

VOLUNTEER MANAGEMENT TOOLKIT



CATHOLIC LEGAL
IMMIGRATION
NETWORK, INC.

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10 REASONS TO USE VOLUNTEERS FOR CHARITABLE IMMIGRATION LEGAL SERVICES

Volunteers are a vital part of many nonprofit 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.

1

Volunteer labor can free up staff time for more legal services.

2

Dedicated volunteers might apply for DOJ accreditation in the future.

3

Volunteers can increase goodwill in your community towards immigrants when they openly support your program.

4

A strong volunteer pool shows community buy-in to funders.

5

Volunteers may have skill sets that that you might not have had access to through your paid staff.

6

By using volunteers, your program can serve many more clients through the workshop model.

7

Using volunteers for any task that does not require staff time can help prevent staff burnout and equal high cost savings to your organization.

8

Former clients have an avenue through which to give back to the program.

9

Using volunteers can improve the relationship between immigrants and the receiving community.

10

Your program may be able to offer comprehensive naturalization services, such as ESL and citizenship test preparation classes by using volunteers.

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.

1

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

2

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

3

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

4

Volunteers should be given clear expectations of roles and responsibilities.

5

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

6

Volunteers should be recognized for their work.

7

Improperly trained volunteers are a liability for your program.

8

Having a good volunteer program takes time and effort.

9

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

10

An unhappy volunteer can be damaging to your program.

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.be appointed and trained.

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.be appointed and trained.

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.

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.

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.

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 community organizing, to conduct outreach to seek volunteers.

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.

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.*

WHAT VOLUNTEERS CAN AND CAN'T DO IN LEGAL WORK

It is critical that volunteers be assigned appropriate legal work. 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."

10 TASKS FOR A VOLUNTEER IN YOUR LEGAL OFFICE

Non-legal volunteers are able to perform many important functions within a legal office. While they cannot offer legal advice, the labor they contribute frees up legal staff to devote more of their time directly helping clients with legal matters.

- 1** Assist someone in filling out a form by filling in the blanks exactly as directed
- 2** Translate documents
- 3** Interpretation (i.e., in-person translation of real-time conversations)
- 4** Provide general information about immigration law (for instance, about the requirements for naturalization) in a group setting
- 5** Filing, shredding, copying, scanning and other clerical work
- 6** Fill out intake forms and collect biographical information
- 7** Draft a waiver narrative
- 8** Staff a group processing workshop
- 9** Gather supporting documents for a case
- 10** Prepare photos

SAMPLE JOB DESCRIPTION:

Civics-Based ESL and Citizenship Instructor (Catholic Charities of Omaha)

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.

October 2013

Heartland Alliance for Human Needs & Human Rights | National Immigrant Justice Center
208 S. LaSalle Street, Suite 1300, Chicago, Illinois 60604 | ph: 312-660-1370 | fax: 312-660-1505 | www.immigrantjustice.org

SAMPLE JOB DESCRIPTION:

Legal Intern (Catholic Charities of Dallas, Inc.)



PERSONNEL POLICIES & PROCEDURES JOB DESCRIPTION

POSITION TITLE: Summer Associate
DIRECTORATE: Immigration Legal Services
PROGRAM: Immigration
STATUS: Full-Time/Temporary Non-Exempt UNPAID
SUPERVISES: N/A
REPORTS TO: Supervising Attorney
EFFECTIVE: 05/28/2019

This job description is subject to review and change at any time.
CCD is an equal opportunity employer.

JOB SUMMARY

The Summer Associate is responsible for counseling clients regarding their immigration matters, managing their client's cases, and assisting Staff Attorneys in preparing briefs and cases for court hearings. This position is full time (40 hours) for a minimum of 6 weeks. Structured orientation and supervision is provided.

ESSENTIAL DUTIES & RESPONSIBILITIES: (90%)

- Conducts assessments of cases to determine eligibility for relief under the immigration law.
- Provides clients information regarding documentation and other requirements appropriate for each case.
- Prepares applications for relief for applicants who qualify. Provide all appropriate consultations.
- Conducts research on specific legal issues. Assist with legal briefs or court preparations, when necessary.

OTHER DUTIES: (10%)

- Participates in training opportunities as appropriate.
- Attends and participates in ILS Staff Meetings.
- Adheres to agency and professional code of ethics.
- Supports the Mission, Values, and Vision of Catholic Charities.
- Other duties as assigned by supervisor.

EDUCATION & TRAINING:

- B.A. or B.S. Degree; enrolled in accredited law school.

