10 Considerations when Working with Volunteers

Effectively incorporating volunteers into your program takes planning and organization. In order for the relationship between volunteers and the program to be mutually beneficial, volunteer labor should be governed by policies and procedures just like paid staff. These policies will help the program recruit and retain volunteers that will contribute positively to the program.

Volunteers must be managed. A volunteer manager should be appointed and trained.

Volunteer skills and interests should match the organization’s needed tasks.

The agency should have policies and procedures in place before recruiting volunteers.

Volunteers should be given clear expectations of roles and responsibilities.

Volunteers should be trained on agency and program policies and for the assigned task.

Volunteers should be recognized for their work.

Improperly trained volunteers are a liability for your program.

Having a good volunteer program takes time and effort.

It is OK to say no to someone who offers to volunteer.

An unhappy volunteer can be damaging to your program.
## 10 Reasons to Use Volunteers for Charitable Immigration Legal Services

Volunteers are a vital part of many non-profit programs across the country. When well-managed, a volunteer program can enhance the program in many ways, including allowing staff to focus on serving more clients, reaching new and different populations and improving the relationship between the immigrant and receiving communities.

<table>
<thead>
<tr>
<th>Reason</th>
<th>Description</th>
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<tbody>
<tr>
<td>Volunteer labor can free up staff time for more legal services.</td>
<td></td>
</tr>
<tr>
<td>Dedicated volunteers might apply for BIA accreditation in the future.</td>
<td></td>
</tr>
<tr>
<td>Volunteers can increase goodwill in your community towards immigrants when they openly support your program.</td>
<td></td>
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<tr>
<td>A strong volunteer pool shows community buy-in to funders.</td>
<td></td>
</tr>
<tr>
<td>Volunteers may have skill sets that you might not have had access to through your paid staff.</td>
<td></td>
</tr>
<tr>
<td>By using volunteers, your program can serve many more clients through the workshop model.</td>
<td></td>
</tr>
<tr>
<td>Using volunteers for any task that does not require staff time can help prevent staff burnout and equal high cost savings to your organization.</td>
<td></td>
</tr>
<tr>
<td>Former clients have an avenue through which to give back to the program.</td>
<td></td>
</tr>
<tr>
<td>Using volunteers can improve the relationship between immigrants and the receiving community.</td>
<td></td>
</tr>
<tr>
<td>Your program may be able to offer comprehensive naturalization services, such as ESL and citizenship test preparation classes by using volunteers.</td>
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</tbody>
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Non-legal volunteers are able to perform many important functions within a legal office. While they cannot offer legal advice, the labor they do contribute frees up legal staff to devote more of their time directly helping clients with legal matters.

<table>
<thead>
<tr>
<th>Task</th>
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<tr>
<td>Assist someone in filling out a form by filling in the blanks exactly as directed</td>
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<tr>
<td>Translate documents</td>
</tr>
<tr>
<td>Interpretation (i.e., in-person translation of real-time conversations)</td>
</tr>
<tr>
<td>Provide general information about immigration law (for instance, about the requirements for naturalization) in a group setting</td>
</tr>
<tr>
<td>Filing, shredding, copying, scanning and other clerical work</td>
</tr>
<tr>
<td>Fill out intake forms and collect biographical information</td>
</tr>
<tr>
<td>Draft a waiver narrative</td>
</tr>
<tr>
<td>Staff a group processing workshop</td>
</tr>
<tr>
<td>Gather supporting documents for a case</td>
</tr>
<tr>
<td>Prepare photos</td>
</tr>
</tbody>
</table>
Best Practices for Volunteer Management

Having a strategy to manage and retain volunteer labor is the best way to effectively use volunteers in your program. There are several ways in which a program can organize how volunteers are recruited, trained, used, and recognized within a program. Taking the time to develop policies and procedures ahead of using volunteers is the best strategy to ensure success.

- A volunteer manager is recruited and hired.
- Staff create policies and procedures for volunteer management, including how to disengage with a volunteer, are created before recruiting volunteer staff.
- An agency decides what work is needed and what positions are available for volunteers before accepting offers of volunteer labor.
- Volunteer skills and interests are matched with the tasks needed by the agency.
- A variety of volunteers are recruited, including: retirees, immigrants, and students.
- All volunteers are required to sign a confidentiality agreement before starting at the agency.
- A time commitment is required from volunteers.
- Volunteers receive agency orientation and program and task-specific training.
- Volunteers are evaluated and their performance is reviewed.
- Volunteers are encouraged to take additional training.
- Volunteers are encouraged, when appropriate, to develop areas of expertise and to pursue increasing levels of responsibility within an agency.
- Volunteers are asked for feedback regarding their experiences with the agency.
- Volunteer labor is recorded and calculated with a dollar value as in-kind support and is used to leverage grant funding.
- Volunteers are recognized and shown appreciation.
Board of Immigration Appeals (BIA) Accreditation for Volunteers

Volunteers can apply for BIA accreditation by following the same application process as regular paid staff. In order to receive BIA accreditation, volunteers must have adequate training and experience. These trainings can be a combination of in-person trainings, e-learning trainings and webinars.

In order to have a well-developed base of knowledge, CLINIC recommends that volunteers have training in the following areas:

- Introduction to Immigration Law*
- Introduction to Family-based Law
- Bars and Waivers
- Naturalization/Citizenship
- Legal Skills
- Consequences of Crimes

*A new regulation requires that first-time BIA accreditation applicants take an overview course in the fundamentals of immigration law.

An applicant applying for accreditation in an agency that is already recognized must include:

- a cover letter
- a table of contents
- a resume
- letters of recommendation
- certificates and agendas of trainings attended
- evidence of advocacy and research skills (for full accreditation only)
- copies of prior denials and approvals by the BIA.

Please click below to find the following resources:

- [Step-by-Step Guide for BIA Accreditation and Recognition](#) - World Relief and CLINIC
- [Checklist for BIA Recognition and Accreditation Process](#)
- [Sample Application for BIA Agency Recognition and Staff Accreditation](#)
- [Sample Application Cover Letter for BIA Staff Accreditation](#)
Civics-based ESL and Citizenship Instructor (based on contribution by Catholic Charities of Omaha)

**Overview:** Part-time volunteer teachers for multi-level classes will teach adults with limited English proficiency (LEP) how to listen, read, write, and speak in English and to learn the material necessary to pass the USCIS Naturalization Test. The course contents are based on the information included on the Speaking, Reading, Writing and Civics Tests included within the United States Citizenship test. Volunteer teachers will be provided a curriculum and textbook and expected to follow the provided course outline. Volunteers are expected to commit to teaching 2 classes a week for 15 weeks. Substitutes will be available if necessary.

**Minimum Qualifications:**

- Bachelor’s degree.
- 2 years of experience teaching ESL to adults.
- Familiarity with the Citizenship Test, its required materials, and the naturalization interview process.
- Understanding of and accommodations for the diverse academic, socioeconomic, cultural, and ethnic backgrounds and special needs of adult ESL learners.

**Desired Qualifications:**

- Master’s degree in TESOL, English, applied linguistics or a related field.
- Experience providing Citizenship classes to LEP students.
- Experience with curriculum and learner assessment development.
LEGAL INTERN

IMMIGRATION AND LEGAL SERVICES DIVISION

ABOUT OUR ORGANIZATION: Catholic Charities of Dallas, Inc. is a non-profit 501(c)(3) organization, a
United Way partner agency, and is nationally accredited by the Council of Accreditation. Catholic Charities of
Dallas’ mission is to be a family of human services working together to strengthen families by providing
help...creating hope, regardless of faith. Our human services divisions provide family-strengthening services to
more than 67,000 individuals from conception to a natural dignified death regardless of race, age, gender,
disability, national origin or religion.

Catholic Charities of Dallas has been providing help...creating hope, regardless of faith since 1891 through four
main divisions including Elderly and Family Services, Refugee and Empowerment Services, Immigration and
Legal Services, and Children & Adoption Services and Community Outreach. To learn more about the clients
and programs provided by Catholic Charities of Dallas, please visit our website at www.CCofDallas.org.

IMMIGRATION AND LEGAL SERVICES:
Immigration and Legal Services (ILS) division is recognized by the Board of Immigration Appeals providing
immigration counseling and representation to low income immigrants in North Texas. ILS provides
representation in the areas of family immigration, citizenship, services to immigrant victims of domestic
violence and other violent crimes, services to unaccompanied immigrant children in removal proceedings;
immigration-related employment discrimination, and administrative representation of refugees and asylees.
ILS also conducts extensive community outreach and public information about U.S. immigration laws.

STATUS: This position is full-time. Minimum of 6 weeks; interns who are able to commit to the full summer
are welcomed.

JOB SUMMARY: The Summer Law School Intern is responsible for counseling clients regarding their
immigration matters and managing clients’ cases.

ESSENTIAL DUTIES AND RESPONSIBILITIES:
• Conduct assessments of cases to determine eligibility for relief under the immigration law.
• Provide clients information regarding documentation and other requirements appropriate for each case.
• Prepare applications for relief for applicants who qualify. Provide all appropriate advisals.
• Conduct research on specific legal issues
• Participate in training opportunities as appropriate.
• Attend and participate at ILS Staff Meetings and outreach events

SKILLS AND QUALIFICATIONS:

• B.A. Degree; enrolled at a ABA accredited law school.
• Bilingual – English/Spanish preferred.
• Excellent communication skills, both verbal and written.
• Computer literate and experience with MS Office suite of products.
• Efficient time management skills required.

