Lifeline of an ABA YLD FEMA Hotline

1. Natural or man-made disaster occurs.
2. President declares disaster area.
3. FEMA determines that Disaster Legal Services are needed.
4. Contact occurs between FEMA Field Officer and ABA YLD DR.
5. DLS Director contacts appropriate ABA YLD District Representative (DR).
6. FEMA contacts ABA YLD Disaster Legal Services (DLS) Director.
7. DLS Director receives letter of Intent and Funding Letter from FEMA.
8. ABA YLD District Rep establishes hotline and works with FEMA to distribute hotline number.
9. Calls coming into hotline are handled upon receipt, or if more complicated, intake sheet is passed onto referral attorney.
10. Attorneys who are licensed in the state may take pro bono cases.
11. People who volunteer to answer calls on the hotline must travel to hotline location, we cannot route calls elsewhere.
12. Attorneys who are licensed in the state may answer legal questions while answering calls on hotline; attorneys not licensed in the state and all others may only fill out client intake forms which will be sent to attorneys who have volunteered to take pro bono cases.
13. ABA YLD DR maintains daily tally of calls and reports totals to DLS Director and FEMA Field Officer on weekly basis. DLS Director sends weekly report to FEMA Headquarters.
14. Calls slow down – ABA YLD DR works with DLS Director and FEMA to determine appropriate time and manner of terminating hotline.
15. Final tallies sent to DLS Director and FEMA Field Officer. DLS Director sends final tally to FEMA Headquarters.
16. Expense reimbursement requests should be sent to FEMA Field Officer for initial approval then to the ABA Chicago office for processing. Please keep receipts to substantiate your reimbursement requests.
Disaster Legal Services Training Session

American Bar Association
and
Federal Emergency Management Agency

June 12, 2010
ABA Headquarters
Chicago, Illinois

www.abanet.org/disaster
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ABA YOUNG LAWYERS DIVISION
DISASTER LEGAL SERVICES (DLS)

AGENDA

Welcome and Introductions
Matt Besmer, DLS Director and Elizabeth Blair, DLS Vice Director

Overview of the DLS Program
DLS Team; Matt Besmer, DLS Director and Elizabeth Blair, David Nguyen, and Michelle Westcoat, DLS Vice Directors

FEMA Presents

Legal Services Corporation (LSC) – John Eidleman

Special Committee on Disaster Response and Preparedness – James Baillie

The ABA YLD Response to a Disaster and Implementing the DLS Program – Matt Besmer
TRAINING OUTLINE

Welcome and Introductions – Matt Besmer and Elizabeth Blair

Overview of the DLS Program and Meet the Entire ABA YLD DLS Team

I. Brief history
   A. Federally mandated program
   B. FEMA responsible with carrying out federal mandate
   C. FEMA carries out mandate through partnership with ABA, which in turn partners with various legal aid groups, disaster responders, and bar associations

II. Brief explanation of when DLS is implemented - DLS may be implemented after the President declares an area a major disaster and FEMA requests DLS services

III. DLS Mission and Objectives - Ensure major disaster victims have access to pro bono legal help

IV. Brief explanation of how DLS accomplishes its mission and objectives
   A. When FEMA requests DLS, the ABA works with district representatives who work with local legal aid groups, law firms, and bar associations to deliver pro bono legal services
   B. DLS is delivered via a hotline and/or onsite at a Disaster Recovery Center (DRC) where disaster victims can connect up with an attorney
   C. DLS is in whole a volunteer program in which the District Representative (DR) is responsible for the following:
       - Coordinating the setup of the hotline
       - Recruiting volunteers to manage the hotline calls and the walk-ins at the DRC
       - Assist disaster victims so their legal needs can be met

V. Brief overview of partners and ABA Sections
   A. FEMA and the ABA YLD are the primary partners in the DLS program as outlined in the MOA (see tab 2)
   B. Legal Services Corporation is an umbrella organization for legal aid groups throughout the country
   C. ABA Special Committee on Disaster Response and Preparedness is available to assist in mitigating and developing the relationship between the DR and the state and/or local bar associations and are willing to provide their disaster expertise if needed
   D. ABA Pro Bono Program will post hotline information, press releases, etc. on the ABA Disaster Website www.abanet.org/disaster
FEMA

I. Brief overview of structure

II. Brief overview of mission and objectives

III. Brief overview of the disaster declaration process
   A. Disaster strikes and the Governor requests the President to declare the area a major disaster
   B. President declares area a major disaster
   C. The disaster declaration triggers implementation of certain Individual Assistance programs

IV. Brief overview of the Individual Assistance programs
   A. Unemployment
   B. Housing
   C. Disaster Legal Services (DLS)

V. FEMA’s role in DLS
   A. Evaluate area and victims impacted by a major disaster to determine need for DLS
   B. If DLS is determined, FEMA informs the YLD DLS Director of the declared area and they follow-up with a Disaster Declaration, Letter of Intent (LOI), and Purchase Order (PO) for $5K to initiate the program (see tab 11)
   C. Provide DRC access to DLS participating attorneys

Legal Services Corporation (LSC) – John Eidleman

I. Brief overview of LSC
   A. Federal roots
   B. Mission and objectives

II. Brief explanation of where LSC legal aid groups are located throughout the country

III. Brief explanation of LSC’s role in disasters
   A. LSC maintains its primary mission of serving the legal needs of low income persons
   B. These legal needs may be complicated or increased because of a disaster
   C. LSC partners with the ABA in a couple of ways
      - It may host the DLS hotline
      - It may provide attorneys to represent low income disaster victims who meet LSC income parameters
Special Committee on Disaster Response and Preparedness – James Baillie

I. Brief overview
II. Mission and objectives
III. Role with DLS
IV. Committee members as a resource to ABA YLD

ABA YLD response to a disaster and implementing the DLS program

I. Contractual obligations

A. Familiarize yourself with the Memorandum of Agreement between FEMA and the ABA YLD (see tab 2)
B. Proceed with establishing the hotline only once the Letter of Intent LOI is received to ensure reimbursement of expenses
C. Purchase order will follow and DR needs to take note of the terms of purchase order (term date and amount) so as not to exceed them. Prior approval is required from FEMA by way of an amended purchase order to exceed the terms.

II. Hotline assistance

A. Upon receipt of the Letter of Intent proceed with hotline setup
   - See lifeline of an ABA YLD / FEMA hotline power point
   - Hotline usually housed by state bar
   - Hotline callers usually screened by state bar staff members
   - Screened callers sent to district representative for assignment to volunteer attorneys
   - Hotline must be toll free

III. On-site assistance - Staff booth at Disaster Recovery Centers (DRC)
   - Work with field representative to coordinate

IV. Volunteer recruitment

A. Contact state and local bars to let them know of need
B. Contact local legal aid groups - refer to contact lists distributed by Legal Services Corporation
C. Contact the pro bono counsel of larger law firms
V. Hotline publicity

A. Local / state media press releases

- State Bars will usually draft the press releases
- All press releases must be reviewed by ABA Media Relations before released. Forward a Microsoft Word document of the press release for review to the YLD Staff Liaison Gina Sadler and the Public Relations Specialist Tamiko Lee (see tab 13 for DLS contact list)
- Once the press release is finalized they can be sent to TV stations, newspapers, radio stations, local churches, third party agencies (Red Cross, Food Bank), etc. Also, the DR needs to send a PDF version of the final press release to YLD Staff Liaison - Gina Sadler for historical purposes and to ensure it gets posted on the ABA Disaster Website

B. ABA Center for Pro Bono will publicize disaster 800 numbers, press releases, volunteer requests, etc. on the ABA Disasters Website at link www.abanet.org/disaster

VI. Volunteer training

A. DLS manual

- Overview of DLS program
- Overview of typical legal questions
- List of third party organizations
- Go-bys

B. District representative instruction

- Cannot charge or accept a fee
- Must be low income victim at the time of the call

VII. Assignment of cases to volunteers

A. Done through the district representative in smaller disasters
B. May be done through third party for large disasters
VIII. Reporting requirements

A. District representative reports on a weekly basis to FEMA Field Representative; Staff Liaison - Gina Sadler; and the YLD DLS Team – Matt Besmer, Elizabeth Blair, David Nguyen, and Michelle Westcoat (see tab 12 for tally sheet sample)

- Number of calls (with weekly total and grand total columns)
- Types of calls
- Number of volunteers
- Number of cases opened and closed

B. Shut down of hotline

- District representative works with FEMA field representative to determine the appropriate time to shut down the hotline
- Appropriate time is when the hotline is not receiving any calls after a reasonable period of time

VIII. Submission of Disaster Approved Expenses

A. District Representative will need to submit for the disasters approved expenses within 30-days of hotline closure. Expense reimbursement requests should be sent to the FEMA Field Officer for initial review and approval and copy the YLD Staff Liaison - Gina Sadler. The following is required and should be included when submitting

- Detailed invoice from the bar association that incurred the expenses to the American Bar Association – attn Gina Sadler (see tab 13 for the DLS contact list)
- Must include backup pertinent receipts and invoices, tallies, approval e-mails, etc.

If ever in doubt on the process contact Gina Sadler with questions

B. Once invoice and backup is submitted to the FEMA Field Officer and YLD Staff Liaison the following steps must occur before ABA can process the payment

- Submission is reviewed for accuracy and completeness by FEMA and ABA
- ABA creates an invoice and includes with the reimbursement packet received from the DR and submits to FEMA Headquarters for their review
- Once FEMA approves expenses they will process the ABA’s invoice through a wire transfer
- Upon receipt of the funds the ABA will then processed the invoice submitted from the bar association to the ABA for payment
X. Timeliness concerns

A. When DLS is activated (Letter of Intent - LOI is received) the hotline must be set up within a short period of time (48 hours is ideal)
B. When a disaster victim calls a hotline, the victim’s call must be returned within 48 hours
C. DLS reports must be sent each week
D. Preplanning - In your absence due to a vacation, etc. be sure to inform the YLD Staff Liaison; DLS Team; and the Administrative Director know who they should contact in the event of a disaster in your district

XI. The role of the national district representatives

A. Provide access to translation services
B. Assist with recruitment efforts if needed

XII. Table Top Mock Disaster Exercise
MEMORANDUM OF AGREEMENT BETWEEN THE FEDERAL EMERGENCY MANAGEMENT AGENCY AND THE AMERICAN BAR ASSOCIATION REGARDING DISASTER LEGAL SERVICES

1. PARTIES

The parties to this Agreement are the Federal Emergency Management Agency (FEMA)/U.S. Department of Homeland Security (DHS), and the American Bar Association (ABA) on behalf of its Young Lawyers Division (YLD).

2. AUTHORITY

a. Each party warrants and represents to the other that it has the authority to enter into this Agreement.

b. FEMA is authorized to provide Disaster Legal Services ("DLS") to disaster victims pursuant to 42 U.S.C. Section 5182 and 44 C.F.R. Section 206.164 when the President of the United States declares a major disaster under the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1974, Public Law 93-288, as amended (the Stafford Act), 42 U.S.C. 5121, et seq.

3. PURPOSE

a. The purpose of this Agreement is to set forth the terms by which the YLD, when requested by FEMA, will provide legal services to low-income disaster victims in the aftermath of a "major disaster" as defined in the Stafford Act.

b. Both parties believe that it is in the best interest of low-income disaster victims to develop and maintain a coordinated legal services delivery system to make available lawyers and legal support personnel from diverse practice settings with the expertise, skills and experience to meet the legal assistance needs of such persons.

