

Lydie Glynn9:03 AM

Good morning everyone

You9:04 AM

Today's Agenda:

[https://docs.google.com/document/d/1UFn8UPu4V38szA8HiPOra\\_FbuH-oUJa4ZxLm5vzIGrM/edit](https://docs.google.com/document/d/1UFn8UPu4V38szA8HiPOra_FbuH-oUJa4ZxLm5vzIGrM/edit)

Juliana Bell -MDH-9:04 AM

Good morning, Lydie!

Zenita Wickham Hurley9:06 AM

Judge Davis and I are also here to discuss the point of entry issue

Raquel Coombs9:14 AM

English Town Hall: <https://youtu.be/NnkxHLogy40>

Spanish Town Hall: [https://youtu.be/\\_x3DLo0jzxo](https://youtu.be/_x3DLo0jzxo)

Zenita Wickham Hurley9:15 AM

I think it just went to the cochairs

You9:19 AM

Town Halls Calendar:

<https://docs.google.com/spreadsheets/d/1IXbGGe91EDISqCVxtUsTd6u20LeikJdiYpSfUqXz60Y/edit#gid=0>

zafar shah9:19 AM

Thanks, Judge!

Juliana Bell -MDH-9:22 AM

Our Community Outreach Subcommittee chair attended the English language town hall and was favorably impressed. Our committee (L&HP) will be working with you to try to increase the opportunity for interactive feedback, as we seek a forum that will allow community members to speak so that we can identify what experiences they may have had that we have not contemplated, as well as whether our proposals are useful to them.

Marceline White9:27 AM

Yes, from our(consumer protection) perspective, a warm hand-off is critical rather than giving someone yet another number for them to call and seek help

Steve Sakamoto-Wengel9:30 AM

What time period are you looking at?

Andre Davis9:32 AM

I would say ASAP on an ongoing basis

Marceline White9:32 AM

Also given the newCDC federal eviction moratorium, does this affect the timeline to roll this out and the short & longer-term needs for many consumers?

Steve Sakamoto-Wengel9:32 AM

Thanks. I was more asking about past year? Past 3 years?

Andre Davis9:33 AM

I would say absolutely.

Aracely Panameño9:34 AM

The CDC moratorium does not prevent the assessment of fees and charges, nor does it prevent landlords from trying to collect, is that correct?

Chijioke Akamigbo9:35 AM

I think we need to figure out exactly how the CDC moratorium might work. It appears to only be an affirmative defense

Andre Davis9:35 AM

I think that is correct and there are many other open issues.

Zenita Wickham Hurley9:36 AM

Data

# served

Populations served

Level of service provided

Internal Scripts

Ability to Triage and Refer Cases

Type of Referral

Joan Bellistri9:37 AM

Consider that public libraries and law libraries are access points for many needing legal help and information. Libraries serve all no matter subject matter (unlike the Court SHCs) and, income. Great partners for public awareness. Public law libraries have insight into needs of those requesting help in the courts.

zafar shah9:37 AM

Aracely - that's right. Rent, fees still due. Collections still allowed. And evictions "for reasons other than nonpayment" are still allowed

Marceline White9:38 AM

so it doesn't address THO issues? I knew there were loopholes but hadn't had a chance to look at this in depth yet

Juliana Bell -MDH-9:39 AM

I'm sorry; I don't think I have enough information about the various options to respond to your inquiry. Standing up a single point of entry web site is an enormous lift, necessitating an RFP, software purchases, software configuration, ongoing help desk backup, software maintenance and update purchases and, ideally, trained call center staff to field calls for whom the web site is not helpful or accessible. Generally, this costs millions of dollars.

If you are contemplating only existing self-help centers, those that already have the above characteristics/abilities would be key, I would think.

Zenita Wickham Hurley9:42 AM

At this point we are asking everyone to focus on identifying existing entry points and then collecting data to help us analyze next steps

Aracely Panameño9:43 AM

I think we have to do a major public education campaign utilizing all media distribution channels.

Joan Bellistri9:43 AM

Libraries!

Aracely Panameño9:44 AM

The Forms & Notices subcom is working on a microsite to provide resources. But ppl are not in the system until they are summoned

Juliana Bell -MDH-9:44 AM

L&HP has put together a directory of entities that provide services related to our subject matter focus that we can share with PACE (if we have not already).

Joan Bellistri9:44 AM

Law libraries are providing legal information training to public libraries in Maryland starting 9/16.

Steve Sakamoto-Wengel10:04 AM

A number of the organizations have annual reports that include some of the information being sought. Do we have resources who could compile data from those reports?

Anthony Davis10:04 AM

Maryland Legal Aid has 12 office across the State and we have various intake methods (walk-in, online, telephone), as well as community lawyering initiatives such as lawyer in the library and other outreach methods. As the Director of Advocacy for Consumer Law, I could assist in data collection.

Joan Bellistri10:09 AM

again - libraries for info and referrals especially with the Peoples Law Library. As long as we can have an extensive referral list.

Aracely Panameño10:12 AM

I want us to be mindful of language access issues as we continue awareness and resources

Andre Davis10:13 AM

Excellent point!

