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IMPORTANT TELEPHONE NUMBERS AND WEBSITES

Government Agencies

Federal

(see United States Government listings of the White Pages to insert local numbers)

Agriculture, Department of (USDA) .......................................................... (800) 344-8477
Website ........................................................................................................ http://www.usda.gov
Farm Service Agency (FSA) ................................................................. (916) 498-5300
Website ........................................................................................................ http://www.fsa.usda.gov
Farm Credit .................................................................................................. (916) 498-5924
Food and Consumer Service (FCS) ..........................................................
Natural Resources Conservation Service (NRCS)
West Regional Office ................................................................. (916) 757-8200
Website ........................................................................................................ http://www.ca.nrcs.usda.gov
Rural Development (RD) ........................................................................ (916) 668-2000
Website ........................................................................................................ http://www.rurdev.usda.gov
Equal Employment Opportunity Commission (EEOC) ......................... (800) 669-4000
Website ........................................................................................................ http://www.eeoc.gov
District/Local Office ...................................................................................
Farm Service Agency (FSA) ........................................................................ see USDA above

Federal Emergency Management Agency (FEMA)
Website ........................................................................................................ http://www.fema.gov
Teleregistration Center .............................................................................. (800) 462-9029
TDD (hearing/speech impaired) ................................................................. (800) 462-7585
Disaster Information Helpline ................................................................. (800) 525-0321
TDD (hearing/speech impaired).................................................................................. (800) 660-8005
Headquarters ........................................................................................................ (202) 646-2500
Region IX Office (California) .................................................................................. (415) 923-7100
Fraud Hotline (English/Spanish) ............................................................................. (800) 323-8603
FEMA FAX (24 Hour Information Line) .................................................................. (800) 646-3362
Federal Information Center....................................................................................... (800) 688-9889
TDD (hearing/speech impaired) .............................................................................. (800) 326-2996

Housing and Urban Development (HUD)

Website .................................................................................................................. http://www.hud.gov
TDD (hearing/speech impaired) ................................................................................ (800) 927-9275
Discrimination ........................................................................................................ (800) 669-9777
Field Office..............................................................................................................
Fraud Hotline.......................................................................................................... (800) 347-3735
Office of Compliance and Enforcement ...................................................................... (800) 347-3739

Immigration and Naturalization Services (INS)...................................................... (800) 755-0777

Website .................................................................................................................. http://www.ins.usdoj.gov
Forms ...................................................................................................................... (800) 870-3676

Internal Revenue Service (IRS)............................................................................ (800) 829-1040

Website .................................................................................................................. http://www.irs.ustreas.gov
Forms ...................................................................................................................... (800) 829-3676

Labor, Department of (DOL)

Website .................................................................................................................. http://www.dol.gov

Occupational Safety and Health Administration....................................................... (800) 321-OSHA
Website .................................................................................................................. http://www.osha.gov
Region 9 (California)............................................................................................... (415) 975-4310

Legal Services Corporation (LSC).......................................................................... (202) 336-8800
Website .................................................................................................................. http://www.lsc.gov

National Flood Insurance Program (NFIP)............................................................... (800) 638-6620

Natural Resources Conservation Service (NRCS)................................................. see USDA above

National Transportation Safety Board (NTSB)......................................................... (202) 314-6000
<table>
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<th>Agency</th>
<th>Contact Information</th>
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<td>OSHA</td>
<td>see Department of Labor above</td>
<td><a href="http://www.ntsb.gov">www.ntsb.gov</a></td>
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<td>Rural Development (RD)</td>
<td>see USDA above</td>
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<tr>
<td>SSDI</td>
<td>see Social Security Administration below</td>
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</tr>
<tr>
<td>Small Business Administration (SBA)</td>
<td>(800) 488-5323</td>
<td><a href="http://www.sba.gov">http://www.sba.gov</a></td>
</tr>
<tr>
<td>Social Security Administration (SSA)</td>
<td>(800) 772-1213</td>
<td><a href="http://www.ssa.gov">http://www.ssa.gov</a></td>
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<tr>
<td>Local Office</td>
<td></td>
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<tr>
<td>Regional Office, Critical Case Unit</td>
<td>(415) 744-4499</td>
<td></td>
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<tr>
<td>Social Security Disability Insurance (SSDI)</td>
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<tr>
<td>Superintendent of Documents</td>
<td>(202) 512-1800</td>
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<tr>
<td>Veterans Affairs, Department of (VA)</td>
<td>(800) 827-1000</td>
<td><a href="http://www.va.gov">http://www.va.gov</a></td>
</tr>
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<td>TDD (hearing/speech impaired)</td>
<td>(800) 829-4833</td>
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<td>Loan Services</td>
<td>(800) 827-6551</td>
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<tr>
<td><strong>State</strong></td>
<td></td>
<td><a href="http://www.dca.ca.gov">http://www.dca.ca.gov</a></td>
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<tr>
<td>Attorney General's Office</td>
<td>(800) 952-5225</td>
<td></td>
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<tr>
<td>Cal/OSHA</td>
<td>see Department of Industrial Relations below</td>
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</tr>
<tr>
<td>California Earthquake Authority Insurance Program</td>
<td>(916) 492-4300</td>
<td></td>
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<tr>
<td>California Housing Finance Agency (CHFA)</td>
<td>(800) 789-2432</td>
<td><a href="http://www.chfa.ca.gov">http://www.chfa.ca.gov</a></td>
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<tr>
<td>California State Directory</td>
<td>(916) 657-9900</td>
<td><a href="http://www.ca.gov">http://www.ca.gov</a></td>
</tr>
<tr>
<td>Caltrans Highway Information</td>
<td>(800) 427-7623</td>
<td><a href="http://www.dot.ca.gov">http://www.dot.ca.gov</a></td>
</tr>
<tr>
<td>Consumer Affairs, Department of</td>
<td>(800) 344-9940</td>
<td><a href="http://www.dca.ca.gov">http://www.dca.ca.gov</a></td>
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<tr>
<td>Contractors State License Board (CSLB)</td>
<td>(800) 321-2752</td>
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Website ................................ ................................ ............................... http://www.cslb.ca.gov
Disaster Hotline ................................ ................................ ................. (800) 962-1125
Emergency Services, Office of (OES) ................................ ................................ ................. (916) 262-1843
Website ................................ ................................ ................................ http://www.oes.ca.gov
Headquarters ................................ ................................ ................................ ...... (916) 262-1843
Regional Offices
   Coastal ..................................................................................................................... (510) 286-0895
   Inland ..................................................................................................................... (916) 262-1772
   Southern ................................................................................................................... (562) 795-2900
Employment Development Department (EDD)
   Website .................................................................................................................... http://wwwedd.cahwnet.gov
   Local Office ............................................................................................................
   State Disability Insurance (SDI) Field Office .........................................................
   Unemployment Insurance (UI) Claims Filing ......................................................... (800) 250-3913
Fair Employment and Housing, Department of (DFEH) ............................................. (800) 884-1684
   TDD (hearing/speech impaired) ............................................................................. (916) 324-1678
Franchise Tax Board (FTB) ........................................................................................ (800) 338-0505
   Website .................................................................................................................... http://www.ftb.ca.gov
   TDD (hearing/speech impaired) ............................................................................. (800) 822-6268
Individual and Family Grant Program (IFGP) .................................................. see Social Services below

Industrial Relations, Department of

Website ........................................................................................................ http://www.dir.ca.gov
Headquarters ................................................................................................ (415) 972-8846
Labor Standards Enforcement (State Labor Commissioner) ................................ (415) 557-7878
Occupational Safety and Health (Cal/OSHA) .................................................. (415) 972-8500
Worker’s Compensation District Office ............................................................

Insurance, Department of ........................................................................... (800) 927-4357
Website ........................................................................................................ http://www.insurance.ca.gov

Medi-Cal .............................................................................................................
(see State Government listings, Department of Health Services and City/County Government listing, Human or Social Services Department)
Fraud Hotline ............................................................................................... (800) 822-6223

Motor Vehicles, Department of (DMV) ..........................................................
Website ........................................................................................................ www.dmv.ca.gov

Public Utilities Commission (PUC) ................................................................. (800) 848-5580
Website ........................................................................................................ http://www.cpuc.ca.gov
Moving/storage company license status ................................................................. (800) 877-8867
Transportation Consumer Complaints ............................................................... (800) 366-4782

Real Estate, Department of
Website ........................................................................................................ http://www.dre.cahwnet.gov
District Office....................................................................................................

