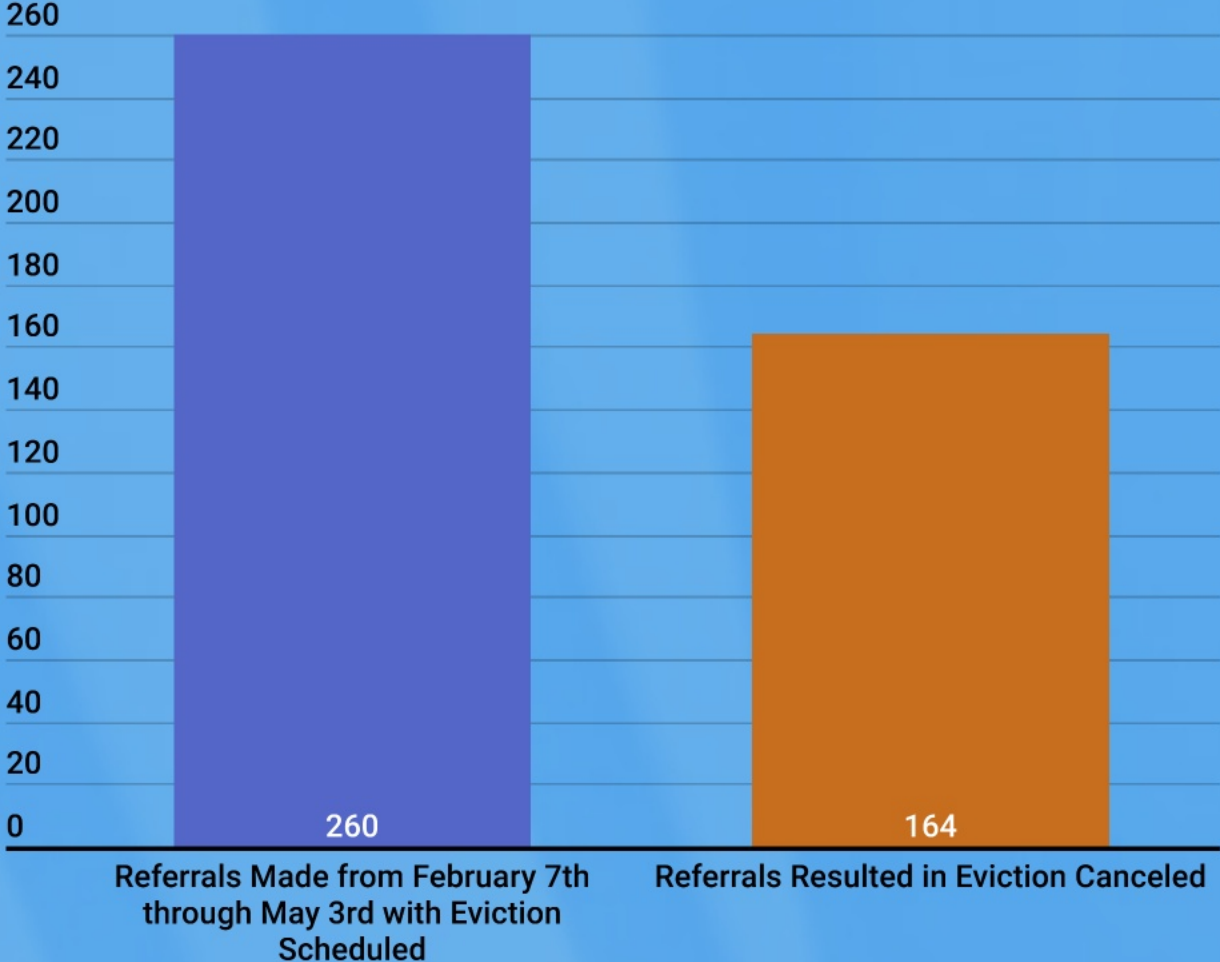
Baltimore City was cutting off their rental assistance program and UWCM needed to start the process within days notice.