REPORTS TO:  PROGRAM DIRECTOR

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

• Be able to sit for prolonged period.
• Be able to stand, bend, kneel, etc. while performing certain duties/tasks/activities
• Be able to lift, push or pull up to 15 lbs.

SALARY: This is an unpaid internship.

POSITIONS AVAILABLE: 12

STARTS:  May 21, 2012 – June 30, 2012 – 6 week commitment (minimum)
          May 21, 2012 – July 28, 2012 – 10 week commitment

WHAT YOU WILL GAIN:

• Extensive client contact with people from all over the globe
• Structured training on immigration law
• Mentoring and supervision by experienced immigration practitioners
• Exposure to best practices for law office case management procedures
• Opportunities to participate in legal clinics and outreach events throughout the immigration community
• Participation in all functional and operational aspects of nonprofit legal services program

ACADEMIC CREDIT:
If an intern wishes to receive academic credit for the internship, it will be the intern’s responsibility to make arrangements with his/her school. Catholic Charities of Dallas, Inc. will provide the necessary job description and performance review upon request. Please visit www.CCofDallas.org/Internships to view a full listing of internship opportunities.

APPLY:
To apply, simply complete the Internship Application online at www.CCofDallas.org/Apply and once completed, click “submit”.
Managing a Difficult Volunteer

While many programs have steps in place to respond to challenging staff behavior, it is equally important to have similar policies in place when dealing with volunteer behaviors. Planning for these encounters ahead of time will allow for a systematic, professional, and ultimately more beneficial, response.

### Communicating Concerns

- Specify the problematic behavior.
- Avoid getting personal. Focus on the behavior that needs to change.
- Be specific about the instances where performance was unsatisfactory.
- Don't get angry or defensive. Remain professional.

### Creating Positive Change

- Involve the volunteer in discussing the issue.
- Have potential solutions in mind and solicit volunteer feedback on course of action.
- Together, develop a detailed plan of action.
- Establish a time frame for reviewing the issue.
- Acknowledge positive changes in behavior.

### Unauthorized Practice of Immigration Law (UPIL)

- The volunteer contract with your agency should include UPIL as a reason for termination of service with your agency.
- Volunteer orientation should include information on what constitutes UPIL and implications on the client, volunteer and agency.
- Volunteers should understand that BIA accreditation allows legal immigration work to be completed ONLY when working with your agency. Once they leave your agency or an event sponsored by your agency (such as a workshop), they are not authorized to offer legal advice.

Resources consulted:

http://www.citizensinformationboard.ie/publications/providers/downloads/Managing_Volunteers_08.pdf

http://www.npgoodpractice.org/category/Evaluation

http://www.mavanetwork.org/
Naturalization Tutor (based on contribution by Catholic Charities of Omaha)

Time commitment: One hour a week

Skills, experience, credentials needed:

Bilingual Spanish/English; adult teaching experience; good one-on-one people skills helpful.

Responsibilities:

1. Assist staff in providing tutoring to prepare legal permanent residents for their naturalization exam.

2. Help students learn the civics questions by reviewing and practicing the questions and explaining the answers.

3. Help clients feel more at ease speaking in English by practicing conversational English skills.

4. Help clients develop stronger reading and writing skills by leading them through exercises and other activities.

5. Conduct practice naturalization interviews using materials provided by the teacher.

6. Help prepare Naturalization outreach supplies for distribution.

The volunteer’s primary role is to act as a study partner. The volunteer works in the same room at all times with staff and other students. No confidential client information is shared with the volunteer.
Partnering with Law Schools Webinar

September 30, 2014

*Slides will be sent to you at the conclusion of the presentation.
*Slides and audio will be posted on https://cliniclegal.org/category/resources-type/webinars

Presenters

Martin Gauto, CLINIC (Los Angeles)
Wafa Abdin, Cabrini Center (Houston)
Lindsay Toczykowski, Esperanza Immigrant Rights Project (Los Angeles)
Margaret Martin, CC New York
Webinar Goal

• To illustrate and explore the various ways that legal service providers engage in meaningful partnerships with law schools to both:
  – Increase legal capacity
  – Train the next generation of public interest minded advocates.

Webinar Objectives

• Provide concrete examples of various partnership models
• Demonstrate how these models can both enhance a professional and strong immigration program and improve the quality of law students’ legal education
• Identify common themes, challenges and solutions

Webinar Format

• Facilitated Discussion w/ moderation from Martin Gauto
• Q&A session
Webinar Agenda

- Establishing the relationship
- Summer internships
- Externships for academic credit
- Law school clinics
- Working with public interest student groups
- Post-graduate fellowships

Questions?

- Please post your questions and we will address them at the conclusion of the webinar.

Establishing the Relationship

- Engaging law school administration
- Recruiting students
- Interviewing students
Summer Internships
- Setting expectations
- Training
- Types of assignments
- Supervision

Externships for Academic Credit
- What is an externship?
- Assignments
- Pros and cons

Law School Clinics
- Referring cases
  - Types of cases
  - Pros and cons
- Classroom component
  - CCNY’s partnership with St. John’s University School of Law
Working with Public Interest Student Groups

• Public Interest Law Foundations (PILF)
• Workshops/clinics
• Alternative breaks
• Other?

Post-Graduate Fellowships

• National fellowships
• Law school specific fellowships

Questions?

twitter.com/cliniclegal
mgauto@cliniclegal.org
facebook.com/cliniclegal
Pro Bono Development
March 10, 2011

CLINIC’s Capacity Building Goals

- Expand the number of charitable legal immigration and naturalization programs
- Increase services
- Improve services

CLINIC’s Capacity Building Activities

- Board of Immigration Appeals (BIA) agency recognition & staff accreditation
- Immigration Program Management training
- Preparing for Comprehensive Immigration Reform (CIR) training
- Management webinars
- Consultations with Field Support Coordinators

Capacity Building Activities, cont’d.

- Project management
- Annual calls
- Flow through funding
- Link members & subscribers to CLINIC services
- Prepare programs for significant immigration changes
- Building other networks’ capacity

What is “Pro Bono” and what is a Pro Bono Program?

- Lawyers work pro bono when they represent a client or do other legal work without charge.
- Identical professional relationship as if attorney is paid.
- Some state bars require pro bono work. Most do not. All encourage it. Donations in lieu of pro bono are possible.
What could developing pro bono resources do for you?

- Expand your resources, at no financial cost to you
- Increase your program’s ability to help your clients, and to help additional clients
- Follow up on cases you now must turn away
- Allow your staff more time to do their work, and challenge them to work on more time-consuming and difficult cases

Challenges of Developing or Expanding a Pro Bono Program

- Takes resources = staff time
- Requires recruiting = staff time
- Assuring quality representation = training
- Mentoring needs = staff time or more recruiting to identify mentors
- The need exceeds number of available attorneys

What are some different models for using pro bono attorneys?

- Refer to experienced lawyers who need little mentoring
- Refer to less experienced lawyers who have more time but need more mentoring
- Refer to large law firms who want to do “signature project”
- Refer to retired lawyers
- Refer to law school clinics
- Seek donations in lieu of pro bono work

How do you decide which cases to refer for pro bono assistance?

- One way: Is there a type of case you see in large numbers?
  - If so:
    – Train volunteers in groups on these cases
    – Easier for your staff to provide mentoring
    – Offer “signature project” to large law firm, to partner with your staff
    – Can have significant impact on current work of staff, freeing them to do other work
- Other ways?

Steps in Creating or Enhancing a Pro Bono Program

- Needs Assessment
- Recruitment
- Management

Needs Assessment

- What are the types of calls received?
- What is the frequency and types of referrals?
- Who are you referring cases to?
- Are referrals effective?
Recruitment

- How do you identify resources in your community?
- How do you pitch it to a practitioner?
- Who should pitch it?
- How do you cultivate pro bonos, from a firm perspective?
- How should you vet pro bono volunteers?

Management Tips

1. Don’t take on more than you can handle
2. Be well-organized
   - Follow-up
   - Case-management tools
3. Make the process easy for volunteers
   - Demystify the process
   - Procedural support
   - Legal support

Quality Control

Choosing your volunteers
- How much experience?
- How much legal support will they need?
- Do you have resources to meet needs?
- Ethical issues

Marketing

What’s in it for them? (Audience-specific selling points and challenges)
1. Large law firms
2. Law schools
3. Solo practitioners/small firms
4. Nonprofit organizations

Retaining Volunteers

Make the process rewarding for them
1. Give them new skills
2. Respond to all e-mails/queries immediately
3. Thank them
4. Publish newsletters
5. Give them awards
6. Tell their supervisor/s how valuable their assistance was

Questions?

twitter.com/cliniclegal
facebook.com/cliniclegal
415 Michigan Ave., NE
Suite 200
Washington, DC 20017
202-635-2556
national@cliniclegal.org
Pro-Bono Attorney (based on contribution by Catholic Charities of Omaha)

Time Requirement: 4 hours a month

Required Skills:

General legal skills and credentials in the area of immigration law (must provide proof); confidentiality awareness; Spanish language helpful.

