

PERFORMANCE PLAN

Name of Organization: **Southeast Louisiana Legal Services Corporation - 619081**

Grant Term: **July 1, 2022 – June 30, 2025**

<b>Goal 1: Provide advice and legal representation to address disaster-related legal issues for low-income survivors</b>	
<b>Objective 1: Direct Services –Sustain and Increase Level of Direct Assistance Through 30 Essential Disaster Response Staff</b>	
Milestone 1 COMPLETED	Within 30 days of the grant award, notify 17 existing SLLS staff delivering legal services to disaster survivors of the extension of positions through 12/31/2024 to prevent disruption in services after the end of one-two year foundation grants
Milestone 2 COMPLETED	Within 30 days of the grant award, begin the hiring process to fill 13 new positions in three tiers – a) Tier 1 – Disaster Pro Bono Coordinator, HR Admin Support, Fiscal/Grant Team Support, Baton Rouge Disaster Support; b) Tier 2 - IT Manager, Disaster Intake/Outreach Manager, Strategic Advocacy Initiative (SAI) Staff Attorney, Veterans Staff Attorney, Gretna Disaster Support Staff; c) Tier 3 - SAI/Executive Director Support Staff, Outreach Staff Attorney, Disaster DV Fellow, Disaster VIP Fellow, and Project Consultant
Milestone 3 COMPLETED	Complete Tier 1 Recruit and hire on or before 7/15/2022
Milestone 4 COMPLETED	Complete Tier 2 Recruit and hire on or before 8/10/2022
Milestone 5 COMPLETED	Complete Tier 3 Recruit and hire on or before 8/31/2022
Milestone 6	Provide direct client representation in 2,025 advice cases to disaster survivors (675 annual cases)
Milestone 7	Provide direct client representation in 675 extended services cases to disaster survivors (225 annual cases)
Milestone 8	Engage in systemic policy advocacy on disaster law issues and/or other substantive law issues impacting disaster survivors
Milestone 9	Achieve at least \$1 million in economic benefits annually for disaster survivors through direct legal assistance
Milestone 10 COMPLETED	Obtain Board Approval for subgrant for Disaster Legal Services to the Pro Bono Project
Milestone 11 COMPLETED	Negotiate subgrant agreement with Pro Bono Project
Milestone 12	Meet at least monthly with Pro Bono Project on Disaster subgrant to plan activities, refine referrals process, and troubleshoot challenges
Milestone 13	Collaborate with Pro Bono Project to Train Volunteers
Milestone 14	Work with Pro Bono Project to Create Training Materials for Volunteers

Milestone 15	Refine process for accessing litigation funds for disaster-related succession costs for SLLS staff and our subgrantee partner
<b>Objective 2: Provide training and support to disaster staff to facilitate their skills and ability to deliver direct legal assistance to disaster survivors</b>	
Milestone 1 COMPLETED	Conduct orientation and basic training of new disaster staff within 30 days of hire for new staff
Milestone 2	Disaster Staff providing direct legal assistance to clients participate scheduled Practice Area Group meetings and case strategy meetings for their assigned substantive law area
Milestone 3 COMPLETED	Collaborate with Acadiana Legal Services, Louisiana State Bar Association (LSBA) Access To Justice (ATJ) Disaster Committee, and other community stakeholders involved in disaster response to plan substantive law training sessions at Disaster Summit and other training events for staff involved in direct delivery of legal assistance to survivors
Milestone 4 COMPLETED	Purchase 13 new laptops for new disaster hires
Milestone 5 COMPLETED	Purchase office supplies for new disaster hires
Milestone 6 COMPLETED	Purchase office furniture and equipment for new disaster hires
Milestone 7	Add Hello Sign electronic document signing licenses for disaster staff
Milestone 8 COMPLETED	Purchase and/or Sustain Cell Phones and Hot Spots for disaster – staff
Milestone 9 COMPLETED	Identify 10 disaster staff to utilize new Westlaw public records search database
Milestone 10	Train disaster staff on use of Westlaw public records database
Milestone 11 COMPLETED	Secure Westlaw Public Records search contract
Milestone 12 COMPLETED	Determine best method to handle remote notarizations
Milestone 13	Secure remote notarization software
Milestone 14	Train staff to use remote notarization
Milestone 15 COMPLETED	Obtain new signage for Houma office
<b>Goal 2: Enhance legal aid capabilities to better serve survivors of 2020-2021 declared disasters</b>	
<b>Objective 1: Improve SLLS' disaster preparedness through improved technology and software</b>	
Milestone 1 COMPLETED	Secure additional accounts on Cloud Based Accounting System for the SLLS Fiscal staff
Milestone 2	Work with VOIP provider to identify upgrades to improve the SLLS phone system to enhance disaster survivor's intake experience
Milestone 3	Purchase 5G internet failover system
Milestone 4	Purchase 5G internet failover system service
Milestone 5	Purchase advanced anti-virus protection

