This is not intended to be a scientific response but is information extrapolated and compiled from an online survey (to which I know programs from NYC and Florida have responded and from which I will continue to get information), national partner conference calls, emails I have received and phone conversations I have had. It should be tested against our own historical and current experiences—however it may prove useful for general planning purposes. No one has dealt with evacuees from other states and the unique issues that presents for the delivery of accurate and appropriate legal information, advice and representation. Additionally the involvement of legal services programs and other entities in longer-term community economic development (CED) efforts have not been noted or tracked.

Programs are forwarding disaster response plans/protocols, community education and outreach materials for our review and potential posting on a dedicated disaster legal response advocates portal which is now up—but the organizational framework is being finalized before we can begin populate with content. This will be made available to both LSA staff and volunteers.

**Family (5%)**
- Orders of Protection
- Custody
- Visitation
- Child support

**Public Benefits (30%)**
- Unemployment (17%)
- SSI/SSD (Government Benefits inclusive 13%)
- Medicaid

**Housing (30%)**
- Public/Private Rental
  - Evictions - Disaster Related Job Loss/non-receipt of benefits due to computer disruptions resulting in evictions
  - Conditions in rental units
- Owned
  - Homeowner’s Insurance (appraisal/assessment etc)
  - Foreclosure

**Consumer (15%)**
- Bankruptcy
- Collections
- Contractor Fraud
- Consumer Credit (SBA and other loans)
FEMA related (20%)
   Heir Property/Clear title
   FEMA Appeals
Miscellaneous
   Wills

Timeline: Begin to see legal needs arise
Month 1: Survival not legal needs
Month 2: begin to see
   Family (usually pending issues at time of disaster or triggered at the time or
   shortly thereafter)
   Government Benefits
   Housing especially landlord tenant
   FEMA
Month 3: begin to see
   Unemployment
Month 6
   Begin to see
   Consumer

Timeline: Needs Peak
Month 1-7: Government Benefits
Month 4-8 Family
Month 6-12 Unemployment
Every month: Housing
Months 16+ Consumer

Average Length of time to handle from beginning to end (often depends on the amount of
documentation people were able to bring with them or can recover)
Landlord tenant 30 days
FEMA Appeals 2-3 months
Contractor cases – months and months

Community outreach
FEMA centers, libraries, community groups, FEMA tent and trailer cities, shelters,
mobile home parks (one used Americorp volunteers)

Coordinated response with
State Bar, other advocacy and social services, AG’s office, local and other voluntary bars