SDI ................................................................................................................... see Employment Development Department above

Social Services, Department of (DSS) ............................................................... (916) 657-3661
Website ........................................................................................................ http://www.dss.cahwnet.gov
Complaints ...................................................................................................... (800) 952-5253
Disaster Response Services Bureau ................................................................. (916) 324-4363
Individual and Family Grant Program (IFGP) .................................................. changes with each disaster
Disaster Legal Services Library

Local Welfare Office..........................see City and County, Human/Social Services below

State Labor Commissioner.........................see Department of Industrial Relations above

Unemployment Insurance..........................see Employment Development Department above

Veterans Affairs, California Department of (VA).................................................... (800) 952-5626

Website ...................................................................................................................... http://www.ns.net/cadva

Vital Records, Office of................................................................. (916) 445-2684

Worker's Compensation..............................see Department of Industrial Relations above
City and County
(see City/County Government listings of White Pages to insert local numbers)

Building Inspection..............................................................................................................
City Attorney’s Office...........................................................................................................
Clerk of the Superior Court.................................................................................................
County Counsel...................................................................................................................
County Recorder’s Office......................................................................................................
District Attorney’s Office......................................................................................................
Fire Department ...................................................................................................................
Human/Social Services (Welfare Office)................................................................................
Mental Health Services.........................................................................................................
Police Department ............................................................................................................... 
Post Office ...........................................................................................................................
Public Health ....................................................................................................................... 
Public Works .........................................................................................................................
Small Claims Court ..............................................................................................................

Other Agencies
American Bar Association Young Lawyers Division (ABA YLD). ......................................(312) 988-5608
Website .................................................................................................................................http://www.abanet.org
American Red Cross (ARC). ..............................................................................................(800) 435-7669
Website .................................................................................................................................http://www.redcross.org
Center for Law and Social Policy (CLASP) ..........................................................................(202) 328-5140
Disaster Legal Services Library

Website ................................................................................................................. http://www.clasp.org

Community Information/ Referral Line ........................................................................

Crisis Center ..............................................................................................................

Equifax (Credit report service) ......................................................................................... (800) 685-1111
Website ......................................................................................................................... http://www.equifax.com

Experian (Credit report service) ......................................................................................... (800) 682-7654
Website ......................................................................................................................... http://www.experian.com

Lawyer Referral Service .................................................................................................

Legal Aid ....................................................................................................................... 

Local Bar Association ....................................................................................................

Pro Bono Program .........................................................................................................

Public Interest Clearinghouse ....................................................................................... (415) 255-1714
Website ......................................................................................................................... http://www.pic.org

Salvation Army .............................................................................................................

Seniors Services ...........................................................................................................

State Bar of California ................................................................................................. (415) 561-8200
Website ......................................................................................................................... http://www.calbar.org

California Young Lawyers Association ......................................................................... (415) 561-8219
Complaints Intake Line ................................................................................................. (800) 843-9053
Consumer Information Pamphlets ................................................................................ (415) 561-8867

State Bar of California, continued

Ethics Hotline ............................................................................................................ (800) 238-4427
Lawyer Referral Service Certification Program ............................................................ (415) 561-8250
Legal Services Trust Fund Program ............................................................................. (415) 561-8252
Membership Records ................................................................................................ (415) 561-8877
Minimum Continuing Legal Education ........................................................................ (415) 241-2100
Office of Bar Relations ................................................................. (415) 561-8200, Ext.7418
Office of Certification - Legal Specialization .................................. (415) 241-2100
Office of the Chief Trial Counsel (Los Angeles) .............................. (213) 765-1202
Office of Legal Services .................................................................. (800) 628-4858 or (415) 561-8800

Website (Resource Exchange) ...................................................... see Public Interest Clearinghouse

Utilities

Electric/Gas ................................................................................
Gas ...........................................................................................
Telephone ..................................................................................
Water .......................................................................................
Appendix B

AGREEMENT BETWEEN THE BAR ASSOCIATION ON BEHALF OF ITS
YOUNG LAWYERS DIVISION
AND
THE OFFICE OF DISASTER ASSISTANCE PROGRAMS
FEDERAL EMERGENCY MANAGEMENT AGENCY
CONCERNING DISASTER LEGAL SERVICES
AGREEMENT BETWEEN
THE AMERICAN BAR ASSOCIATION
ON BEHALF OF ITS
YOUNG LAWYERS DIVISION
AND
THE OFFICE OF DISASTER ASSISTANCE PROGRAMS
FEDERAL EMERGENCY MANAGEMENT AGENCY
CONCERNING DISASTER LEGAL SERVICES

The Federal Emergency Management Agency (FEMA), and the Young Lawyers Division (YLD) of the American Bar Association enter into the following Agreement (the Agreement) concerning legal services which may be provided to disaster victims in the aftermath of a "major disaster" as defined in the Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1974, Public Law 93-288, as amended (the Act).

FIRST: The YLD, through the YLD Disaster Legal Assistance Committee (the Committee) agrees to assist FEMA in providing legal services to low-income disaster victims, upon FEMA's request. The YLD agrees to perform the following basic management, planning, and mobilization tasks:

1. Maintain a roster of YLD District Representatives for all States and a roster of State Chairs for those States in which it is determined, in consultation with FEMA, that disasters occur with sufficient frequency to warrant standing State Chairs.

2. Provide initial and periodic training to the YLD District Representatives and State Chairs using training videotapes and printed materials developed in cooperation with FEMA, and such other methods and/or materials as may be appropriate.

3. Oversee the mobilization of State and local attorneys to provide free legal services to disaster victims.

4. 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.

5. Provide such additional services as are agreed upon by the parties to the Agreement.
SECOND: When the President declares a major disaster under the Act, and when the Regional Director of FEMA determines that legal services must be provided to disaster victims pursuant to the Act, the FEMA Regional Director or his/her designee shall notify the YLD Committee Chair, and the YLD Staff Director prior to contact with any other State or local bar organization, affiliate or legal services organization. The purpose of such notification shall be to advise the YLD of the declaration and of the extent of legal services to be provided by the YLD, or other bar or legal services organizations, if any. FEMA, in its discretion, may call upon the YLD to assist in providing legal services to disaster victims pursuant to this Agreement. Should FEMA request the assistance of the YLD, the YLD shall, with the assistance and oversight of FEMA, have sole and complete responsibility for coordinating legal assistance efforts with all other State and local bar organizations, affiliates and legal services organizations.

THIRD: Upon a request for assistance from FEMA, the YLD Committee Chair or his/her designee will contact the YLD State Chair for the State(s) in question. If there is no YLD State Chair, the YLD Committee Chair shall contact the State’s YLD District Representative or the Chair of the YLD State affiliate who will appoint a State Chair. The YLD Committee Chair will provide the YLD State Chair with specific details about the areas involved in the major disaster declaration. The YLD State Chair will activate State and local attorneys to provide free legal services to disaster victims; provide a list of participating attorneys, by county served, to the FEMA Regional Director or his/her designee; notify the FEMA Regional Director or his/her designee of all organizations cooperating in the provision of services; provide training through training videotapes and printed materials developed in cooperation with FEMA; and such other methods and/or materials as may be appropriate; and make arrangements for appropriate locations where disaster victims may call for legal assistance. The YLD shall perform these functions by seeking the cooperation of the State or local bar associations or other legal services organizations. All attorneys activated under this Agreement shall be under the general direction of FEMA. The YLD Committee, like all Federal disaster assistance programs, is subject to coordination by the Federal Coordinating Officer.

FOURTH: "Legal services," for the purpose of this Agreement, shall mean legal counseling and advice, referral to appropriate sources of disaster assistance, representation in non-fee-generating cases, and at the discretion of the Regional Director or his/her designee, referral of cases to other sources of legal aid, if appropriate.

"Low-income" disaster victims are those who have insufficient resources to secure adequate legal services, whether the insufficiency existed prior to or results from the major disaster.
"Fee-generating cases" (for the purpose of this Agreement, those cases which would not normally be rejected by local lawyers because of their potential remunerative value despite the low-income status of the client or because of the client's ability to pay) shall not be accepted by attorneys operating under this Agreement. Legal services are authorized only to assist disaster victims in securing benefits under the Act, and in resolving claims arising out of the disaster. While operating under this Agreement, participating attorneys may not initiate, or counsel a disaster victim to initiate litigation against the Federal, State, or local Governments, with respect to obtaining disaster assistance.

"Participating attorney" shall mean those lawyers from State and local bar organizations and legal services organizations, who volunteer under this Agreement to provide legal services to victims of a major disaster.

FIFTH: No compensation shall be paid to or accepted by participating attorneys, nor may participating attorneys accept any fee-generating cases. Participating attorneys should notify the FEMA Regional Director, or his/her designee of any fee-generating cases. Such fee-generating cases shall be referred by the FEMA Regional Director, or his/her designee, to private attorneys through existing referral services. Where such referrals are impractical or impossible, the FEMA Regional Director, or his/her designee may provide a list of attorneys from which disaster victims may choose. The FEMA Regional Director, or his/her designee may compile such lists of attorneys with the cooperation and assistance of participating attorneys. Participating attorneys are encouraged to refer to local private attorneys, through the FEMA Regional Director, or his/her designee, any matters they are handling when it becomes apparent that substantial legal effort will be required to resolve the problems, and where referral can be done without jeopardizing the interests of the disaster victims.