4. DEFINITIONS

a. "Fee-generating case" for the purpose of this Agreement, shall be as defined in 44 C.F.R. Section 206.164(b).

b. "Federal Coordinating Officer" shall be as defined in 42 U.S.C. Section 5143.

c. "Legal services," for the purpose of this Agreement, shall mean legal counseling and advice, referral to appropriate sources of legal services or disaster assistance and legal representation in non-fee-generating cases. Legal services are authorized only to assist disaster victims in securing benefits under the Stafford Act, and in resolving matters arising out of the disaster.

d. "Low-income disaster victim," for the purpose of this Agreement, shall refer to a disaster victim who has insufficient resources to secure adequate legal services, regardless of whether the insufficiency existed prior to the disaster.
c. "Participating Attorney," for the purpose of this Agreement, shall refer to those attorneys who are licensed, or otherwise qualified, to practice and are in good standing in the jurisdiction where the disaster occurred and who volunteer under this Agreement to provide legal services to low income victims of a disaster, including but not limited to, individual attorneys, law firms, not-for-profit legal service providers, Legal Services Corporation recipients, state and local bar associations and pro bono organizations.

5. RESPONSIBILITIES

a. FEMA:

(1) FEMA will forward written requests to the YLD’s National Coordinator of Disaster Legal Services to implement disaster legal services.

(2) In the event that FEMA does not request the YLD to assist in providing legal services, nothing in this Agreement, nor in the plans developed pursuant to this Agreement, is intended to preclude FEMA from providing legal services in any other manner it elects, provided that FEMA notifies the YLD’s National Coordinator of Disaster Legal Services prior to taking such action. In all such cases, the YLD will be relieved of its obligations arising out of this Agreement.

(3) At its discretion, FEMA shall assist and actively participate in the training of Participating Attorneys and, in accordance with the submission and approval of a FEMA Form 40-1, Requisition and Commitment for Services and Supplies, pay the reasonable travel expenses of the YLD National Coordinator, the YLD Assistant National Coordinators, the YLD representatives and any other necessary YLD personnel to FEMA-sponsored training sessions and meetings with FEMA personnel. This may include disaster site specific training as well as annual national training. All expenses must be approved in advance by FEMA. Once FEMA has approved a specific amount for expenses and the YLD has paid the funds on the basis of the approved FEMA purchase order, FEMA will reimburse the YLD for the full amount of eligible, approved expenses. Nothing in this Agreement obligates the funds of FEMA. The process for reimbursement is commenced by submission and approval of FEMA Form(s) 40-1 for the actual obligation of federal funds.

(4) FEMA agrees to provide the YLD with administrative support or reimbursement for reasonable administrative expenses, including office space and supplies, secretarial services, and official telephone expenses in connection with disaster legal services rendered at FEMA’s request. FEMA also agrees to reimburse the YLD for reasonable administrative expenses incurred in conducting disaster legal service related committee work such as training, telephone expenses, printing expenses, distribution costs and travel. All expenses must be approved in advance by FEMA. Once FEMA has approved a specific amount for expenses in accordance with the submission and approval of a FEMA Form 40-1, Requisition and Commitment for Services and Supplies, and the YLD has paid the funds on the basis of the approved FEMA purchase order, FEMA will reimburse the YLD for the full amount of eligible, approved expenses. Nothing in this Agreement obligates the funds of FEMA. The process for reimbursement is commenced by
submission and approval of FEMA Form(s) 40-1 for the actual obligation of federal funds.

(5) With respect to each major disaster, following consultation with the YLD, FEMA will determine when the conditions requiring the delivery of legal services under this Agreement have ended.

b. YLD:

(1) The YLD agrees to assist FEMA in providing legal services to low income disaster victims when requested to do so in writing by FEMA.

(2) As part of this Agreement, the YLD agrees to undertake the following activities:

i. Maintain a roster of YLD representatives charged with coordinating the delivery of legal services to disaster victims;

ii. Provide initial and periodic training, in cooperation with FEMA, to the YLD representatives regarding their obligations to coordinate the delivery of legal services to disaster victims;

iii. The YLD, in conjunction with FEMA, may invite individuals or other organizations to present at or participate in training sessions;

iv. Coordinate the mobilization of Participating Attorneys to provide free legal services to low income disaster victims until the conditions requiring the delivery of legal services under this Agreement have ended;

v. Maintain direct communication with FEMA at the national, regional and field office levels, and serve as a conduit in transmitting materials received from FEMA and other Federal agencies;

vi. Report the number and types of cases being handled by Participating Attorneys to FEMA on a weekly basis; and

vii. Provide such additional services as are agreed upon by the parties consistent with this Agreement.

(3) When FEMA requests the assistance of the YLD pursuant to this Agreement, the YLD shall have the sole and complete authority to coordinate and manage the delivery of legal services to disaster victims as follows:

i. The DLS Program, like all other Federal disaster assistance programs, is subject to coordination by the Federal Coordinating Officer. The YLD will establish, in conjunction with FEMA, a disaster specific program which will outline the planned services and methodology for implementation of legal services for the particular disaster;

ii. The YLD shall use its best efforts to coordinate the delivery of legal services by collaborating with other qualified organizations, including, but not limited to, law firms, not-for-profit legal service providers, Legal Services Corporation and its recipients, state and local bar associations and pro bono organizations that it believes will be able to effectively assist in providing disaster legal assistance to disaster victims. This includes the use of established state and local bar telephone numbers for use as a hotline number; and

iii. The coordination of the delivery of legal services by collaborating with other qualified organizations may include, but not be limited to (a) the referral of
eligible clients to such organizations when such clients are unable, for any reason, to be assisted by Participating Attorneys at disaster recovery or assistance centers or by way of telephone hotlines and (b) affording the personnel employed by or affiliated with such organizations (including paralegals) reasonable access to disaster recovery or assistance centers and telephone hotlines.

c. Participating Attorneys:

(1) FEMA considers the Participating Attorneys providing legal services pursuant to this Agreement to be volunteer, independent contractors, not employees or agents of the Federal Government. Under this Agreement, FEMA assists with the coordination of disaster legal services to disaster victims, but exercises no control over the attorney/client relationships established between disaster victims and Participating Attorneys.

(2) No compensation shall be paid to or accepted by Participating Attorneys from disaster victims for legal services rendered pursuant to this Agreement.

(3) Fee-generating cases shall not be accepted by a Participating Attorney providing legal services under this Agreement. Any disaster victim that requests disaster legal assistance in connection with a fee-generating case shall be referred by the Participating Attorney to a qualified state or local lawyer referral network serving the affected disaster area. Where such referrals are impractical or impossible, the Participating Attorney shall refer the disaster victim to the state bar association for the state in which the disaster occurred.

(4) Participating Attorneys shall perform in accordance with the Stafford Act and its implementing regulations. All Participating Attorneys will undertake to review FEMA training materials related to DLS.

(5) Neither FEMA nor the United States, on the one hand, nor the ABA nor the YLD, on the other hand, shall be responsible for the negligence or misconduct of any Participating Attorneys who provide legal services pursuant to this Agreement.

(6) No Participating Attorney shall be held liable by FEMA for malpractice associated with his or her performance under this Agreement.

(7) Nothing in this Agreement shall interfere with a Participating Attorney's ability to comply with any other requirements or restrictions to which the attorney may be subject. If a Participating Attorney, for any reason, is unable to assist an eligible client, an appropriate referral will be made within the DLS program.

6. POINTS OF CONTACT

The points of contact for FEMA and the YLD will be identified in writing to the other party, on an annual basis, within ten (10) days of the anniversary of the execution of this Agreement.
7. OTHER PROVISIONS

a. Nothing in this Agreement is intended to conflict with current law or the regulations or directives of the DHS, FEMA, or the ABA. If a term of this Agreement is inconsistent with such authority, then that term shall be invalid, but the remaining terms and conditions of this Agreement shall remain in full force and effect.

b. This Agreement supersedes any and all agreements, either oral or written, between the parties hereto with respect to the coordination of legal services by the YLD and contains all the covenants and agreements between the parties with respect to such services. Each party to this Agreement acknowledges that no representations, inducements, promises, or agreements, orally or otherwise, have been made by any party, or anyone acting on behalf of any party, which is not embodied herein, and that no other agreement, statement, or promise not contained in this Agreement shall be valid or binding.

c. As required by Section 308 of the Stafford Act (42 U.S.C. Section 5151), the disaster legal services program provided for under this Agreement shall be accomplished in an equitable and impartial manner, without discrimination on the grounds of race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. FEMA has determined that the provision of legal services to low income disaster victims, as required by Section 415 of the Stafford Act (42 U.S.C. Section 5182), is not inconsistent with Section 308 of the Stafford Act.

8. EFFECTIVE DATE.

This Agreement will become effective on the date as signed by the last party.

9. MODIFICATION

This Agreement may be modified upon the mutual written consent of the authorized representatives of the parties.

10. TERMINATION

The terms of this Agreement, as modified with the consent of both parties, will remain in effect until the fifth anniversary of the date of its execution. This Agreement may be extended by written mutual agreement of the parties. Either party upon ninety (90) days written notice to the other may terminate this Agreement.

Henry F. White, Jr.
Executive Director
American Bar Association

Carlos J. Castillo
Assistant Administrator
Disaster Assistance Directorate
Federal Emergency Management Agency

11/8/07

1/1/07

Date

Date
Disaster Overview
- Disaster cycle
- Types of Disasters
- Emergency Response
- How Disaster Legal Services fits in

Disaster Cycle
- Prepare
- Respond
- Recover

Types of Disasters
- Natural or man made
- Warning versus No-warning

Emergency Response
- Life safety and preservation
  - Search and rescue
  - Medical care
  - Immediate needs - Food, shelter, clothing
- Asset protection
- Incident Command System
- Coordinated approach to incident management

How Disaster Legal Services (DLS) fits in
- DLS is a FEMA Individual Assistance program
- The ABA YLD provides DLS in presidentially declared disasters through its MOU with FEMA
- Part of collaborative disaster response effort
  - Includes local, state and federal agencies, non-profit organizations, etc. (counties/parishes, state and federal governments, FEMA, Red Cross, Salvation Army, Southern Baptist Convention, etc.)
Questions?
Individual Assistance Sequence of Delivery

Voluntary Agencies
Emergency Food, Shelter, Clothing Medical Needs

Insurance
Such as Homeowners, NFIP, etc.

FEMA Housing Assistance (Not SBA Dependent)
Applicants can receive more than one type of assistance
1. Temporary Housing Assistance — applicants can receive financial assistance to reimburse lodging expenses and/or rental assistance for up to 18 months or the program maximum, whichever occurs first. Applicants can receive direct assistance (FEMA mobile home or travel trailer) for up to 18 months.
2. Repair Assistance — owners can receive up to the HIP cap for repairs
3. Replace Assistance — owners with destroyed homes can receive up to the HIP cap towards the purchase of a new home
4. Permanent or Semi-Permanent Construction — owners with destroyed homes can receive direct assistance or financial assistance for the construction of permanent or semi-permanent homes in insular areas outside the continental U.S. and in other locations.

FEMA/State Other Needs Assistance (ONA)
Non-SBA Dependent Items
Assistance for Medical, Dental, Funeral, Other

SBA Income Evaluation (Repayment Capability)
To determine if applicant can qualify for a low interest SBA loan
Applicants must complete the SBA loan application and be denied for a loan to be eligible for further assistance.

SBA Referral — For SBA Dependent items and those applicants who qualify for a low interest loan:
Real Property (owners) loans up to $200,000
Personal Property (owners & renters) loans up to $40,000.
*If it is later determined that an applicant cannot qualify for a loan, the applicant is referred to FEMA.

