Resilient & Ready: Transforming Disaster Response through Technology and Network Building

#LSCITCon
Resilient & Ready: Transforming Disaster Response through Technology and Network Building

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probono.net
bridging the justice gap
Go to www.menti.com and use the code 69 38 64

Who are you?
What does resilience mean to you?
OUR GOAL TODAY
Use of Technology in Disaster Response and Outreach
SUCCESSFUL SOCIAL MEDIA STRATEGIES

CONTENT VARIETY
Make sure your content appeals to a variety of audiences by sharing:

- Blogs;
- Videos;
- Photos;
- Informational Flyers;
- Events;
- Articles; and
- Client Success Stories.

FOCUS CHANNELS
Social media is a driver, not a destination.

Utilize social media to always point back to your company website as the mothership of information.

ENGAGEMENT
Engage your audience by:

- Liking community partner pages;
- Linking/Tagging community partners in blog and social media posts; and
- Liking, commenting and sharing relevant posts.
Before the Disaster: Prepare

Hopefully, you are reading this before a disaster has hit your area. If so, here are some materials that may help you avoid or reduce the damage a disaster can do to those who are totally unprepared:

Are You Ready? In-depth Guide to Citizen Preparedness

After the Disaster: Recover

When large disasters strike, those who survive rarely think about needing legal aid. They are focused on medical treatment, shelter, food, transportation and communicating with family. But a number of things you will need to do have legal consequences or at least have legal options when you need them.

Here are documents to help you learn about your legal rights after a disaster:

<table>
<thead>
<tr>
<th>HOME REPAIR FRAUD AND INSURANCE STEPS</th>
<th>SBA</th>
<th>OTHER INFORMATION:</th>
</tr>
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<tbody>
<tr>
<td>SBA FLYER</td>
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<td>SCHOOL RIGHTS</td>
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<td>SBA FLYER (CHINESE)</td>
<td>SCHOOL RIGHTS (VIETNAMESE)</td>
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<td>SCHOOL RIGHTS (CHINESE)</td>
<td>ENVIRONMENTAL JUSTICE:</td>
<td>SCHOOL RIGHTS (CHINESE)</td>
</tr>
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<td>HARVEY ENVIRONMENTAL IMPACTS</td>
<td>REPLACING LOST DOCUMENTS</td>
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Thank you for agreeing to handle one or more disaster cases on behalf of low-income Texans in our service area. Below you will find training materials and forms prepared by our staff for use in handling various legal issues that result after a natural disaster.

- Out of State Attorney Registration for Temporary Practice of Texas Law
- Training Materials
- Forms and Templates for Use in Appealing FEMA Determinations
- Other Useful Information and Websites

Pages 28-29 of FEMA (Individuals and Households Program Unified Guidance) regarding ownership documentation.

- FEMA (Declaration and Release Form)
- FEMA Release (Fillable Form)

This link will take you to the State Bar of Texas Disaster Resource Page for attorneys.
What tech strategies or online tools did you use in mobilizing/training volunteers and in delivering legal information?
Principles

- Amidst-disaster context
- Coalitions require trust, sensibility, context awareness and agility
- No absolute answers or perfect models
- Mentorship can take many forms / time frames
- Disaster recovery experiences may be relatable but never translatable
Principles

- Movement and community lawyering fill gaps amidst disaster
- Legal education empowers, at all times.
- Rather than prioritizing crises, amplify social justice lens
- Philanthropic agency is possible and necessary
Effective and disaster-ready A2J tech initiatives require dependable and continuous contact with communities.
Tech & A2J after María

- Recruit
- Promote
- Evidence/build trust
- Gather support / tech assistance / funds
Coalition Building

Social Impact Advocacy

Legal Education

Community Lawyering

Capacity Building

{+Technology}
right to housing
post disaster

Access to Assistance
Tenancy rights
Foreclosures
Displacements
CDBG-DR
How else did Lone Star Legal Aid integrate technology into its response? What strategies, if any, did you use that you had not used before?
Headlines to Give Us a Headache

- “Nearly a Quarter of Harvey FEMA Applications in Texas Are Being Denied”
- “FEMA denying help to many hurricane victims with major damage”
- “FEMA has either denied or not approved most appeals for housing aid in Puerto Rico”

BUT, IF WE APPEAL...

- “Relief for Hurricane Harvey Survivors”
- “A legal advocate discusses the obstacles posed by FEMA.”
Lone Star Legal Aid won about half of our FEMA appeals and got about twice as much for our clients as the average award, with us, we got about 8K, which was the average SANDY award.
Biggest Takeaways

Attorneys are in fact, first responders.

regard to training of others internally, the local bar members and even state and nationwide.