SIXTH: Disaster legal services volunteers shall perform in accordance with Section 415 of the Act and the regulations pertaining to that Section. The participating attorneys will undertake to review the training materials provided by the YLD and FEMA. At its discretion, FEMA will also assist in the training of participating attorneys through payment of travel expenses to FEMA-sponsored training sessions, meetings with FEMA regional personnel, and any other means it considers useful.

SEVENTH: FEMA agrees to provide all attorneys and/or organizations coordinated by the YLD State Chair to provide services under this Agreement with administrative support or reimbursement for reasonable administrative expenses, including office space and supplies, secretarial services, and official phone expenses in connection with disaster relief services rendered at FEMA's request. FEMA also agrees to reimburse the YLD Committee, the YLD District Representatives, and the YLD State Chairs for reasonable administrative expenses incurred in conducting Committee work, such as training, phone expenses, printing and distribution costs, and travel approved in advance by FEMA.
EIGHTH: FEMA considers the attorneys providing these free services to be "volunteer independent contractors," not employees or agents of the Federal Government. Under this Agreement, FEMA coordinates the use of participating attorneys, but exercises no control over the attorney/client relationship. No participating attorney shall be held liable by FEMA for malpractice claims associated with his/her performance under this Agreement. Nor shall FEMA or the United States be responsible for the negligence or misconduct of any participating attorneys who provide legal services pursuant to this Agreement.

NINTH: In the event that FEMA, in its discretion, does not call upon the YLD to assist it in providing legal services, nothing in this Agreement, nor in the plans developed pursuant to this Agreement, precludes FEMA from providing legal services in any other manner it selects, including, without limitation, arrangements with Federal agencies or through implementation of agreements between FEMA and State or local bar associations, or in any other manner, provided that FEMA notifies the YLD Committee Chair and the YLD Staff Director, prior to taking such action. In all such cases, the YLD will be relieved of any obligations arising out of this Agreement.

TENTH: As required by Section 308 of the Act, 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, or economic status. FEMA has determined that the provision of legal services to low-income individuals, as required by Section 415 of the Act, is not inconsistent with the Section 308 of the Act.

ELEVENTH: This Agreement may be terminated by either party by providing written notice of termination to the other. Termination will be effective 90 days after receipt of the other party's notice of intent to terminate.

IN WITNESS THEREOF, the parties named below have executed this Agreement on the __________ day of ______, 1993.

[Signatures]

Director
Federal Emergency Management Agency

[Signature]

Executive Director
American Bar Association

[Signature]

Chair
Young Lawyers Division
American Bar Association
Federal Emergency Management Agency
Washington, D.C. 20472

December 13, 1994

Terry Kramer, Associate
Executive Director, ABA
Young Lawyers Division
750 North Lake Shore Drive
Chicago, Illinois 60611

Dear Ms. Kramer:

Please find enclosed two signed originals of your letter dated December 9, 1994 regarding clarification of the Memorandum of Understanding between the American Bar Associate, Young Lawyers Division (ABA/YLD), and the Federal Emergency Management Agency (FEMA) of July 13, 1993.

It is FEMA's understanding with regard to paragraph three of your letter that FEMA's oversight of the program is, of course, not limited to the work conducted in DACs, but rather encompasses the whole provision of legal services as they are rendered pursuant to 42 U.S. C. § 5182 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act.

I appreciate working with the ABA/YLD. FEMA is committed to strengthening the ABA/YLD-FEMA relationship, and to providing the best disaster legal services possible. The ABA/YLD lawyers have enthusiastically volunteered to assist the disaster victims at their greatest time of need. Please call me, if I can be of any further assistance.

Sincerely,

[Signature]
John P. Carey
General Counsel

Enclosure

cc: Michael A. Bedke, Esq.
December 9, 1994

John P. Carey, Esq.
General Counsel
Federal Emergency Management Agency
500 C Street, S.W.
Washington, D.C. 20472

Re: Agreement between ABA-YLD and FEMA

Dear Mr. Carey:

In response to questions and concerns raised regarding the operation of the Agreement of July 13, 1993, between the American Bar Association Young Lawyers Division ("ABA-YLD") and the Federal Emergency Management Agency ("FEMA"), the following reflects the mutual understandings of the parties to the Agreement of July 13, 1993 ("the Agreement").

1. Participating attorneys, as defined in the FOURTH paragraph of the Agreement, are obligated to advise victims regarding the availability of government benefits. In the case of victims who have been denied benefits by the government and have exhausted their administrative avenues for seeking such benefits, participating attorneys shall refer such victims to existing referral services or other referral organizations as described in the FIFTH paragraph of the Agreement. This understanding and procedure is included in all training provided to participating attorneys by the ABA-YLD and FEMA.

2. Referral arrangements should be discussed and agreed upon to the greatest extent possible at the initial organizational meeting following a declaration of disaster. FEMA shall use existing referral services unless such services are impractical or impossible, and such determination is made after consultation with the state and/or local bars and participating attorneys. Participating attorneys are consulted in the event that a list of referral attorneys must be compiled. Participation by attorneys associated with local legal services entities, pro bono organizations, or other not-for-profit legal services providers, shall not preclude referral for legal services to such entity, or the provision of legal services by such entity, provided such referral is made pursuant to the FIFTH paragraph of the Agreement.
### TABLE OF ACRONYMS

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</th>
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<tbody>
<tr>
<td>ABA YLD</td>
<td>American Bar Association Young Lawyers Division</td>
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<td>ADR</td>
<td>Alternative Dispute Resolution</td>
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<td>AFDC</td>
<td>Aid to Families with Dependent Children</td>
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<tr>
<td>ALE</td>
<td>Alternate Living Expenses</td>
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<td>ALJ</td>
<td>Administrative Law Judge</td>
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<td>ARC</td>
<td>American Red Cross</td>
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<td>ASCS</td>
<td>Agricultural Stabilization and Conservation Service</td>
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<td>CDBG</td>
<td>Community Development Block Grant</td>
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<td>CDRG</td>
<td>Catastrophic Disaster Response Group</td>
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<td>CEA</td>
<td>California Earthquake Authority</td>
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<td>CHFA</td>
<td>California Housing Finance Agency</td>
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<td>CLASP</td>
<td>Center for Law and Social Policy</td>
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<td>Community Mental Health Center</td>
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<td>COE</td>
<td>Corps of Engineers</td>
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<td>CSLB</td>
<td>Contractors State License Board</td>
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<td>CUIAB</td>
<td>California Unemployment Insurance Appeals Board</td>
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<td>CYLA</td>
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<td>DAC</td>
<td>Disaster Application Center</td>
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<td>DED</td>
<td>Deferred Enforced Departure</td>
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<td>DFEH</td>
<td>Department of Fair Employment and Housing</td>
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<td>DFO</td>
<td>Disaster Field Office</td>
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<td>DHA</td>
<td>Disaster Housing Assistance</td>
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<td>Department of Motor Vehicles</td>
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<td>Disaster Recovery Center</td>
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<td>DRM</td>
<td>Disaster Recovery Manager</td>
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<td>Disaster Unemployment Assistance</td>
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<td>Emergency Advance Payment</td>
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<td>Employment and Training Administration</td>
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<td>Food and Consumer Services</td>
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<td>Full Form</td>
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<td>HUD</td>
<td>(U.S. Department of) Housing and Urban Development</td>
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<td>Interest on Lawyers’ Trust Accounts</td>
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<td>Supplemental Security Income</td>
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<td>Telecommunications Device for the Deaf/Teletype</td>
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<td>UI</td>
<td>Unemployment Insurance</td>
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<td>USDA</td>
<td>United States Department of Agriculture</td>
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<td>VOLAG</td>
<td>Voluntary Assistance Agency</td>
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Appendix D

STATE BAR OF CALIFORNIA
DISASTER LEGAL SERVICES LIBRARY

This list of disaster materials pertains to attorneys, legal services providers and the general public. It includes primarily materials developed in response to California disasters and select materials from other states. Within each section, the list is organized first by subject areas, then by type of disaster, title, content for large publications, author, publication date, language (if applicable), and number of pages. Materials published for the most recent disaster appears first under each disaster type. If a publication's audience is the general public, "(public)" will follow the description. If videotapes were produced in conjunction with written training materials, "(video)" will follow the description. There also is a separate listing for videotapes. Large training manuals and videos are generally available on a loan basis only.

An order form can be found on the last page and most of the materials can be ordered by checking the appropriate boxes. **Please note that the materials listed below may not be current.** This office has attempted to provide a current listing of relevant disaster legal services materials but cannot be responsible for changes and revisions that have occurred since the printing date of each publication. Please let the State Bar of California know about other disaster legal services materials not included in this list.