FEMA/State Other Needs Assistance (ONA)
For those applicants who do not qualify for a SBA loan
Personal Property
Moving and Storage
Transportation
Group Flood Policy

Unmet Needs — Voluntary Agencies
If the applicant has received the maximum amount of assistance from FEMA, State, and/or SBA’s federal disaster assistance programs or the federal disaster assistance programs do not provide for the need, FEMA may refer the applicant to Voluntary agencies.

NOTE: Eligibility is based on a FEMA inspection conducted on the damaged property. Max amount of Individuals and Households Assistance (IHP) is adjusted annually according to the CPI index.
5.
Disaster Legal Services

FEMA’s Mission

"to support our citizens and first responders to ensure that as a nation we work together to build, sustain, and improve our capability to prepare for, protect against, respond to, recover from, and mitigate all hazards."

FEMA Offices

- FEMA Headquarters in Washington, DC
- Ten FEMA Regional Offices
- National Processing Service Centers

FEMA Regional Offices

National Processing Service Centers (NPSC)

- Three locations: Maryland, Virginia and Texas
- Toll-free telephone number for Registration Intake and Helpline:
  - 1-800-621-FEMA
  - 1-800-462-7585 TTY

Authority to Act

- The Robert T. Stafford Disaster Relief and Emergency Assistance Act, P.L. 93-490 as Amended
- Code of Federal Regulations Title 44 CFR
Declaration Process

- Presidential Decision Declaration
- FEMA's Recommendation
- Governor's Request
- FEMA-State Preliminary Damage Assessment (PDA)

Individual Assistance

Types of Individual Assistance (IA)
- Emergency Assistance (Voluntary Agency Coordination)
- Individuals and Households Program (IHP)
- Small Business Administration (SBA)
- Disaster Legal Services (DLS)
- Disaster Unemployment Assistance (DUA)
- Crisis Counseling Program (CCP)
- Disaster Case Management Program
- Cora Brown Fund

Individuals and Households Program (IHP)
- Provides money & services when losses are not covered by insurance and property has been damaged/destroyed
- Does not cover all losses
- Applicants can receive more than one type of assistance
- The disaster survivor must register with FEMA for assistance and reside in a designated county

General Eligibility Criteria for IHP
- Disaster-related damage
- Primary residence is located in the designated area
- Uninhabitable or inaccessible home
- U.S. citizen, non-citizen national, qualified alien
- The disaster-caused need cannot be met through other forms of disaster assistance or insurance
- Insufficient or no insurance

Small Business Administration (SBA)
- Four types of loans: Home Repair, Personal Property, Business Loan, and Economic Injury
- SBA application must be completed and returned before applicant may be considered for additional assistance

FEMA OCC DLS Training  June 2008
Duplication of Benefits (DOB)
- An applicant cannot receive assistance from multiple sources for the same purpose

Sequence of Delivery
- Emergency Assistance Voluntary Agencies
- Insurance
- Housing Assistance
- Cora Brown Fund
- Long-Term Recovery Voluntary Agencies
- Disaster Loans
- Other Needs Assistance

Who are my DLS contacts?
- ABA YLD
  - DLS National Director or Vice Director
  - Finance Administrator
- FEMA
  - Joint Field Office (JFO) / Regional Office
  - Headquarters (HQ)

Disaster Legal Services (DLS)
- Intended for any person affected by a disaster who does not have the means to hire an attorney
- Implemented through a Memorandum of Agreement between FEMA & the ABA
- Volunteer attorneys provide free legal advice
- Legal advice is limited to non fee generating cases

Role of the Volunteer Attorney
Attorneys may be asked to assist with...
- Insurance Claims
- Landlord/Tenant issues
- Home Repair Contracts
- Consumer Protection matters
- FEMA Appeals
- Replacement of will/legal documents
- Power of Attorney
- Estate Administration
- Guardianships / Conservatorships

Implementing the DLS Program
- Needs Assessment & Coordination
- Intent to Implement Letter
- Purchase Order
- Initial Funding Letter
Reporting Requirements

- Tally Sheets
- Summary Sheets

District Representative:
+ Submits to DLS National Director
+ Submits to the FEMA DLS Program Specialist in the JFO or the FEMA regional office

FEMA Program Specialist (JFO)

- Responsible for the implementation of the Crisis Counseling Program (CCP), Disaster Unemployment Assistance (DUA), and the Disaster Legal Service (DLS) Program
- DLS District Representative's primary point of contact
- Information is gathered and disbursed to all stakeholders daily with status updates

Disaster Recovery Centers (DRC)

- Located in disaster-impacted areas
- One stop information center - access to resources
- Staffed with:
  - Federal/State/Local Government
  - Voluntary Agencies
  - DLS attorneys*
Introduction

The Legal Services Corporation (LSC) is a private, non-profit corporation established by Congress to seek to ensure equal access to justice under the law for all Americans by providing civil legal assistance to those who otherwise would be unable to afford it. LSC was created in 1974 with bipartisan congressional sponsorship and the support of the Nixon Administration, and is funded through congressional appropriation. LSC is headed by an 11-member Board of Directors appointed by the President and confirmed by the Senate. By law, the Board is bipartisan: no more than six members may be of the same political party. The board is chaired by John G. Levi. Victor M. Fortuno, LSC’s General Counsel and Vice President for Legal Affairs, began serving as President of the Corporation on January 1, 2010.

LSC does not provide legal services directly. Rather, it provides grants to independent local programs selected through a system of competition. In 2010, LSC funds 136 local legal aid programs with 918 offices. (See the attached list of all LSC funded programs). Together they serve every county and congressional district in the nation, as well as the U.S. territories. Special service areas also address the distinctive needs of Native Americans and migrant farm workers. Local programs are governed by their own Boards of Directors, which set priorities and determine the types of cases that will be handled by the program, subject to restrictions set by Congress. Usually they relate to matters of family law, housing, employment, government benefits, or consumer issues. A majority of each local Board is appointed by local bar associations. One-third of each local Board is composed of client representatives appointed by client groups. Each Board hires its own Executive Director, who in turn hires the program staff. Programs are encouraged to supplement their LSC grants with additional funds from state and local governments, IOLTA (Interest on Lawyer Trust Accounts) programs, other federal agencies, bar associations, United Way and other charitable organizations, foundations and corporations, and individual donors. They further leverage federal funds by involving private attorneys in the delivery of legal services for the poor, mostly through volunteer pro bono work.

LSC-funded programs do not handle criminal cases, nor do they accept fee-generating cases that private attorneys are willing to accept on a contingency basis. In addition, in 1996, a series of new limitations were placed upon activities in which LSC-funded programs may engage in on behalf of their clients, even with non-LSC funds. Among them are prohibitions on class actions, challenges to welfare reform, collection of attorneys' fees, lobbying, litigation on behalf of prisoners, representation in drug-related public housing evictions, and representation of certain categories of aliens. The Corporation has implemented and rigorously enforces these restrictions.

The legal services delivery system is based on several principles: local priorities; national accountability; competition for grants; and a strong public-private partnership. Local programs are independent entities, governed by Boards of Directors drawn from the local bar and client community. All legal services programs must comply with the laws enacted by Congress and the implementing regulations promulgated by the Legal Services Corporation. In 1996, a new system of competition for grants was established to further ensure a high level of quality and effectiveness by LSC-funded legal services providers.

The role of the Legal Services Corporation in disaster response

The role of the LSC in disaster response is to facilitate the flow of information to legal services programs to enable the ongoing delivery of high quality legal services to low income persons affected by
disasters. This role is reinforced in LSC policy and guidance documents, specifically, in the objectives and strategies of the LSC Strategic Directions 2006-2010, which encourage strategic partnerships and collaborations, and in the LSC Performance Criteria which defines one aspect of high quality legal services as disaster preparedness and coordination with state and local emergency preparedness entities to ensure continuity of client services at times of community disasters.

For many years, LSC had a limited capacity to address disasters. The focus was primarily on obtaining and distributing specially appropriated funds on various occasions for the purposes of supporting disaster legal services. Since 2005, when Hurricane Katrina swept through the Gulf Coast region with ferociousness rarely seen in recent history, LSC has made significant strides in its capacity for facilitating disaster response by LSC grantees and in coordinating with other organizations engaged in disaster response.

This report demonstrates the real success that LSC is having in developing a growing national infrastructure and capacity for disaster response within LSC-funded programs and partner organizations. The keys to this success continue to be coordination, collaboration and the timely sharing of information and resources with entities providing disaster response.

In the aftermath of natural disasters, LSC grantees in the stricken areas often face dramatic challenges in meeting increasing demand for legal assistance by client communities. At the same time, they are frequently dealing with program infrastructure challenges, such as the need to replace their own property and equipment, and program staff who are facing their own loss of property, housing, and security. Having a national infrastructure that provides access to pertinent information and resources is essential in supporting these programs in doing all that they can to meet the burgeoning need for legal assistance after a disaster.

**Hurricane Katrina**

**National Conference Calls on Disaster Related Issues.** On September 2, 2005, LSC began hosting a weekly national conference call with our national partners and staff in the states affected by hurricanes Katrina, Rita, and Wilma. The goal was to improve disaster response by facilitating communication between all interested stakeholders at the same time.

These calls, which continue today on a bi-monthly basis, have a broad range of participants, including program executive directors and their staff who are directly involved in disaster related work, substantive law experts, and representatives from national partner organizations. The participant list for the calls continues to grow as new disasters affect LSC program staff from the different states. These national disaster conference calls serve as a dynamic way to access a variety of disaster response experiences, best practices, and skills, which are needed to help all advocates provide client support throughout the national community in times of disaster. Our last call was Tuesday April 20, 2010.

**Disaster Websites.** Through the ongoing efforts of LSC and its partners, the American Bar Association (ABA), the National Legal Aid and Defender Association (NLADA), and Pro Bono Net, the www.katrinalegalaid.org website was launched on September 27, 2005. This website served as a clearinghouse for legal information and resources to persons affected by the storms, legal aid lawyers providing representation, and volunteer attorneys wishing to assist others.

From its launch in September 2005 through the end of August 2009, the site has had over 33,000 unique visitors who made more than 165,000 visits with over 376,000 library downloads and over 256,000 page views.

Building on the work and success of www.katrinalegalaid.org and considering the ongoing need for a centralized online resource for disaster-related legal content, in September 2008 the ABA, LSC,
NLADA, and Pro Bono Net launched a new general disaster website, www.disasterlegalaid.org. The goals of this new disaster website are to: 1) serve as a centralized national resource for legal aid and pro bono attorneys across the country on legal issues related to all types of disasters; 2) recruit and help mobilize pro bono attorneys in the aftermath of a disaster, and 3) provide accurate and timely information on legal issues, related to disasters, to the low income public.

The website consists of three main sections:
- “For People Who Need Help”, maintained by LSC
- “For Legal Aid and Defender Programs”, maintained by NLADA
- “For Pro Bono Volunteers” maintained by the ABA

Pro Bono Net created the site template and serves as the technical advisor for the three other partners. New content is added to the website by all four of the participating organizations, and includes, manuals, press releases by LSC and non-LSC programs, FEMA news items, court decisions, job opportunities for legal services, current training events, and news from the grantees.

So far in 2010 there have been 3,120 visits, 4,649 page views and 930 library downloads. Between the launch of the site in November 2008 and August 2009 we have had over 5,800 unique visitors to the site who made more than 15,500 visits and over 23,500 page views.

LSC’s Relationships with Other National Disaster Response Organizations

LSC continues to work to strengthen its partnerships on a national level. Coordination and partnership are seen by programs and LSC to be the cornerstone of effective disaster preparedness and response. Disasters will continue to happen and as is demonstrated below, effective delivery of legal services and coordination with FEMA and other agencies providing disaster assistance is critical.

