ABA CILA & COI
Pro Bono Program Resources & Templates Toolkit
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About ABA COI & ABA CILA

The American Bar Association (ABA) Commission on Immigration (COI) and the Children’s Immigration Law Academy (CILA) authored this Toolkit.

ABA, Commission on Immigration (COI)
The Commission directs the Association’s efforts to ensure fair treatment and full due process rights for immigrants and refugees within the United States. Acting in coordination with other Association entities, as well as governmental and non-governmental bodies, the Commission works to

- Advocate for statutory and regulatory modifications in law and governmental practice consistent with ABA policy;
- Provide continuing education and timely information about trends, court decisions and pertinent developments for members of the legal community, judges, affected individuals and the public; and
- Develop and assist the operation of pro bono programs that encourage volunteer lawyers to provide high quality, effective legal representation for individuals in immigration proceedings, with a special emphasis on the needs of the most vulnerable immigrant and refugee populations.

COI hosts a platform, Pro Bono Matters for Families Facing Deportation, which connects families on the Dedicated Dockets to volunteer lawyers across the country. COI also offers trainings and resources to help volunteers in their pro bono representation.

Learn more about the COI by visiting the COI website.

ABA, Children’s Immigration Law Academy (CILA)
CILA is an expert legal resource center created by the ABA’s Commission on Immigration. CILA is funded by the Vera Institute of Justice. CILA’s mission is to empower advocates who guide immigrant youth through complex legal procedures, to do so with courage, competency, compassion, and creativity. CILA builds capacity for those working to advance the rights of immigrant youth seeking protection through trainings, technical assistance, and collaboration. CILA serves nonprofit, pro bono, and private sector legal advocates who work with children in immigration-related proceedings. Through our work, we hope to ensure more immigrant youth are represented and to provide the resources and expertise needed to support those who endeavor to represent them.

Complementary and critical to our capacity-building efforts for legal advocates, CILA's social services program aims to increase capacity for social workers and social services providers serving immigrant youth at legal services organizations throughout Texas, thereby ensuring stability in the lives of youth so that they may meaningfully participate in their immigration cases.
CILA’s pro bono initiatives provides several services. CILA supports pro bono coordinators by creating resources that can be used to help pro bono attorneys learn the substantive law and tips for working with youth and navigating immigration law and procedures. Resources include both written guides and recorded webinar trainings. CILA hosts a platform, Pro Bono Matters for Children Facing Deportation, featuring pro bono opportunities to work with children and youth in immigration cases. The opportunities are posted by nonprofit organizations across the nation. CILA showcases different creative models for pro bono engagement and to showcase expert tips, ideas, and resources to enhance pro bono programs on CILA’s Creative Pro Bono Models webpage. CILA also hosts a quarterly working group and listserv, Pro Bono Coordination for Child Immigration, to provide a space for collaboration and information sharing for legal advocates who are involved in the coordination of pro bono opportunities nationwide.

Learn more about CILA by visiting the CILA website.
About This Toolkit

The ABA COI and ABA CILA came together to create this toolkit for pro bono programs working with children, youth, and/or families in immigration cases. The toolkit is designed to assist new pro bono programs and enhance existing ones. Our goal with this toolkit is to support pro bono programs just getting off the ground. In this toolkit, we provide many resources, tips, answer frequently asked questions, and provide templates for essential documents needed in a pro bono program.

Key Considerations When Reviewing This Toolkit:

- **Every pro bono program is unique.** There is no one-size fits all model. Therefore, some of these tips and resources may not work for your program or organization, and that is okay.

- **Take a look at the materials with a keen eye for edits.** Modify the templates to your program’s particular purposes, organization, and/or client’s needs. Templates should not simply be copy-pasted without additional thought and should instead be used as a draft to be modified for your particular needs. Each template includes a link to access the document in Word so that it can be edited to include information specific to your program. You can also change the colors to match your organization’s branding.

