Catholic Charities Immigration Services

Policies and Procedures for Remote Casework
(Initial Consultations and New Cases)

1. When clients (new, former, or existing) call and express interest in beginning a new case with Catholic Charities, staff will alert the Supervising Attorney, who will triage whether it is the type of case for which we are able to offer a remote consultation. Attorneys can add clients directly to the consultation waitlist if they feel it is appropriate for a remote consultation (for example, a former client requesting a DACA renewal).

2. If the case is appropriate for a remote consultation, the client's name and contact information, with a brief description of the type of service(s) they are seeking (if known), will be added to the Consult Wait List.

3. The Supervising Attorney, in conjunction with input from the other Attorneys, will assign consultation clients to the Attorneys, and note the assignment on the waitlist spreadsheet. Attorneys are responsible for updating the "consult date" and "result" columns in the spreadsheet.

4. The Legal Assistants will call clients back to explain the remote consultation process and confirm that they agree to it. This will include asking them for their preferences regarding:
   a. Email vs. regular mail
   b. Telephone vs. Zoom video conference
   c. Paying Catholic Charities fees via credit card (by phone) or money order/check (by mail)
   d. These changes should be noted in a case note in INSZoom (during the next step below).

   The Legal Assistants will inform the clients that they will lose their spot on the consult waitlist if their signed contract and payment are not both returned to Catholic Charities within 7 days of their conversation. If a client needs assistance with reading the contract, the Legal Assistant can arrange a time to read the contract to the client.

5. For new clients, the Legal Assistants will create a client profile in INSZoom (full name, contact information, date and place of birth, A# if applicable). For returning clients, Legal Assistants will verify that basic biographic and contact information remains the same. *No case will be opened for the client at this time.* A case note should be added that records the client's technology preferences from the previous step above.

6. Depending on client preferences, the Legal Assistants or an Attorney will send the client a consult contract, which will include a section on their consent to receive services only via remote means (phone, video conference, and/or email):

   a. For clients with access to and preference for email, the consult contract will be sent electronically to review and sign via SignNow*.
   b. For clients without email access, the consult contract will be sent via regular mail. Depending on client preference/access to technology, the client will be instructed either to scan and email the signed contract back to Catholic Charities (using "Secure" in the email subject line) or mail it back to Catholic Charities using a self-addressed stamped envelope that will be provided to them.

7. The Legal Assistants will also coordinate with the client to take payment of the $75 consultation fee:
   a. Clients with credit cards will be instructed to call the Legal Assistant to make a payment by phone on the Catholic Charities iPad. The client's credit card information will be entered directly into the iPad without writing it down in any other location.
      i. The Fiscal Assistant will receive an email confirmation of the transaction.
      ii. The Legal Assistant will complete a physical receipt for the transaction. The next time he goes to the office, he will leave the white copies in the Fiscal Assistant's office, mail the pink copies to the clients, and leave the yellow copies for the Attorney assigned to the case, to be filed later.
      iii. When a receipt is scanned to the Fiscal Assistant, the person scanning it will write a small letter "S" at the top before leaving it in the Fiscal Assistant's office, to indicate that it was already scanned.
   b. Clients without credit cards will be instructed to mail a check or money order by mail when returning their signed contract.
      i. The Legal Assistant who receives the check or money order by mail will complete a physical receipt for the transaction, scan and email a copy of the receipt to the Fiscal Assistant, then leave the white copy in the Fiscal Assistant's office, mail the pink copy to the client, and leave the yellow copy for the Attorney assigned to the case, to be filed later.
      ii. When a receipt is scanned to the Fiscal Assistant, the person scanning it will write a small letter "S" at the top before leaving it in the Fiscal Assistant's office, to indicate that it was already scanned.
   c. *No cash will be accepted at this time.*
   d. When applicable, a Catholic Charities fee waiver form will be sent to the client via the same means as the contract (SignNow* or regular mail), to be signed and returned to Catholic Charities along with the contract.