Milestone 6 COMPLETED	Replace all computers/software using Windows 7
Milestone 7 COMPLETED	Review results of TIP to determine other technology, software, or equipment to improve SLLS' disaster resilience
Milestone 8	Create training modules in SLLS' Adult Learning Management system for staff orientation, volunteer orientation, managers training, and substantive law topics
<b>Objective 2: Transition SLLS' current case management system to a new case management system to better serve 2020-2021 disaster survivors</b>	
Milestone 1 COMPLETED	Evaluate alternative case management systems
Milestone 2 COMPLETED	Select case management system to replace current system
Milestone 3	Ensure effective disaster tracking and reporting in new case management system
Milestone 4	Convert data
Milestone 5	Test new case management system
Milestone 6	Conduct initial and ongoing staff training
Milestone 7	Conduct initial and ongoing subgrantee partner training
Milestone 8	Implement new case management system
Milestone 9	Collaborate with Acadiana Legal Services Corporation on the implementation of the new case management system
<b>Goal 3 – To provide outreach and education to the survivors of the 2020-2021 declared disasters</b>	
<b>Objective 1: Outreach and Community Education – Expand outreach and knowledge for survivors of the 2020 and 2021 disasters</b>	
Milestone 1	Produce a 30 second professional PSA video
Milestone 2	Conduct 12 Facebook Live sessions annually on disaster law topics
Milestone 3	Created checklist(s) for disaster preparedness
Milestone 4	Created/edited and printed disaster recovery and legal informational brochures/flyers
Milestone 5	Purchase branded marketing material to distribute during legal clinics/community events
Milestone 6	Conduct or participate in 60 educational events/legal clinics throughout SLLS's service area
Milestone 7	Collaborate with community food banks, libraries, houses of worship, religious groups, schools, early head start, head start, Community Action Agencies to distribute 25,000 legal aid brochures/flyers.
Milestone 10	Train Disaster Case Managers and other Case Managers to Issue Spot Legal Needs and refer survivors to SLLS
Milestone 11	Radio PSAs aired in 3 major markets
Milestone 12	Select new website platform
Milestone 13	Create and refine content for new website
Milestone 14	Launch new website

<b>Objective 2: Improve SLLS' intake/outreach process to better serve disaster survivors.</b>	
Milestone 1	Refine intake interview process to improve quality and efficiency
Milestone 2	Provide training to disaster line staff to implement holistic disaster legal needs screening to identify all unmet legal needs of survivors
Milestone 3	Create streamlined referral process for disaster case managers, social workers, and other community partners
Milestone 4	Collaborate with the Louisiana State Bar Association Access to Justice staff to support the statewide disaster line
Milestone 5	Train staff on refined interview process and resources to improve intake
Milestone 6	Work with new outreach attorney to develop in person outreach plan for Clinics and Know Your Rights events
Milestone 7	Ensure each client is screened for disaster status and how they knew about SLLS services with this information recorded in the case management system
Milestone 8	Analyze data on a monthly basis to determine if media and outreach strategy is effective
<b>Objective 3: Develop and implement an outreach plan using media and technology to ensure disaster survivors have access to legal services.</b>	
Milestone 1	Develop request for proposals for technology project using publicly available data to refine a data driven outreach strategy
Milestone 2	Procure consultant for technology project
Milestone 3	Execute contract with consultant for technology project inclusive of work plan and deliverables
Milestone 4	Use technology project results to implement radio, billboard, public transit and/or social media advertisements
Milestone 5	Produce Radio PSAs to air legal services availability in 3 major markets
Milestone 6	Radio PSA's aired in 3 major markets
<b>Objective 4: Partner with access to justice partners to hold Disaster Law Summit to increase knowledge within and beyond the legal community about the importance of civil legal aid to disaster recovery to ensure disaster survivors have access to legal services.</b>	
Milestone 1 COMPLETED	Assemble Planning Committee
Milestone 2 COMPLETED	Hold Biweekly planning meetings
Milestone 3 COMPLETED	Secure location for Summit and sign contract
Milestone 4 COMPLETED	Create Save the Date for Event

Milestone 5 COMPLETED	Create Invite List
Milestone 6 COMPLETED	Create Agenda and Sessions
Milestone 7 COMPLETED	Send invitations and registration information
Milestone 8 COMPLETED	Confirm speakers for sessions
Milestone 9 COMPLETED	Select and confirm keynote speakers
Milestone 10	Hold Disaster Law Summit
Milestone 11	Evaluate Disaster Law Summit
Milestone 12	Complete follow-ups from the Summit
<b>Objective 5: Work with the assigned mentor under the LSC Mentorship Program to obtain training and support as necessary.</b>	