**LSC and FEMA.** Following Hurricane Katrina, LSC contacted FEMA seeking a meeting to developing a coordinated relationship between the two organizations.

On December 4, 2006, the LSC President and staff met with David A. Trissell, Chief Counsel, Mary Ellen Martinet, Associate Chief Counsel for Field Counsel and other FEMA staff in Washington, DC, to promote a working relationship with FEMA and to seek greater cooperation during disaster recovery. The cooperation discussed included FEMA’s directing low-income people affected by disasters to LSC-funded civil legal aid offices for legal assistance.

As a result of our meetings with FEMA, the FEMA Associate Chief Counsel for Field Counsel was appointed as a liaison to LSC. She has participated in a number of the national conference calls to answer questions from the field about FEMA policy and has helped field programs resolve issues they face with FEMA, such as obtaining release of clients’ files, access to Disaster Recovery Centers and policy issues on recoupment of benefits.

FEMA has asked LSC to contact the agency about any problems that LSC programs were encountering with FEMA on the local level. FEMA has helped to resolve issues on behalf of LSC grantees. One issue related to the sufficiency of a release of information form to obtain records from FEMA. LSC was able to obtain approval from FEMA with some changes to the release form. On another issue, the executive director of Iowa Legal Aid sought LSC’s assistance with FEMA to resolve a question about whether a client’s use of a FEMA grant for home repair could be use for home replacement without written approval from FEMA. There was no prior FEMA directive on the subject. LSC was able to obtain an affirmative response from the FEMA Office of Chief Counsel that clarified the client’s ability to use the funds for home replacement.
In spite of these successes, lawyers in the field continue to confront inconsistent enforcement of policies. The issue of the appropriate release form and when attorneys have access to a clients file continue to arise. This past summer a staff member of a Texas LSC recipient was told by a FEMA helpline representative that when the advocate sends FEMA the client’s consent form, authorizing FEMA to speak to the advocate, the advocate also has to fax a copy of the advocate’s own identification card or driver’s license. The misinterpretation of FEMA’s requirements was rectified in a few days after working with FEMA on the national level.

FEMA and ABA YLD. At times of disaster, FEMA and the American Bar Association (ABA) Young Lawyers Division (YLD) work together to facilitate assistance to disaster victims through the YLD Disaster Hotlines and the Disaster Recovery Centers that allow low-income individuals to connect with attorneys who volunteer their services.

When the President of the United States declares a federal disaster area and there is a determination that disaster legal services are necessary FEMA contacts the ABA YLD Disaster Legal Services (DLS) Coordinator. As a result of LSC’s working the YLD we now have a procedure for disseminating information to LSC when the disaster is declared. The DLS Coordinator, Craig Cannon, contacts the appropriate ABA YLD District Representative (DR) and notifies LSC with a copy of the email. Craig encourages the DR to work with LSC in setting up a disaster hotline and enlisting legal services programs to provide legal help to disaster survivors. LSC contacts the local recipient program with the notice of the disaster declaration and the DR contact information suggesting coordination with the YLD.

LSC and the American Bar Association. LSC has a good working relationship with the YLD and encourages its programs to reach out to their respective District Representatives (DRs) to coordinate disaster preparation and training efforts. In March 2010 LSC sent an email to each of its programs giving them the name and contact information for the DR in their area and encouraging them to contact the DR. We plan to repeat this after the new Representatives are in place. This allows for better communication on the ground during disasters and ultimately improves client services. LSC also works with YLD to ensure that its programs are active participants in the disaster hotline.

LSC has participated in several training sessions of the new YLD DRs.

LSC and the American Red Cross. In October 2006, LSC met with representatives of the Red Cross in Washington, DC, to discuss coordination on a national level and in particular, ways in which LSC programs and local Red Cross Chapters could be better prepared to ensure that clients receive appropriate referrals for legal services. Since that time, LSC has continued to collaborate closely with the Red Cross.

During federally declared disasters, the Red Cross routinely sends LSC its Partner’s Report, detailing what and where services are provided so that recipients can know where help is available for clients.

On September 9, 2008, LSC and the American Red Cross entered into a Memorandum of Understanding (MOU) that provides a framework for partnership and cooperation between the two organizations in providing assistance to low-income victims during times of disaster. This agreement will enhance the efforts by LSC-funded programs to provide legal assistance to people affected by natural disasters who may have lost their homes and personal possessions. According to the MOU, attorneys and advocates employed by LSC-funded programs will have access to the Red Cross service delivery sites to provide legal counseling. Both organizations encourage their programs and chapters to join in pre-disaster planning and response activities at the local level.
The LSC-Red Cross MOU was barely in effect when Hurricane Ike struck the Texas coast in September. Recovery efforts are still underway but early reports from the field indicate that after some initial miscommunication, legal services attorneys from Lone Star Legal Aid were granted access to Red Cross disaster recovery centers (DRCs) and have been working around the clock to ensure that their clients were being served. This differs significantly from 2005, when Lone Star staff struggled to gain access to the DRCs.

On July 14, 2009 The Puerto Rican chapter of the American Red Cross and Puerto Rico Legal Services signed a memorandum of understanding to better enable both in assisting disaster victims.

Significant Disasters since Hurricane Katrina & LSC Programs’ Activities

2007 Southern California Wildfires. In late October 2007, wildfires swept across much of southern California. As is often the case, low-income residents were among those hardest hit by the devastation.

LSC-funded programs were able to assist in the coordination of more than 2,500 volunteers in the 26 area shelters. Volunteer attorneys from LSC-funded programs were able to assist the Native American population, who lost more than 100 homes on area reservations. In San Bernardino, volunteers were working to help set up language/translation services for the indigenous population who speak indigenous languages such as Zapotec and Mixtec. The Legal Aid Society of San Diego addressed issues regarding access to medication and medical services for people with physical and mental illnesses.

Flooding in the Pacific Northwest. In December 2007 and January 2008, the Pacific Northwest experienced a series of severe storms and flooding with landslides and mudslides. The Legal Aid Services of Oregon and the Northwest Justice Project (Washington State) worked with their respective ABA YLD representatives to set up free legal aid hotlines and register volunteers. These LSC-funded programs regularly updated their respective websites with pertinent information for flood victims and worked with the FEMA representatives to provide assistance at the Disaster Recovery Centers, registering a number of clients for FEMA benefits. As a part of the recovery process, they developed and received approval for a 1.5 credit Continuing Legal Education course on Disaster Services that was based on their experience with the flooding.

Tornadoes in Tennessee. In February 2008, a series of tornadoes wreaked havoc in the service areas of three of the four LSC-funded programs in Tennessee. LSC-funded programs partnered with their ABA YLD representative, members of the Tennessee State Bar Association and their YLD, and other local agencies to create a toll-free hotline to assist clients during the recovery phase of the tornadoes.

Tornadoes in Downtown Atlanta, Georgia. During the weekend of March 14-16 2008, several tornadoes touched down in downtown Atlanta, Georgia. The Georgia Legal Services Program, in conjunction with the ABA YLD, and the Atlanta Volunteer Lawyers Foundation, set up a disaster relief hotline to assist those affected by the tornadoes. Victims in the affected area were encouraged to call for assistance with issues such as landlord-tenant disputes, family law, consumer law, housing law, food stamps, Medicaid, unemployment benefits, and replacement of personal identification.

Severe Flooding in Iowa. In May 2008, severe storms, tornadoes, and flooding affected most of the state of Iowa. Iowa Legal Aid and the Iowa State Bar Association offered free legal assistance to seniors and low-income victims. The executive director of Iowa Legal Aid said that “They have seen an immediate need for legal help in landlord-tenant issues as Iowans’ whose homes were flooded sought help in understanding their rights.” He also reported that he expected the need to move toward seeking aid through FEMA. Iowa Legal Aid offered help for those seeking federal assistance or handling appeals of denials for assistance.
Hurricanes Dolly, Gustav, and Ike. In September of 2008, Hurricane Ike ripped through the Gulf of Mexico and struck the Texas coastline with tremendous force, causing significant loss of property and displacing thousands of people from their homes.

Lone Star legal Aid, along with the State Bar of Texas, established a legal hotline to assist people with basic legal questions. This represented quite a challenge for the Texas programs as Hurricane Dolly had created her own devastation in the Gulf in July 2008. The executive director of Texas Rio Grande Legal Aid reported that they now have almost 400 clients who were victims of Dolly and 72 from Hurricane Ike. It is still too early to determine fully what the aftermath of Ike will bring. Several employees were displaced from their homes but continued to work around the clock to provide assistance to their clients.

Since Hurricane Ike, LSC has participated in weekly conference calls with the Red Cross and other “partner” organizations to learn what is occurring on the ground and report on legal services activities.

Flooding and Ice Jams in Alaska
In June 2009 Alaska Legal Services Corporation the Alaska Bar Association and some Alaska YLD representatives coordinated efforts on a hotline for disaster survivors.

Flooding in Georgia
In September 2009 after severe flooding, seventeen counties in the state of Georgia were declared disaster areas. Upon invitation from local emergency groups, including the Georgia Emergency Management Agency, attorneys visited disaster recovery centers. Georgia Legal Services, Atlanta Legal Aid and the YLD coordinated on a legal aid hotline. The availability of both the hotline and legal services were announced on the Georgia Emergency Management Agency (GEMA) and FEMA websites, as well as in local newspapers. Information also was also disseminated quickly with the use of Twitter accounts. The Atlanta Journal Constitution, for example, used its Twitter account to rapidly communicate flood recovery related information with partner organizations.

Earthquake in Imperial Valley, California
On April 4, 2010 California’s Imperial Valley and its surrounding area were struck by a 7.2 magnitude earthquake and over 200 subsequent aftershocks. Program staff from California Rural Legal Assistance were invited to join the April 20, 2010 LSC-hosted national disaster conference call. As a result, California program staff were able discuss, and hear advice on, their disaster response strategies from members of the ABA YLD, and program staff from Texas, Louisiana, and Florida, all of whom have had experience building capacity to assist client communities affected by disasters. The call created a forum for contact information, legal assistance disaster manuals, and other information to be shared, all of which assisted California Rural Legal Assistance in its outreach efforts following the earthquake.

Floods in Tennessee
In early May 2010, a series of severe storms caused major flooding in Tennessee, bringing devastation to more than half of the counties in the state. Early on, LSC programs in Tennessee coordinated with the YLD, Tennessee Bar Association, and the Nashville Bar Association to set up a disaster legal assistance hotline for victims of the disaster. In addition, five community centers near the affected areas were set up and staffed by volunteer attorneys to assist with the legal problems from 9am to 5pm. Throughout the early stages of the disaster, LSC staff communicated closely with its Tennessee programs and partners. LSC worked particularly closely with the American Red Cross in an effort to create lines of communication between LSC programs in Tennessee and local Red Cross chapters. As a result, Red Cross staff and volunteers could refer individuals with legal needs to the emergency assistance hotline number, one of the community centers, or directly to an LSC funded program. In return, LSC
funded programs distributed information on available Red Cross resources (disaster recovery centers, for example) to clients in need of shelter, food, or other assistance. The devastating effects of the Tennessee floods are on-going, and LSC continues to work closely with its partners as the disaster recovery effort evolves.

**Flood in Massachusetts**

In March 2010 severe flooding contributed to disaster declaration. In May LSC provided training materials on filing FEMA appeals to the YLD District Representative for use by the Massachusetts State Bar Association as it operated the disaster hotline.

**Planning for the Future**

LSC, the ABA, NLADA and other national partners continue to work together on planning for the future of disaster relief as it applies to legal services clients and programs. Telephone conference calls and e-mail discussions among the partners are helping to facilitate the creation of permanent support systems for future disasters.