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Disaster Training Manuals and Legal Overviews
(Large manuals generally available on loan basis only)

< General


< Civil Unrest

Q Disaster Assistance Training (Bankruptcy, Commercial Landlord/Tenant, Consumer, Lost Documents, SBA). Legal Aid Foundation of Los Angeles et al. May 13, 1992. 100+ pp. (video)

< Earthquakes


< Fires


< Floods


< Hurricanes

Q Hurricane Andrew Legal Seminar for the Deaf Community. Hurricane Andrew Pro Bono Project, Deaf Services Bureau, Miami Dade Community College South, and Kaplan, Rosenfeld, & Feiger, Court Reporters. February 20, 1993. 70 pp.


Substantive Subject Areas
(See also contents of Disaster Training Manuals and Legal Overviews for specific subject areas)

Appeals
(See also Disaster Training Manuals and Legal Overviews, Fires, Individual Family Grant Program, Earthquakes, Federal Emergency Management Agency, Civil Unrest)

< Civil Unrest


< Earthquakes


Consumer (Includes Repairs)

(See also Disaster Training Manuals and Legal Overviews, Civil Unrest, Earthquakes, Fires, Floods, Hurricanes)

General


Q A Guide on How To Avoid Contractor Fraud. Public Counsel. May 1996. 45 pp. (public)


Civil Unrest


Earthquakes

Q 12 Steps to Avoid Home Improvement Fraud. Bet Tzedek Legal Services, Home Equity Fraud Prevention Task Force. 1994. 1 p. (public)

Q Consumer Warning, Don't Be a Victim of an Earthquake-Related Scam! Los Angeles Office of the City Attorney. 1994. 2 pp. (public)


Hurricanes


**Criminal Justice**

<Civil Unrest


**Federal Emergency Management Agency (FEMA)**

(See also Disaster Training Manuals and Legal Overviews, Appeals, Consumer, Housing, Individual and Family Grant Program, Public Benefits, Disaster Video Library)

< General


< Civil Unrest


< Earthquakes

Q Disaster Assistance: Program Information for Individuals, Families and Small Businesses Affected by the Los Angeles Earthquake. FEMA and OES. 1994. (Brochure).


Q How to Get the Most Money from FEMA. Western Center on Law and Poverty. February 14, 1994. 1 p.


Q Petition to FEMA, State of California Office of Emergency Services and State of California


<  Hurricanes

QDisaster Legal Services, FEMA. September 3, 1992. 22 pp. (See also Consumer, Hurricanes)

Housing

(See also Disaster Training, Federal Emergency Management Agency, Appeals, Consumer, Government Response to Disasters and Individual and Family Grant Program)

<  General

QDamaged or Destroyed Residential Rental Units: A Fact Sheet for Landlords and Tenants. State of California, Department of Consumer Affairs, Legal Affairs. October 1996. 9 pp. (public)


<  Earthquakes


Q Tenants' Rights After the Quake. Legal Aid Foundation of Los Angeles. February 1, 1994. 3 pp. (public)


< Fires


< Floods


< Freezes


< Hurricanes


< Other


Individual and Family Grant Program (IFGP)

(See also Appeals and FEMA)

< General


< Earthquakes

**< Floods**


**Insurance**

* (See also Disaster Training Manuals and Legal Overviews)

**< General**


Q "Myths and Facts About the National Flood Insurance Program (NFIP)." FEMA-NFIP. July 9, 1997. 4 pp.

**< Civil Unrest**

Q **Checklist for Insurance Coverage.** Hill Wynne Troop & Meisinger. 1992. 6 pp. (public)


Q **Insurance Issues and Resources.** Community Economic Development Unit, Legal Aid Foundation of Los Angeles. May 19, 1992. 40 pp. (memo).

Q **To All Victims of the Los Angeles Civil Disturbance.** California Department of Insurance, Information Bulletin. September 1994. 1 p.

**< Earthquakes**

Q **Post-Earthquake Insurance Tips.** Bar Association of San Francisco. 1989. Chinese and English. 3 pp. (public)

< Fires


< Hurricanes


(See also Consumer, Hurricanes)

Public Benefits

(See also Disaster Training Manuals and Legal Overviews)

< General


< Earthquakes


Emergency Programs to Help Earthquake Victims. Western Center on Law and Poverty. English and Spanish. 1 p. (public)


Real Property

(See also Disaster Training Manuals and Legal Overviews)

< Civil Unrest


Small Business Administration (SBA)

(See also Disaster Training Manuals and Legal Overviews, Earthquakes, Real Property, Civil Unrest, and Taxes)

< General


< Civil Unrest


Small Claims

(See also Disaster Training Manuals and Legal Overviews)

Taxes

(See also Disaster Training Manuals and Legal Overviews)

< General


< Civil Unrest

Q Tax Consequences to Small Business Owners Victimized by Civil Unrest in Los Angeles. Source unknown. 1992. 6 pp. (public)

< Earthquakes


Floods


< Hurricanes

(See: Consumer, Hurricanes)

Government Response to Disasters

< General


< Civil Unrest


Earthquakes


< Floods


Disaster Response by State Bars

< Alabama


< California


< Florida


< Illinois


< Oklahoma


< Pennsylvania


< South Carolina


< Texas


Q A Victim's Guide to Disaster. State Bar of Texas. English and Spanish. 2 pp. (public)

< Wisconsin

(See: Disaster Training Manuals and Legal Overviews, Floods)

Law Practice Management

< General


< Earthquakes


< Hurricanes


Miscellaneous

< General


Q Disaster Cost Recovery Guideline (What Every Non-Profit Organization’s Director Should Know). Alameda County CARD Project. 1996. 82 pp.


<Civil Unrest>


<Earthquakes>

Q *(Atencion Inmigrantes!) Es Usted una de las Personas Damnificadas por el Recien Pasado Terremoto?* Coalition pro Derechos Humanos del Inmigrante en Los Angeles (CHIRLA). 1994. 1 p.


<Hurricanes>


Disaster Video Library
(Videotapes generally available on loan basis only)

< General>


Q Team Building. Prepared by Southeast Training Center and Benchmark Institute for the American Bar Association Young Lawyers Division. 1991. (See Disaster Training Manuals and Legal Overviews, General, Disaster Legal Assistance: Administrative Materials).

<Civil Unrest>

Q Disaster Assistance Training. Legal Aid Foundation of Los Angeles et al. May 13, 1992. (See Disaster Training Manuals and Legal Overview, Civil Unrest, Disaster Assistance Training.)


< Earthquakes


Q Earthquake Legal Relief Clinic for the Public. Bar Association of San Francisco, Volunteer Legal Services Program. 1989. (See Disaster Training Manuals and Legal Overview, Earthquakes, Earthquake Legal Assistance Handbook).


< Fires

Q Disaster Legal Services Training. Orange County Bar Association. Parts I & II. 1993. (See Disaster Training Manuals and Legal Overview, Fire, Disaster Legal Assistance Handbook.)

Q Starting Over after the Laguna Beach Fire. Orange County Bar Association. 1993.

< Floods

Large training manuals and videotapes are generally available on a **loan basis only**. Copies of other materials may be provided free of charge as appropriate. Some publications may not be available directly from this office, but information on how to obtain them will be provided accordingly. **Please allow at least two weeks for processing requests.** This office has attempted to provide a current listing of relevant disaster legal services materials but cannot be responsible for changes and revisions that have occurred since the publication printing date. Please let the State Bar of California know about other disaster legal services materials not included in the DLS Library list.

Please send materials checked above to:

Name

Organization

Address

Phone

Mail request to:

Sharon Ngim, Pro Bono Program Developer
Office of Legal Services
State Bar of California
555 Franklin Street
San Francisco, CA 94102
(800) 628-4858 (CA)
(415) 561-8267
(415) 561-8852 (Fax)
Appendix E
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LIST OF AUTHORITIES

Section 2: Disaster Legal Services Overview

42 USC ' 5121 et seq.
Public Law No. 104-264, Title VII (Aviation Disaster Family Assistance Act of 1996)

Section 4: Responding to the Disaster

Business and Professions Code ' 6068(e)
Business and Professions Code ' 6125 et seq.
Evidence Code ' 950 et seq.