8. When a contract and/or request for payment is mailed to a client (as opposed to being emailed), a "Remote Consult Initiation Letter" will also be enclosed, along with a self-addressed stamped envelope if the client is expected to mail payment to Catholic Charities (as opposed to making a credit card payment by phone).

9. Once Hogar has received the consult contract signed by the client and the client's payment, the Legal Assistants will open a "Consultation" case for the client in INSZoom. The Attorney

assigned to the case will sign the consult contract on behalf of Hogar and either email it back to the client via SignNow* or send it to the client via regular mail. The Attorney will then schedule the client for a remote consultation.

a. When conducting a remote consultation, Attorneys must ensure that all conversations that include private and protected client information are held in a secure space and can guarantee no interruptions. For staff living with other people, this includes working in a locked room to prevent others walking in, as well as using sound screens or headphones to minimize the amount of any conversation that could be unintentionally overheard.
b. Any Catholic Charities work conducted at home must be done using CCDA equipment (laptops, cell phones). This is to guard against confidential and privileged client information being logged or stored on non-CCDA devices.
c. Though this information will be included in the consult contract the client will already have signed, it is the responsibility of Catholic Charities staff to inform any client receiving remote legal services on best practices to safeguard privacy in their own homes. This includes instructing clients on where they are best able to hold a private conversation free from interruption and/or distraction.

10. In the event that a client does not follow through with providing payment or sending the contract within 7 days of speaking to the Legal Assistant, the assigned Attorney is responsible for following up with the client to determine why the client has not followed through. If the potential client has declined a consultation, a note will be added to INSZoom, the client profile will be deactivated, and the Attorney will update the Consult Waitlist to reflect the outcome.

11. The Attorney conducting the remote consultation is responsible for updating the client's household size and income information in INSZoom as part of the consultation. During the consultation, Attorneys may take notes in an electronic version of Catholic Charities' intake sheet or in a separate Word document; either type of document should be saved on Catholic Charities' computer drive. Formal notes should be written in INSZoom afterwards, as is standard Catholic Charities' practice. Similarly, the consultation case should be closed and the client inactivated in INSZoom at the conclusion of the consultation (unless additional follow-up is required), per Catholic Charities' standard practice.

12. In cases where the Attorney needs to view additional documentation from the client in order to determine eligibility for an immigration benefit and/or the client's inadmissibility or deportability, clients may send such documentation to the Attorney via email using the word "secure" in the subject line of the email. In cases where such documentation is necessary but the client does not have access to email, or the documentation is too voluminous to make email transmission viable, the client may choose to either mail Catholic Charities a *copy* (not the original) of the document, or bring a *copy* (not the original) of the document to leave in Catholic Charities' secure drop box. When documents are not sent via email during the original consultation appointment, a second consultation "meeting" (held via phone or video

conference) will be scheduled with the client once the Attorney has been able to review the documents. The consultation case should not be closed in INSZoom and the client should not be inactivated in INSZoom until that second appointment has occurred and final legal advice has been provided to the client.

a. For clients who do not have access to a photocopier and cannot scan/email documents to Catholic Charities, the Attorney or Legal Assistants may schedule a time for the client to come to the office to bring the documents in. The client will wait in the lobby behind the closed plexiglass window while the Attorney or Legal Assistants copy/scan the documents. The Attorney or Legal Assistants will return the client's original documents and review the copies/scans after the client has left the office, so that the client is only in the office for the short period of time needed to copy/scan the documents. As above, the Attorney will schedule the conclusion of the consultation by phone or video conference once the documents have been reviewed. Whenever clients are in the office, policies and protocols from the separate document entitled "In-Person Meetings During COVID-19" should be followed.

13. If the client is eligible for an immigration benefit type that Catholic Charities' handles, and the Attorney, in consultation with the Supervising Attorney, determines that it is possible and appropriate to handle the case remotely, a similar process as above will be followed when opening the substantive case:
    a. The Attorney will send the client a contract to sign and return, via SignNow* or regular mail depending on client preferences, as in #6 above.
    b. The Attorney will also instruct the client to either make a payment by credit card on the phone or mail a check or money order back to Catholic Charities with their completed contract, as in #7 above. The Attorney will email both the Legal Assistant and the Fiscal Assistant to let them know to expect such payment.
    c. Once the completed contract and payment are both received, the Attorney will sign the contract on behalf of Catholic Charities and send a completed copy to the client for their records (through SignNow*, via email with "secure" in the subject line, or regular mail, depending on client preferences). The Attorney will then open the corresponding case(s) in INSZoom and begin working on the case(s). The client/case(s) will be added to the Attorney's Excel Client List. The same policies/precautions listed in #9 above will continue to be followed for all further client interactions.
    d. All casework will be done remotely to the fullest extent possible. Attorneys will go to the office as needed to print, copy, and/or mail out application packets as necessary, continuing to reserve time in Catholic Charities' shared "Office Schedule" calendar so that no more than two staff members are present in the office at any given time. Social distancing and cleaning/disinfecting procedures already established must continue to be followed.
    e. In the extremely rare event that an in-person client meeting *must* be held (e.g., to obtain a necessary signature from a client who has zero access to technology and needs to comply with a governmental deadline such that mailing documents back

and forth is not feasible), policies and protocols from the separate document entitled "In-Person Meetings During COVID-19" must be followed.

* All use of Sign Now will follow the protocols set forth in the separate document "Esignature Policies and Procedures," saved under Catholic Charities computer drive.

Catholic Charities Immigration Services

Policies and Procedures for In-Person Meetings - Legal Services

During the COVID-19 national health emergency, all other video conferencing and phone communications possibilities should be exhausted before considering in-person/face-to-face meetings.

Recommendations for office meeting

- Prescreening questions via phone 24 hours prior to meeting – has client experienced any symptoms of COVID-19 (fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell, nausea, or vomiting)[1], or been in contact with or caring for someone who has COVID-19 symptoms, within the last 14 days? If yes, then face-to-face meeting should be scheduled after the 14-day self-quarantine (from the time of last contact) has been completed and the client has no signs of COVID-19.
- If a staff member shows symptoms of COVID-19 or has been in contact with or caring for someone who has symptoms of COVID-19 within the last 14 days, then staff should be in self-quarantine for 14 days.
- Leave all non-essential items at home. Bring only what you need to the workplace such as ID, money, keys, laptop, cell phone.
- Staff should wash hands upon arrival and before departure of office and between each encounter with another individual. More frequently as needed.
- Use of Personal Protective Equipment (PPE)
    - Face covering/masks should be worn in the office by staff and clients during meeting.[2] Watch this video on how to properly put on and remove a mask. Wash hands after removing mask. A mask is not a substitute for social distancing; 6-foot distance should always be maintained.[3]
    - Ask all clients to come wearing mask. Catholic Charities should be ready to offer a disposable mask in case client does not come with own. If client does not come with mask, and if Catholic Charities does not have mask to offer client(s), then client should be stopped before entering the suite and appointment should be rescheduled.
    - If available, wear gloves. Wearing gloves is not a substitute for washing hands. Wash hands before putting on and after taking off gloves. Inspect gloves often for excessive contamination, wear, tears, cuts, or pinholes. Replace gloves if they become dirty or torn. Wash hands with soap and water (or use hand sanitizer if soap

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[1] https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html

[2] https://www.cdc.gov/coronavirus/2019-ncov/faq.html#How-to-Protect-Yourself

[3] https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html; https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html

and water are not available) **prior** to putting on a new pair of gloves. Watch [this video] on how to properly put on and remove disposable gloves.

- Ensure air conditioning is ON.
- Meeting area should always be in a well-ventilated large area designed to maintain social distancing (at least 6 feet between individuals) with plexiglass divider when possible.
- When utilizing reception area for meetings:
  - Tape should be placed of floor measuring 6 feet from edge of reception counter. Client should remain at 6-foot tape, except when transferring documents.
  - Ensure that the plexiglass window is closed at all time (except when transferring documents).
  - When transferring documents, ask client to place documents on reception counter and step back to 6-foot marker before sliding window open. Collect documents, close window. For staff to transfer documents for signature, etc to client – ensure client to 6-foot marker; open window; staff steps back 6 feet; client signs or takes documents and steps back to 6-foot marker; staff steps forward to close window.
- Limit number of clients per meeting to two people (staff and client) except for rare circumstances involving minor clients. (Additional staff may join by phone)
- Clients to be given squirt of hand sanitizer before entering (to protect staff) and exiting (to protect others) office.
- Ensure that tissue and hand sanitizer is available in meeting area.
- Tables, pens, chairs, light switches, all door handles (any other frequently touched surface) to be disinfected before and after meeting.
- Meeting time should be for minimum period.
- If client(s) become(s) sick or start showing signs of COVID-19 within 14 days of meeting, tell them to let you know.
- If more than one meeting is scheduled, enough time should be allowed between meetings to properly disinfect frequently touched surfaces mentioned above, and staff to wash hands.

At home – to decrease risk of transmitting virus when return home.

- Take a shower as soon as you get home.
- Wash clothes in hot or warm water.
- Disinfect phones, pens, credit cards, keys, laptop, cell phone, and anything else that you brought to office.
- Leave work shoes in designated place (car, garage)
- Hold hugs until taken steps above.

Staff should continue to follow CDC recommendations:

- Wash hands often with soap and water for at least 20 seconds.
- Use hand sanitizer with at least 60% alcohol when soap and water are not available.
- Wear mask in certain public areas.
- Avoid touching eyes, nose, mouth with unwashed hands.
- Maintain 6-foot distance.
- Clean and disinfect frequently touched surfaces and objects.

- Stay home as much as possible and do not go out if you are sick.
- Immediately communicate with supervisor and contact a health worker if you have symptoms.

Catholic Charities Immigration Services

Remote Consult Initiation Letter

Thank you for your interest in a remote legal consultation with Catholic Charities Immigration Services. In order to schedule your consultation, within **7 days** of speaking with our staff, you need to:

1. Sign the consultation contract either enclosed with this letter or that you received by email, AND
2. Submit your payment of $75, either by credit card, check, or money order. <u>Due to COVID-19, our office is not accepting cash payments at this time.</u>
   - To make a payment by <u>credit card</u> by phone, please call Legal Assistant, Monday-Friday 9:00-5:00. Please leave a message if no one answers, and we will call you back as soon as possible.
   - To make a payment by <u>check or money order</u>, please make it payable to "Catholic Charities" and mail to Catholic Charities Immigration Services. (If you are mailing your signed contract back to our office, you can enclose your check or money order in the same envelope.) If you prefer, you may also drop your check or money order off, with your signed contract, in a sealed envelope or plastic storage bag with your name on it in the secure drop-box outside our office.

Once we receive your signed contract and your $75 payment, our staff will call you to schedule your remote legal consultation. If you have questions, please call our main number. Thank you!

Catholic Charities Immigration Services

Agreement for Remote Initial Consultation

I understand that during this consultation, a licensed attorney or a DOJ accredited representative at **Catholic Charities:**

- Has agreed to meet with me by phone or video conference to discuss my immigration questions.
- Will try to answer my questions to help me understand my present immigration status and any immigration benefits available to me or my family members.
- Everything that happens during this meeting will be held in confidence by **Catholic Charities** staff and volunteers to the extent required by law and professional ethics.

I further understand that:

- I must be honest and provide complete answers in order for **Catholic Charities** staff to help me.
- I must be cooperative and respectful with **Catholic Charities** staff, volunteers, and clients.
- Failure to be honest, cooperative, and follow these guidelines may make it impossible for **Catholic Charities** to assist me and give me correct and accurate legal advice.

Regarding **Catholic Charities**' responsibility for my case, I understand that:

- **Catholic Charities** staff will NOT work further on my case beyond the time spent during this appointment without further agreement.
- If I request that my case be accepted for representation, **Catholic Charities** will advise me in a timely manner if they are able to accept my case and I will enter a formal agreement for additional services at that time.
- Until I enter a formal agreement, **Catholic Charities** is not representing me in any matter or capacity.
- All services are by appointment only during regular business hours (Mon-Thurs. 9:00 a.m. to 5:00 p.m).

I further understand that the fee for this consultation is $75, and that:

- If my case is accepted for representation there may be additional fees for services rendered in the future.
- If it is necessary for me to return for an additional consultation and/or if my consultation goes over the allotted 90 minutes, I will be charged an additional consultation fee of $75.

If I do not return to **Catholic Charities** for any further services, I understand that my consultation file will be destroyed after one year from the date of my consultation.

I understand that a decision on whether my case will be considered for representation by **Catholic Charities** may not be made on the same day as my consultation. I also understand that my case will not be considered for representation by **Catholic Charities** until I bring in all required documentation and relevant **Catholic Charities** and government fees. If my case is one that Hogar might consider for representation, a caseworker will provide me with a list of documents and fees required for my case. I understand that even if I get all my documents and fees prepared, my case might not be accepted by **Catholic Charities**. I understand that until a final contract is signed, **Catholic Charities** is not representing me.

I understand that if I am not satisfied with the services rendered during my consultation, that I may ask to speak with the Program Director of **Catholic Charities** and file a written complain if desired. If I am unable to resolve my grievance with the Program Director of **Catholic Charities**, this individual will provide me with written instructions for raising my concerns with the main office.

Authorization to Use Electronic Communication for Remote Legal Consultations:

- Electronic systems used in the provision of remote legal consultations will incorporate network and software security protocols to protect the confidentiality of private and protected information and will include measures to safeguard the privacy of any information discussed.

- **Catholic Charities** staff will ensure the privacy and confidentiality of all information received during a remote legal consultation by only using equipment authorized by the organization and software or videoconferencing platforms that provide end-to-end encryption of communications.

- **Catholic Charities** staff will also instruct me on the best way to create a private and confidential setting for me during my remote legal consultation. This may include, to the extent possible, sitting in a quiet room by myself during the consultation, so that I can have a private conversation free from interruption and/or distraction.

- I understand that there are potential risks to the use of videoconferencing technology, including but not limited to interruptions, unauthorized access by third parties, and technical difficulties. I am aware that either **Catholic Charities** or I can discontinue the consultation if we believe that the videoconferencing connections are not adequate for the situation. In this event, there is the option to conduct the consultation via telephone.

- I understand that my legal consultation will not be audio or video recorded at any time.

- I understand that **Catholic Charities** can use encrypted (secure) email to send me confidential information. This is the method that **Catholic Charities** prefers to use to ensure the confidentiality of my private information through email communication. I understand that by authorizing the use of secure email, the encrypted email I receive will require me to enter a unique password to open the email. I also understand that the word "SECURE" (in English) must be typed in the subject line in all emails to encrypt email communication.

- I understand that most popular email providers (such as Gmail, Hotmail, Yahoo, etc.) do not utilize encrypted email which means that confidential information sent or received using those email providers could be accessed by third parties. Such unsecure emails containing confidential information sent by me to **Catholic Charities** from my personal computer, network, or phone is my responsibility to protect from loss or compromise. I also understand that, if an unencrypted email is received by me, someone else may be able to access my email account and read it. **Catholic Charities** will not be liable for the use or further disclosure of the confidential information.

- I understand that email and its contents that may include confidential information can be forwarded, intercepted, printed or stored by others.

- I understand that Catholic Charities has various internal third parties, such as IT Administrators that have access to its emails and data for administrative, compliance, and quality purposes.

- I understand that email communication with **Catholic Charities** is a convenience. I understand that using email communication is not appropriate for emergencies or time-sensitive issues. Staff does not, and is not required to, check email outside of normal business hours.

- I understand that if I use someone else's phone or email account to communicate with **Catholic Charities** that other person may own that data and may have access to view any confidential information sent to **Catholic Charities**

Client's Name ________________________________
(Print Name)

Client's Signature: ____________________________ Date: ________________________

Caseworker Name: ____________________________
(Print Name)

Caseworker's Signature: _______________________ Date: _________________________