



CATHOLIC LEGAL IMMIGRATION NETWORK, INC.

Program Management Tips on DACA Service Delivery

The federal district court order on Dec. 4, 2020, requiring the Department of Homeland Security, or DHS, to restore the original 2012 DACA program will produce an increased number of intakes, DACA initial and renewal cases, and requests for advance parole applications. As you prepare for the potential surge in cases, consider these practical tips on program management. For a detailed explanation of the order and its implications for legal practitioners, please see CLINIC's Frequently Asked Questions [here](#).

- **Educate your program's staff and community about the current developments on DACA.**
 - Follow closely CLINIC's website and newsletters for any additional developments on DACA and utilize CLINIC webinars and other resources to educate your program staff.
 - Email training@cliniclegal.org to make sure that your CLINIC user account is properly set up so that you can easily register and access important CLINIC resources reserved for affiliates.
 - Provide your own community with easy access to accurate information of DACA via website, phone and social media based on CLINIC's resources and information.
- **Analyze your client database and identify clients for eligibility for initial DACA and advance parole documents.**
 - Prioritize DACA initial applications and advance parole now since we are not sure if the government will appeal and obtain a stay on this current order.
 - Consider using your database of past clients to invite any aging-in siblings to schedule a screening appointment.
 - Make sure that all your DACA applicants, past or present, update their current addresses on the USCIS database so when they will receive updated DACA approval notices and employment authorization cards with 2-year validity.
 - Continue to prioritize DACA renewals with upcoming expiration dates.
- **Utilize technology to your advantage and consider remote service delivery models.**
 - Utilize available technology and case database software to their fullest potential so you can efficiently deliver DACA services to your existing and potential clients. This

may mean having clients remotely access data stored on cloud or fill out intake questionnaires online. This can also mean meeting clients using videoconferencing platforms and screen-sharing as you provide orientation, intakes or form-filling services.

- Learn from and observe other organizations that have delivered remote workshops or remote services and see how their practices can best serve your DACA clients. For example, some of the New Americans Campaign partners have successfully engaged in remote workshops.
 - Keep in mind that remote services or remote workshops may initially be difficult to build trust with clients. Be creative in using videos, social media and occasional social-distanced in-person meetings to boost client relationships.
 - Consider using limited scope agreements particularly if your program plans to engage in remote workshops for a large number of DACA initial or renewal applicants. Please see a sample limited scope agreement used for naturalization workshops [here](#).
- **Review Your Legal Service list, Fee Schedule and other policies:**
 - Update Fee Schedule and checklists to include DACA initial applications and DACA advance parole requests.
 - Ensure that future consultation, intakes and Client Agreement documents are updated and accurately reflect the current developments with DACA.
 - **Advise your DACA clients for possibility that this court order is being litigated and can be stayed by the government.**
 - Directly inform DACA clients of a possible stay of this order and consequences if the government is successful in staying this order on appeal.
 - Discuss the pros and cons with clients for filing the application in light of the federal ruling and further litigation by the government.
 - Continue to counsel on Know Your Rights and possible Enforcement Actions, as well as avoiding scams and the Unauthorized Practice of Immigration Law, or UPIL.
 - Continue legal screening events to identify possible eligibility for more permanent immigration benefits.
 - Have referral lists ready that provide qualified immigration attorneys or other recognized non-profits that are able to assist with those who you cannot serve.
 - **Build capacity through staff accreditation and use pro bono attorneys and volunteers.**
 - Plan ahead to get your volunteers and staff accredited so that you can serve more clients as DACA cases increase.

- Create standardized online training manuals that will summarize information about DACA eligibility and benefits for first time applicants so that you can remotely train volunteers via videoconferencing platforms or email.
- Consider adding court representation to your program’s menu of services and obtain training towards pursuing full accreditation for your staff, if applicable.
- **Educate agency leadership and community stakeholders and advocate for an action plan that addresses community-wide needs**
 - Educate organization leadership on DACA developments, number of persons impacted locally and from your client roster, and the impact on the community.
 - Advocate for your agency’s immigration program needs to adequately respond to DACA clients and their financial needs, as well as employment rights and access to health care.
 - Advocate for safety net and financial counseling services available to other undocumented persons in the community.
 - Identify experienced immigration legal practitioners and other providers who can take referrals. Think beyond legal services – basic needs, mental health, financial planning, spiritual counseling, etc.
- **Focus on identifying funders and increasing sustainability:**
 - Identify and reach out to funders to emphasize the DACA impact on your local community including human impact, economic impact to businesses, etc.
 - Create some compelling DACA stories and share them with funders and media.