Beery v. City of Los Angeles (1987) 43 Cal.3d 802
Gadda v. State Bar (1990) 50 Cal.3d 344
Ishmail v. Millington (1966) 241 Cal.App.2d 520
Klemm v. Superior Court (1977) 75 Cal.App.3d 893
Libarian v. State Bar (1943) 21 Cal.2d 862
Miller v. Metzinger (1979) 91 Cal.App.3d 51

California Rules of Professional Conduct, Rule 1-300, Rule 1-400, Rule 3-110
State Bar Formal Opinion 1995-144

Section 5: Federal Emergency Management Agency

42 USC ' 5121 et seq. as amended
42 USC ' 5154
42 USC ' 5155
42 USC ' 5189a
42 USC ' 5201
44 CFR ' 206.101 (m)
44 CFR ' 206.181
44 CFR ' 206.191
Public Law No. 104-19, ' 2006 (Emergency Supplemental Appropriations for Additional Disaster Assistance, for Anti-Terrorism Initiatives, for Assistance in the Recovery from the Tragedy that Occurred at Oklahoma City, and Rescissions Act, 1995
Section 7: FEMA Disaster Housing Assistance Programs

42 USC ' 5174
42 USC ' 5174(a)
42 USC ' 5174(b)
42 USC ' 5174(e)
44 CFR ' 206.101
44 CFR ' 206.101(f)(1)(ii)
44 CFR ' 206.101(g)
44 CFR ' 206.101(g)(1)
44 CFR ' 206.101(g)(1)(i)
44 CFR ' 206.101(g)(2),(3)
44 CFR ' 206.101(g)(4)
44 CFR ' 206.101(g)(4)(iii)


Public Law No. 104-19, ' 2006 (Emergency Supplemental Appropriations for Additional Disaster Assistance, for Anti-Terrorism Initiatives, for Assistance in the Recovery from the Tragedy that Occurred at Oklahoma City, and Rescissions Act, 1995)


Section 8: Individual and Family Grant Program

42 USC ' 5178
44 CFR ' 206.131
44 CFR ' 206.131(b)
44 CFR ' 206.131(c)(1),(2)
44 CFR ' 206.131(d)(2),(3)
44 CFR ' 206.131(j)(1)(ii)
44 CFR ' 206.101(e)(1)(ii)(G),(H)

Section 9: U.S. Small Business Administration Disaster Loan Program

15 USC ' 636(b)
13 CFR Part 123

Section 10: Disaster Unemployment Assistance

42 USC ' 5177
20 CFR Part 625.1

Unemployment Insurance Code ' 1280

Section 11: Disaster Food Stamps

7 USC ' 2014(h)(1)-(3)
7 CFR ' 274.6(a)(1)(iii)
7 CFR ' 280.1

Public Law 104-208 (The Illegal Immigration and Immigrant Responsibility Act of 1996)

Section 12: Public Assistance Programs for Disaster Victims

Public Law 104-208 (The Illegal Immigration and Immigrant Responsibility Act of 1996)

Section 13A: Consumer Issues

15 USC ' ' 1601-1641
12 CFR ' ' 226.1 et seq.

Business & Professions Code ' ' 7031
Business & Professions Code ' ' 7106
Business & Professions Code ' ' 7159
Business & Professions Code ' ' 7163
Business & Professions Code ' ' 17200 et seq.
Business & Professions Code ' ' 17206.1

Civil Code ' ' 1689 et seq.
Civil Code ' ' 1695 et seq.
Civil Code ' ' 1750 et seq.
Civil Code ' ' 2945 et seq.
Civil Code ' ' 3412
Government Code ' ' 8214
Penal Code ' ' 396
Welfare & Institutions Code ' ' 15600

Los Angeles Municipal Code ' ' 47.12

Section 13C: Employment Issues

20 CFR ' ' 404.1505

Government Code ' ' 8571

Section 13D: Housing

Civil Code ' ' 1932(2)
Civil Code ' ' 1933(4)
Civil Code ' ' 1941.1
Civil Code ' ' 1942
Civil Code ' ' 1942.1
Civil Code ' ' 1942.4
Civil Code ' ' 1942.5
Civil Code ' ' 1942.5(a)
Civil Code ' ' 1950.5
Civil Code ' ' 1950.5(k)
Civil Procedure ' 1174.2

Green v. Superior Court (1974) 10 Cal.3d 616

Section 13E: Immigration

8 CFR ' 103.12
8 CFR ' 212.5(a)(3)
8 CFR ' 274a.12(a)(2)
8 CFR ' 274a.12(a)(3)
8 CFR ' 274a.12(a)(5)
8 CFR ' 274a.12(a)(10)
8 CFR ' 274a.12(a)(11)
8 CFR ' 274a.12(a)(12)
8 CFR ' 274a.12(a)(13)
8 CFR ' 274a.12(c)(8)
8 CFR ' 274a.12(c)(9)
8 CFR ' 274a.12(c)(14)
INA ' 101(a)(15)
INA ' 210
INA ' 212(d)(5)
INA ' 241(b)(3)
INA ' 245A
INA ' 289

Public Law No. 104-19, ' 2006 (Emergency Supplemental Appropriations for Additional Disaster Assistance, for Anti-Terrorism Initiatives, for Assistance in the Recovery from the Tragedy that Occurred at Oklahoma City, and Rescissions Act, 1995)
## Appendix F

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### LOCATION OF FEMA OFFICES

Federal Emergency Management Agency Headquarters  
500 C Street, SW  
Washington, D.C. 20472  
Telephone: (202) 646-2500  
Fax: (202) 646-3930  
Website: http://www.fema.gov

### Regional and Area Offices

<table>
<thead>
<tr>
<th>Region</th>
<th>Office Address</th>
<th>States Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEMA-Region I (Boston)</td>
<td>J.W. McCormack Post Office &amp; Courthouse Bldg., Rm. 442, Boston, MA 02109-4595</td>
<td>Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, Vermont</td>
</tr>
<tr>
<td>FEMA-Region I (New York)</td>
<td>26 Federal Plaza, Rm. 1337, New York, NY 10278-0002</td>
<td>New Jersey, New York, Puerto Rico, Virgin Islands</td>
</tr>
<tr>
<td>Caribbean Area Office</td>
<td>P.O. Box 70105, San Juan, Puerto Rico 00936</td>
<td></td>
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<tr>
<td>FEMA-Region III (Philadelphia)</td>
<td>Liberty Square Bldg., 2nd Floor, 105 S. Seventh Street, Philadelphia, PA 19106-3316</td>
<td>Delaware, District of Columbia, Maryland, Pennsylvania, Virginia, West Virginia</td>
</tr>
<tr>
<td>FEMA-Region IV (Atlanta)</td>
<td>3003 Chamblee Tucker Rd., Atlanta, GA 30341</td>
<td>Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina, Tennessee</td>
</tr>
<tr>
<td>FEMA-Region V (Chicago)</td>
<td>175 W. Jackson Boulevard, 4th Floor</td>
<td>Illinois, Indiana</td>
</tr>
<tr>
<td>FEMA-Region VI (Denton)</td>
<td>FEMA-Region VII (Kansas City)</td>
<td>FEMA-Region VIII (Denver)</td>
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</tr>
<tr>
<td>Federal Regional Center</td>
<td>2323 Grand Blvd., Ste. 900</td>
<td>Denver Federal Center, Building 710</td>
</tr>
<tr>
<td>800 N. Loop 288</td>
<td>Kansas City, MO 64108-2670</td>
<td>Box 25267</td>
</tr>
<tr>
<td>Denton, TX 76201-3698</td>
<td>Telephone: (816) 283-7061</td>
<td>Denver, CO 80225-0267</td>
</tr>
<tr>
<td>Telephone: (817) 898-5104</td>
<td>Fax: (816) 283-7582</td>
<td>Telephone: (303) 235-4812</td>
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<tr>
<td>Fax: (817) 898-5290</td>
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<td>Fax: (303) 235-4976</td>
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Appendix H

OFFICE OF THE CHIEF TRIAL COUNSEL EVENT/DISASTER RESPONSE PLAN
DATE: April 8, 1996

TO: Board Committee on Discipline

FROM: Office of the Chief Trial Counsel

SUBJECT: Office of the Chief Trial Counsel Event/Disaster Response Plan

At your March, 1996 Committee meeting we presented a report concerning proposals relating to inhibiting improper solicitation following mass disasters. It was the consensus of your committee that it would be premature to propose, at this point, new Rules of Professional Conduct or legislation to address the issues. Instead, it was concluded it was more appropriate to emphasize State Bar presence at event/mass disaster scenes in addition to conducting community outreach by disseminating educational materials to the affected community to educate the consumer about appropriate options.

Within the above context, we informed you that we were revising our Event/Disaster Response Plan to emphasize these values and to incorporate specific suggestions from your Committee to enhance liaison and cooperation with other interested entities such as the local Police Department, District Attorney's Office, Department of Insurance, local bar Lawyer Referral Service agencies and community based service organizations.

Ironically, we were in the process of finalizing this plan when two events occurred which enabled us to apply the plan and evaluate its effectiveness. These events, the Shell Oil Refinery Fire in Martinez and the Riverside Deputy Sheriff Immigrant Beatings/INS detention center event, enabled us to incorporate these practical experiences into the plan.

We believe the plan provides a balanced response based primarily on State Bar presence coupled with community education as the appropriate deterrent to improper activities. It encourages potential victims to seek appropriate professional relationships free of coercion, intrusion, intimidation or other harassing conduct.
EVENT/DISASTER RESPONSE PLAN  
Office of the Chief Trial Counsel

1. DEFINITION
The Event/Disaster Response Plan ("EDRP") is an organized effort to:

- Provide educational information for the victims, families and affected community as to the proper procedures for obtaining legal assistance.