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent interpersonal and communication skills; verbal and written communication skills in English.
- Ability to effectively interact with individuals from diverse cultures and ethnicities.
- Computer literate and experience with MS Office suite of products
- Strong organizational and time management skills required.
- Must commit to full 6 week internship.

OTHER REQUIREMENTS: (background check, driving record, language, physical)

Background Check: This position requires a criminal background check

Driving Record: N/A

Health: N/A

Language requirements: Bilingual English/Spanish preferred

Summer Associate

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SAMPLE JOB DESCRIPTION:

Naturalization Tutor: (Catholic Charities of Omaha)

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.

SAMPLE JOB DESCRIPTION:

Pro Bono Attorney (Catholic Charities of Omaha)

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.

SAMPLE JOB DESCRIPTION:

Summer Legal Intern (Hogar Immigrant Services)

Sample Volunteer Job Descriptions

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 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.

October 2013

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SAMPLE JOB DESCRIPTION:

Workshop Volunteer Prerequisites for the Position (Legal And Non-Legal Worker)

- 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

DOJ 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 DOJ accredited representative.

WHERE TO FIND VOLUNTEERS FOR PARTICULAR ROLES

Potential Roles	Type of Volunteer	Motivation for Volunteering	Where to Find These Volunteers
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	College, or graduate school students	To fulfill student volunteer hour requirement for school; employment experience; exploring interests; earning pro bono or volunteer service hours; AmeriCorps volunteers	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)
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	Unemployed/underemployed individuals, or people in life transitions	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	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
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	Professionals of all kinds	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	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
Pro bono legal services; receptionist; phone calling; office clerk; bookkeeping; tracking service hours for volunteer manager	Retirees/seniors	To "give back" to the community; seeking meaningful activities for their leisure time; to share skills and experiences with younger generations	Local chapters of the American Association of Retired Persons (AARP); "RSVP"- Senior Corps – largest volunteer network for people 55 and over: seniorcorps.gov; senior centers

SAMPLE VOLUNTEER APPLICATION AND ACKNOWLEDGEMENT FORM

(Catholic Charities of Dallas, Inc.)



CATHOLIC CHARITIES
OF DALLAS, INC.
Providing help. Changing lives...for over 120 years

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 # Work Home Cell

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:



CATHOLIC CHARITIES
OF DALLAS, INC.
Providing help. Changing lives...for over 120 years

Volunteer Application Page | 1
VF 1-03/13 Applies to All Programs

Foreign Language Proficiency (*Please indicate language*)

_____ Read Write Speak _____ Read Write Speak
Specify Language Specify Language

_____ Read Write Speak _____ Read Write Speak
Specify Language 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:** _____



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 and 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

_____ Children and Adoption Services

- Teacher Assistance
- Classroom Volunteers

_____ Elderly and Family Services

- Pantry Coordinator
- Office Support
- Activities Coordinator

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:

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Morning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Afternoon	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Evening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.





**VOLUNTEER POLICIES & PROCEDURES:
APPLICANT RELEASE STATEMENT**

ACKNOWLEDGMENT FORM

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: _____



SAMPLE VOLUNTEER CONFIDENTIALITY AGREEMENT

(Catholic Charities of Omaha)

Sample Confidentiality Agreement (Catholic Charities of Omaha)

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 _____

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:



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.