Q: In the middle of Hurricane Harvey’s flooding and storms, there was a fire at Lone Star Legal Aid’s Houston office. What started the fire?

A: It is our understanding there was a physical issue beneath our building caused by the flooding.

Q: How did you and the rest of Lone Star Legal Aid overcome the challenges caused by the office fire?

A: We knew that our duty first and foremost was to respond to the disaster, therefore, we continued to work. This means that some of us were working from home or border...
Network Building in Disaster Response
STRATEGIES OVERVIEW: Ayuda Legal Huracán María

- **Coalition building**
  - Trust / PR-US based partners / Funds / Mentorship

- **Legal education**
  - Technology / Legal literacy / Disaster Manual

- **Capacity Building**
  - 350+ lawyers and students + entities

- **Community Lawyering**
  - Redefine lawyering / 65+ communities
  - Lasting relationships

- **Social Impact Advocacy**
  - FEMA Sworn Statement
  - Impact Litigation
STRATEGIES OVERVIEW:
Jornada de Participación CDBG-DR

- **Coalition building**
  - Transdisciplinary coalition
- **Legal education**
  - CDBG-DR literacy
- **Capacity Building**
  - Promote participation at different levels / Data
- **Community Lawyering**
  - Right to housing workshops (per topics)
  - Anti-forced displacements work
- **Social Impact Advocacy**
  - Amplify voices / Hold spaces
  - Organize to imagine and propose (YES!)
  - Impact Litigation
Coalition Building
Legal Education
Develop Capacity
Community Lawyering
Social Impact Advocacy
NETWORK BUILDING

CHALLENGES

Keeping up with the demand for legal advice and assistance.

OPPORTUNITIES

Organizations wanting to partner with us to provide services were abundant.
Why is collective knowledge and capacity across regions important when legal aid organizations are in crisis mode?
LOOKING AHEAD
Enhance and expand the national disaster legal response infrastructure and knowledge network available through DisasterLegalAid.org to allow legal aid programs responding to the 2017 major disasters provide disaster-related services to LSC-eligible clients with greater speed, efficiency and resilience moving forward.
LOOKING AHEAD

Content refresh expansion with focus on resources to support pro bono volunteers.

Create design updates and Legal Server integration with DisasterLegalAid.org.

Expand DisasterLegalAid.org FEMA appeals tool to appeal insufficient damages denials.

Implement community outreach and networking plan for DisasterLegalAid.org.
Create a coordinated intake system between Legal Aid of Northwest Texas (LANWT), Lone Star Legal Aid (LSLA) and Texas RioGrande Legal Aid (TRLA) using the Legal Server case management system and updated telephone system.
Develop interactive Guided Navigation in Legal Server to help users efficiently and effectively navigate their legal issue.
Enhance client services for disaster victims through the development of a pro bono coordination platform allowing for pro bono attorneys to receive training and provide direct services to disaster victims in need of legal assistance.
• Be available;
• Be creative;
and
• Nurture relationships.
LOOKING FORWARD

- Redefine relevance / power / agency
- Long term framing and strategies
- Transdisciplinary coalitions
- Amidst-disaster sensible collaboration/funding principles
- Data & needs assessment
LOOKING FORWARD - TECH

• “Traditional” projects:
  - Hotdocs/ Livechat
  - Disaster Legal Aid permanent hub
  - Develop the statewide website
  - Pro Bono Net

• Progressive initiatives:
  - Advocacy Hub
  - Movement Lawyer Training Center
Other Ideas, Stories, Experiences, or Questions?
What We’ll Do
For All of Us

1. Update disasterlegalaid.org webpage design.
2. FEMA appeals tool upgrade, starting with insufficient damages, and pro bono support tools.
3. DisasterLegalAid.org content expansion, including resources to support pro bono volunteers.
4. Create and implement community outreach and networking plan for DisasterLegalAid.org, including community roundtables and other knowledge-sharing activities.
5. Implement coordination between DisasterLegalAid.org and Legal Server to allow potential Pro Bono Attorneys to contact LSLA’s Disaster Pro Bono Coordinator.
Additional Online Resources

- Training & Events Calendar
- 2018 Roundtable Series Recordings
- Trainings and Resources by Topic
- National Disaster Legal Aid Listserv
- FEMA Appeals Brief Bank
- LSC Disaster Counseling Videos
- Disaster Assistance Manuals

www.disasterlegalaid.org/advocates/
Have ideas for how these or other DisasterLegalAid.org resources can help you? Let us know!
Go to bit.ly/ResilientAndReady or https://sched.co/IXgA to rate this session and provide a comment.
Engage in the #LSCITCon Conversation

• Share your experience!

• Tag us in your posts!

• Follow us, repost and retweet us!

• Show us your love with likes and comments!

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