- Discourage illegal solicitation by attorneys and cappers. Determine if there is improper or illegal solicitation (over-reaching, overcharging, misrepresentation, harassment, provocation of nuisance litigation, systematic fabrication of claims, etc.). Investigate potential violations and provide additional prophylactic measures.

- Protect the integrity of the legal profession.

California prohibits all solicitation for pecuniary gain by lawyers or their agents, whether in person, by telephone or communications specifically directed to a potential client. Communications must not involve intrusion, coercion, compulsion, intimidation, threats or vexatious or harassing conduct.

2. MISSION
Under the EDRP, a team of attorneys and investigators from the Office of the Chief Trial Counsel, Enforcement, will be deployed to the site of catastrophic disasters and events likely to attract high visibility media coverage and draw improper solicitation by attorneys and cappers. The mission of the EDRP is to allow affected community members protection from unwanted solicitation from attorneys or cappers and to provide them with information to assist them in obtaining legal representation when appropriate.

3. DETERMINATION
The team in Northern California will consist of no less than an attorney and two investigators. In Southern California the teams will consist of two attorneys and six investigators in order to provide adequate coverage for the larger population area. The assigned attorneys will be the EDRP leaders. The EDRP leaders, in consultation with the assigned Assistant Chief Trial Counsel ("ACTC"), will assign one of three possible event levels to any qualifying disaster or event where a State Bar response is appropriate. The designated event level will dictate whether additional resources of Event/Disaster Response Plan will be required. Additional EDRP teams will be deployed as appropriate.

In the event the Intake Unit of the Office of the Chief Trial Counsel, or other State Bar entity learns first of an event or disaster to which it may be appropriate to deploy an EDRP team, it will immediately advise the on-call ACTC of the event or disaster.
<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catastrophic event involving many fatalities or injuries to persons or property. Intense media coverage or involves apparently negligent party with deep pocket (e.g., commercial airline, petrochemical company, railroad, governmental entity, etc.). High need to disseminate educational information.</td>
<td>Incident involving few fatalities or serious injuries to persons or property, or delayed damages. Generally attracts some media coverage or involves apparently negligent party with deep pocket. Localized need to provide educational information.</td>
<td>Incident involving only minor injuries to persons or property.</td>
</tr>
<tr>
<td>All EDRP team members subject to call for assistance and back-up, to be dispatched to scene as well as various trauma centers, relief sites and other previously identified locations likely to attract illegal solicitation.</td>
<td>Initially only specified EDRP team members dispatched to event/site to assess illegal activity and report to EDRP leader for consultation with Assistant Chief Trial Counsel for more specific instructions and further deployment as necessary.</td>
<td>Requires very limited mobilization of team members and will typically involve a minimal response of one EDRP team attorney/investigator within 12-48 hours.</td>
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<tr>
<td>Office of Communications will play integral role at this level. Priority emphasis on distribution of public information for enhanced public protection.</td>
<td>Provides State Bar an opportunity to provide affected community with educational materials and to protect integrity of legal profession.</td>
<td>Conducive to proactive media blitz for specific targeted areas to educate public and protect integrity of legal profession.</td>
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4. UTILIZATION/DEPLOYMENT

Each of the EDRP teams will be assigned to cover specified geographic areas. As far as practical, the EDRP team members should reside within or near the geographic areas they are assigned to cover. The Los Angeles EDRP will cover the Southern California counties that are under the jurisdiction of the Los Angeles Enforcement Unit. The San Francisco EDRP will likewise cover the Northern California counties. Each Los Angeles ACTC will provide coverage for all five designated geographical areas on a master one-month roster on a rotational basis and will be responsible for establishing a phone tree or similar protocol to quickly and effectively deploy EDRP members as needed. The on-call ACTC shall immediately notify the Chief Trial Counsel, Deputy Chief Trial Counsel (Los Angeles and San Francisco) and the Intake Unit of the deployment of an EDRP team. As soon as practicable, the on-call ACTC shall notify all Enforcement staff of the deployment of the EDRP team. Such notification shall be made via voice mail and/or electronic mail.

When an EDRP leader is notified or learns of the occurrence of a disaster or event within his/her team’s geographical area where a State Bar response is appropriate, the EDRP team
leader will activate all or part of his/her team according to preliminary assessment of the nature and size of the disaster or event in consultation with the designated ACTC. EDRP team members will be instructed by the EDRP leader to go to a specified area at or near the disaster site, a nearby health care facility or Red Cross relief center, and report the status of the event to the EDRP leader. Enforcement’s EDRP activities and presence shall be coordinated with the Special Assistant to the Chief Trial Counsel and with the Office of Communications.

5. TEAM RESPONSIBILITIES

a. If funding permits, each member will wear a predetermined, State Bar-issued item of clothing, such as a jacket or hat, to identify no him/her as an employee of the State Bar and as a member of the State Bar’s Disaster Response Team.

b. Each EDRP team leader will have a State Bar disaster response "kit" containing informational flyers in English, Spanish, and other appropriate languages, and a pre-approved statement to give or read to members of the press. The kits may also include cellular phones, cameras, video equipment, note pads, EDRP report forms, a phone listing of State Bar executives, a complete listing of all other EDRP team members, bottled water, and other essential items. Each team member should be provided with a kit. The kits should be rotated each month to the responsible ACTC.

c. EDRP members deployed to the disaster site shall be granted a temporary Rule of Procedure 2410 approval to allow interviewing of non-complaining clients if it is determined that victims or others may have been solicited as legal clients by an attorney. This temporary authority shall only be valid within the first 48 hours of the State Bar’s investigation at the disaster scene. Subsequent policy waivers pursuant to Rules of Procedure 2302 and 2410 shall be in writing and follow established State Bar procedures.

d. At the designated site, the EDRP team leader or EDRP team member will contact the authority in charge to establish a liaison, inform him/her of the State Bar’s presence, and obtain his/her permission to enter the area to disseminate informational flyers notifying the public about improper or illegal solicitation and capping and conduct related activities such as videotaping or photographing activities and displaying informational posters.

e. EDRP team members shall maintain detailed and legible notes of all pertinent contacts. Date, time and location as well as specific information on the party contacted and the specifics of the conversation should be included. A written report should be prepared upon return to the office. (EDRP report forms are included in the kits.)

f. Each EDRP team member will be provided with up-to-date information about the local law enforcement agencies, local or special bar associations, lawyer referral services, local District Attorney’s office, Department of Insurance, local community service groups, local media sources and local trauma centers in all geographic areas assigned to the team. This information will be maintained for all counties within the State of California. Upon the activation of the EDRP, the EDRP team leader will contact the relevant agencies to coordinate joint educational efforts and response. All pertinent information will be shared with the Office of Communications.
g. Training concerning media relations, community outreach and educational efforts shall be ongoing and shall emphasize community education efforts.

6. POST DEPLOYMENT ANALYSIS

a. At the conclusion of an EDRP deployment, a team of managers will meet with the EDRP members to analyze the effectiveness of the deployment and determine whether the EDRP Plan needs to be modified for future deployment actions. The study group will also consider other appropriate recommendations based on the experience of the EDRP team.

b. The EDRP study team shall submit a written report to the Chief Trial Counsel describing the nature of the deployment, the steps taken by the EDRP team, a summary of Investigations opened as a result of the EDRP team’s work, and referrals made to local law enforcement. The report may also include appropriate recommendations or observations made by the EDRP study group.
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DISASTER RESPONSE PLAN REPORT

Date of Event________________ Time______ Event Level 1 2 3

Naming of Event_____________________________________________________

Location/Address of Event______________________________________________

Brief Description_______________________________________________________

Witnesses

1. Date____________ Time______
   Location of Interview_______________________________________________
   Name________________ Phone No.___________________________
   Address_______________________________________________________
   Notes on Interview_______________________________________________

2. Date____________ Time______
   Location of Interview_______________________________________________
   Name________________ Phone No.___________________________
   Address_______________________________________________________
   Notes on Interview_______________________________________________

Team Member________________________ Date of Report__________________
3. Date_________ Time_______
Location of Interview

Name________________________ Phone No.________________
Address_____________________

Notes on Interview________________________


4. Date_________ Time_______
Location of Interview

Name________________________ Phone No.________________
Address_____________________

Notes on Interview________________________


5. Date_________ Time_______
Location of Interview

Name________________________ Phone No.________________
Address_____________________

Notes on Interview________________________


6. Date_________ Time_______
Location of Interview

Name________________________ Phone No.________________
Address_____________________

Notes on Interview________________________
THE STATE BAR OF CALIFORNIA

IMPORTANT NOTICE

As a result of the events of April 1, 1996, in South El Monte, members of the public may wish to seek legal advice for various reasons. To ensure public access to legal services, the State Bar is making contact with local County Bar Associations throughout areas to coordinate services for victims.

Victims affected by this event have the absolute right to choose whether they want to represent themselves or have a lawyer represent them.

The State Bar regulates the legal profession in California for the protection of the public and enforces state laws concerning the practice of law.

