New York State IOLA Fund Justice Infrastructure Project

– Convening: Statewide Support Function –

January 16, 2025

TODAY'S OBJECTIVE

1. Review Justice Infrastructure Project Vision

2. Review what IOLA has learned

3. Identify key features of statewide support in NY

4. Identify initial considerations and decisions

5. Develop Consulting Groups

STATEWIDE SUPPORT FUNCTION

Reduce Duplication - Enhance Quality - Amplify Impact

1. Improve **consistency** and **efficiency** for the legal services community

2. Identify opportunities for **coordination**, fostering **collaboration**, improving **awareness** of legal services

3. **Support legal services organizations** seeking assistance with technology, policies, governance, training, and other functions

4. Functions would exist and **operate independently of IOLA**

JIP PHASE 1 OBSERVATIONS
- STATEWIDE SUPPORT -

Reduce Duplication - Enhance Quality - Amplify Impact

- Maintain resource directory
- Legal information (e.g. videos)
- Outreach and social media
- Maintain pro se resources

- Training (attorney, judicial, CBOs)
- Subject area technical assistance
- Coordinate listserves
- Share best practices (e.g. conferences)
- Develop policy and procedure templates

- Provide technology assistance
- Develop AI tools
- Cultivate knowledge management

- Manage coordinated intake
- Coordinate data collection
- Strategic, coordinated statewide advocacy

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JIP PHASE 2 RESEARCH
- STATEWIDE SUPPORT -

Jurisdictions we connected with: **California, Michigan, Minnesota, Pennsylvania, Texas**

Features of other statewide support functions:
- Dedicated Funding for Statewide Support

- Knowledge Management

- Local / Regional Statewide Support Centers
- Training
- Place-Based Justice Initiatives / Kiosks
- Technical / Subject Area Support
- Coordinated Statewide Call Center / Intake
- Technology Support
- Coordinated Data Collection

- Directory Management
- Wellness Services
- Pro Se Resources Content Management

- Language Access / Translation
- Research
- Communications / Outreach
- Impact Litigation
- Listserve Management

STATEWIDE SUPPORT FUNCTIONS GROUP DISCUSSION

Reduce Duplication - Enhance Quality - Amplify Impact

What features do we want in New York?

BREAK

STRUCTURE OF STATEWIDE SUPPORT

Identify initial considerations and decisions

- Governance/participation

- Staffing

- Funding

- Services

- Other?

STATEWIDE SUPPORT RESOURCE MAPPING

Identify and gather specific resources in use

- Identify Justice Infrastructure Project Point Person
- Monthly email request for certain topics (e.g., flyers)
- Link to upload information or reply with questions / comments

STATEWIDE SUPPORT CONSULTING GROUPS

Developing recommendations to initial considerations

- IOLA Forms Consulting Groups (Jan.)

- Virtual Meetings (geographic & programmatic diversity)

- 4 Month Commitment (Feb. – May)

- Brief Report of Recommendations (May)

- Compensation: $5,000 per organization

Thank you!

Questions?