After the Eye of the Storm: Using Online Technology to Coordinate HIV Services Following a Natural Disaster

Presented by:
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Presenters

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LEGAL AID

TRANSsSOCIAL, INC.

AIDS United
AIDS UNITED

Community Building
Policy & Advocacy
Strategy
Capacity Building
Technical Assistance

making the promise a reality

Community LEADERSHIP
Building
Formative Research
Grantmaking
AIDS UNITED – What We Do

• We lead the charge for responsive and effective federal, state, and local policies that benefit people living with and at risk for HIV.

• We invest in innovative models to meet the needs of communities affected by HIV/AIDS.

• We have given more than $104M in direct funding and leveraged $117M to increase capacity of communities and organizations responding to HIV in the US.

• We inform the field with best practices and lessons learned.

• We work within a social justice framework that challenges the foundational issues of racism, sexism, homophobia and transphobia, socioeconomic inequality, gender discrimination, and stigma.
TransSOCIAL, Inc. is a Trans-led non-profit working to expand the safe and affirming resources available for our TLGBQ+ community. They host social and support groups, provide case management services including legal name change assistance and medical referrals, and host TLGBQ+ Cultural Sensitivity Training workshops to educate the wider community on ways to create welcoming spaces for the Trans community.
• Legal Aid Service of Broward County, Inc., was founded in 1974, and is a 501(c)(3), non-governmental, non-profit organization providing free civil legal services to residents of Broward County.

• Client needs are met in 7 primary areas including Housing Rights, Homeless Legal Rights, Children’s and Educational Advocacy, Immigration, Low Income Taxpayer Clinic, Mission United Veterans Pro Bono Law Project, and Special Projects.

• The Housing Rights Unit seeks to advance housing justice and to expand and enforce tenants’ rights to safe and habitable housing. There are 2 special housing rights projects dedicated to homeless Veterans and PLWHA in need of housing.

• For five years, the HOPWA program at Legal Aid has provided free legal services to help low-income PLWHA to maintain or acquire safe and affordable housing. This project has a specialized legal team who understands the unique set of social, economic and medical issues impacting the housing stability of PLWHA and advocate to protect their basic housing rights because protecting clean and stable housing is critical to viral suppression.

• For over 20 years, the Ryan White HIV Law Project has provided representation for clients living with HIV/AIDS in advanced directives, living wills, and financial powers of attorney, and assistance with obtaining essential public benefits.
Session Objectives

• Introduce Slack
• Discuss how 2 organizations used it after Hurricane Irma
• Learn suggested best practices in using the online tool
• Find out how to get trained on Slack and how to use it to connect locally
Hurricane Irma
Hurricane Irma
Hurricane Irma
Slack Overview

Start with a workspace

In Slack, everything happens on a workspace. A Slack workspace is simply a group of people using Slack together - like your company or organization. Is your group already on Slack, or do you need to start a new workspace?

- Find your Slack workspace
  Join or sign in to existing workspaces.

- Create a new workspace
  Get your company or organization on Slack.
Slack Overview

- Channels:
  - # browardshelters
  - # foodbanks
  - # legalandbenefitassit
  - # miamishelters
  - # openandclosedupdates
  - # preparationsupplies

- Private Channels:
  - # slackbot
  - # Ashley Mayfaire (you)

- Direct Messages:
  - A. Hurwood
  - Morgan Mayfaire

- Profile Menu:
  - Set a Status
  - Snooze Notifications
  - Activity
  - Starred Items
  - Your Files
  - Directory
  - Invite People
  - Edit Profile
  - Settings

- Message:
  - Ashley Mayfaire 12:32 PM
  - Add pet-friendly shelter section.
  - Upload shelter maps

- Jot something down...
Slack Overview

You created this channel yesterday.

Channel Purpose: A place to list emergency shelter information and updates for Broward County.

- **Ashley Mayfaire** joined #random at 4:10 PM.
- **Ashley Mayfaire** set the channel's topic: emergency shelters in Broward County.
  - **Ashley Mayfaire** set the channel purpose: A place to list emergency shelter information and updates for Broward County.
- **Ashley Mayfaire** has renamed the channel from "random" to "browardshelters".