**Rapid Response Team**

LSC is in the process of developing the conceptual framework of a Rapid Response Team (RRT), whose members would help legal services programs at the time of a disaster. Over the last five years legal services providers have shown tremendous resiliency in face disaster and a willingness to reach out and help other legal services in times of need. Nevertheless, leaders in the legal services disaster area suggest that the ad hoc system of disaster response between legal services providers should be structured to ensure prompt and reliable support to those legal services providers facing a disaster.

The RRT, as it is currently envisioned, will have experts in the areas of substantive law, management and technology who would be “on call” to serve as resources to programs facing a disaster. Rapid Response Team members will volunteer for a fixed terms and most of their help will be provided off-site, via telephone, email, or online chat, though there may be times when onsite visits are necessary. In early May LSC sent a survey to a selected group of recipients to help in determining the value and attributes of a Rapid Response Team. We plan to analyze the results of the survey and build the team on the suggestions that we receive from our programs.

An important part of LSC’s disaster planning involves ongoing contact with programs affected by disasters. In addition encouraging and supporting the programs’ participation on the national calls, LSC contacts programs individually after disasters to gather information regarding the needs of programs, the types of legal issues being seen, and the number of cases being handled. LSC also provides information support.

LSC’s ongoing collaboration with FEMA, the ABA YLD, and the Red Cross greatly benefits our programs’ ability to render disaster legal assistance to affected low-income communities. Ultimately, LSC believes that additional Congressional appropriations, earmarked for disaster legal assistance, as part of any disaster recovery plan, will be the most effective way to provide adequate disaster legal assistance and address the multitude of civil legal needs that inevitably affect disaster survivors.

John C. Eidleman  
Senior Program Counsel  
Office of Program Performance  
Legal Services Corporation  
3333 K St N. W.  
eidleman@lsc.gov  
202-295-1640  
Cell 202-497-7921
Welcome to the National Disaster Legal Aid website!

This site is the new home of a permanent national disaster legal aid website. We hope the resources listed here are helpful to you. We are adding resources all the time.

How This Site Can Help You

If you have been affected by a disaster and are looking for legal assistance and resources, visit For People Who Need Help to find helpful legal resources for dealing with the aftermath of a disaster.

If you are an attorney or advocate helping people in the aftermath of a disaster, visit For Legal Aid Attorneys to find helpful resources.

If you are a LSC-funded program, visit LSC Program Specific Information for important information in dealing with the aftermath of a disaster.

If you are interested in volunteering, visit For Pro Bono Volunteers to find information about volunteering and donating to legal aid programs in need.

Our Goals

The goals of this new permanent for national disaster legal aid resources are:

- To serve as a centralized national resource for legal aid, pro bono, and criminal defender attorneys across the country on legal issues related to all types of disasters,
- To recruit and help mobilize pro bono attorneys in the aftermath of a disaster, and
- To provide accurate and timely information on legal issues related to disasters to the low and moderate income public.

Please let us know how we are doing. Send your feedback and suggestions to info@probono.net.
National Disaster Legal Aid

For People Who Need Help

The resources listed here are meant to provide legal resources to those who have been directly affected by a disaster. Includes general information helpful to disaster victims on insurance claims, immigration, employment, and other related issues.

You can find organizations in your state that can provide free legal help to you, if you are eligible, by visiting [www.probono.net](http://www.probono.net).

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**For People Who Need Help**

**Pro Bono Resource Network**

**National Disaster Legal Aid**

**Disaster Information**

[ABA National Disaster Legal Aid](http://www.probono.net)
National Disaster Legal Aid

For Legal Aid Attorneys

The resources listed here are meant to provide legal resources for legal aid attorneys who are assisting people who have been directly affected by a disaster. This section includes general information helpful to disaster relief on housing, insurance claims, insurance, employment, and other vital issues.

General Disaster Resources

Disaster Manuals

FEMA Legal Services Information

Housing

Hurricane Katrina Resources

LSC Program Specific Information
Agency Alerts

National FEMA Updates

- Tuesday, May 16, 2010
- Monday, May 17, 2010
- Friday, May 21, 2010
- Thursday, May 19, 2010
- Wednesday, May 18, 2010
- Monday, May 11, 2010
- Monday, May 10, 2010

FEMA Press Releases

- Additional Disaster Recovery Centers Open In Middle Tennessee
- Additional Disaster Recovery Center Opens In West Tennessee
- New Garcin County, Oka, Flood Maps To Go Into Effect
- Statement By FEMA Administrator For Fun On The Passing Of Jack Colley, Assistant Director, Texas Division Of Emergency Management
- Mobile Disaster Recovery Centers In Lafayette, Tipton Counties
- Additional Kentucky Counties Designated For Disaster Assistance
- Federal Disaster Assistance To Kentucky (Oco, Ala.)
- Airport Briefing Scheduled For Garfield, Alfalfa And Washington Counties
- HUD Disaster Assistance Helps Connect Homeowners, Renters
- Only Two Weeks Left To Register For Disaster Assistance

News from the Red Cross

- Women Philanthropists Attend Red Cross Summit
- Summer Fun Includes Learning Basic Water Safety Rules
- Cleanup Continues After the Storm
- A Lifetime Of Giving, and Still Going Strong
- Neighbors Helping Neighbors
ABA SPECIAL COMMITTEE ON
DISASTER RESPONSE AND PREPAREDNESS

I. FORMATION OF SPECIAL COMMITTEE
A. Ad hoc Katrina Response
   1. Call on all parts of ABA to help
   2. Model Rule for pro hac vice
   3. Katrina website
B. Special Committee on Disaster Response and Preparedness DRP 2006-2007
   Co-Chairs Tommy Wells and Carolyn Lamm

II. MISSION
The Committee’s mission is to promote disaster preparedness within the ABA and the larger American legal community, including individual lawyers, law practices, bar associations and courts; to assist in the delivery of legal services of victims of disasters; and to ensure that the ABA as a whole is ready and able to respond, particularly to large scale disasters, in a timely and coordinated fashion.

III. WEBSITE — www.abanet.org/disaster (attached)
A. Disaster Law Resources Home
B. Lawyers and Law Firms
C. State and Local Bars
D. Courts
E. Legal Assistance and Hotline
F. Disaster Survivors
G. Haiti Earthquake

IV. DRP ROLE IN ABA POLICY

V. NEXT YEAR — DISASTER ISSUES AS PRIORITY
A. Expanded committee and resources
B. Particular Steve Zack concerns
   1. Lawyer Locator
   2. ABA readiness
   3. ABA policies

VI. DLS AND SPECIAL COMMITTEE COORDINATION
A. DLS leadership as members of Special Committee
B. Website as source of information on DLS activities
C. Special Committee as an advocate for DLS within ABA
D. Members of Special Committee and Legal Services Division as resources for DLS
E. Special Committee as a partner

VII. SOME THOUGHTS FOR FUTURE COORDINATION
A. Connect District Representatives within state bar leadership and legal services community.
B. Assist in adoption of Model Rule
C. Strengthen ABA’s commitment to DLS and to its continuity
DISASTER LAW RESOURCES

Legal information and resources for lawyers and disaster survivors about disaster preparedness and response.

DISASTER RESPONSE AND PREPAREDNESS

The American Bar Association seeks to help the survivors of disasters, such as hurricane Katrina, and to help lawyers and law firms, bar associations, courts and community organizations prepare for the other disasters that happen every year.

Read a message from ABA President Carolyn B. Lamm.

Read a message from the ABA Special Committee on Disaster Response and Preparedness.

Chile – A message from ABA President Carolyn B. Lamm

We offer our members and their family and friends in Chile, the Chilean legal community, and the people of Chile our deep sympathy and solidarity following this week's earthquake, and we encourage the lawyers of America to donate to relief efforts. The American Bar Association stands ready to assist in whatever way we can with recovery.

Haiti

Go to ABA Haiti for the latest information on legal developments and resources and efforts by the ABA, state and local bars, and others to respond to the Haitian earthquake and its aftermath.

News and Information

A Toll Free Legal Assistance Hotline Established for Flood Victims

Rhode Island Bar Acts Swiftly to Aid Flood Victims by offering residents free legal assistance for flood-related issues.

The U.S. Government Accountability Office (GAO) has launched a new webpage highlighting its work on U.S. domestic and international disaster relief. The webpage will make it easier to find GAO reports and testimonies that can help Congress and the Administration make informed decisions on U.S. aid to Haiti following the recent earthquake and develop strategies to address other natural disasters in the future.

H1N1 (Swine) Flu

Learn how to prepare for and mitigate the effects of H1N1 flu at flu.gov
Find online legal resources from the ABA Health Law Section and the Centers for Law and the Public Health.


Will Swine Flu Merit Quarantines? (ABA Journal 2009)

FAQs about Federal Public Health Emergency Law (CDC September 2009)

State Plans

Children, Law, and Disasters: What We Learned from Katrina and the Hurricanes of 2005. New publication from the ABA Center on Children and the Law.

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**Are you Ready?**

Personal, family and business disaster planning should be everyone's number one priority. Among the more comprehensive online resources are

Ready.Gov

The American Red Cross

FEMA Disaster Planning

Humane Society (pets)

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**Post Disaster Resources and Assistance**

While the Federal Emergency Management Agency (FEMA) is the best known, many public and private entities provide post disaster assistance. Click here for a partial listing.

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**Do You Need Legal Help?**

The ABA may help provide legal assistance - from consultation and advice to referral to a free lawyer - to disaster survivors who do not have adequate resources to engage a lawyer. For more information and a list of disaster legal services hotlines that are currently operating, go to Legal Assistance and Hotlines.

All states have mechanisms to help individuals find a lawyer, including free legal services. To find out about these services in your state go to http://www.abanet.org/legalservices/findlegalhelp

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**ABA Policies**

In recent years the ABA has adopted policies related to disaster preparedness and response. Click here for a synopsis of these policies covering 2003 – 2007.

In 2009, the ABA approved numerous recommendations related to disaster insurance including broader protection from property damage arising from storms. Click for summary and for full text of the recommendations. The ABA also adopted a recommendation urging federal, state and local governments to provide additional funding for legal services, bar associations, and pro bono programs to help address the unmet civil legal needs of disaster survivors.

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**Do You Want to Help?**

For information on opportunities to volunteer to help disaster survivors or to donate to legal services providers in affected areas click here.
Disclaimer

This information is compiled and made available by the Committee on Disaster Response and Preparedness of the ABA as a service to ABA members, the legal community, and the public. The information is not legal advice or legal representation, and we make no warranty or guarantee of the accuracy or reliability of information on this site or at other sites to which we link. We assume no responsibility for any information, advice, or services provided by any site to which we link. Some of the information on this site was prepared in the past, often in response to a specific disaster. As such, some information may be dated or not be applicable to other disasters.

To suggest updates/additions for this website, please send an email to the ABA Committee on Disaster Response and Preparedness
Lifeline of an ABA YLD FEMA Hotline

1. Natural or man-made disaster occurs.

2. President declares disaster area.

3. FEMA determines that disaster legal services are needed.

4. FEMA contacts ABA YLD Disaster Legal Services (DLS) Director.

5. DLS Team Member contacts appropriate ABA YLD District Representative.

   District Representative (DR) determines:
   a. Where hotline will be housed.
   b. Who will staff hotline.
   c. How referrals will be handled.
6. Contact occurs between FEMA Field Officer and ABA YLD District Representative.

7. DLS Director receives Letter of Intent and Funding Letter from FEMA. Usual amount of initial funding is $5,000. If costs are expected to exceed that amount, DR should notify DLS Team Member who will work with DR and FEMA in producing a budget for FEMA’s approval. If funds in excess of the initial allocation are spent without prior approval there is no guarantee that reimbursement will be given.