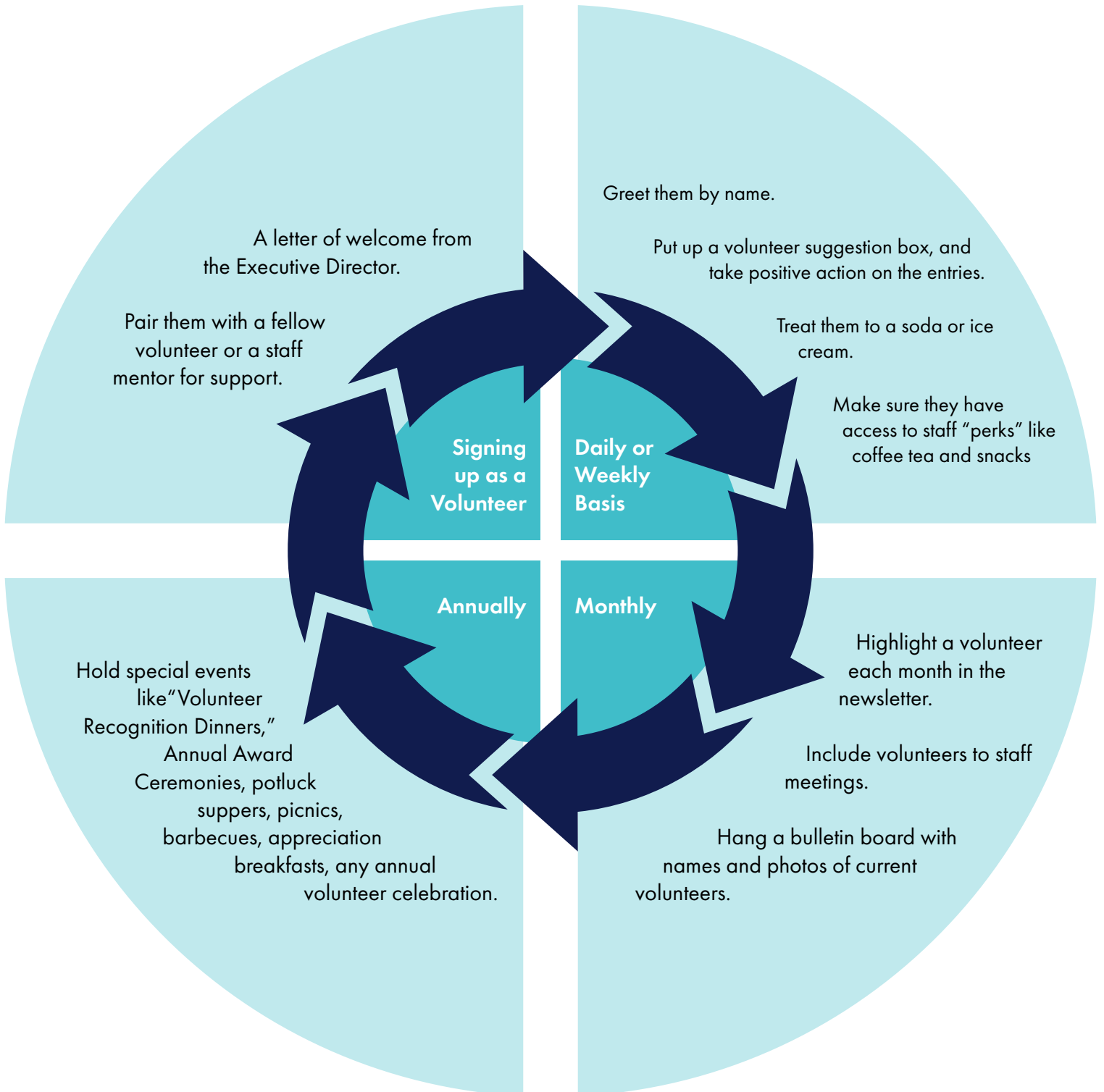
Creating Positive Change

- The volunteer contract with your agency should include UPIL as a reason for termination of service with your agency.
- Volunteers should understand that DOJ 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.

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: 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

VOLUNTEER EVALUATION FORM

(Hogar Immigrant Services)



CATHOLIC CHARITIES HOGAR IMMIGRANT SERVICES

Volunteer Evaluation Form

Volunteer Name:		Evaluation Date:	
Volunteer Assignment:		Assignment Location:	
Performance of Volunteer Duties			
Performance of Assigned Duties:	<ol style="list-style-type: none"> 1. Exceptionally Well 2. Very Well 3. Well 4. Poorly 5. Unacceptably 	Comments:	
Reliability:	<ol style="list-style-type: none"> 1. Exceptionally Reliable 2. Very Reliable 3. Reliable 4. Not Reliable 5. Unacceptable 	Comments:	
Client Interaction			
Client Rapport	<ol style="list-style-type: none"> 1. Exceptional Rapport 2. Very Good Rapport 3. Good Rapport 4. Poor Rapport 5. Unacceptable Rapport 	Comments:	
Respect for Client	<ol style="list-style-type: none"> 1. Exceptional Respect 2. Very Good Respect 3. Good Respect 4. Poor Respect 5. Unacceptable Respect 	Comments	
Observes Boundaries	<ol style="list-style-type: none"> 1. Observes Exceptionally 2. Observes Very Well 3. Observes Well 4. Observes Poorly 5. Observes Unacceptably 	Comments	