The rules prohibit lawyers or others on behalf of the lawyer from:

* Soliciting clients at an accident scene; at a hospital; or on the way to a hospital.

* Seeking clients who, because of their physical, emotional or mental state, are unable to exercise reasonable judgment.

* Guaranteeing the outcome of a case.

* Seeking employment by mail unless the letter and envelope are clearly labeled as an advertisement.

If you need a lawyer, consult the beginning of the "Attorney" listings in the yellow pages for the names of State Bar-certified lawyer referral services in your area. You may also call the State Bar of California toll-free at 1-800-843-9053 to obtain names of certified lawyer referral services or to report lawyer solicitation.
BARRA DE ABOGADOS
DEL ESTADO DE CALIFORNIA

AVISO IMPORTANTE

VICTIMAS DEL ABUSO

A consecuencia del ABUSO sucedido el 1 de Abril de 1996 en El Monte, miembros del publico probablemente buscaran consulta legal por varias razones. Para asegurar que el publico tenga acceso a servicios legales, La barra De Abogados esta comunicandos con Barras De Abogados del condado de esta area para coordinar servicios para posibles victimas del ABUSO.

Victimas de este incidente, y otros residentes de California, tienen derecho a decidir representarse ellos mismos o tener un abogado que los represente.

La Barra de Abogados regulariza la profesion legal en California para proteccion del publico, y asegurarse que las leyes de este Estado esten ejerciendose debidamente sobre la practica de leyes.

Estas reglas prohbin que los abogados y a los representantes de abogados no hagan lo siguiente:

* solicitar clientes en la escene del accidente; en un hospital; o en el camino a un hospital,
* solicitar clientes quienes, por impedimento physico, emocional o estado mental, no podrian tomar una decision razonable,
* garantizar el resultado de un caso,
* solicitar casos for correo, al menos que el sobre indique claramente que es unicamente un anuncio publicitario.

Si usted necesita un abogado, puede consultar las paginas amarillas bajo la seccion "abogados," para servicios de referencia certificados por nuestra oficina. Tambien puede llamar a La Barra De Abogados gratis al 1-800-843-9053 para obtener nombres de servicios de referencia o para reportar solicitud.
The “How to” Manual for Bar Associations and Legal Services Providers on Disaster Planning and Response

The Foundation of the State Bar of California has generously donated the funds to print the California Handbook for Disaster Legal Services and we are able to offer the manual free of charge while copies last. One free copy is available upon request to legal services programs, pro bono programs, State Bar-certified lawyer referral services and bar associations seeking to expand their organized pro bono activity. Please complete and mail this form to the address below.

Name ____________________________________________

Organization ____________________________________________

Address ____________________________________________

_____________________________________________________

Telephone ____________________________________________

(Allow 2-4 weeks for shipping)

Please send form to: Sharon C. Ngim, Pro Bono Program Developer

Office of Legal Services

State Bar of California

555 Franklin Street

San Francisco, CA 94102

(800) 628-4858  (415) 561-8267
Appendix J

Evaluation Form

The Office of Legal Services would greatly appreciate your comments and suggestions about the California Handbook for Disaster Legal Services. Kindly complete and return the form below. This information will help us evaluate the effectiveness of the Handbook.

1. Please rate the California Handbook for Disaster Legal Services:
   - [ ] excellent
   - [ ] good
   - [ ] fair
   - [ ] needs improvement

2. Does the publication meet your needs? If not, please explain why:
   - [ ] yes
   - [ ] no

3. Do you feel this manual has given you a better understanding about responding to the legal needs of disaster victims?
   - [ ] yes
   - [ ] no

4. Please check the response that best describes you:
   - [ ] staff of
     - [ ] legal services program
     - [ ] pro bono program
     - [ ] bar association
     - [ ] lawyer referral service
     - [ ] support center
     - [ ] other non-profit agency
     - [ ] pro bono attorney
     - [ ] other, please specify

Other comments: ____________________________________________________________

Your name (optional): ______________________________________________________

Please return this form to: Sharon Ngim, Pro Bono Program Developer
Office of Legal Services
The State Bar of California
555 Franklin Street
San Francisco, CA 94102

J-1
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DISASTER RELIEF RECRUITMENT PLAN/OUTLINE
AND
SAMPLE FORMS
DISASTER RELIEF RECRUITMENT PLAN/OUTLINE

The following is a summary of suggested procedures which should help to expedite the disaster relief process.

I. FORMS

A. Create 3 types of forms to track volunteer attorney participation (samples follow):

   1. Sign up sheets (include name, phone, e-mail and fax numbers);
   2. Master list of volunteers (include name, phone, e-mail, fax and pager numbers);
   3. Scheduling sheet (include name, day, date, time, phone and fax numbers).

B. The master list and scheduling sheet can be done by hand on a spreadsheet or on ledger paper depending on time constraints. Keeping information in a notebook is an efficient and simple method of overseeing sign-up sheets, volunteers and scheduling.

II. TRAINING

A. Smaller local bar associations should conduct a training session in conjunction with the county bar association and legal services provider.

B. Offer MCLE credit and videotape the training for volunteers who could not attend. (Note: consider using the State Bar’s California Handbook for Disaster Legal Services as training materials.)

III. SCHEDULING

A. Sign-up sheets are essential at training. Volunteers should be encouraged to participate for more than one shift at the disaster legal clinic or to take at least one case. A minimum commitment of hours can be suggested.

B. Attorneys need to be called on a weekly basis to schedule additional volunteer time. Faxing or e-mailing are also options.

C. Soliciting responses from volunteer attorneys can be a very time-consuming process, as often calls are not returned.

IV. OUTREACH

A. Fax a description of the need for volunteers to the managing partners of local medium/large law firms. Also advise them of the training session. Offer to provide in-house training for a sizeable firm.

B. If time and resources permit, the local bar president or presiding judge of the local court could send a recruiting letter.
C. Coordinate with the ABA District Representative concerning hotlines, referrals, reimbursement etc., through the Barrister liaison or local disaster committee chairperson. If no disaster committee exists, the local Bar president could appoint such a person.

* Provided by the Santa Monica Bar Association

SAMPLE VOLUNTEER SIGN UP SHEET*

*(Please note that this sample can be adapted for hotlines or legal clinics)*

LOCATION:  

DATE:  

9:00 a.m. - 12:00 p.m. 
Name:  
Phone:  
Fax:  
E-mail:  

12:00 p.m. - 2:00 p.m. 
Name:  
Phone:  
Fax:  

214
**SAMPLE VOLUNTEER MASTER LIST**

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<th>Volunteer Name</th>
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* Provided by the Santa Monica Bar Association

### SAMPLE SCHEDULING SHEET*

*(Please note that this sample can be adopted for hotlines or legal clinics)*

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<th>Location</th>
<th>Date</th>
<th>Time</th>
<th>Volunteer</th>
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* Provided by the Santa Monica Bar Association
MEMORANDUM

TO: Public Counsel Volunteers/Pro Bono Coordinators

FROM: Steve Nissen, Executive Director

RE: Earthquake Relief Volunteer Efforts

DATE: January 31, 1994

We have received numerous inquiries about our earthquake disaster relief volunteer efforts. As you may recall, Public Counsel established the Urban Recovery Legal Assistance ("URLA") Project two years ago in the wake of the Rodney King verdict to assist victims of the civil unrest. We had originally planned to wind down this project in the next few months; however, due to the devastation caused by the Northridge earthquake, we have obviously had to reassess our plans. Here is how you can help:

1. Immediate Emergency Legal Assistance. The LACBA Barristers, through an ABA/YLD contract with FEMA, are training and organizing volunteers to staff a legal counsel table at each of the 17 Disaster Application Centers (DACs) around Los Angeles. Call the Barristers Hotline at 213/896-6519 to participate in this effort and complete the attached form.

2. FEMA Appeals and Recertifications. Within the next two months, there will be a great need to represent individuals who need help compiling documentation and establishing entitlement to housing, business and other personal disaster relief benefits. Please complete the attached form to indicate your interest.

3. Community Based Nonprofits, Child Care Providers and Small Businesses. A large number of providers of essential community services were impacted by the earthquake and will need disaster relief assistance, as well as corporate, tax, insurance and real estate help. Please complete the attached form to indicate your interest.

4. Investigation and Prosecution of Price Gougers. Some 970 complaints of price gouging were received by the L.A. County Department of Consumer Affairs within a week of the earthquake. If you are interested in assisting in investigating these matters, please complete the attached form to indicate your interest.

We would appreciate it if you could circulate this memo and accompanying questionnaire to all appropriate individuals. Thank you for your help.
EMERGENCY VOLUNTEER QUESTIONNAIRE

Name: ________________________________

Firm: ________________________________

Address: ________________________________

City/Zip Code ________________________________

Telephone: __________ FAX: __________

Areas of expertise:

☐ Commercial Litigation ☐ Insurance
☐ Landlord/Tenant ☐ Public Benefits
☐ Administrative ☐ Housing
☐ Bankruptcy

☐ Yes ☐ No I have some experience in a prosecutor’s office and am willing to assist in the investigation and prosecution of price gougers.

