

Federal Emergency Management Agency/American Bar Association's Young Lawyers Division
Disaster Legal Services Training Session
August 9, 2007
2:00 P.M. to 6:00 P.M.
San Francisco, California
Sonoma Room, Palace Hotel

AGENDA

1. Welcome and Introductions-Craig Cannon/Michelle Plummer/Susan Lopez
2. Overview of District Representative Responsibilities-Kelly Ann Clarke
3. Introduction to FEMA Programs- Michelle Plummer/Susan Lopez
4. Disaster Legal Services ("DLS") Program-Michelle Plummer/Susan Lopez
 - A. History
 - B. Contract
 - C. Overview of Disaster Declarations
 - D. Disaster Recovery Centers
 - E. Field Representatives
 - F. Activation of DLS
 - i. Letter of Intent
 - ii. Purchase Order
5. How the ABA/YLD Responds to a Disaster Declaration-Craig Cannon/David Chngas/Jessika Rovell
 - A. Hotline Assistance
 - i. Obtain Copies of Letter of Intent and Purchase Orders
 - a. Send to ABA Staff (Gina Sadler), DLS Coordinator (Craig Cannon) and DLS Vice Coordinators (David Chngas and Jessika Rovell)
 - ii. Establish Hotline
 - a. See Lifeline of an ABA YLD/FEMA Hotline Power Point
 - b. Hotline Usually Housed by State Bar
 - c. Hotline Callers Usually Screened by State Bar Staff Members
 - d. Screened Callers Sent to District Representative For Assignment to Volunteer Attorneys
 - e. Hotline Must Be Toll Free
 - B. On-site Assistance
 - i. Obtain Copies of Letter of Intent and Purchase Orders

- a. Send to ABA Staff (Gina Sadler), DLS Coordinator (Craig Cannon) and DLS Vice Coordinators (David Chngas and Jessika Rovell)
 - ii. Staff Booth at Disaster Recovery Centers
 - a. Work With Field Representative to Coordinate
 - C. Volunteer Recruitment
 - i. Contact State Bar
 - a. Will Usually Contact Members and Let Them Know of Need
 - ii. Contact Local Bars
 - a. Will Usually Contact Members and Let Them Know of Need
 - iii. Contact Big Firms
 - a. Contact Pro Bono Counsel
 - D. Hotline Publicity
 - i. Local/State Media Press Releases
 - a. State Bar Will Usually Assist With Drafting of the Press Releases
 - b. Send Press Releases to TV Stations, Newspapers, Radio Stations, Local Churches, Third Party Agencies (Red Cross, Food Bank, etc.)
 - E. Volunteer Training
 - i. Disaster Legal Services Manual
 - a. Overview of DLS Program
 - b. Overview of Typical Legal Questions
 - c. List of Third Party Organizations
 - d. Go-bys
 - ii. District Representative Instruction
 - a. Can't Accept a Fee
 - b. Can't Handle Cases Adverse to Local, State or Federal Entities
 - I. If Case is Adverse to FEMA, Caller Should be Instructed to Call the FEMA Helpline. If that Does Not Resolve the Caller's Problem, the Caller Should be Referred to the Local or State Lawyer Referral Number
 - II. If Case is Adverse to Other Agencies the Caller Should be Referred to the Local or State Lawyer Referral Number
- [NOTE: As of August 24, 2007, these restrictions are no longer being enforced by FEMA. Given this situation, volunteer attorneys *may* now handle cases adverse to FEMA and/or local, state or federal agencies. The volunteer attorneys may, however, refer these calls to legal aid and other organizations with experience handling cases adverse to FEMA and/or local, state or federal agencies.]
- c. Must be Low Income Victim at the Time of the Call

- F. Assignment of Cases to Volunteers
 - i. Done Through District Representative in Smaller Disasters
 - ii. May be Done Through Third Party When Large Disaster
- G. Reporting Requirements
 - i. District Representative Reports on a Weekly Basis to FEMA Field Representative, DLS Coordinator (Craig Cannon)/Vice Coordinators (David Changas/Jessika Rovell) and ABA Staff (Gina Sadler)
 - a. Number of Calls
 - b. Types of Calls
- H. Shut Down of Hotline
 - i. District Representative and FEMA Field Representative Determine Appropriate Time to Shut Down Hotline
 - ii. Appropriate to Shut Down if the Hotline is Not Receiving Any Calls After a Reasonable Period of Time
- I. Hotline/Disaster Recovery Center Expenses
 - i. Total Expenses Should Be Sent By District Representative to ABA Staff for Direct Reimbursement
 - a. Need Receipts and/or Bills
- J. Timeliness Concerns
 - i. When DLS is Activated, the Hotline Must Be Set Up Within 48 Hours
 - ii. When a Disaster Victim Calls a Hotline, the Victim's Call Must Be Returned Within 48 Hours
 - iii. DLS Reports Must Be Sent Each Week
 - iv. If You Plan to Take a Vacation, Please Make Sure that You Let the DLS Coordinator (Craig Cannon), DLS Vice-Coordinators (David Changas/Jessika Rovell) and ABA YLD Staff (Gina Sadler) Know Who They Should Contact During Your Absence If there is a Disaster Declaration In Your State(s)
- K. The Role of the National District Representatives
 - i. Provide Access to Translation Services
 - ii. Assist With Recruitment Efforts if Needed
- 6. Mock Disaster Training
 - A. Sample Disaster
 - B. Questions
- 7. Wrap Up/Announcements