# Unexpected Progress: Results - Outcomes of the 395 United Way Referrals



Data Provided from United Way of Central Maryland for Referrals Made from February 7th, 2023 through May 3rd, 2023

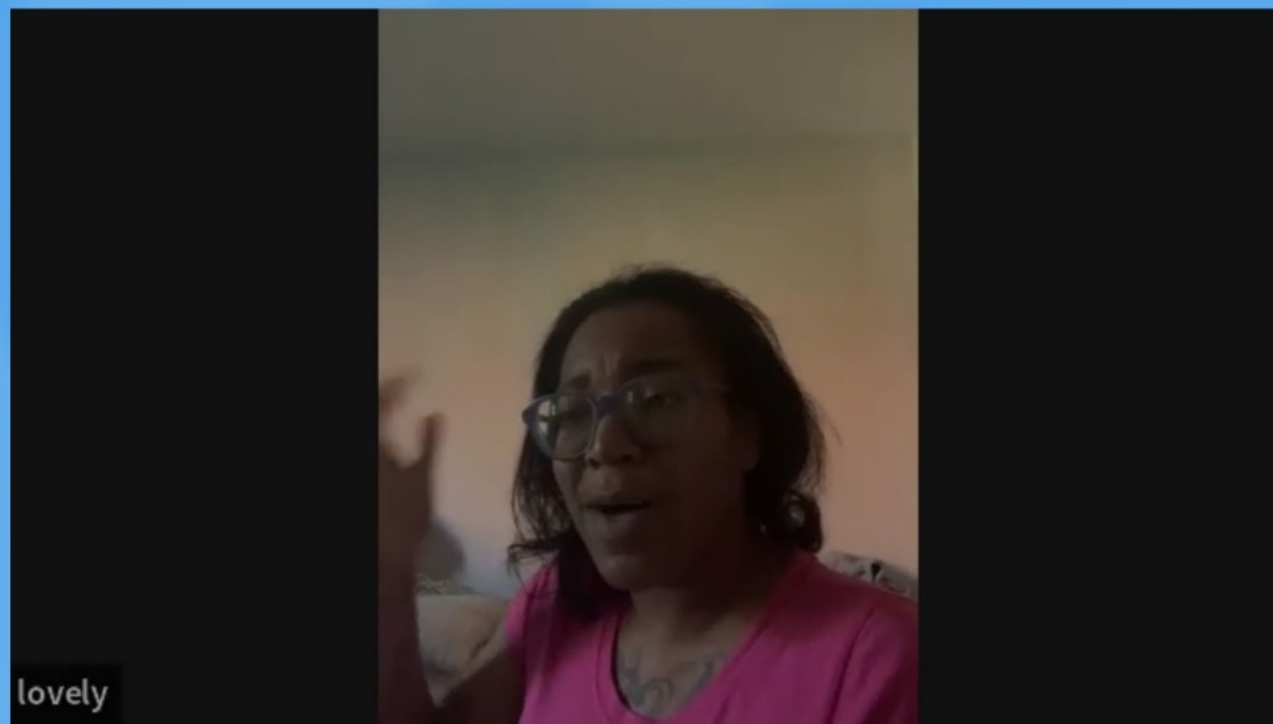
# Unexpected Progress: Results - Outcomes Eviction Related




Data Provided from United Way of Central Maryland and Follow Up Calls

## Unexpected Progress: Results - Success Story, Demand

- Baltimore City evictions
- Compounding issues
- Ongoing trauma






A woman with dark hair and glasses is speaking, wearing a bright pink shirt. She has a tattoo on her upper chest. Her right hand is raised in a gesture. The background is a plain, light-colored wall.

lovely

## Unexpected Progress: Results - Success Story, Efficient Process

- Collaborating
- Organized
- Communicating with Litigants



A woman with dark hair and glasses is speaking. She is wearing a bright pink t-shirt. The background is a plain, light-colored wall. The video is framed by dark bars on the left and right sides.