Rev1/2013/Hogar/CCDA



CATHOLIC CHARITIES

HOGAR IMMIGRANT SERVICES

Conduct and Speech			
Conduct and Dress	1. Exceptionally appropriate 2. Very Appropriate 3. Appropriate 4. Not appropriate 5. Unacceptable		
Speech	6. Exceptionally appropriate 7. Very Appropriate 8. Appropriate 9. Not appropriate 10. Unacceptable		
Potential for Other Positions			
Volunteer Strengths			
Potential Position Fits			
Volunteer Interest in other positions			
Evaluator		Signature	
Title:		Date:	

Rev1/2013/Hogar/CCDA

DEPARTMENT OF JUSTICE (DOJ) ACCREDITATION FOR VOLUNTEERS

Volunteers can apply for DOJ accreditation by following the same application process as regular paid staff. In order to receive DOJ 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

**First-time DOJ accreditation applicants are required to take an overview course in the fundamentals of immigration law. CLINIC's Comprehensive Overview of Immigration Law course satisfies this requirement.*

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

1

A Cover Letter

2

Completed EOIR-31A form

3

A Resume

4

Letters of Recommendation

5

Certificates and Agendas of Trainings Attended

6

Evidence Of Advocacy and Research Skills (for full accreditation only)

7

Copies of Prior Denials and Approvals by the DOJ

Please visit [cliniclegal.org/toolkits/recognition-accreditation](https://www.cliniclegal.org/toolkits/recognition-accreditation) for materials on how to apply for DOJ recognition and accreditation, including sample application materials.

TRAINING OPPORTUNITIES FOR VOLUNTEERS

Volunteers need to fulfill the same requirements as paid staff when applying for DOJ accreditation. Applicants for initial accreditation must establish that they have broad knowledge and adequate experience in immigration law and have taken at least one recent formal overview of immigration law course. CLINIC offers a course that meets this requirement: Comprehensive Overview Immigration Law (COLL) e-learning course. This course is offered several times a year. This course is an opportunity to learn the fundamentals of immigration law and establish the training background to support an application for DOJ accreditation.

In addition to requiring one formal overview training for initial accreditation, the DOJ has also addressed what issues it considers to be part of core training on immigration law. This includes routes to permanent resident status, inadmissibility grounds and waivers, the removal process and relief from removal, humanitarian remedies and naturalization, as well as practice skills including research and writing, interviewing, case management, and ethics. If the volunteer works for an agency or program that specializes in a particular type of service (e.g. VAWA and U visa applications), applicants also need to show that they have training directed to that specialty area.

CLINIC regularly offers additional trainings (webinar, webinar series, e-course, in-person) which address specific issues in immigration law covering topics of common interest to immigration legal practitioners and a review of the latest developments in immigration law and procedure. CLINIC's webinars focus on specialized topics in immigration law. These 90-minute presentations can help deepen a volunteer's knowledge about a particular immigration law issues or bring the volunteer up-to-date on legal developments. However, webinars alone would not be sufficient to support an application for accredited representative status. Visit our training calendar to learn about upcoming trainings.

CLINIC also offers courses that provide brief, introductory training opportunities for volunteers interested in learning more about immigration law, and these are listed on the CLINIC website. These courses are not the equivalent of a formal overview training on immigration law. One of the courses is a 90-minute rapid e-course that provides a very basic orientation to core immigration law concepts and information. The course content, however, is much abbreviated and is not sufficient to support an application for accredited representative status.

Training is required even after a volunteer is accredited. Immigration law and procedure is constantly changing, and training helps a volunteer keep abreast of these changes as well as deepen and strengthen knowledge and practice skills. DOJ notes that renewal requests should provide documentation that the accredited representative has received additional formal training in immigration law since the most recent accreditation. Volunteers should visit CLINIC's [training calendar](#) to learn about upcoming training opportunities, and be sure to keep a good record of all trainings attended with the date, title, provider, type of training, agenda, and certificate.

COMMON QUESTIONS ON BONO PROGRAM DEVELOPMENT

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

What are the 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

What are the Steps in Creating or Enhancing a Pro Bono Program?

- Needs Assessment
- Recruitment
- Management

What is a 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?

What is the Recruitment Process?

- 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?

What are Good Management Tips?

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

What are Quality Control Best Practices?

Choosing your volunteers

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

What are Marketing Best Practices?

What's in it for them? (Audience-specific selling points and challenges)

- Large law firms
- Law schools
- Solo practitioners/small firms
- Nonprofit organizations

How does a Program Retain Volunteers?

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

10 CONSIDERATIONS WHEN WORKING WITH PRO BONO ATTORNEYS

Pro bono attorney support can be an effective way to build immigration legal services capacity. For this to happen efficiently, it is important to prepare and organize staff and infrastructure.