- **This resource is for informational purposes only and should not be construed as containing legal advice.** This is not comprehensive. We simply aim to highlight some information and resources to get you started.

Tips For Setting Up a Program

TIP #1: Be intentional.

TIP #2: Build a strong foundation and implement sustainable processes.

TIP #3: Have a plan and be adaptable.

TIP #4: Develop a program with a client-centric approach. We encourage legal service providers to center the needs of their clients, client communities, and their organization when creating pro bono programs.
Q&A: Setting Up Pro Bono Program Processes & Infrastructure

There is a lot to consider when setting up a pro bono program, including creating processes and an infrastructure to support a new program. COI & CILA staff provide some insight in a question and answer (Q&A) format to encourage you to start thinking about program processes and infrastructure. This is not comprehensive, but we hope the Q&A provides some insights and prompts further discussions and thoughts regarding setting up a program.

1. WHERE DO YOU START BEFORE YOU START?

When you first begin the process of developing a pro bono program, it is a good idea to take some time to reflect and make a plan. We provide some ideas, questions, and thoughts to consider.

- Reflect on your organization’s goals, mission statement, and purpose generally to ensure that the program is reflecting those values and objectives. Are you creating a pro bono program that centers the client? Does the program embody your organization’s mission statement?

- Consider what are current client needs. What are the primary needs that you seek to meet by creating/starting/expanding this program? What gaps need to be filled for the client populations you serve? What services need to be provided?

- Think about the types of pro bono opportunities the organization hopes to offer such as direct representation, portions of a case or case development, project-based work, one-time events such as clinics, appellate work, and/or other litigation. Does your organization plan to focus one type of pro bono opportunity or offer multiple types of opportunities? Is there room to grow and add different types of opportunities in the future if you wish to do so?

- Think about the level of involvement the organization will have in a case. At what stage is the client-attorney relationship formed and with whom? Is your involvement limited to conducting the client intake and then placing the case with a pro bono attorney? Are you offering mentorship to the pro bono attorneys throughout the case? Ensure that all parties know who is doing what and ensure that roles are clearly communicated.

- Consider program capacity for staffing and dedicated time. Will you have at least one position dedicated solely to pro bono work, or will it be an added responsibility on current staff? How feasible is placing and mentoring five, ten, or twenty pro bono cases at your organization’s capacity? Consider starting with a small number of cases and expanding as you grow and develop the team.

- Think about creating a program that is client-centered, trauma-informed, and culturally competent. How can your program incorporate being trauma-informed and culturally competent?
competent in every client interaction? How can you incorporate these values into communications, trainings, and resources in order to reach potential pro bono attorneys? Read the CILA resource, *Trauma-Informed and Culturally Sensitive Pro Bono Programs*, posted on CILA’s *Creative Pro Bono Models* webpage for ideas and resources.

- **Find ways to support those doing this work.** How can your program acknowledge the need for self-care and vicarious trauma for attorneys, pro bono attorneys, and legal staff? What safeguards will you create for staff to avoid burnout and trauma fatigue? Can resources and trainings on this topic also be incorporated into your program? How will you thank and celebrate pro bono attorneys for taking cases?

## 2. WHAT ARE SOME OF THE PROCESSES AND INFRASTRUCTURE NEEDED WHEN DESIGNING A PRO BONO PROGRAM?

There are many decisions, big and small, that you make when building a new program such as creating new procedures and an infrastructure for the program. We will review some of the decisions, processes, and infrastructure you will likely need to plan for and think about from the start.

- **It is often important to track data,** for the program as a whole and potentially for grant-related or other funding processes. Is your organization already tracking data for other purposes? This might include enumerating potential pro bono attorneys you have worked to recruit, numbers of recruits and cases placed, as well as tracking case outcomes. Depending on resources and the size of the program, a simple Excel spreadsheet may suffice, or a case management program may be necessary. Does your organization currently have a case data system that could be utilized? If so, can or should pro bono information be considered in a similar way? Tracking this information is an organizational necessity for many programs. Since the information may be required for compliance and reporting, be sure to confer with others at your organization to learn more about current processes and needs.