Today

- **A. Hurwood** joined #browardshelters along with @Morgan Mayfaire at 9:30 AM.

Message #browardshelters
Slack Overview

@Ashley_Mayfaire set the channel purpose: A place to list and find emergency preparation supplies, including: shutters, boards, sandbags, hurricane kits, water, non-perishable food, ice, etc.

Today

Ashley Mayfaire 12:41 PM
Sample supply checklist

- water purification tablets
- condoms & lube :

Disaster Supplies:

- At least one gallon of water per person for 3 to 7 days
- Non-perishable snacks and packaged or canned food for at least 3 to 7 days
- Change of clothing, rain gear, and sturdy shoes
- Bedding for an emergency shelter
- Prescription medications
- Personal hygiene items
- Pet care items, including a carrier, leash and food

IMPORTANT DOCUMENTS

" This is from TransSOCIAL's hurricane kit project

Message #preparationsupplies
Slack Overview

#browardshelters

You created this channel yesterday.

Channel Purpose: A place to list emergency shelter information and updates for Broward County.

*Ashley Mayfaire* 4:10 PM
Joined #random

*Ashley Mayfaire* 4:27 PM
Set the channel's topic: emergency shelters in Broward County.

*Ashley Mayfaire* 4:28 PM
Set the channel purpose: A place to list emergency shelter information and updates for Broward County.

*Ashley Mayfaire* 4:29 PM
Has renamed the channel from "random" to "browardshelters".

**Today**

*A. Hurwood* 9:30 AM
Joined #browardshelters along with @Morgan_Mayfaire.

*Ashley Mayfaire* 12:46 PM
@Morgan_Mayfaire can you upload the most recent Broward shelter map?
Slack in a Disaster Response

- Preparation *and* post-disaster relief
- Coordination of food and supplies
- Coordination of shelter resources
- Coordination of client care
- Overall communication among partners
- What areas/organizations have had power restored
- Office sharing opportunities
Best Practices in the Use of Slack

• Set up channels to organize information in a way that makes sense to your and your team.
• Clearly define the purpose of each channel so folks know what information is appropriate.
• Invite critical staff members from each organization that will be part of your team.
• Upload information and documents before a storm hits so that you can utilize it offline.
Signing Up for Slack

• Go to https://slack.com/ and enter your email address.
• Choose "Create a New Workspace" if you are setting up a new Workspace for your area.
• Choose "Find Your Slack Workspace" if you have been invited to join a Workspace that has already been created.
  – Enter your email and Slack will search for Workspaces you have been invited to join.
• Confirm your email address.
Getting Trained on Slack

Hi, Slackbot here!

Feel free to ask me simple questions about Slack, like: How do I add a profile photo?

By the way, adding a photo will help everyone you work with! Here's a handy link or two:

- Edit Profile
- Add Apps & Bots

slackbot 9:30 AM
Right now anyone in your workspace can invite a new member. If you'd like, you can restrict that to just administrators.

Only allow administrators to invite

Ashley Mayfaire 12:54 PM
How do I add a profile picture

slackbot 12:54 PM
It's great to keep an updated photo in your profile!

On desktop — Click your workspace name in the top left to open the menu, select Profile & account and then Edit Profile.
On mobile — Tap the overflow menu button (three dots in the top-right corner), choose Settings, and then select Edit Profile.

If you want to know about sharing a photo in a Slack channel or conversation, ask me about how to upload files.
Getting Trained on Slack

Check out https://biz30/timedocto.com/how-to-use-slack/!

• Other helpful resources
  – Slack’s training videos
  – Instructional videos on YouTube
Questions & Answers

• Alisha Hurwood, ahurwood@legalaid.org
• Ashley Mayfaire, amayfaire@transsocial.org
• Morgan Mayfaire, mmayfaire@transsocial.org
• Shannon Wyss, swyss@aidsunited.org