8. ABA YLD District Representative establishes hotline and works with FEMA to distribute hotline number.
   a. Toll-free 800 number must be used. (ABA Chicago office can provide a toll-free 800 number if needed.)
   b. Voicemail must indicate that caller has reached “the FEMA-ABA YLD Disaster Legal Services Hotline.” May wish to add “in conjunction with ___ State Bar.”
   c. Voicemail message should be recorded in both English and Spanish.

9. Calls coming into the hotline are handled upon receipt or, if more complicated, intake sheet is passed on to referral attorney. Calls eligible for assistance must be:
   a. Related to the disaster.
   b. From low-income individuals.
   c. Not fee-generating:
      i. If fee-generating call, must be referred to local or state attorney referral service.
      ii. If not fee-generating and call is simple, may be handled on the phone by attorney working the hotline.
      iii. If complicated, refer to pro bono attorney, who must make contact with caller within 48 hours.

10. Attorneys who are licensed in the state may answer legal questions while answering calls on the hotline, attorneys not licensed in the state and all others may only fill out client intake forms which will be sent to attorneys who have volunteered to take pro bono cases. If a call is handled on the hotline, no intake sheet needs to be completed.

11. People who volunteer to answer calls on the hotline must travel to the hotline location, we cannot route calls elsewhere.

12. Attorneys who are licensed in the state may take pro bono cases.

13. ABA YLD District Representative maintains daily tally of calls and reports totals to DLS Team Members, FEMA Field Officer, and ABA YLD Staff on weekly basis. DLS Coordinator sends weekly report to FEMA Headquarters.
14. Calls slow down - ABA YLD District Representative works with DLS Team Member and FEMA to determine appropriate time and manner of terminating hotline.

15. Final tallies sent to DLS Team, ABA Staff, and FEMA Field Officer. DLS Coordinator sends final tally to FEMA Headquarters.

16. Expense reimbursement requests should be sent to FEMA Field Officer and ABA for initial approval then to the ABA Chicago office for processing. Please keep receipts to substantiate your reimbursement requests.
9.
States and U.S. Territories
Requiring Disaster Legal Services
July 24, 2006 – June 2, 2010

1. Alabama
2. Alaska
3. American Samoa
4. Arkansas
5. Arizona
6. California
7. Colorado
8. Connecticut
9. Florida
10. Georgia
11. Hawaii
12. Illinois
13. Indiana
14. Iowa
15. Kansas
16. Kentucky
17. Louisiana
18. Maine
19. Massachusetts
20. Minnesota
21. Mississippi
22. Missouri
23. Nebraska
24. New Hampshire
25. New Jersey
26. New Mexico
27. New York
28. North Dakota
29. Oklahoma
30. Oregon
31. Pennsylvania
32. Rhode Island
33. South Dakota
34. Tennessee
35. Texas
36. Washington
37. West Virginia
38. Wisconsin
10.
Free Legal Assistance Available for Tornado Victims

Partnership between Tennessee legal organizations, ABA and FEMA helps residents

NASHVILLE, Feb. 26, 2008 — A toll-free legal aid line is now available for victims of recent tornadoes in Tennessee. The service, which allows callers to request the assistance of a lawyer, is a partnership between the Tennessee Alliance for Legal Services, three local legal aid organizations (the Legal Aid Society of Middle Tennessee and the Cumberlands, Memphis Area Legal Services and West Tennessee Legal Services Inc.), the Tennessee Bar Association and its Young Lawyers Division, the American Bar Association Young Lawyers Division and the Federal Emergency Management Agency.

Victims facing legal issues who are unable to afford a lawyer may call (877) 396-6248 between 9 a.m. and 5 p.m. central time Monday through Friday to request assistance. Messages can be left at any time. Callers should identify that they are seeking tornado-related legal assistance. Victims who qualify for assistance will be matched with Tennessee lawyers who have volunteered to provide free legal help.

The type of legal assistance available includes:

- Assistance with securing FEMA and other government benefits available to disaster victims
- Assistance with life, medical and property insurance claims
- Help with home repair contracts and contractors
- Replacement of wills and other important legal documents destroyed in the disaster
- Assisting in consumer protection matters, remedies and procedures
- Counseling on mortgage-foreclosure problems
- Counseling on landlord/tenant problems

Background

When the U.S. President declares a major disaster, FEMA, in cooperation with the American Bar Association Young Lawyers Division, establishes a toll-free number for disaster victims to request legal assistance. Funding for the toll-free line comes from FEMA under the authority of Section 415 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (Public Law 100-707). The
American Bar Association Young Lawyers Division in turn partners with state bar associations and other legal organizations to recruit volunteer lawyers in affected areas to handle victims’ cases.

Victims should be aware that there are some limitations on disaster legal services. For example, assistance is not available for cases that will produce a fee (i.e., those cases where attorneys are paid part of the settlement by the court). Such cases are referred to a local lawyer referral service. To determine whether an issue qualifies for free legal assistance, individuals should call (877) 396-6248 between 9 a.m. and 5 p.m. central time Monday through Friday for more information.

Local Press Contacts
For more information about disaster legal aid in specific areas of the state, please contact:

Davidson, Hickman, Houston, Lewis, Macon, Montgomery, Perry, Sumner, Trousdale and Williamson counties:
Lucinda Smith, Director
Nashville Bar Pro Bono Program
(615) 780-7127
lsmith@las.org

Jim Hawkins, Managing Attorney
Legal Aid Society, Gallatin Office
(615) 451-1880
jhawkins@las.org

Shelby and Fayette counties
Linda Warren Seely
Director of Pro Bono Programs
Memphis Area Legal Services
(901) 476-1808
lseely@malsi.org

Benton, Hardin, Haywood, Madison and McNairy counties
Steve Xanthopoulos
Executive Director
West Tennessee Legal Services, Inc.
(731) 423-0616
xanthopoulos@wls.org

Partnership Members
The following organizations have joined forces to establish a toll-free phone line for Tennessee storm victims to request free legal assistance, and to provide volunteer attorneys to handle cases arising from recent storm damage.

American Bar Association Young Lawyers Division—The ABA YLD, the largest national organization of young lawyers, provides leadership in serving the public and the profession, and promotes excellence and fulfillment in the practice of law. Its parent organization, the ABA, is the national voice of the legal profession and the largest voluntary professional membership group in the world.

Federal Emergency Management Agency—FEMA coordinates the federal government’s role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror. Through an agreement with the
American Bar Association, FEMA underwrites the cost of operating toll free legal assistance lines for victims in areas designated as federal disaster sites.

**Legal Aid Society of Middle Tennessee and the Cumberlands** – LAS was founded in 1968 as Legal Services of Nashville by eight members of the Nashville Bar Association. It has since expanded and consolidated with other organizations to help low-income people in 48 counties through eight offices. The organization focuses on individual cases and community education, and serves over 7,000 people each year. Legal Aid Society's mission is to enforce, advance and defend the legal rights of low-income and vulnerable families in order to obtain for them the basic necessities of life. The Legal Aid Society also houses and directs the Nashville Bar Association Pro Bono Program, many of whose members also will be available to provide legal help to disaster victims.

**Memphis Area Legal Services** – Since 1970, MALS has been committed to equal justice for all people, helping children, families and individuals solve problems that affect their basic needs. MALS serves nearly 8,000 people in distress each year. Its service area includes Fayette, Lauderdale, Shelby and Tipton counties.

**Tennessee Alliance for Legal Services** – TALS is a statewide non-profit organization that seeks to build partnerships to support the delivery of effective civil legal services to low-income and elderly Tennesseans. TALS is committed to increasing equal access to justice across Tennessee.

**Tennessee Bar Association** – The TBA is the largest professional association in Tennessee with nearly 10,000 members. Founded in 1881, the TBA provides opportunities for continuing legal education, professional development and public service. The TBA's dedication to serving the state's legal community is evidenced by its membership roll, which represents the entire spectrum of legal practice: plaintiff and defense lawyers, corporate counsel, judges, prosecutors, public defenders, government lawyers and legal services attorneys. Its Young Lawyers Division, comprised of lawyers in their first five years of practice or under 36 years of age, is dedicated to serving the public and the profession as the "service arm of the bar."

**West Tennessee Legal Services, Inc.** – WTLS is a non-profit organization that provides assistance in civil cases to individuals, families and communities. It services 17 West Tennessee counties including Benton, Carroll, Chester, Crockett, Dyer, Decatur, Gibson, Hardeman, Hardin, Haywood, Henry, Henderson, Lake, McNairy, Madison, Obion and Weakley.
11.
Billing Code 9110-10-P

DEPARTMENT OF HOMELAND SECURITY

Federal Emergency Management Agency

[FEMA-1785-DR]

Florida: Major Disaster and Related Determinations

AGENCY: Federal Emergency Management Agency, DHS.

ACTION: Notice.

SUMMARY: This is a notice of the Presidential declaration of a major disaster for the State of Florida (FEMA-1785-DR), dated August 24, 2008, and related determinations.

EFFECTIVE DATE: August 24, 2008.


SUPPLEMENTARY INFORMATION: Notice is hereby given that, in a letter dated August 24, 2008, the President declared a major disaster under the authority of the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 5121-5207 (the Stafford Act), as follows:

I have determined that the damage in certain areas of the State of Florida resulting from Tropical Storm Fay beginning on August 18, 2008, and continuing, is of sufficient severity and magnitude to warrant a major disaster declaration under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. §§ 5121-5207 (the Stafford Act). Therefore, I declare that
such a major disaster exists in the State of Florida.

In order to provide Federal assistance, you are hereby authorized to allocate from funds available for these purposes such amounts as you find necessary for Federal disaster assistance and administrative expenses.

You are authorized to provide Public Assistance in the designated areas, Hazard Mitigation throughout the State, and any other forms of assistance under the Stafford Act that you deem appropriate. Consistent with the requirement that Federal assistance be supplemental, any Federal funds provided under the Stafford Act for Hazard Mitigation will be limited to 75 percent of the total eligible costs. Federal funds provided under the Stafford Act for Public Assistance also will be limited to 75 percent of the total eligible costs, except for any particular projects that are eligible for a higher Federal cost-sharing percentage under the FEMA Public Assistance Pilot Program instituted pursuant to 6 U.S.C. § 777. If Other Needs Assistance under Section 408 of the Stafford Act is later warranted, Federal funding under that program also will be limited to 75 percent of the total eligible costs.

Further, you are authorized to make changes to this declaration to the extent allowable under the Stafford Act.

The Federal Emergency Management Agency (FEMA) hereby gives notice that pursuant to the authority vested in the Administrator, under Executive Order 12148, as amended, Thomas P. Davies, of FEMA is appointed to act as the Federal Coordinating Officer for this declared disaster.
The following areas of the State of Florida have been designated as adversely affected by this declared major disaster:

Brevard, Monroe, Okeechobee, and St. Lucie Counties for Public Assistance.

All counties within the State of Florida are eligible to apply for assistance under the Hazard Mitigation Grant Program.

(The following Catalog of Federal Domestic Assistance Numbers (CFDA) are to be used for reporting and drawing funds: 97.030, Community Disaster Loans; 97.031, Cora Brown Fund; 97.032, Crisis Counseling; 97.033, Disaster Legal Services; 97.034, Disaster Unemployment Assistance (DUA); 97.046, Fire Management Assistance Grant; 97.048, Disaster Housing Assistance to Individuals and Households In Presidentally Declared Disaster Areas; 97.049, Presidentally Declared Disaster Assistance - Disaster Housing Operations for Individuals and Households; 97.050 Presentially Declared Disaster Assistance to Individuals and Households - Other Needs, 97.036, Disaster Grants - Public Assistance (Presidentially Declared Disasters); 97.039, Hazard Mitigation Grant.)