- **Frequently, recruitment is a large focus in any pro bono program.** Consider from the start different ways you may connect with potential pro bono attorneys. What types of cases do you hope to place? What skills are necessary for those types of cases? What resources are available in your area and potentially in a larger geographic zone? Are you open to having pro bono attorneys carry out remote work? It might be important to make a research plan to consider how you can connect with law clinics, firms, organizations, local bars, and individuals for partnerships and recruitment efforts.

- **As you reach out to others and more folks reach out to you with interest,** it is a good idea to have a plan for tracking contacts and communications. This will likely include a communications plan for initial contact and a process for placing a case. How will you package a referral? Will you include a summary as well as key case documents? How involved will your
organization continue to be with the case? How will you manage ongoing communication efforts with current pro bono attorneys?

- Consider drafting **infrastructure documents** such as pro bono agreements between your organization and the pro bono attorney, confidentiality agreements, legal services agreements (or retainers), and case placement letters/emails. Can you modify existing infrastructure documents at your organization to meet the needs of pro bono work? If not, where else might you look for samples?

- **What levels of support** will your program provide to the pro bono attorney? Some organizations support volunteers by offering resources and/or trainings. If this is one way your program plans to provide assistance, how will this information be shared? When in the process will it be shared and how will it be communicated?

3. **WHY IS IT IMPORTANT TO CREATE A SOLID INFRASTRUCTURE AND PROCESSES FROM THE START?**

- Having an overarching plan and infrastructure documents that support that plan will help your program **set client and pro bono attorney expectations** and ensure that everyone understands each other’s roles and responsibilities.

- **Processes can help create efficiency, clarity, and a smooth experience**, so they are important to consider. There is no one-size fits all method. It might also take some trial and error to figure out what works for your organization and program. While it is tempting to help as many people as possible, starting small provides you the ability to maintain and update thorough internal processes, resulting in a flexible and sustainable program that may grow with time. Similarly, though it can take time to develop strong relationships, pro bono attorneys who have positive experiences may be more likely to return to you for additional opportunities and may need less guidance each time they get involved and eventually, may serve as mentors to others.

- It is also important because you want to **consider and protect client confidentiality before placing a case**, so the plan for pro bono recruitment must keep confidentiality at the forefront.

4. **WHAT ARE SOME OPTIONS FOR MANAGING CONTACTS?**

- It might work well to track contacts in a simple Excel spreadsheet or in a contacts management program. **Consider who will need to have access to the list of contacts and if it will be necessary to use a shared platform or program.** A good starting point is to look at what your organization is already doing to manage contacts and to determine whether you can create another layer for pro bono contacts or if you need to have a separate process.
• **Use tags or categories to label contacts.** Your list will grow and new team members will join so use identifiers from the start. For example, label individuals according to their skills or interests such as “Spanish interpreter,” “attorney,” “law student,” and “clinic/workshop opportunities.”

• When you are just starting, **think about whether there are current contacts of the organization that you can reach out to** for your first potential volunteers or if you will be building the base of contacts from scratch.

**5. HOW DO I MANAGE COMMUNICATIONS WITH CLIENTS?**

• **There are many ways to communicate with clients.** It might help to review CILA’s most recent [pro bono program survey](#) to learn more about the operations and efforts used by different programs.

• Remember that you are creating the pro bono program to serve the client. Be sure to **explain the process to the client in a way they understand** to help set clear expectations. Consider providing clients opportunities for feedback on the process.