Length of prosecutorial experience: ________________________________

☐ I am immediately available to staff a Disaster Application Center for a morning or afternoon.

I am willing to travel, if necessary, to disaster relief sites in any of the following areas:

☐ Northridge ☐ East Valley ☐ Westside ☐ Hollywood ☐ South Central

Please return to: Public Counsel
Earthquake Relief
601 South Ardmore Avenue
Los Angeles, CA 90005
PARA: VICTIMAS DE DESASTRE QUE NECESITAN ASISTENCIA LEGAL

Si no puede estar aquí cuando esta presente un abogado, por favor llene esta forma y un abogado de unas de las organizaciones mencionadas arriba se comunicara con usted.

________________________________________  __________________________
Nombre:                                             Fecha:

Se puede comunicar conmigo al:

Telefono de Hogar: ( ) ___________________  Entre las: ______________
Telefono de Trabajo: ( ) ___________________  Entre las: ______________
Telefono de Mensaje: ( ) ___________________

Mi asunto pertenece a lo siguiente:

____ Seguro       ____ Inquilino/Arrendador
____ Hogar Movil  ____ Condominio
____ Deudor/Acreedor  ____ FEMA

Otros problemas (por favor describe su problema brevemente):

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

SOLAMENTE PARA EL USO DE LA OFICINA (FOR OFFICE USE ONLY):

Type of case: _______________________________________________________
_________________________________________________________________
_________________________________________________________________

Date received: ___________________  Date referred: ___________________

Referred to (attorney’s name): _______________________________________

Other: __________________________________________________________________

Please fax this form to ___________________ at (____) ___________________ when completed
Form sent by ___________________ (FEMA/OES) Date: ___________________

(please sign or initial)
TO: DISASTER VICTIMS IN NEED OF LEGAL ASSISTANCE

FROM:

If you cannot be here when a volunteer attorney is present, please fill out this form and we will have a local attorney contact you from one of the organizations above.

Name: _______________________________ Date: ____________________________

I can be reached during the day at:

Telephone number (home): (____) __________ Best time: __________

Telephone number (work): (____) __________ Best time: __________

Telephone number (message): (____) __________

My question/problem is about the following:

_____ Insurance _____ Landlord/Tenant

_____ Mobile Home _____ Condominium

_____ Debtor/Creditor _____ FEMA (or other government benefit program)

_____ Other: (please give a short description)

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

FOR OFFICE USE ONLY:

Type of case: __________________________________________________________

_________________________________________________________________

Date received: __________________________ Date referred: ______________________

Referred to (attorney’s name): ____________________________________________

Other: __________________________________________________________________

Please fax this form to ______________________ at [____] ______________________ when completed

Form sent by _____________________ (FEMA/OES) Date: ______________________

(please sign or initial)

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Santa Barbara County Bar Association
Disaster Legal Services
Volunteer Application

Name ___________________________________________
Firm ___________________________________________
Address _________________________________________
Phone: Work __________________ Fax _______________ Home __________________
Foreign or Sign Language? ____________________________
Other Special Skill __________________________________

Indicate Areas of expertise
☐ Insurance claims and uninsured losses (property damage, personal injury third-party liability)
☐ Small business issues
☐ Consumers, credit and contract law
☐ Housing and landlord/tenant
☐ Employment
☐ Disaster relief applications
☐ Cash assistance programs
☐ Other

I wish to serve in the following ways:
☐ Providing free consultation on-site at legal clinics and disaster relief center (check expertise above).
☐ Providing free consultations by staffing telephone "hotline" (check expertise above).
  ☐ I prefer to call an answering service to pick up messages and return calls from my office.
  ☐ I am willing to come to the Bar Association to answer "hotline" calls.
☐ Providing home consultation to other volunteer attorneys as an expert mentor (check areas of expertise above).
☐ Providing ongoing representation to indigent disaster victims (check areas of expertise above).
☐ Joining the Lawyer Referral service to accept cases for non-indigent clients and agreeing to defer fees for disaster victims. (Check areas of expertise above.)
☐ I am willing to serve during: ☐ daytime ☐ evenings ☐ weekends
☐ I will attend Federal Emergency Relief Act training when scheduled.

Please return form to the Association offices
1111 Garden Street, Santa Barbara, CA 93101
FAX: 966-3472.
January, 1995
DISASTER LEGAL SERVICES

Thank you for volunteering with the Santa Barbara County Bar's Disaster Legal Services Project regarding the Flood of 1995. We have established a hotline whereby persons of any income level adversely affected by the flood may call the County Bar office and will be directed to specific volunteers according to expertise via telephone. This commences Tuesday, January 17.

We would ask that each of you assume a liberal posture in addressing issues which may be somewhat outside of your expertise and in returning calls by the caller if you are unavailable when called. Bar staff will attempt to call your office preceding the caller to notify you of the caller’s identity and the nature of the legal problem. Please alert your staff to the fact of your participation.

We have enclosed the most pertinent materials to this disaster as your training; if you need more information or have questions or problems please contact Kirk Ah Tye at 963-5981 or Peg Mowrer, Executive Director, at 962-3443. (Please refer any fee-generating cases to Lawyer Referral Service at 962-8191.) Please duplicate, utilize and retain the intake form in your materials.

This is a terrific service by you on behalf of the Bar Association, and we convey our gratitude.

Thanks!

Encl.
DISASTER LEGAL SERVICES DISCLAIMER

This pro bono legal counseling service is offered by the Santa Barbara County Bar Association for Santa Barbara County residents free of charge.

In offering this service, the Santa Barbara County Bar Association and the volunteer attorneys providing legal advice are not creating an attorney-client relationship.

The rendering of legal services by the volunteer attorneys is a gratuitous service. The Santa Barbara County Bar Association, in sponsoring the administration of Disaster Legal Services, makes no representation as to the knowledge or skill of the volunteer attorneys and assumes no responsibility for the practice of law or handling of individual cases by such attorneys.

The Santa Barbara County Bar Association and the volunteer attorneys providing advice do not assume any liability with respect to the pro bono services offered.

AGREED: ___________________ DATE: _________________
SANTA BARBARA COUNTY BAR ASSOCIATION
333 GARDEN STREET, SUITE 106
SANTA BARBARA, CALIFORNIA 93101
(805) 962-3443

DISASTER LEGAL SERVICES
INTAKE FORM

NAME OF ATTORNEY ________________ I.D. NUMBER ________________

ADDRESS __________________________ CITY _______ ZIP ______

TELEPHONE OFFICE ( ) ____________
HOME ( ) ________________

DATE ________________

APPLICANT'S NAME ________________

ADDRESS __________________________

PHONE NUMBER ________________

NATURE OF LEGAL PROBLEM:

HOME MORTGAGE __ LANDLORD-TENANT __ OTHER REAL ESTATE __

CONSTRUCTION __ FEMA __ INSURANCE (HOME/AUTO) __

AUTOMOBILE LOAN PAYMENTS __ PERSONAL INJURY __ OTHER __________

BRIEF DESCRIPTION OF PROBLEM:

____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
____________________________________________________________________
SANTA BARBARA COUNTY BAR ASSOCIATION
III GARDEN STREET, SUITE 106
SANTA BARBARA, CALIFORNIA 93101
(805) 962-3443

DISASTER LEGAL SERVICES
(IN-PERSON COUNSELING)

DEAR VOLUNTEER ATTORNEY:

Thank you for participating in the Santa Barbara County Bar Association's Pro Bono Disaster Legal Services project. All volunteers should have received a training manual from the County Bar office.

It is the intent of the County Bar Association that all disaster legal services be provided pro bono and that no employment be accepted arising from your association with this project. Please refer any fee-generating cases to Lawyer Referral Service at 962-8191. If there are any questions, please contact Kirk Ah Tye at 963-5981. Thank you.

KAT:cn
January 25, 1995

FREE LEGAL HOTLINE SET UP BY SANTA BARBARA COUNTY BAR ASSOCIATION TO PROVIDE LEGAL ADVICE ON FLOOD-RELATED ISSUES

The Santa Barbara County Bar Association has established a free legal hotline to provide legal advice on all flood-related issues without charge commencing Tuesday, January 17. The hotline number is: 962-3443. If you are a monolingual-Spanish speaker, please call Channel Counties Legal Services Association at 963-5981.

Callers will be directed to outstanding volunteer attorneys in accordance with the attorneys’ expertise. The type of legal issues potentially include:

- Insurance claims pertaining to flood and homeowner’s insurance;
- Landlord-Tenant problems;
- Lost documents;
- Home Repair Contracts;
- Real Property issues;
- and much more.

Consistent with the tradition of the County Bar’s assistance to the public, including during the Painted Cave Fire and last year’s Earthquake, the Bar Association is pleased to offer service for the Flood of 1995.