/s/
R. David Paulison,
Administrator,
Federal Emergency Management Agency.
December 1, 2008

Mr. Craig D. Cannon, ESQ
Disaster Legal Services National Director
Legal Department
Branch Banking & Trust Company
200 West Second Street
Winston-Salem, North Carolina 27101

Dear Mr. Cannon,

This is to notify you of my intent to implement the Disaster Legal Services (DLS) Program, CFDA No. 97.033, in connection with recovery efforts in the Presidentially declared disaster FEMA-CA-DR-1810. In addition, this confirms FEMA’s request for assistance from the Young Lawyers Division to coordinate the provision of legal services to the victims of the major disaster. I have attached a copy of the Governor’s request and the declaration of notification.

Please contact Randy Greer, Individual Assistance (IA) Branch Director, at (626) 431-3096, to discuss your DLS plan and program costs eligible under the FEMA/YLD Memorandum of Understanding dated November 1, 2007. In addition, please provide the IA Branch Director the contact information for your District Representative.

I look forward to working with you to ensure a successful Disaster Legal Services Program.

Sincerely,

Mark A Neveau
Federal Coordinating Officer (FCO)
Disaster Recovery Manager
FEMA-CA-DR-1810

Enclosures
CC: Mathew Besmer YLD Regional
CC: FEMA HQ-DLS Carmen Mendoza
CC: Joel Villa Senor YLD Local
Provide disaster legal services in support of disaster relief activities for FEMA DR-1834-AR. Services are provided in accordance with the agreement between the American Bar Association on behalf of its Young Lawyers Associates Division and FEMA. No compensation shall be paid to or accepted by attorneys, however, reasonable administrative costs may be paid for establishing and maintaining an 800 number, facsimile, copying, printing, video training sessions, and postage.

This purchase order is not to exceed $5,000.00. Only the FEMA Contracting Officer can make changes to the scope of contract or funding amount by modification to this purchase order. The period of performance shall run from 07 May through 30 Sept 2009.

Submit all invoices to the address shown in block 21. Include purchase order number on all invoices and correspondence.

18. SHIPING POINT

19. GROSS SHIPPING WEIGHT

20. INVOICE NO.

21. MAIL INVOICE TO:

a. NAME

Federal Emergency Management Agency
Disaster Finance Center, Bldg 708

b. STREET ADDRESS (or P.O. Box)

Vendor Payments, DR-1834-AR
P.O. Box 800

c. CITY

Derryville

d. STATE

VA

e. ZIP CODE

22611-0800

22. NAME (Typed)

Kathleen D. Boggess

DHS/FEMA 172/11-08

TITLE: CONTRACTING OFFICER
### A.1 PRICE/COST SCHEDULE

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**FUNDING/REQ NO:**
1: $5,000.00

**TN01779Y2009T**

**GRAND TOTAL:**
--- $5,000.00

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ABA YOUNG LAWYERS DIVISION
DISASTER LEGAL SERVICES

CONTACT LIST

Besmer, Matthew
YLD Director, DLS Program
Dowling Aaron & Keeler
473 E. Balboa Drive
Fresno, CA 93730
Phone: 559-304-0406
BesmerDLS@gmail.com

Blair, Elizabeth A.
YLD Vice-Director, DLS Program
2429 Union Street
San Diego, CA 92101
Phone: 916-837-0154
EBlaire@UCLAAlumni.net

Daugherty, Jennifer
YLD Administrative Director
Robins Kaplan Miller & Ciresi L.L.P.
2800 LaSalle Plaza
800 LaSalle Ave, Ste 2800
Minneapolis, MN 55402-2015
Phone: 612-349-8293
jgdaugherty@rkmc.com

Jones, William
Information Coordinator, ABA Center for Pro Bono
321 N. Clark Street
Chicago IL 60654
Phone: 312-988-5789
Fax: 312-988-5483
Email: jonesw@staff.abanet.org

Lee, Tamiko
Public Relations Specialist, Media
Relations and Communication Services
American Bar Association
321 N. Clark Street
Chicago, IL 60654
Phone: 312-988-5237
leet@staff.abanet.org

Nguyen, David Hoa K.
YLD Vice-Director, DLS Program
1517 Central Ave
Indianapolis, IN 46202-2606
Phone: 317-340-6743
dhknguyen@gmail.com

Sadler, Gina
Staff Liaison, American Bar Association
321 North Clark Street, Fl 18
Chicago, Illinois 60654
Phone: (312) 988-5671
Fax: (312) 988-6231
sadler_g@staff.abanet.org

Scudder, Steven B.
Committee Counsel, ABA Standing Committee on Pro Bono and Public Service
321 North Clark Street
Chicago, IL 60654
Phone: 312-988-5768
scudders@staff.abanet.org

Westcoat, Michelle A.
YLD Vice-Director, DLS Program
Morgan Lewis & Bockius L.L.P.
1701 Market Street
Philadelphia, PA 19103-2330
Phone: 215-963-4638
mwestcoat@morganlewis.com
ABA YOUNG LAWYERS DIVISION
DISASTER LEGAL SERVICES

2010-2011 DISTRICT/NATIONAL REPRESENTATIVE LIST

District 1 – Maine & Vermont
Marczak, Thomas
Thompson & Bowie LLP
3 Canal Plaza
PO Box 4630
Portland, ME 04112-4630
Phone: 207-774-2500
Fax: 207-774-3591
tmarcyak@thompsonbowie.com

District 2 – Connecticut and Rhode Island
Sklarz, Jeffrey
Zeisler & Zeisler, PC
558 Clinton Avenue
Bridgeport, CT 06605
Phone: 203-368-4234
Fax: 203-367-9678
jsklarz@zeislaw.com

District 3 – Massachusetts & New Hampshire
Hall, Joseph
311 Caroline Drive
Bellingham, MA 02019-1377
Phone: 401-861-0245
Fax: 401-861-0246
jhall@hischiffpc.com

District 4 – New York
Chung, Jennifer
Axinn, Veltrop & Harkrider LLP
114 W. 47th Street
New York, NY 10036
Phone: 212-728-2200
jxc@avhlaw.com

District 5 – Pennsylvania
Presley, Marla
Ogletree, Deakins, Nash, Smoak, and Stewart PC
444 Liberty Ave, Ste 400
Pittsburgh, PA 15222
Phone: 412-394-3334
Fax: 412-232-1799
marla.presley@odnss.com

District 6 – New Jersey
Stout, Robert
Farek Fersko PA
600 South Ave
Westfield, NJ 07090
Phone: 908-789-8550
Fax: 908-789-8660
rstout@farerlaw.com

District 7 – District of Columbia & Delaware
Berry, Youshea
Law Office of Youshea A. Berry
1801 K. Street NW , Ste M100
Washington, DC 20006-1326
Phone: 202-635-1529
Fax: 202-330-5808
attorney@yberrylaw.com

District 8 – Maryland & Virginia
Charville, Brian
Arlington County Attorney’s Office
2100 Clarendon Blvd., Ste 403
Arlington, VA 22201
Phone: 703-228-3100
Fax: 703-228-7106
bcharville@arlingtonva.us

District 9 – North Carolina
Wells Jr., Michael
Wells, Jenkins, Lucas, & Jenkins PLLC
155 Sunnynoll Court, Ste 200
Winston Salem, NC 27106
Phone: 336-714-5773
Fax: 336-723-9619
michaelw@wellisjenkins.com

District 10 – South Carolina & U.S. Virgin Islands
Nettles, C. Tyson
Hood Law Firm
172 Meeting Street
Charleston, SC 29401
Phone: 843-278-5220
ctyonnettles@gmail.com
District 11 – Florida
Baker, Keri-Ann C.
Lewis Longman & Walker PA
515 N. Flagler Drive, Ste 1500
West Palm Beach, FL 33401-4327
Phone: 561-640-0820
Fax: 561-640-8202
kbaker@llw-law.com

District 12 – Alabama & Georgia
Smith, Tyronia M. (Ty)
Parker Hudson Rainer & Dobbs LLP
1500 Marquis Two Tower
285 Peachtree Center Ave NE
Atlanta, GA 30303
Phone: 404-880-4769
Fax: 678-533-7788
tmsmith@phrd.com

District 13 – Mississippi
Watson, Benjamin M.
Butler Snow Et Al
PO Box 6010
Ridgeland, MS 39158
Phone: 601-948-5711
Fax: 601-985-4500
benwatson@butlersnow.com

District 14 – Louisiana
Ruffin, Maurice
Adams and Reese LLP
Suite 4500
701 Poydras Street
New Orleans, LA 70139
Phone: 504-581-3234
Fax: 504-566-0210
maurice.ruffin@arlaw.com

District 15 – Illinois & Indiana
TBD

District 16 – Tennessee & Kentucky
Potempa, Matt
Law Office of Matt Potempa
222 Second Avenue North
Nashville, TN 37201
Phone: 615-255-5007
Fax: 615-255-5599
matt@potempafirm.com

District 17 – Wisconsin & Minnesota
Lurken, Jennifer G.
Maschka Riedy & Ries
201 N. Broad Street, Ste 200
PO Box 7
Mankato, MN 56002
Phone: 507-625-6600
Fax: 507-625-4002
jennifer_lurken@mrr-law.com

District 18 – Ohio & West Virginia
VanderDoes, Nicole
Spangenberg Shibley & Liber LLP
1001 Lakeside Ave. East, Ste 1700
Cleveland, OH 44114
Phone: 216-644-3585
nvanderdoes@spanglaw.com

District 19 – Iowa & Nebraska
Gainer, Robert
Garten & Wanek
505 5th Ave, Ste 835
Des Moines, IA 50309-2392
Phone: 515-243-1249
Fax: 515-244-4471
gainer@dwx.com

District 20 – Michigan
Low, James
Sullivan Ward Asher & Patton PC
1000 MacCabees Center
25800 Northwestern Hwy
Southfield, MI 48075
Phone: 248-746-2710
Fax: 248-746-2760
jamie.low@gmail.com

District 21 – North Dakota & South Dakota
Johnson, Kara
Zuger Kirmis & Smith
PO Box 1695
Bismarck, ND 58502-1695
Phone: 701-223-2711
Fax: 701-223-9619
kjohson@zkslaw.com

District 22 – Kansas & Missouri
Hill, Scott
Hite, Fanning & Honeyman LLP
100 N. Broadway Street, Ste 950
Wichita, KS 67202
Phone: 316-265-7741
Fax: 316-267-7803
hill@hitefanning.com
District 23 — Arizona & New Mexico
Palys, Stefan
Lewis and Roca LLP
40 N. Central Ave., Ste 1900
Phoenix, AZ 85004
Phone: 602-262-5352
spalys@lrlaw.com

District 24 — Oklahoma & Arkansas
Rucker, Gwendolyn L.
Law Clerk to Magistrate Judge Jerome T. Kearney
United States District Court, Eastern District of Arkansas
500 W. Capitol Ave., Suite C459
Little Rock, AR 72201
Phone: 501-604-5173
Fax: 501-604-5178
gwendolyn_rucker@ared.uscourts.gov

District 25 — South/Central Texas
Rhodes, C.E.
Baker Hughes
17021 Aldine Westfield Road
Houston, TX 77073
Phone: 713-879-1493
Fax: 713-879-1852
c.e.rhodes@bakerhughes.com

District 26 — North/West Texas
Brooker, Chip A.
Haynes and Boone LLP
2323 Victory Ave
Dallas, TX 75219
Phone: 214-651-5437
Fax: 214-200-0618
chip.brooker@haynesboone.com