**6. HOW DO I LEARN WHICH CASES TO KEEP IN-HOUSE AND HOW TO MATCHMAKE CASES WITH THE RIGHT ATTORNEYS?**

• Many organizations have different approaches when **determining which cases will be placed in-house v. pro bono.** It is important for this system to align with the larger goals and mission of your organization and program. For example, a program may seek to place a case pro bono with an experienced attorney if the in-house staff does not have the internal capacity or skillset needed. Another program may plan to offer more extensive mentorship, and therefore, will only place cases where the organization can offer full support to the pro bono attorney. Timing is another factor to consider. For example, a case with a quickly approaching deadline is likely not a good fit for a first-time pro bono attorney because there is not enough time for the attorney to learn the relevant law/policies and promptly finish the case.

• When making a case placement, there are many considerations involved. The **vetting process** can be particularly important when recruiting pro bono attorneys to work with children. This can be more difficult when meeting individuals virtually.
7. WHAT ARE SOME OPTIONS FOR SUPPORTING PRO BONO ATTORNEYS?

• Organizations provide varying levels of support to pro bono attorneys, from very little to extensive. This is an important consideration as it may shape many aspects of your program, and it is important to realistically evaluate available time, staffing, and resources. For organizations that choose to offer something other than the one-on-one in-house mentorship model, CILA created a resource, 5 Program Ideas to Support Pro Bono Attorneys, available on the CILA Creative Pro Bono Models webpage and offers alternatives, tips, and examples.

• Additionally, consider whether there are other organizations you can partner with to offer support or provide specific services to enhance the pro bono program. Read CILA’s resource Highlight on Resources & Services to Support Pro Bono Attorneys, available on the CILA Creative Pro Bono Models webpage, to learn about organizations and services that may be helpful and to get some ideas for creative thinking on this front.

8. HOW CAN I SUPPORT PRO BONO ATTORNEYS WHILE CREATING AN ENTIRELY NEW PROGRAM FROM SCRATCH?

• There is no need to reinvent the wheel. It might help to rely on resources and training materials created by other organizations. You can provide these resources directly to pro bono attorneys, so that you can focus on other aspects of program development and needs. For example, CILA and COI both create written resources and offer recorded trainings that you can easily share with pro bono attorneys to help share this lift and effort. Many of those resources are featured in this Toolkit. Both CILA and COI also offer trainings that are free, live, and virtual on new or updated topics. Visit CILA’s and COI’s event calendars to find out more.

• Remember, you are not alone. There is a community of other pro bono program providers and pro bono coordinators, as well as a community of advocates in immigration law. Look to others in this arena for guidance and to ask questions. You can always reach out to the CILA or COI team. Additionally, consider joining CILA’s pro bono program-focused listserv and working group discussions to share information and ask questions.

• There are resources available to support you as you start a program. For example, the ABA’s Center for Pro Bono provides many resources to support pro bono programs. Learn more tips and their work in the CILA Q&A with Cheryl Zalenski: An Expert on Everything Pro Bono.
9. WHAT OTHER ADVICE WOULD YOU OFFER SOMEONE WHO IS LAUNCHING A PRO BONO PROGRAM?

• **Be open to being creative, making modifications and adapting as time goes on.** While it is important and helpful to reflect, plan, and create processes and an infrastructure, you will likely need to make changes as you go or at a later date. Build flexibility and adaptability into the program and the way you view it.

• As previously mentioned, it saves time and often strengthens a program to have repeat pro bono attorneys. Think about how you can best accomplish this. **Try to build relationships and keep in mind that any potential pro bono attorney could become a volunteer that you work with for years to come and in a variety of ways.** For example, a happy and supported pro bono attorney may first sign up for a two-hour workshop, and next help with an appeal to the Board of Immigration Appeals, and then the pro bono attorney may take an immigration case for full representation.

• **It is nice to have a flyer or information online to offer to people who express interest and want to help** when you are just getting started. CILA offers a Word document that you can easily modify to fit your needs and provide information to people on how they can get involved and learn more through CILA’s resource *Answering the Question: “How Can I Help?,”* posted on CILA’s Creative Pro Bono Models webpage.
Go-To Lists of Resources For Pro Bono Coordinators

The ABA COI and ABA CILA both create resources to assist pro bono coordinators in pro bono program development, including recorded trainings and written resources that can be easily shared with pro bono attorneys to lighten the load on pro bono coordinators. Check both the COI website and CILA website to follow us and learn about new and upcoming resources. Below we provide go-to resource lists for pro bono program development and pro bono attorneys.

