

# Legal Services National Technology Assistance Project



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## Webinar: IT Disaster Planning 101

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### **Puerto Rico Legal Services, Inc.**

- Non profit corp providing free civil legal services to eligible low income individuals and groups
- LSC funded group
- Established in 1966, largest legal aid provider in Puerto rico
- 15 branch offices and 14 satellite offices
- Special projects: Tele-lawyer, special education, foreclosure Prevention, Domestic Violence, Community Work, Court Improvement, Compensated Practice Program

## **Challenges for Overcoming the Hurricane Disaster**

- Telecommunication services shut down
- Employee emergency line down
- Payroll due following week
- Gas and diesel shortages
- Central office security
- Data center daily shutdown
- Office 365 migration
- Manati branch office closed 4 months - personal relocated
- No internet in a lot of branches

## **Preparing for the Future:**

- Revision of business continuity and disaster recovery plan
- Moving to the cloud
- Our Website

- Case management system - migrating to legal server
- Financial system - dynamic GP
- Telephone System
- Internet redundancy in branch offices
- Acquisition of laptops for attorneys
- Solar powered portable office
- Evaluation of alternative communication system ([www.gotenna.com](http://www.gotenna.com))

## Lessons Learned

- Business continuity Plan not current
- Need to be mobile
- Provide internet redundancy in branch offices
- Trash bags over computer equipment does work

## Pro Bono Nets Mission

Pro Bono Net is a nonprofit leader in increasing access to justice through innovation tech and expertise in building and mobilizing justice networks. Our programs:

- Enable legal advocates to make a stronger impact
- Increase volunteer participation
- Empower the public with resources and self advocacy tools to address legal issues

## Rapid Response Protocol

- Regardless of the precipitating cause, an effective rapid legal response requires the following:
  - Collaboration: Strong and early collaboration among key stakeholders;
  - Leadership: An early determination of key leaders with clearly defined responsibilities; and
  - Resources: A marshaling of a wide variety of resources, including both legal and non-legal organizations and individuals, as well as on-line resources.”

**Envisions “Coordinator” roles forming the leadership team of a rapid response effort – and outlines these responsibilities in detail**

1. Legal Volunteers Coordinator
2. Client Coordinator
3. Public Communications Coordinator
4. Facilities Coordinator
5. Technology Coordinator

## State or Regional Justice Community Planning

- Designated hotline and intake channels with contingency plans if lead program(s) are impacted
- Centralized information resource and sign up for pro bono volunteers (+ ability to screen, manage and distribute volunteer capacity where it is needed most)
- Authoritative online source with information for the public, including KYR resources, clinics and referral resources to direct services
- There are many good nationally-relevant resources available on DisasterLegalAid.org and statewide websites in regions impacted by disasters -- ask if you need suggestions!
- Get key content translated in advance
- Consider role for LiveHelp if your statewide website already provides this service
- Plan digital marketing strategies in advance (e.g. branded URL redirects, Google AdWords, social media etc.)

## Tech Building Blocks for Disaster Response

1. Listservs / networking tools for advocates working in the affected region
2. Centralized resource (password-protected, if needed) with resources for practitioners:
3. Disaster legal services manuals
4. Training and webinar materials
5. Sample forms and pleadings
6. Tools to facilitate remote, unbundled services and remote pro bono engagement
7. Social media & digital marketing strategy (including person appointed to “listen”)

## Resources available

? <https://www.disasterlegalaid.org/preparedness/>.

? [Disaster Checklist for a Legal Services Program](#)

? [Louisiana State Bar Association Access to Justice Committee's Disaster Plan](#) (statewide plan)

? [State Bar of California – Steps to Disaster Planning for Legal Services Providers](#)  
(organizational plan)

? [ABA's Lawyer's Guide to Disaster Planning](#)

? [Video: Why Do You Need a Business Continuity Plan?](#)

? [Disaster Preparedness Toolkit](#)

? [IT Disaster Recovery Plan](#)

? [Just-Tech's Creating a Technology Disaster Plan](#)

? [Crisis Communication Training Crisis Management: Controlling the Chaos by Pierpont Communications](#)

## **Resources available on DisasterLegalAid.org:**

? [Disaster Assistance Manuals](#)

? [FEMA Appeals Brief Bank](#)

? [Trainings and Resources by Topic](#)

? [LSC Disaster Counseling Videos](#)

? [New York Rapid Response Protocol](#)

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