- 1** Develop policies and procedures to guide important aspects of working with pro bono attorneys such as recruitment, onboarding, appreciation, retention, and evaluation
- 2** Pro bono attorneys must be managed. Designate one or multiple people to be in charge of recruitment, onboarding, appreciation, retention, and evaluation.
- 3** Pro bono attorneys should be vetted by the organization especially before being given important responsibilities that require trust, such as representing clients.
- 4** Pro bono attorneys should be given clear expectations of their responsibilities, including confidentiality, and this should be documented and signed in a written agreement.
- 5** The organization should complete a conflicts of interest check before a client's case is assigned to a pro bono attorney.
- 6** Each pro bono attorney should have a clear designated point of contact at the organization.
- 7** Develop tools to evaluate and measure the impact of pro bono assistance and also to ensure pro bono attorneys have a positive experience.
- 8** Pro bono attorneys should be recognized for their work.
- 9** It is ok to say no to someone who offers pro bono legal services.
- 10** An irresponsible pro bono attorney can be damaging to your program.

SAMPLE JOB DESCRIPTION: PRO-BONO ATTORNEY

(Catholic Charities of Omaha)

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.

SAMPLE: Pro Bono Guidelines for Representation

(Esperanza Immigrant Rights Project (Esperanza) of Catholic Charities of Los Angeles, Inc.)



ESPERANZA IMMIGRANT RIGHTS PROJECT

Pro Bono Guidelines for Representation



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/coir/vll/OCIJPracManual/ocjpage1.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.

SAMPLE: Pro Bono Attorney Acknowledgment

(Esperanza Immigrant Rights Project (Esperanza) of Catholic Charities of Los Angeles, Inc.)



ESPERANZA IMMIGRANT RIGHTS PROJECT



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

SAMPLE: Pro Bono Attorney Guidelines

(National Immigrant Justice Center)



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.

SAMPLE: Pro Bono Project Newsletter April 2015

(National Immigrant Justice Center)



Pro Bono Project Newsletter April 2015

www.immigrantjustice.org

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 Geoffery 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.

SAMPLE: Pro Bono Retainer Agreement

(National Immigrant Justice Center)



Page 1 of 2

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):

- | | |
|--|--|
| <input type="radio"/> Adjustment of Status VAWA/U Visa | <input type="radio"/> Naturalization/Citizenship Application |
| <input type="radio"/> Asylee/Refugee Adjustment | <input type="radio"/> Request for a U Visa |
| <input type="radio"/> Asylee/Refugee Family Petition(s) | <input type="radio"/> Self-Petition under VAWA |
| <input type="radio"/> Asylum/Withholding of Removal/CAT | <input type="radio"/> Waiver (specify type) _____ |
| <input type="radio"/> Deferred Action for Childhood Arrivals | <input type="radio"/> 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.

October 2013

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

October 2013

SAMPLE: Contrato para Asistencia Legal Gratuita

(National Immigrant Justice Center)



Página 1 de 2

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:

- | | |
|--|---|
| <input type="radio"/> Ajuste de estatus bajo VAWA/U Visa | <input type="radio"/> Aplicación de naturalización/ciudadanía |
| <input type="radio"/> Ajuste de estatus como asilado/refugiado | <input type="radio"/> Petición por la Visa U |
| <input type="radio"/> Petición familiar para asilados/refugiados | <input type="radio"/> Auto petición de la VAWA |
| <input type="radio"/> Asilo/Retención de expulsión/CAT | <input type="radio"/> Un Perdón (especifique): _____ |
| <input type="radio"/> Acción Diferida para Jóvenes | <input type="radio"/> 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 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 falto a las citas previstas con mi abogado o no lo mantengo 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 anticipo no llegar a la audiencia en la corte, debo contactar al NIJC o a mi abogado gratuito 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

ABOUT THE CATHOLIC LEGAL IMMIGRATION NETWORK, INC.

CLINIC provides vital legal resources, guidance and support to a network of more than 365 legal, community-based and Catholic immigration programs across the country. CLINIC affiliates are in 49 states, with about 2,300 attorneys and accredited representatives, who in turn assist hundreds of thousands of vulnerable and low-income immigrants each year. In addition to legal and program capacity building assistance, CLINIC conducts federal-level administrative advocacy and provides state and local support to affiliates on the ground combating anti-immigrant legislation.

[cliniclegal.org](https://www.cliniclegal.org)