Committee Meeting
9/2/20

- Present
    - Karen Anderson-Scott
    - Franklyn Baker
    - Aleithea Warmack
    - Andre Davis
    - Brenda Gruss
    - Chijioke Akamigbo
    - Cynthia Terry
    - Hannibal Kemerer
    - Helene Raynaud
    - Joan Bellistri
    - Juliana Bell
    - Lydie Glynn
    - Marceline White
    - Matthew Stubenberg
    - Michele Honick
    - Raquel Coombs
    - Rob Daniels
    - Roberta Gill
    - Steve Sakamoto-Wengel
    - Susan Erlichman
    - Zafar Shah
    - Zenita Wickham Hurley
    - AP Hennen
    - Tamar Sarnoff
    - Anthony Davis
    - Jay Hutchins
    - Reena Shah
- New members/observers
    - Many joining from steering committee as well as other committee co-chairs participating today because of Town Halls
- PREC Recap
    - Preparing for reports - any questions for circulated forms to help committees develop recommendations
        - Asked turn in today
        - In preparation for December as well as September 17th Task Force meeting

- - ○ Then consolidate/review - put before steering committee and AG to be put out to Task Force members
      - ■ Hoping that ideally, Task Force members could come with feedback and participate in a discussion as opposed to presentations by committee co-chairs
    - ○ Canceled for this week to provide more time
      - ■ Considering adding October Task Force meeting as well
      - ■ Would provide two opportunities to engage Task Force around all the issues prior to December
- Upcoming town hall dates
  - ○ Eviction town hall on Monday
    - ■ Thank you to all those that helped out
    - ■ Operating in very tight time frame
      - ● With more time we WILL publicize more
    - ■ Would like to tighten up how questions are submitted
    - ■ Recorded and accessible via attorney general's website
      - ● Make available to networks
    - ■ Committee members should be given feedback
      - ● Reena sent to co-chairs
    - ■ Monday was as much about gathering info and feedback as it was to get information out
  - ○ Next series
    - ■ September 23 - consumer protection
    - ■ 30th - housing
    - ■ Oct. 7 - SANE
    - ■ 14th - econ and food security
    - ■ 21st - life and health planning
    - ■ 28th - floater date
      - ● Does anyone want instead of assigned date?
  - ○ Please let the committee know if there is anything you want to see for your committee
    - ■ Send over to Karen or Franklyn to be discussed in future meeting
  - ○ Thoughts to change name
    - ■ This was less of an opportunity to engage the AG more of a community discussion and sharing platform
- Point of entry
  - ○ At least 5 organizations on table that could connect to some service provider
    - ■ 211

- - - People's law library
    - Self-help
    - MLSC, etc.
  - Umbrella should recognize all those that could be a part
  - Then collect data
    - What data points should be asked?
      - Call volume
      - Capacity
      - Number of people helped
      - Type and level of assistance provided
      - Referral provide
      - Outcomes
      - Demographics
      - Scripts
    - Calling this an audit - taking account of
    - Goal is creating world class platform to get people connected with services
    - Are there any other data points that should be added?
      - Civil legal aid subcommittee is creating a survey
        - Will work on sharing survey with everyone
  - Conversation is really:
    - Lots of different platforms
    - Or, one main platform
    - Can't just have call this number to call this other number to call another number
  - What are the pros/cons of each
    - Dependent on existing platforms
      - How well do existing services work?
    - SERVICE AND CONNECTIVITY ARE PRIORITIES
      - Then fiscal cost
  - History of single point of entry
    - MLSC do make referrals but they are not a referral service and would prefer to not be promoted that way
      - There are better places to get people help faster and make referrals in a more effective manner
      - Major funding sources have been decimated
        - Without funding they can do extraordinary intake but cannot serve without delivery system

- - - Eviction halt through end of year has decimated MLSC funding
    - How to create platform to help before court
      - What other organizations are pre-court
        - Been discussing micro-sites
        -
    - 211
    - Self-help centers
    - Libraries - public and court
      - Law libraries are helping to train public law libraries
      - No subject matter or income restrictions
      - A2J has 6 trainings scheduled on different topics
        - These could be used for other providers
    - Issue is capacity of organizations we are sending people to
    - Would need to ask so many questions on front end to determine which organization someone needs to be filtered to
      - Too many questions will lose people along intake process
        - Then transferring that information would be very technically challenging
    - One-point of access seems to be too heavy a lift
      - NJ has collection of sources in one place
        - But do not give handoffs to service providers
      - May be ideal but is just not feasible
        - Maybe 3 would be more acceptable
    - Send request for data to contacts from existing organization
    - Need list of organizations and data points we would like to get from them
      - ID contact information, distribute letter request
    - How do we frame this ask?
      - Where do people who need services happen to go now
    - We need to know what to put where
      - Consumer - one hotline to put on billboards
      - Or, why not bolster what already exists
      - What will the task force advertise publicly for people to go to and get help
        - And ensure the back-end things are worked out
    - Would make most sense to have PREC take the lead
    -
- questions/comments/suggestions