lovely

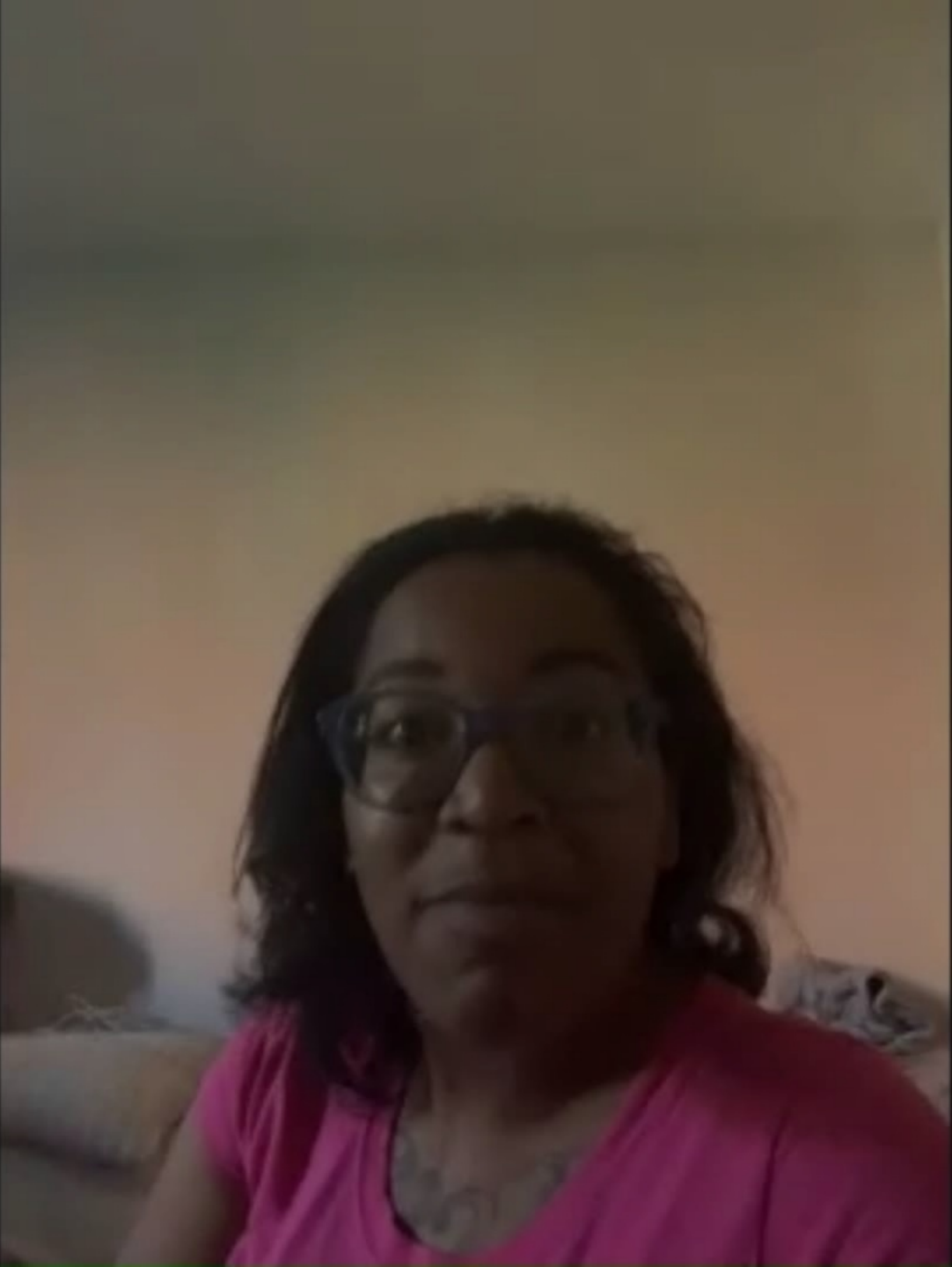
## Unexpected Progress: Results - Success Story, UWCM

---

- Utilizing MJP
- Litigant tasks
- Executing quickly






A woman with dark, wavy hair, wearing glasses and a bright pink t-shirt, is shown in a video call. She has a tattoo on her upper chest. The background is a plain, light-colored wall. The video call interface is visible, with a dark grey bar at the bottom containing the name 'lovely' in white text.

lovely

## Unexpected Progress: Results - Success Story, Outcome

- Mission
  - Optimizing the usage of the Passport
  - Providing hope
  - Making a positive difference



A close-up shot of a woman with dark, curly hair and glasses, wearing a bright pink top. She has a surprised or excited expression, with her mouth slightly open and her hand near her chin. The background is a plain, light-colored wall.

lovely

## Unexpected Progression of MJP Project

**Used in ways CJ never  
imagined at beginning of  
project**

- Conflict mediation
- Self-generated passports
- Housing counseling
- Rental assistance



UWCM

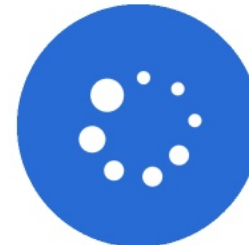


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# FUTURE



Further  
Innovation

# Future of MJP: Further Innovation

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- ACE-CIS

- Integration with case management systems



# FUTURE



Further  
Innovation

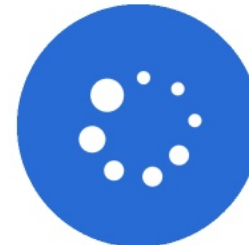


# Maryland Justice Passport

**2022  
MAACM  
AWARD  
WINNER**



VISION



EVOLVING



BENEFITS



EFFICIENT



INNOVATION



PROGRESSION



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