Job duties/tasks/responsibilities:

1. Provide pro-bono legal support services to Catholic Charities Immigration Legal Services on a monthly basis in the area of U-Visa initial consultations.
   a. Pre-screen potential clients for U-Visa eligibility.
   b. Determine U-Visa eligibility.
   c. Provide client a documentation list that they will need to gather and then call CC-ILAS when they have gathered the remaining documents.
   d. Write up an Open Case Memo.
   e. Provide any documents gathered to the program director and brief her on the case.

Important Considerations:

Please note that a program staff member will sign the G-28 and complete work on the case. The volunteer does not retain any ownership over the case and is bound by the agency’s confidentiality agreement, forbidding discussion of the case outside of the program. The volunteer agrees to report anything unusual, potentially hazardous, or anything that might need follow-up to the supervisor as soon as possible.
As a pro bono attorney with the Esperanza Immigrant Rights Project (Esperanza) of Catholic Charities of Los Angeles, Inc., you have offered to represent an individual applying for relief from removal from the United States.

Before you begin working with this case, we ask that you carefully read and commit to the following guidelines. It is not an exaggeration to say that the life of your client is at stake.

**Zealously represent the client**

People seeking relief from removal are most successful when their attorneys have invested a great deal of time in preparing their cases and advocating on their behalf. The length of a case may span anywhere from a few to several months. Occasionally, a case may extend longer. Therefore, do not accept a case at this time if you are not able to commit to completing the case.

We strongly suggest that you meet with the client within two weeks of accepting a case. If your client is detained, you will have to conduct all meetings with your client at his detention center. If your client is not detained, or is released from detention during your representation, Esperanza’s conference room is available for you to meet with your client. If you are unable to meet with the client within the first two weeks of accepting a case, please inform Esperanza as soon as possible.

**Remuneration**

Esperanza has determined that your client does not have the means to pay an attorney in the U.S. Therefore, your representation of the client is on a pro bono basis, and you may neither request nor accept remuneration for your client’s case. In addition, you will be responsible for all costs reasonably associated with representation. This will include costs associated with photocopying, document delivery, postage, and might include, if necessary, costs associated with expert witnesses, translators/interpreters, or long-distance phone calls. You are not responsible for application filing fees, transportation costs for your client, or in-court interpreters. A fee waiver should be sought where available.

When you first meet with your client, you should execute a retainer agreement outlining the scope of your representation and delineating your responsibilities and your client’s responsibilities. A sample Client/Attorney Agreement is attached for your convenience. You may also use your own agreement.

**Your responsibilities**

Once you accept a case you must become the attorney of record. You should meet with your client within two weeks and promptly file the Notice of Appearances with the Department of Homeland Security (Form G-28) and the Immigration Court (Form E-28). Forms may be obtained from the USCIS Website. The Immigration Court Practice Manual – available at [http://www.justice.gov/eoir/vll/OCIJPracManual/ocijpage1.htm](http://www.justice.gov/eoir/vll/OCIJPracManual/ocijpage1.htm), will be a useful tool. Please provide a copy of your E-28 to Esperanza.

As the attorney of record you will assume all the responsibilities that apply to an attorney of record in an administrative proceeding. These include but are not limited to the following: prompt filings; zealous
advocacy; the preparation of supporting evidence; and the maintenance of attorney-client confidentiality. Should your client be ordered removed, you are not obligated to continue representation through the appellate process, however please consider this option if possible.

We ask that you provide us with the completed Pro Bono Attorney Acknowledgement Form attached at your earliest convenience. If not previously provided to Esperanza, please also provide a copy of your photo ID and proof that you are a member of a state bar. Esperanza will independently verify that you are a member in good standing of a state bar.

Moving forward, it is vital that Esperanza be provided with regular updates as to the progress of your case. In particular we ask that you update us monthly as to any filings made with the Court and the date on which filings were made.

**Esperanza’s involvement**

Esperanza attorneys are available and happy to consult with you as problems arise in the course of your representation. If you attended an Esperanza CLE or training prior to taking your case, the information you received should go a long way towards answering procedural questions and orienting you to applicable legal standards. If you don’t find what you need in these materials, or you require any other assistance please feel free to contact us.

Due to the volume of cases Esperanza refers out, we are generally unable to co-counsel or enter appearances on referred cases. If Esperanza has previously entered an appearance, Esperanza will withdraw from representation and not remain counsel of record in your client’s case.

Esperanza is unable to accept a referred case back once it has been assigned to you. If you are unable to complete your client’s case, it is your responsibility to find attorney to provide pro bono representation and inform Esperanza. We cannot emphasize enough the importance of your role as the responsible attorney in your client’s case. Should you not feel ready to take on this commitment please speak to Esperanza about other volunteer opportunities.
Pro Bono Attorney Acknowledgment

I ____________________________ acknowledge that I have received and reviewed the Guidelines for Representation set forth by Esperanza and that I agree to adhere to its terms.

Name and A# of Client: ____________________________________________________________

Name of Mentor Attorney (if applicable): ____________________________________________

Preferred Contact Method: _________________________________________________________

Email: ______________________________________________________________________

Phone: ________________________________________________________________________

Fax: _________________________________________________________________________

Address: _____________________________________________________________________

______________________________________________________________________________

Signature: ___________________________ Date: ____________________

Please return this form to:

XXXX XXXXX
Pro Bono Coordinator
Esperanza Immigrant Rights Project
Catholic Charities of Los Angeles, Inc.
1530 James M. Wood Blvd.
Los Angeles, CA 90015

Tel:   (213) 251-XXXX
Fax:   (213) 487-XXXX
E-Mail: xxx@ccharities.org
Pro Bono Attorney Guidelines

The National Immigrant Justice Center (NIJC) is pleased to begin a collaborative relationship with you as you and your firm accept this pro bono assignment. To reflect our shared understanding and commitment, we ask that you review these Pro Bono Attorney Guidelines.

NIJC’s Commitment to Pro Bono Attorneys

NIJC understands the majority of its pro bono attorneys have limited immigration law experience. NIJC’s pro bono partners report that asylum, VAWA, U visa, Trafficking and SIJ cases are the most interesting, challenging, and rewarding cases of their careers. Attorneys who accept an NIJC case for pro bono representation can expect that NIJC will provide the support and assistance necessary to capably represent NIJC clients.

NIJC agrees to provide its pro bono attorneys with:

- asylum, VAWA, U visa, Trafficking and SIJ trainings. NIJC offers basic training courses in each of these topics about once every three months and upon request as staff resources are available. NIJC provides advanced trainings in the form of round table discussions on advanced immigration topics several times each year.

- information regarding immigration law, practice, and procedure; sample applications, motions, and pleadings; documentation; and other case resources.

- consultations with experienced NIJC practitioners regarding any case-related questions, theories and trial strategies. NIJC’s attorneys remain current on immigration law, policy, and practice, and frequently serve as faculty at local and national immigration law trainings.

- professional liability insurance. NIJC carries comprehensive professional liability insurance, which specifically covers its pro bono attorneys.

- involvement in ground-breaking legal issues and an opportunity to interact with clients from different cultural, ethnic, religious, and socio-economic backgrounds.

- unique litigation experience, with opportunities to represent clients before a federal agency or the U.S. Circuit Courts of Appeals.

- exceptional legal experience that will enhance a pro bono attorney’s career development.


**Pro Bono Attorney Commitment**

NIJC expects that after accepting a case, the *pro bono* attorney will

- attend the next available NIJC training, if the attorney has not already attended a training.

- provide representation from commencement to completion of the client’s case as defined in the retainer signed by NIJC and the client.¹

- transfer representation of the case to another attorney in the firm if the attorney is compelled to withdraw representation for any reason other than the emergence of a conflict of interest or a termination of representation due to client misconduct. NIJC is unable to absorb *pro bono* cases in-house, except in very limited circumstances.

- inform NIJC of any transfer of representation within the firm or addition of attorneys to the legal team assigned to the case.

- keep NIJC informed of the status of the client’s case. NIJC maintains an agreement with every client referred for *pro bono* representation and remains “of counsel.”

- contact NIJC if the attorney believes the client may be concurrently eligible for another immigration benefit. Applying for other immigration benefits may impact the client’s case.

- contact NIJC if the client seeks assistance regarding other legal matters. NIJC’s involvement in the client’s case is limited to the matter specified in the NIJC retainer. NIJC is unable to provide technical support on other legal matters beyond the scope of the NIJC retainer. If a client becomes concurrently eligible for another form of relief, NIJC may execute a supplementary retainer with the client to assist in seeking that benefit.

- contact NIJC before speaking with the media or any members of Congress about the case. NIJC is actively involved in immigration policy and advocacy efforts at the state and national levels, and with local and national media. Coordinating with NIJC will ensure that any advocacy efforts achieve the best possible result for the client.

---

*Attorney Name*  *Date*

*Law Firm*  *Date of Admission to Bar*  *State of Admission*

Have you had any legal malpractice or legal disciplinary complaints filed against you? If yes, please explain. ________________________________________________________________

Please fill out the *Pro Bono* Attorney Guidelines and return it to *Pro Bono* Coordinator, Carolina Ramazzina Van Moorsel by email (cramazzinavanmoorsel@heartlandalliance.org) or fax (312.660.1505). Once NIJC receives the guidelines and the client conflicts check has cleared, NIJC will forward the client file to you. Thank you for your support!