District 27 — Utah & Nevada
Tennent, John D.
Lionel Sawyer & Collins
50 W. Liberty Street, Ste 1100
Reno, NV 89501-1951
Phone: 775-788-8644
Fax: 775-788-8666
jtennent@lionelsawyer.com

District 28 — Colorado & Wyoming
Parker, Margrit
207 E. Iowa Ave
Berthoud, CO 80513
Phone: 970-222-3091
margrit.parker@gmail.com

District 29 — Washington & Oregon
Petrasek, Kari
Carson Law Group PS
3202 Hoyt Ave
Everett, WA 98201
Phone: 425-493-5000
Fax: 425-493-5004
kari@carsonlawgroup.com

District 30 — Montana & Idaho
Grinde, Erica
Browning Kaleczyc Berry & Hoven
Suite 200
100 W. Railroad St
Missoula, MT 59802
Phone: 406-728-1694
erica@bkbh.com

District 31 — North California
Kimberley, Benjamin
Winston & Strawn LLP
101 California St. Ste 3900
San Francisco, CA 94111
Phone: 415-591-1000
Fax: 415-591-1400
bkimberley@winston.com

District 32 — South California
Essa, Farzene
Brown Law Group
Ste 1600
600 B Street
San Diego, CA 92101
Phone: 619-330-1700
Fax: 619-330-1701
essa@brownlawgroup.com

District 33 — Alaska & Hawaii
Apostola, Elizabeth
Farley & Graves PC
807 G. Street, Suite 250
Anchorage, AK 99502
Phone: 907-274-5100
Fax: 907-274-5100
eapostola@farleygraves.com

District 34 — Federal & Military Bar
Alan Fowler
Naval Air Station Key West
RLSO SE Unit 1
P.O. Box 9001
Key West, FL 33040
Phone: 305-293-2833
Fax: 305-293-2023
alan.a.fowler@navy.mil
Hispanic National Bar Association (HNBA)
DeHerrera, Adelita
University of Colorado Denver
Office of Grants and Contracts, F428
13001 E. 17th Place, Rm W1131B
Aurora, CO 80045
Phone: 303-724-0091
Fax: 303-724-0814
ajdeherrera@gmail.com

National Bar Association – NBA
TBD

National Lesbian, Gay, Bisexual & Transgender
Bar Association – NLGBTBA
Hoppe, Lucene
Fredrikson & Byron, P.A.
Suite 4000
200 S. 6th Street
Minneapolis, MN 55402
Phone: 612-492-7402
Fax: 612-492-7077
lhoppe@fredlaw.com

National Asian Pacific American Bar
Association – NAPABA
Reus, Ireneo A.
The Law Offices of Ireneo A. Reus III
Fl 12
100 Oceangate
Long Beach, CA 90802
Phone: 562-628-5571
Fax: 562-628-5572
ireneo.reus@gmail.com
<table>
<thead>
<tr>
<th>Region</th>
<th>States/Sovereign States/States of Trust</th>
<th>Contact Person</th>
<th>Phone Number</th>
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</thead>
<tbody>
<tr>
<td>Headquarters</td>
<td>Associate Chief Counsel for Field Counsel</td>
<td>Mary Ellen Martinet</td>
<td>202-646-3341</td>
</tr>
<tr>
<td>Headquarters</td>
<td>Community Services Unit</td>
<td>Carmen Mendoza</td>
<td>202-212-1119</td>
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<td></td>
<td>CCP/DUA/DLS Program</td>
<td>Bonnie Furey</td>
<td>202-212-1126</td>
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<tr>
<td></td>
<td></td>
<td>Joy Paluska</td>
<td>202-212-1153</td>
</tr>
<tr>
<td>Region 1</td>
<td>Maine, New Hampshire, Vermont, Rhode Island, Connecticut and Massachusetts</td>
<td>Becky Szymczik</td>
<td>617-956-7565</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Frances Hahn (Lead IA)</td>
<td>617-956-7599</td>
</tr>
<tr>
<td>Region 2</td>
<td>New York, New Jersey, Commonwealth of Puerto Rico and the Territory of U.S. Virgin Island</td>
<td>Eileen Feikert</td>
<td>212-680-3674</td>
</tr>
<tr>
<td>Region 3</td>
<td>Delaware, District of Columbia, Maryland, Pennsylvania, Virginia and West Virginia</td>
<td>Suzann Cowie</td>
<td>215-931-5660</td>
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<tr>
<td>Region 4</td>
<td>Florida</td>
<td>Jackie Reginello</td>
<td>770-220-5452</td>
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<td></td>
<td>Kentucky</td>
<td>Pam Ross</td>
<td>770-220-5452</td>
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<td>South Carolina</td>
<td>Jan Riddle</td>
<td>770-220-5452</td>
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<td>Alabama</td>
<td>Hugh Dash</td>
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<td>Georgia</td>
<td>Sam Lockey</td>
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<td>Tennessee</td>
<td>Gerald Collins</td>
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<td>North Carolina</td>
<td>Elizabeth Given</td>
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<td>Mississippi</td>
<td>Don Griffin</td>
<td>770-220-5452</td>
</tr>
<tr>
<td>Region 5</td>
<td>Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin</td>
<td>Colleen Finkl</td>
<td>312-408-5216</td>
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<td></td>
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<td>Jean McGhee (Primary)</td>
<td>312-408-5554</td>
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<td></td>
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<td>Carolyn Robinson-Tucker (Secondary)</td>
<td>312-408-4409</td>
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<tr>
<td>Region 6</td>
<td>Arkansas, Louisiana, New Mexico, Oklahoma and Texas</td>
<td>Juan Gil</td>
<td>940-898-5141</td>
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<tr>
<td>Region 7</td>
<td>Iowa, Kansas, Missouri and Nebraska</td>
<td>Candy Newman</td>
<td>816-283-7038</td>
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<tr>
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<td>Marlee Carroll (Primary)</td>
<td>816-283-7019</td>
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<tr>
<td>Region 8</td>
<td>Colorado, Montana, North Dakota, South Dakota, Utah, and Wyoming</td>
<td>Martin McNeese</td>
<td>303-235-4897</td>
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<tr>
<td></td>
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<td>George Betz (Lead)</td>
<td>303-235-4773</td>
</tr>
<tr>
<td>Region 9</td>
<td>Arizona, California, Hawaii, Nevada, the Territory of American Samoa, Territory of Guam, Commonwealth of Northern Mariana Islands</td>
<td>Mike Haralambakis</td>
<td>510-627-7899</td>
</tr>
<tr>
<td>Region 10</td>
<td>Alaska, Idaho, Oregon and Washington</td>
<td>Christina Grant</td>
<td>425-487-4742</td>
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<td>Gail Haubrich (Lead)</td>
<td>425-482-3713</td>
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<tr>
<td>Pacific</td>
<td>Marilyn Shigetani (Acting)</td>
<td>808-551-7909</td>
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<td>Caribbean</td>
<td>Alejandro De La Campa</td>
<td>787-295-3615</td>
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<td></td>
<td>Jose Rodriguez I</td>
<td>787-296-3515</td>
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Revised April 2010 FEMA Regional Contact List
14.
MOCK DISASTER: Instructions

Implementing and operating a DLS hotline requires collaboration between the ABA YLD DLS Team Leaders, FEMA Representatives, as well as state and local bar associations, legal aid groups, and law firms.

To help make the DLS response to this mock disaster resemble a real disaster, you will need to approach DLS Team Leaders with questions about the program, approach FEMA representatives with questions about evaluating the need for DLS and operating the program, and contact bar associations, legal aid groups, and law firms to identify a location to house the DLS hotline and for volunteer attorneys.

Each of these organizations is represented during this mock disaster. You will need to seek out these representatives and collaborate with them to set up a hotline. Use the sheet entitled "MOCK Disaster: Hotline Implementation Steps" to keep notes of your progress and the names of the representatives from each organization you work with.

Use the DLS materials provided to you earlier today to guide you through the DLS implementation process.

Do not assume that anyone will communicate with you following a disaster. Attention and resources may be drawn to other immediate needs and you may be the only person in a position to initiate a discussion about implementing a DLS operation. Following a disaster, you should immediately contact DLS Team Leaders and the local FEMA field representative.

After you complete your hotline implementation, designate one of your team members to give a brief presentation on your disaster and DLS solution.

NOTE: BECAUSE OF SPACE RESTRICTIONS IN THE ROOM, ONLY TWO MEMBERS ARE ALLOWED TO LEAVE THEIR TABLE AT A TIME AND THOSE MEMBERS MUST WORK IN PAIRS. TEAM MEMBERS SHOULD SHARE THE RESPONSIBILITY OF SETTING UP A HOTLINE.
A Category 3 Hurricane has just swept through the Gulf Coast impacting significant areas of Louisiana, Mississippi, and Texas. The hurricane has devastated the Gulf causing significant property damage and leaving thousands homeless. You are the District Representative for the State of Mississippi.

Task: Set up a DLS hotline as soon as possible. You have one hour to complete this task.
MOCK DISASTER 2: Midwest Flooding

Weeks of torrential downpours have caused the banks of the Mississippi river to overflow. The resulting flooding is the worst the area has experienced in decades. Businesses, homes, and farmers' fields are destroyed. You are the District Representative for the State of Iowa.

Task: Set up a DLS hotline as soon as possible. You have one hour to complete this task.
MOCK DISASTER 3: California Wildfires

Years of drought and a particularly hot summer have taken a toll on Southern California. A backpacker in a national park located in Southern California forgot to put out his camping fire and nearby brush caught fire. Hot Santa Ana winds have caused the fire to spread rapidly burning homes in several surrounding hillside communities. The fire burned out of control for weeks before an unexpected summer storm helped responders gain control. Unfortunately, the fire weakened the hillside soil integrity. With the weakened soil, the rains caused mudslides that have destroyed mobile home parks and other rural homes spared by the fire. You are the district representative for California. You have been contacted by both the local bar association and LSC. Each organization wants to host the DLS hotline.

Task: Set up a DLS hotline as soon as possible. You have one hour to complete this task.
Terrorists strategically placed explosive devices in various New York City buildings and subway tunnels. The explosives detonated within minutes of each other wreaking havoc in New York City and in other major cities throughout the country. The explosive devices destroyed buildings which housed business, residences, and government agencies. Other buildings were not destroyed but were damaged to such an extent that the city condemned the buildings because of safety issues. Thousands of residents have been displaced and are without a place to live and are trying to get back in the buildings to retrieve personal belongings. The subway attacks incapacitated several subway routes. You are the District Representative for New York.

Task: Set up a DLS hotline as soon as possible. You have one hour to complete this task.
MOCK DISASTER: Hotline Implementation Steps

1. Has the President declared a major disaster? How do you know?
   Answer:

2. Has FEMA requested DLS implementation? How do you know?
   Answer:

3. Have you been in contact with the DLS Director and/or Vice Directors?
   Answer:

4. Do you have the letter of intent? Who did you receive it from? (NOTE: You cannot set up a hotline until you receive the letter of intent).
   Answer:

5. Where are you going to set-up the hotline?
   Answer:

6. How are you going to set-up the hotline?
   Answer:

7. Who will answer the phones?
   Answer:

8. How are callers being referred to attorneys?
   Answer:

9. Do you have volunteer attorneys?
Answer:

10. How are you marketing the program?

Answer:

11. How are you tracking calls placed to the hotline?

Answer:

12. A volunteer attorney is concerned that a caller referred to her through the DLS program makes too much money to be qualified for the DLS program. What do you do?

Answer:

13. Are attorneys needed to staff DRCs? How are you coordinating their access to the DRCs?

Answer: