

Legal Services National Technology Assistance Project



Helping nonprofit legal aid programs improve client services through innovative use of technology.

www.lsntap.org

Webinar: IT Disaster Planning 101

Michael Hernandez / Director of Client Services at Just-Tech, LLC

Juan J. Ocasio / Director, Office of Information Systems Puerto Rico Legal Services, Inc

Liz Keith / Program Director at ProBono Net

Joseph Melo / Director of Engineering Just-Tech, LLC

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)

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

?Legal Services NYC Salesforce for Volunteers Start-up Kit

Printed:December 18, 2018

<http://www.lsntap.org/node/177/webinar-it-disaster-planning-101>

©Legal Services National Technology Assistance Project