---

¹ Each type of immigration relief involves different legal actions to complete the case. Please contact *Pro Bono* Coordinator, Carolina Ramazzina Van Moorsel, if you have a question regarding the type of legal action necessary to fully complete your client’s case.
P. is a young man from the Republic of Congo (Brazzaville). He speaks French and lives in Chicago, IL. (13-0079869)

After his mother passed away, P. moved to Brazzaville where he lived with his father, who worked as a bodyguard for a high-ranking government official. In March 2012, explosions occurred at a weapons depot in Brazzaville, causing hundreds of deaths and thousands of injuries. The Congolese president thought the explosions were deliberate and commissioned an investigation, resulting in the arrest and interrogation of several military officials. In late March, the government official for whom P.’s father worked was arrested and accused of staging the explosions in an attempt to overthrow the government. The following night, masked military men invaded the home of P. and his father and began beating them with batons. They handcuffed P. and his father, drove them to a remote location and locked them in a cellar. Hours later, three men returned and began torturing them by burning their feet and beating them with hot objects. They demanded that P.’s father reveal the truth about the explosion plot, and cut off several of his fingers and toes when he said he had no information. In attempt to extract information from P.’s father, the men burned P. and removed a toenail. Several hours later, the officers led P. and his father into the forest where they bound P.’s father to a tree and then shot his father in each foot and then in the head. After P.’s father died, they took P. back to the cellar and said they would kill him too. Several hours later, another military man came to the cellar and explained that he was a friend of P.’s father and knew that he was innocent. He helped P. to escape, and P. fled to a train station. Hiding in the cargo hold of a train, he traveled to his hometown where he went into hiding at his maternal aunt’s house. Several months later, P.’s aunt was able to arrange for P. to leave the country, and P. entered the United States on September 4, 2012 on a student visa. USCIS should receive P.’s asylum application by September 3, 2013.
CONGRATULATIONS!

NIJC’s Pro Bono Projects Congratulate the Following Attorneys with Clients Who Were Recently Granted Immigration Relief:

Litigation

Jocelyn Francoeur and Kristen Klanow of McDermott Will & Emery LLP, along with Nicole LeBeau, Briody Meyers, and Geoffrey Vance, formerly of McDermott Will & Emery, obtained a substantial settlement in a Federal Tort Claims Act suit against the Department of Homeland Security (DHS) in the Northern District Court of Illinois on behalf of Mr. Makowski, a U.S. citizen who was wrongfully imprisoned for 70 days due to an erroneously issued immigration detainer. Mr. Makowski became a U.S. citizen after being adopted and received a certificate of U.S. citizenship in March 1989. However, more than 20 years later, Immigration and Customs Enforcement’s (ICE) records still indicated that Mr. Makowski was not a U.S. citizen. When Mr. Makowski was arrested in July 2010, his fingerprints were automatically shared with ICE under the Under Secure Communities program. Without interviewing Mr. Makowski or performing any meaningful investigation, ICE lodged an immigration detainer against Mr. Makowski. In December 2010, Mr. Makowski agreed to plead guilty to a drug offense in exchange for recommendation to Illinois’ four month boot camp program instead of a seven year prison sentence. Unbeknownst to Mr. Makowski, ICE’s erroneous immigration detainer disqualified him from boot camp and he was instead placed in a maximum security prison to serve a seven year prison sentence. It was only after 70 days, and intervention by a family attorney, that he was properly placed in the rehabilitative boot camp program. After defeating the government’s motion to dismiss, pro bono counsel secured a substantial settlement for Mr. Makowski, which included compensation for the time wrongfully imprisoned and corrections to DHS’s records.

Asylum

Joanne Caceres, Kathryn Dore, Lee Ann Russo and Samantha Woo of Jones Day obtained asylum for a man from Eritrea.

David Bauer, Matt Costigan, Maria Kutnick and T. Justin Trapp of Winston & Strawn LLP obtained asylum for a woman from Kenya.
Citizenship and Permanent Residency

Laura Homan and Ginger Partee of Baker & McKenzie LLP obtained citizenship for a man from Mexico.

Sarah Maxwell, formerly of Baker & McKenzie LLP, obtained citizenship for a woman from Albania.

Betsy Stelle Morgan of Baker & McKenzie LLP obtained citizenship for a man from Nigeria.

David Serwer of Baker & McKenzie LLP obtained citizenship for a woman from Mexico.

William Bruce, Kelly Huggins and Eric Schmitt of Sidley Austin LLP obtained permanent residency for two Palestinian asylees.

Michael Gustafson and Kendra Stead of Sidley Austin LLP obtained derivative asylum status for the son of an asylee from Guatemala.

DACA

James Huttenhower of AT&T obtained temporary protection for a young immigrant from Mexico.

Melissa Allchin of Baker & McKenzie LLP obtained temporary protection for a young immigrant from Mexico and collaborated with Laurence Wilken of Caterpillar Inc. to obtain temporary protection for another young immigrant from Mexico.

Edward Fitzpatrick of Faegre Baker Daniels LLP obtained temporary protection for a young immigrant from Mexico.

Colby Kingsbury of Faegre Baker Daniels LLP obtained temporary protection for a young immigrant from Honduras.

Stephen Legatzke of Goldberg Kohn Ltd. obtained temporary protection for a young immigrant from Mexico.

Luke Ruse of Kirkland & Ellis LLP and Bryce Budin, formerly of Kirkland & Ellis LLP, obtained temporary protection for a young immigrant from Mexico.

Jason Fitterer of Kirkland & Ellis LLP obtained temporary protection for a young immigrant from Poland.

Brian Tweedie of Kirkland & Ellis LLP obtained temporary protection for a young immigrant from Mexico.
Daniel Coyne of Perkins Coie LLP obtained temporary protection for a young immigrant from Mexico.

Richard Rothblatt of Perkins Coie LLP and Sara Feinstein, formerly of Perkins Coie LLP, in collaboration with Lauren Cohn of Walgreens Co., obtained temporary protection for a young immigrant from Mexico.

Sandra Newman of Perkins Coie LLP, in collaboration with Larry Anderson of Walgreens Co., obtained temporary protection for a young immigrant from Mexico.

Richard Rothblatt of Perkins Coie LLP obtained temporary protection for a young immigrant from Mexico.

Riley Mendoza of Shook, Hardy & Bacon LLP obtained temporary protection for a young immigrant from Mexico.

Matthew Wolfe of Shook, Hardy & Bacon LLP obtained temporary protection for a young immigrant from Mexico.

Megan Devaney of Winston & Strawn LLP obtained temporary protection for a young immigrant from Mexico.

Sharick Naqi of Winston & Strawn LLP obtained temporary protection for a young immigrant from Mexico.

Ivan Poullaos of Winston & Strawn LLP obtained temporary protection for a young immigrant from Mexico.

Jacob Schtevie of Winston & Strawn LLP obtained temporary protection for a young immigrant from Belize.

Special Immigrant Juvenile Status

Katrina Quillen and Jeremy Pangan of Valparaiso University Law School, along with former students Sara Dietrich and Cecilia Lopez, and Geoffrey Heeren, Director of Valparaiso University Law School’s Immigration Clinic, obtained special immigrant juvenile status and permanent residency for a young immigrant from Mexico.
Pro Bono Retainer Agreement

This agreement for legal representation and services is between the National Immigrant Justice Center (NIJC) and _____________________________________________________________________, hereinafter referred to as the client.

I, the undersigned client, hereby authorize NIJC to represent me regarding the following matter(s):

- [ ] Adjustment of Status VAWA/U Visa
- [ ] Naturalization/Citizenship Application
- [ ] Asylee/Refugee Adjustment
- [ ] Request for a U Visa
- [ ] Asylee/Refugee Family Petition(s)
- [ ] Self-Petition under VAWA
- [ ] Asylum/Withholding of Removal/CAT
- [ ] Waiver (specify type) __________________
- [ ] Deferred Action for Childhood Arrivals
- [ ] Other (specify): ______________________

I, the undersigned client, also hereby authorize NIJC to represent my derivative children (under 14 years of age) in the above-mentioned matter(s):

____________________________________________________________________________________

I understand that NIJC may refer this case to a pro bono attorney. In referring this case to a pro bono attorney, I authorize NIJC and pro bono counsel to share information about my case for the duration of my case. I also agree to cooperate fully with the pro bono attorney and with NIJC, to report any change in address or telephone number, and to contact the office of the pro bono attorney and NIJC immediately, if requested to do so. If I have a U-visa or VAWA case and am awaiting placement with a pro bono attorney, I understand NIJC will contact me monthly to update me about my case.

I agree to notify NIJC of any change in my status that may affect representation in this matter, such as, but not limited to, marriage, birth of a US citizen child, and arrest and/or conviction of any crime. I understand that I should not seek any immigration benefits without first consulting NIJC or my pro bono attorney, and that if I seek immigration benefits without consulting NIJC or my pro bono attorney, NIJC may terminate its representation. Additionally, I understand and agree that if circumstances arise or are discovered that materially affect the case, NIJC may terminate its representation. If I return to NIJC to discuss my case, I understand that I may have to pay NIJC’s office visit/non-initial consultation fee.

I understand that NIJC is only able to represent clients who live in or around the Chicago area. I understand that if I move away from the Chicago area, NIJC will not be able to continue representing me. I understand that the pro bono attorney who represents me will most likely be located in Chicago. I understand that I will be required to make regular trips to Chicago to meet with my attorney and attend Immigration Court hearings. If I fail to attend scheduled appointments with my attorney or do not give my attorney my current contact information, I understand NIJC may terminate its representation of me.
**Pro Bono Retainer Agreement**

**Notice to Clients in Proceedings before the Immigration Court**
NIJC has explained to me that I am required to report any changes in my address to the Immigration Court within five (5) days of making the change. If I change my address, I understand that I must contact NIJC or my *pro bono* attorney immediately.

NIJC has also explained to me that if I fail to appear for a court hearing, I may be ordered removed by the judge, and I may be disqualified from seeking most forms of relief from removal. I understand that if I anticipate that I cannot make a court date, I must contact NIJC or my *pro bono* attorney immediately so that steps may be taken to see if the court date can be changed. Client initials: ____________

**Notice to Clients Applying for Deferred Action for Childhood Arrivals**
I understand that deferred action (1) is only a temporary, discretionary determination to delay removal; (2) is not legal status; (3) does not lead to legal status; (4) can be revoked at anytime; (5) if the policy changes, could lead to removal proceedings; and (6) if approved, may allow me to apply for employment authorization. Client initials: ____________

**Notice to Clients Applying for a U Visa**
I understand that the Form I-918, Supplement B, is a certification signed by a law enforcement agency and is valid only for six months from the date it was signed. I understand that if the Form I-918, Supplement B is expired, this retainer agreement is contingent on you being able to obtain a newly-signed certification. I understand that without this certification, I cannot apply for a U Visa. Client initials: ____________

**Email Communication**
I hereby agree to communicate with my representative at NIJC via email. I understand that confidential documents and communications will be sent via email. I understand that if NIJC sends me correspondence via email; paper copies of those documents will not be sent to my physical address. Client initials: ____________

Client’s Signature __________________ Date ____________

NIJC Representative’s Signature __________________ Date ____________
Contrato para Asistencia Legal Gratuita

Este contrato para representación y servicios legales es entre el National Immigrant Justice Center (NIJC) y ______________________________________________________________________, de ahora en adelante denominado como el cliente.

Yo, el/la infrascrito/a, autorizo que NIJC me represente con respecto a los siguientes asuntos migratorios:

- Ajuste de estatus bajo VAWA/U Visa
- Ajuste de estatus como asilado/refugiado
- Petición familiar para asilados/refugiados
- Asilo/Retención de expulsión/CAT
- Acción Diferida para Jóvenes
- Apliación de naturalización/ciudadanía
- Petición por la Visa U
- Auto petición de la VAWA
- Un Perdón (especifique): ______________
- Otro: ______________________________

Yo, el/la infrascrito/a, autorizo que NIJC represente a mis derivados hijos(as) (menores de 14 años) en el(los) asunto(s) mencionado(s):
____________________________________________________________________________________

Yo entiendo que NIJC puede remitir este caso a un abogado voluntario. En remitir este caso a un abogado voluntario, yo autorizo a NIJC y al abogado voluntario a que compartan información sobre mi caso por la duración del caso. También, acepto cooperar completamente con el abogado voluntario y con NIJC y mantenerlos informados acerca de cualquier cambio de domicilio o número de teléfono, y a contactar la oficina del abogado gratuito y de NIJC inmediatamente, si me lo piden. Si tengo un caso de Visa U o de VAWA y estoy esperando que mi caso sea referido a un abogado voluntario, entiendo que NIJC se pondrá en contacto conmigo mensualmente para informarme acerca de mi caso.

Estoy de acuerdo que notificaré a NIJC de cualquier cambio de mi estatus que pueda afectar la representación en este asunto, como, pero no limitado a, un matrimonio, nacimiento de un hijo ciudadano de los Estados Unidos, y cualquier arresto o so soy juzgado culpable de algún crimen. Entiendo que no debo buscar beneficios de inmigración antes de consultar con NIJC o con mi abogado gratuito. Entiendo que al buscar beneficios de inmigración sin primero consultar con NIJC o con mi abogado voluntario, se podría rescindir la representación de NIJC. Además, entiendo y acepto que si se presentan o se descubren circunstancias que materialmente afectan mi caso, NIJC puede terminar su representación en mi caso. Si yo regreso a NIJC para consultar acerca de mi caso, entiendo que tendré que pagar la cuota de la consulta no inicial.

Entiendo que NIJC solamente puede representar clientes que viven en el área de Chicago. Entiendo que si me mudo fuera del área de Chicago, NIJC no podrá continuar representándome. Entiendo que el abogado voluntario que me representará probablemente estará localizado en Chicago. Entiendo que tendré que hacer visitas frecuentes a Chicago para reunirme con mi abogado y presentarme a mis audiencias en la corte de inmigración. Si fallo a las citas previstas con mi abogado o no lo manto informado acerca de mi información actual, entiendo que NIJC podrá rescindir la representación en mi caso.
**Contrato para Asistencia Legal Gratuita**

**Notificación a Clientes en Procedimientos frente a la Corte de Inmigración**
NIJC me ha explicado que estoy obligado/a a avisar de cualquier cambio en mi domicilio a la Corte de Inmigración antes de cinco (5) días después del cambio. Si me cambio de domicilio, entiendo que debo contactar a NIJC o a mi abogado voluntario inmediatamente.

NIJC también me ha explicado que si no asisto a mis audiencias en la corte, podría ser destituido/a por el juez y podría ser descalificado/a de la mayoría de formas de alivio de la expulsión/deportación. Entiendo que si no asisto a mis audiencias en la corte, debo contactar al NIJC o a mi abogado voluntario inmediatamente para que se pueda ver si la audiencia en la corte se podría cambiar. Iniciales del cliente: ______________

**Notificación a Clientes Solicitando Acción Diferida para Jóvenes**
Entiendo que acción diferida (1) es solo una determinación temporal y discrecional para diferir la deportación; (2) no es estatus legal; (3) no me dará estatus legal; (4) puede ser revocada en cualquier momento; (5) si la póliza cambia, puedo ser referido a procedimientos de deportación; y (6) si mi solicitud es aprobada puedo ser elegible para autorización de empleo. Iniciales del cliente: ______________

**Notificación a Clientes Solicitando la Visa U**
Entiendo que el Formulario I-918, Suplemento B es una certificación firmada por una agencia autorizada y sólo es válido durante seis meses a partir de la fecha de su firma. Entiendo que si ha caducado el Formulario I-918, Suplemento B, entonces este contrato para asistencia legal gratuita depende de que usted sea capaz de obtener una certificación firmada de nuevo. Entiendo que sin esta certificación, no puedo aplicar para una Visa U. Iniciales del cliente: ______________

**Comunicación por Correo Electrónico (Email)**
Doy mi consentimiento para comunicarme con NIJC por medio de email. Entiendo que documentos e información confidencial será transmitida por correos electrónicos. Entiendo que si NIJC me manda correspondencia por correo electrónico, no me mandara correspondencia por correo regular a mi dirección. Iniciales del cliente: ______________

Firma de Cliente ____________________________ Fecha ____________________________

Firma de Representante de NIJC ____________________________ Fecha ____________________________

Heartland Alliance for Human Needs & Human Rights | National Immigrant Justice Center

October 2013
Volunteer Application

Last Name ____________________________________________
First Name ____________________________________________
Middle Name/Initial _______________________

Street Address ____________________________________________
City ____________________________ State ____________________________ Zip ____________________________

Home Phone ____________________________ Work Phone ____________________________ Cell ____________________________

Email Address ____________________________________________

EMERGENCY INFORMATION (In case of an emergency, please contact...)

Full Name ____________________________________________ Relationship ____________________________

Primary Phone # ____________________________ Work ☐ Home ☐ Cell ☐ Secondary Phone # ____________________________

VOLUNTEER EXPERIENCE

How did you hear about volunteering with CCD: ____________________________________________

Do you have previous volunteer experience or training? ☐ Yes ☐ No

Please tell us where, how long and what you did?

________________________________________________________________________________________

Have you participated in a Diocesan Safe Environment Training? ☐ Yes ☐ No

If yes above, where & when? ____________________________________________

EDUCATION

Please check highest level completed:

☐ Middle School ☐ High School/GED ☐ Associate ☐ Undergraduate ☐ Graduate

Please List any Degree(s), Professional Licenses and/or Specialized Training:

________________________________________________________________________________________
Foreign Language Proficiency *(Please indicate language)*

__________________________________________________________________________
☐ Read ☐ Write ☐ Speak
Specify Language

__________________________________________________________________________
☐ Read ☐ Write ☐ Speak
Specify Language

__________________________________________________________________________
☐ Read ☐ Write ☐ Speak
Specify Language

WORK EXPERIENCE

Are you currently employed? ☐ Yes ☐ No  *If yes, please complete the following section:*

Employer __________________________________________________________

Position __________________________________________________________

Phone ___________________________   Length of Employment: Year(s) _____ Month(s) _____

MORE ABOUT YOU

Please list any special skills or experience: (i.e. typing, computer skills, etc.):

__________________________________________________________________________

__________________________________________________________________________

REFERENCES  Please list three references (excluding relatives and no more than one former employer) that can best describe your skills.

#1  Full Name: ____________________________

Mailing Address: ____________________________  City: _______ State: _____ Zip: _______

Phone #: _______________ ☐ Work ☐ Home ☐ Cell  Email Address: ____________________________

#2  Full Name: ____________________________

Mailing Address: ____________________________  City: _______ State: _____ Zip: _______

Phone #: _______________ ☐ Work ☐ Home ☐ Cell  Email Address: ____________________________

#3  Full Name: ____________________________

Mailing Address: ____________________________  City: _______ State: _____ Zip: _______

Phone #: _______________ ☐ Work ☐ Home ☐ Cell  Email Address: ____________________________

RESIDENCES  *(List previous residences for the past five years)*
**PRIOR ADDRESSES:**

City: __________________________  State: __________________________  County: __________________________  Dates: __________________________

____________________  ________________  ____________________  ____________________

____________________  ________________  ____________________  ____________________

____________________  ________________  ____________________  ____________________

____________________  ________________  ____________________  ____________________

**SUPPLEMENTAL QUESTIONS**

Are you presently abusing or using any illegal drugs?  □ Yes  □ No

Have you ever been convicted of, pleaded guilty or no contest to, placed on probation for, given probation, given community supervision, or given deferred adjudication for a crime or are you now under charges for any criminal offense?*  □ Yes  □ No

*Answering “Yes” to this question will not automatically exclude you from employment unless applicable laws require such action.

The following lines are for any explanations or details that you would like to include for “Yes” answers above.

__________________________________________________________________________________

Are you a member of CCD’s Angels of Charity women’s auxiliary or the Archangels men’s club?  □ Yes  □ No

If no, would you like information on becoming a member?  □ Yes  □ No

You can find further information about our women’s auxiliary and men’s club in support of Catholic Charities of Dallas online at [www.CCofDallas.org/Angels](http://www.CCofDallas.org/Angels) and [www.CCofDallas.org/archangels](http://www.CCofDallas.org/archangels).
INTERESTS

Please let us know which programs or services you are interested in by ranking your volunteer preferences: (Designate in 3 top boxes, either #1, #2 or #3; use the check boxes below each number you designate to further select areas of interest, if applicable)

___ Refugee and Empowerment Services
  □ Apartment Setup
  □ Food Pantry
  □ Citizenship Teachers
  □ Office Support
  □ Job Counselor Assistance
  □ ESL Teacher

___ Immigration and Legal Services
  □ Citizenship
  □ Sorting Mail
  □ Office Support

___ World of Goods Resale Store
  □ Truck Assistance
  □ In-Store Assistance

___ Headquarters/Support Office
  □ Database Entry
  □ General Office Assistance

___ Elderly and Family Services
  □ Pantry Coordinator
  □ Office Support
  □ Activities Coordinator

___ Children and Adoption Services
  □ Teacher Assistance
  □ Classroom Volunteers

For more information about Catholic Charities of Dallas and specific volunteer opportunities, visit www.CatholicCharitiesDallas.org

AVAILABILITY

Start Date: ________________

Indicate the day(s) and time(s) you are able to volunteer:

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Please return all 5 pages of this application to:

Sr. Special Projects & Volunteer Coordinator

It is the policy of Catholic Charities of Dallas to provide equal opportunity to all applicants, volunteers and interns regardless of race, color, religion, age, sex, national origin, ancestry, military status, disability, or any other characteristic protected by law.
I understand that as a volunteer with Catholic Charities of Dallas (CCD) I must comply with all policies that have been presented to me. I have received a copy and reviewed the Volunteer Policies and understand what is expected of me as a volunteer of CCD and its programs. I also acknowledge the following:

- The information contained in this application is true and correct to the best of my knowledge.
- I understand and authorize any references, or any other person or organization, whether or not identified in this application, to give any information (including opinions) regarding my character and fitness for service, unless I have communicated that they not be contacted.
- I intend this to be a legally binding release, which I have read and understand. I understand that I may consult with an attorney before signing this document. A facsimile or photocopy of this authorization shall be as valid as the original.
- I HAVE CAREFULLY READ THIS RELEASE AND KNOW THE CONTENTS. I SIGN THIS RELEASE AS MY OWN FREE ACT.

________________________________________  ______________________________________
Volunteer Name (Print)                      Volunteer Signature

Date: ____________________
Catholic Charities CONFIDENTIALITY GUIDELINES

Respect for confidentiality is an important ethical principle that guides all Catholic Charities activities and provisions of service to clients. The agency strives to protect the privacy of the relationships established with clients, employees, volunteers and other related groups. This means that the identity and records of clients recognized at Catholic Charities are to be protected. If one encounters someone known, it is preferable to let that person greet you first, as he/she may not wish to acknowledge knowing you. Encounters with persons who are clients and identifying information about clients should not be discussed except with Catholic Charities staff members or other volunteers and only when the work requires it.

What is seen or heard here must stay here.

In addition to moral and ethical demands for confidentiality, identifying information about clients is protected by Federal regulations, including 42 CFR, Part II, which applies to information about alcohol and drug abuse clients. Catholic Charities complies with all of these federal regulations. The fine for wrongful release of such information can be $5,000 or more.

Regarding other types of information, Catholic Charities has identified specific employed personnel as responsible for releasing any information. A volunteer must always refer requests for information to an appropriate employee, generally the person supervising the volunteer’s work.

I have read and understand Catholic Charities’ Confidentiality Guidelines stated above and agree to abide by them.

I also hereby certify that the facts set forth in the attached application are true and complete to the best of my knowledge. Furthermore, I understand that completing this application does not ensure a volunteer placement at Catholic Charities.

Signature_____________________________________________   Date______________________

Printed name______________________________________________

Permission to be Photographed or have Media Exposure

This permission is voluntary for those doing volunteer work with Catholic Charities.

Catholic Charities asks permission to be free to photograph you or otherwise allow for media exposure for use in informing the public about the work of the agency. It is required that we make you aware of our intentions to use your picture or other media exposure by getting your signature (and/or that of your parent/guardian, if you are under 18 years of age) to authorize such use. Authorization for use releases Catholic Charities and its agents from any and all claims for use of these images. If you choose NOT to sign this release, we will not allow you to have media exposure. The proper signature/s below acknowledges your understanding and acceptance of this agreement.

Volunteer’s signature__________________________________________   date_______________

Parent/guardian signature (if required)_____________________________   date_______________
Summer Legal Intern (Hogar Immigrant Services)

HOGAR IMMIGRANT SERVICES
CATHOLIC CHARITIES OF THE DIOCESE OF ARLINGTON

www.hogarimmigrantservices.org

Summer Legal Intern Job Description

Prerequisites for the Position:

- One year of law school;
- Commitment to the mission and goals of Hogar Immigrant Services/CCDA;
- Bi-lingual (English/Spanish) preferred;
- Genuine interest in Immigration Law.

Summary of Major Duties and Responsibilities:

- Assist immigration attorneys and BIA Accredited Representatives with new client consultations;
- Conduct legal research into various immigration issues, including: family-based cases, U-Visa and VAWA cases, naturalization, and various forms of relief from removal;
- Engage in client interviewing and counseling and prepare client applications under attorney/BIA Rep supervision for submission to the USCIS and the Immigration Court;
- Serve as interpreter for clients at interviews with immigration officers at USCIS;
- Attend hearings at Immigration Court;
- Participate in monthly citizenship/naturalization workshops;
- Attend weekly staff meetings;
- Participate in meetings with immigration legal service community-based organizations;
- Participate in public education on immigration to area community groups;
- Other related duties as assigned.

Supervision: All legal interns will be supervised by immigration attorneys, BIA Accredited Representatives, and the Program Director of Hogar Immigrant Services’ legal department.

If interested, please send a cover letter and resume to the Program Director via email.
The Case for Hiring a Volunteer Manager

Managing volunteers is a very important and time-consuming responsibility. A Volunteer Manager must help define the volunteer roles the agency needs to fill and find the right person for each job. The position requires many tasks including documentation, counseling volunteers, event planning, and evaluation. An effective volunteer manager must conduct a needs assessment, manage recruitment efforts, and recognize volunteers.

Many programs assign an existing staff member volunteer management as an additional responsibility. Alternatively, your agency should hire a dedicated half-time to full-time employee who will serve exclusively as the Volunteer Manager. The more experience the Volunteer Manager brings, the more they will be able to maximize volunteer performance. This will help your agency successfully meet its goals.

Suggested Criteria for a Volunteer Manager

- 2+ Years Experience in Human Resources Management. * Experience in fields such as Counseling, Social Work, Event Management, Fundraising, Non-Profit Management or Marketing may also help.
- Foreign language skills (if needed), so that they can communicate with most volunteers directly.
- Experience with event planning and strong creativity, to plan recognition efforts.
- Experience with marketing and publicity, to advertise positions in a variety of media outlets.
- Experience with community organizing, to conduct outreach to seek volunteers.
- Comfort with technology, to track volunteer hours and manage information.

* If the Volunteer Manager does not have skills in Human Resource Management, they may need to consult with an HR professional for advice at times, as it is necessary to understand local, state, and federal regulations about hiring, firing, discrimination, accessibility to persons with disabilities, and related personnel issues.

The more care you take in hiring an experienced and capable Volunteer Manager, the more effective volunteers will be at their tasks and the greater value volunteers will place on their time with your program. Take time to choose and hire a Volunteer Manager as you would to choose any other paid member of program staff.

Resources consulted:

Training Opportunities for Volunteers

Volunteers need to fulfill the same requirements as paid staff when applying for BIA accreditation. Trainings can be found at the CLINIC training calendar or the Immigration Advocates Network calendar.

CLINIC offers two self-directed courses that provide brief, introductory training opportunities for volunteers interested in learning more about immigration law. You can find these resources here: http://cliniclegal.org/self-directed.
Using Pro Bono Resources to Maximize Your Legal Program

Laura Burdick, Capacity Building Section
Lauren Graham Sullivan, Advocacy Section

Panelists

• Allison Rutland Soulen, Director of Legal Services, Just Neighbors
• Debi Sanders, Senior Staff Attorney, Catholic Charities of DC
• Keith Suter, Legal and Administrative Intern, Catholic Charities of DC
• Lauren Graham Sullivan, Advocacy Attorney/ BIA Pro Bono Project Coordinator, CLINIC
• Larry Katzman, Deputy Public Service Counsel, Steptoe

CLINIC’s Capacity Building Goals

What is Pro Bono?

Why have a pro bono component to your program?

Benefits of a Pro Bono Program
Challenges

• Takes resources = staff time
• Requires recruiting = staff time
• Assuring quality representation = training
• Mentoring needs = staff time or more recruiting to identify mentors
• The need exceeds number of available attorneys

Steps in Creating or Enhancing a Pro Bono Program

• Needs Assessment
• Recruitment
• Management

Larger Nonprofit Perspective

Debi Sanders, Senior Staff Attorney
Keith Suter, Legal and Administrative Intern
Catholic Charities of Washington, DC
Immigration Legal Services
Pro Bono Panel

- Recruits, trains, and mentors pro bono attorneys
- Cases identified through weekly intake at four CC offices and Family Justice Center in Rockville
- 171 clients represented last year
- Cases: U visas, VAWA, asylum, SIJs

Pro Bono Panel

- Weekly bulletin, “Pro Bono Action Alert” with case summaries to individuals interested in pro bono work
- Monthly legal trainings for pro bono lawyers

Developing Your Network
(Recruit, Train, Mentor and Thank)

- Recruit at every opportunity (AILA, Convening, Bar, Church, friends, neighbors)
- Provide training to develop your network (train at least once a month, some short, others long)
- Provide materials to new volunteers between trainings
- Be clear about what you expect from your pro bono attorneys
- Circulate your trainings and current needs
- Transition experienced volunteers into mentors
How to Reach Your Network

• Action Alert: weekly emails
• Case Summaries: circulate summaries, provide more detailed intakes and information for conflicts checks
• Trainings: require pro bono commitment
• Victories: celebrate and thank volunteers and inspire new volunteers

How We Manage Our Cases

• Make sure you have all the information the pro bono attorney will need regarding the client and sample forms
• Have volunteers sign retainer agreement and confidentiality forms
• Create a Master Table (preferably excel) with details on client, case, relevant dates, contact information, back up contact information
• Provide competent mentoring from staff and experienced volunteers
• Pro bono database for further detail

Sample Master Table

<p>| May 13 |
|---|---|---|---|---|---|---|
| Cases |</p>
<table>
<thead>
<tr>
<th>Name</th>
<th>Date of Birth</th>
<th>Country/Territory</th>
<th>Status</th>
<th>Phone Number</th>
<th>Pro Bono Representation &amp; Time</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
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</table>
Small Nonprofit Perspective

Allison Rutland Soulen
Director of Legal Services
Just Neighbors

Overview of Just Neighbors

• History of its Program
• Office Locations
• Intake Process

Legal Services

• Justice Neighbors does handle:
  – U visas and U Visa adjustments of former clients
  – VAWA and VAWA adjustments
  – Asylee and refugee adjustment
  – TPS
  – I-821D renewal and replacement
  – Green card renewal and replacement
  – DACA
  – Some family petitions
  – I-751
  – Naturalization
  – Advice & Counsel
• Justice Neighbors does NOT handle:
  – Asylum
  – Detention
  – Most Immigration Court Matters
  – Some Family Petitions
Staff and Volunteers

- Just Neighbors has 5 staff
  - Executive Director, Full Time
  - Office Manager, Full Time
  - 3 attorneys, close to full time
- Volunteers
  - How do we recruit volunteers?
  - How do we use volunteers?
  - How do we supervise volunteers?

Volunteers

- 2011
  - 3060 attorney hours
  - 5346 non-attorney hours
  - 8406 total
  - Cases: 770
  - Clients: 651
- 2012
  - Attorney hours -- 35 individuals: 4,752
  - Non attorney hours – 85 individuals: 5870
  - Total: 10,622
  - Cases: 1218
  - Clients: 1076

National Pro Bono Project Perspective

Lauren Graham Sullivan
Advocacy Attorney / BIA Pro Bono Project Coordinator
CLINIC
### BIA Pro Bono Project

**Overview of the Project**

Partners:
- Executive Office of Immigration Review (EOIR)
- Catholic Legal Immigration Network, Inc. (CLINIC)
- American Immigration Lawyers Association (AILA)
- American Immigration Council (AIC)
- National Immigration Project of the National Lawyers Guild (NIPNLG)
- Capital Area Immigrants’ Rights Coalition (CAIR)

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### BIA Pro Bono Project

**Overview of the Project, cont’d**

- Who do we serve?
  - Detained
  - Non-detained
  - Pro Se before the IJ
- Needs Assessment – Origin of the Project
- Recruitment of Pro Bono Attorneys
- Management of the Project

---

### BIA Pro Bono Project

**What do we do?**

- Screen
- Select
- Distribute
- Match
- Pro Bono Representation (100%)
BIA Pro Bono Project

How we sell/pitch the Project:

– Screened cases
– Mentorship
– 6 weeks for brief writing
– Transcripts and records
– Resources

Pro Bono Firm’s Perspective

Larry Katzman
Deputy Public Service Counsel
Steptoe & Johnson LLP

Firm Facts

• Steptoe & Johnson LLP
• Based in Washington, DC
• 400 lawyers
• 6 US offices plus 3 abroad
**Pro Bono Activity**

- Two full-time public service counsel
- 2012: 31,000 hours of pro bono
- Average of 77 hours per attorney
- Full-time loaned associate to Washington, DC Legal Aid
- One Equal Justice Works fellow (currently with Women’s Refugee Commission)

**Pro Bono Mechanics**

- Expectation that every attorney will engage in pro bono
- Associates can apply their pro bono hours toward their billables requirement
- Associates always teamed with a partner

**Goals of Pro Bono Work**

- Make a “meaningful contribution to access to justice”
- Enhance professional development, particularly for associates, to develop proficiency in particular legal skills, as well as competence in case management and strategic analysis
- Give attorneys in different practice areas and in different offices a chance to work together
**Range of General Pro Bono Work**

- Non-litigation ("transactional") – wide range of assistance to non-profits
- Civil court litigation – family law, housing, civil rights, impact litigation
- Administrative hearings – immigration, public benefits, tax court, appellate
- Clinical – family, Medicare Part D, tax

**Range of Immigration Pro Bono Work**

- Direct representation – asylum, U and T visas, SIJS, VAWA, Miscellaneous (DACA, adjustments, I-730s, Iraqi Special Immigrant Visas)
- Special project working with unaccompanied alien children
- Appeals
- Legislative and administrative advocacy
- FOIA requests and litigation
- Special research projects
- Currently 50 active cases, 7,000+ hours in 2012

**Placing a Pro Bono Immigration Case with Steptoe & Johnson**

- Case description
- Deadlines, atypical facts or circumstances, location of client(s)
- Special needs – foreign language, female attorney preferred
**Internal Case Acceptance Procedures**

- Willing and available attorneys
- Viable legal claim
- Firm conflict of interest check

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**Questions?**

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national@cliniclegal.org

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facebook.com/cliniclegal

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CATHOLIC CHARITIES
HOGAR IMMIGRANT SERVICES

Volunteer Evaluation Form

<table>
<thead>
<tr>
<th>Volunteer Name:</th>
<th>Evaluation Date:</th>
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<tbody>
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<table>
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<tr>
<th>Volunteer Assignment:</th>
<th>Assignment Location:</th>
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**Performance of Volunteer Duties**

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<thead>
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<th>Performance of Assigned Duties:</th>
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<td>1. Exceptionally Well</td>
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<td>2. Very Well</td>
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<td>3. Well</td>
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<td>4. Poorly</td>
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<td>5. Unacceptably</td>
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<td>3. Reliable</td>
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<td>4. Not Reliable</td>
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<td>5. Unacceptable</td>
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**Client Interaction**

<table>
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<tr>
<th>Client Rapport</th>
<th>Comments:</th>
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<tbody>
<tr>
<td>1. Exceptional Rapport</td>
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<td>2. Very Good Rapport</td>
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<td>3. Good Rapport</td>
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<td>4. Poor Rapport</td>
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<tr>
<td>5. Unacceptable Rapport</td>
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<table>
<thead>
<tr>
<th>Respect for Client</th>
<th>Comments</th>
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<tbody>
<tr>
<td>1. Exceptional Respect</td>
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<tr>
<td>2. Very Good Respect</td>
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<td>3. Good Respect</td>
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<tr>
<td>4. Poor Respect</td>
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<table>
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<th>Observes Boundaries</th>
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<tr>
<td>2. Observes Very Well</td>
<td></td>
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<tr>
<td>3. Observes Well</td>
<td></td>
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<tr>
<td>4. Observes Poorly</td>
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<tr>
<td>5. Observes Unacceptably</td>
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</table>
## Conduct and Speech

|-------------------|-------------------------------|--------------------|---------------|-------------------|-----------------|

### Potential for Other Positions

<table>
<thead>
<tr>
<th>Volunteer Strengths</th>
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<tbody>
<tr>
<td>Potential Position Fits</td>
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<tr>
<td>Volunteer Interest in other positions</td>
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</table>

<table>
<thead>
<tr>
<th>Evaluator</th>
<th>Signature</th>
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<tbody>
<tr>
<td>Title:</td>
<td>Date:</td>
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</tbody>
</table>
Volunteer Recognition: A Key Component of a Successful Volunteer Program

All volunteers appreciate recognition. Recognizing volunteer contributions and accomplishments is an important strategy to use to retain volunteers and attract new, committed volunteers.

Here are some basic ideas for recognizing volunteers during time of service with the agency:

Other important days to recognize:

- **National Days of Recognition**
  - National Volunteer Week (3rd week in April, call 1-800-VOLUNTEER)
  - Cesar Chavez Day of Service and Learning (May 31: http://www.chavezfoundation.org)

- **On special occasions in the volunteer’s life:**
  - Send a card for birthdays, meaningful events, or their start-date anniversary.

- **When they leave:**
  - Something meaningful to them personally as a memento and invitation to return.
  - Exit interview that reaffirms their contributions and seeks their insight and advice.
  - Letter of reference outlining their contributions and accomplishments.

**IMPORTANT:** Recognize staff members who work well with volunteers:

- All volunteer recognition events should be shared with staff members.
- Volunteers can nominate staff as “Best Volunteer Mentor/Supervisor,” every year
- Performance appraisals for staff should recognize their successful work with volunteers

Resources consulted:

- [http://www.energizeinc.com/ideas.html](http://www.energizeinc.com/ideas.html)
- [http://www.pointsoflight.org/programs/seasons/nvw/recognize.cfm](http://www.pointsoflight.org/programs/seasons/nvw/recognize.cfm)
- Rehnborg, Sarah Jane, PhD. Volunteer Development Toolbox. Available through the author at: rehnborg@mail.utexas.edu
Ways to Give Feedback to Volunteers

Volunteer evaluations can serve several purposes within your organization and are an effective management tool. Establishing a systematic approach for evaluating volunteers provides your organization with an opportunity to gain valuable feedback from volunteers, ensures that the job is being done properly, and sends the message to staff that volunteer contributions are important to the success of the agency.

Components of an effective evaluation process:

- Job descriptions for each type of volunteer needed by the program
- Volunteer training and orientation that covers agency and program mission, goals and expectations
- A scheduled evaluation by the volunteer manager or other supervisor
- An expected and planned meeting to review the evaluation with volunteer’s supervisor
- Opportunity for the volunteer to provide feedback to the volunteer manager about his or her position
- Documentation of evaluation, follow-up and next steps

Details of the evaluation process:

- Have a clear, accurate job description for each volunteer’s role, which is given to volunteer at the beginning of their tenure.
- Require participation in a volunteer orientation where expectations, agency mission, and agency rules are outlined.

- Establish a stated policy on performance reviews.
- All volunteers should complete an initial trial period before they become official volunteers.
- A regularly scheduled evaluation should occur between volunteers and their supervisors.
- A way of following up on performance improvement goal should be included and explained during prior evaluations.

- Remind the volunteer that everyone is evaluated.
- Review the job description with the volunteer to ensure that responsibilities are being met.
- Give both praise and suggestions for improvement.
- Provide the volunteer the chance to give feedback on their position within the agency and how their role might be expanded or adjusted.

- Provide the volunteer with a written record of the evaluation.
- Maintain a copy of the written record of the evaluation.
- Make sure that both the organization and the volunteer follow through on any tasks discussed in the evaluation.

Helpful resources on volunteer evaluation:

http://www.citizensinformationboard.ie/publications/providers/downloads/Managing_Volunteers_08.pdf

http://www.serviceleader.org/leaders/firing

http://www.energizeinc.com/art/subj/super.html
What Volunteers Can and Can’t Do in Legal Work

It is critical that volunteers be assigned appropriate work when trying to serve the needs of a huge influx of clients under Comprehensive Immigration Reform. There are many tasks that non-legal volunteer staff can do.

What constitutes legal work?
- Providing a client with a form based on a person's interest in a particular immigration benefit.
- Helping a client fill out an application form by providing your input or opinion on how to answer questions.
- Providing clients with an update on their case using case file information.

Why should a volunteer avoid doing legal work?
- Irreparable harm can be done to a client (e.g. deportation)
- There is an increased likelihood of mistakes on an application or even in determining eligibility
- The agency is liable for all legal work completed by staff, both paid and volunteer.
- Most states could investigate an agency using unaccredited volunteers doing legal work for unauthorized practice of law.

Situation 1
An Immigrant walks into your agency and says “I’ve been a refugee for three years. Now I want to apply for a green card. Which forms do I need? Can you give them to me?” A volunteer hands her a packet of forms.

Situation 2
An immigrant brings a form to the office and asks a volunteer for help filling it out. The volunteer decides to help and gives his opinion on what is meant by the questions “date of last entry” and “current immigration status.”
### Where to Find Volunteers for Particular Roles

<table>
<thead>
<tr>
<th>Potential Roles</th>
<th>Type of Volunteer</th>
<th>Motivation for Volunteering</th>
<th>Where to Find These Volunteers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clerical worker; workshop support; foreign language interpretation or translation; tech and AV support; legal intern; ESL/Civics Instructor; community outreach worker; liaison to local schools and parishes; event organizer; assistant to volunteer manager</td>
<td>College, or graduate school students</td>
<td>To fulfill student volunteer hour requirement for school; employment experience; exploring interests; earning pro bono or volunteer service hours; AmeriCorps volunteers</td>
<td>Local colleges and universities (programs in Law, Social Work, Spanish, Public Policy, etc.); student organizations; college/graduate school career centers; sororities and fraternities; Alpha Phi Omega (national service fraternity)</td>
</tr>
<tr>
<td>Office clerk; workshop assistant; receptionist or front desk greeter; data entry; volunteer manager; interpreter/translator; ESL/Civics instructor; any area in which volunteer has skills, interests, and can be easily trained</td>
<td>Unemployed/underemployed individuals, or people in life transitions</td>
<td>Seeking job skills or resume-building experiences; seeking to transition back into the workforce after an extended break; exploring potential new career choices; brushing up on skills before returning to the workforce</td>
<td>Advertise volunteer opportunities in the following venues: local newspapers; career/job training centers; volunteer centers; community colleges; places of worship; recovery centers; hospitals; women’s clubs or men’s clubs at places of worship; PTAs at local schools; single parent groups</td>
</tr>
<tr>
<td>Pro bono attorney; English or Civics instructor; professional interpreter or translator; community organizer; IT professional (helpful in trouble-shooting at large workshops); volunteer manager or assistant; workshop coordinator; office manager; volunteer trainer; event coordinator</td>
<td>Professionals of all kinds</td>
<td>To perform service hours for their profession; to “give back” by providing pro-bono services in their spare time; to gain or sharpen their skills by working with a specialized population; for personal enjoyment or dedication to the cause</td>
<td>Local chapters of professional associations (such as American Bar Association); bar foundations’ pro bono programs; National Association of Social Workers (NASW); American Association of University Women (AAUW); university alumni organizations; local businesses with philanthropic interests and employee service requirements; former clients or volunteers</td>
</tr>
<tr>
<td>Pro bono legal services; receptionist; phone calling; office clerk; bookkeeping; tracking service hours for volunteer manager</td>
<td>Retirees/seniors</td>
<td>To “give back” to the community; seeking meaningful activities for their leisure time; to share skills and experiences with younger generations</td>
<td>Local chapters of the American Association of Retired Persons (AARP); “RSVP”- Senior Corps – largest volunteer network for people 55 and over: <a href="http://www.seniorcorps.gov">www.seniorcorps.gov</a>; senior centers</td>
</tr>
</tbody>
</table>
Workshop Volunteer (Legal and Non-Legal Worker)

Prerequisites for the Position:

- Commitment to the mission and goals of our agency
- Availability from 8:00 am until 12:00 pm on Saturday mornings four times a year
- Attend training the morning of the workshop applicants in filling out required forms
- Bi-lingual (English/Spanish) preferred

Major Duties and Responsibilities May Include:

Non-Legal Worker

- Greet applicants and hand out numbers
- Assist applicants in completing the N-400 and identify red-flags
- Take photos
- Photocopy applications and supporting documentation
- Assemble application packages for mailing
- Translation/Interpretation
- Assist applicants in accessing Selective Service information as needed
- Help with crowd control, direct client to different stages of workshop

BIA Accredited Representatives and Attorneys

- Hold information sessions for volunteers and applicants
- Conduct training for volunteers in advance of workshop event
- Conduct screening of arriving applicants
- Review of completed applications for quality control
- Instruct applicants on next steps
- Floaters for consultation at all stages of workshop

Supervision:

All workshop volunteers will be monitored by an immigration attorney or BIA accredited representative.