A more expansive list of resources for pro bono attorneys is shared at page 23 of this toolkit.

**Go-To List of Resources For Pro Bono Program Development**

**Creating and Strengthening Pro Bono Programs**
- CILA’s Creative Pro Bono Models webpage: designed for pro bono coordinators and features multiple resources showcasing expert tips, ideas, and resources to enhance pro bono programs.
  - Highlighted CILA Creative Pro Bono Model Resource: CILA Q&A with Cheryl Zalenski: An Expert on Everything Pro Bono shares tips and information about the ABA’s Center for Pro Bono.
  - Highlighted CILA Creative Pro Bono Model Resource: CILA’s 2021/2022 Survey Results: Engaging Pro Bono Attorneys to Support the Immigration Cases of Unaccompanied Children summarizing information related to organizations’ pro bono program practices, recommendations, and reflections.
- CILA’s quarterly working group and listserv: Pro Bono Coordination for Child Immigration created for advocates working at legal nonprofit organizations who are involved in the coordination of pro bono opportunities to help children and families facing deportation.

**Best Practices for Pro Bono Programs**
- COI’s recorded webinar Pro Bono Best Practices Part I and related blog post Pro Bono Best Practices: Six Takeaways for a Successful Program: regarding how to structure a pro bono program to meet the needs of vulnerable clients, including how to conduct intakes and build pro bono infrastructure, recruiting and retaining volunteers, and how to best support volunteers.
- COI’s recorded webinar Pro Bono Best Practice Part III: The 3 Rs of Pro Bono Management: Recruiting, Retaining, and Recognizing Volunteer Attorneys: discussing effective strategies to recruit pro bono attorneys and retain volunteers by valuing and supporting them.
### Promoting Pro Bono Opportunities

- **CILA’s platform, [Pro Bono Matters for Children Facing Deportation](#):** featuring nonprofit organizations’ pro bono opportunities from across the nation to work with children and youth in immigration cases – contact CILA at [probono@abacila.org](mailto:probono@abacila.org) if you want to learn more about posting cases to the platform and to add this method to promote cases to your toolkit.

- **COI’s platform, [Pro Bono Matters for Families Facing Deportation](#):** featuring nonprofit organizations’ pro bono opportunities from across the nation to represent families on the dedicated docket.

- **COI’s [Volunteer Interest Survey](#):** provides a way for folks interested in volunteering to directly fill out their information and indicate their interests and language abilities.

- **CILA’s quarterly pro bono e-newsletter [Working Together to Empower Children Facing Deportation](#):** featuring pro bono opportunities, new resources and recorded trainings, as well as opportunities to connect.

- **COI’s monthly pro bono e-newsletter [Pro Bono Spotlight](#):** showcasing pro bono opportunities and highlighting upcoming trainings and new resources.

### Go-To List of Resources To Share with Potential Pro Bono Attorneys: Recruitment

- **Videos to share to help inform and inspire pro bono attorneys to get involved:**
  - **COI’s [Tu Futuro, Tu Voz](#):** motivating video that features four individuals who were previously detained and fighting their immigration cases as minors; the young adults share their stories and how they came to trust the legal teams they worked with. Share the video with your clients, current pro bono attorneys, and/or prospective pro bono attorneys alike. Creating this video was the idea of one of the individuals featured (approx. 14 minutes).
  - **CILA & South Texas Pro Bono Asylum Representation Project (ProBAR) [Standing with Children: Unaccompanied Children and the Need for Pro Bono Representation](#):** informational video created to advise potential pro bono attorneys about working with youth in immigration matters and to inspire them to get involved. The video or portions of it can easily be incorporated into pro bono recruitment trainings and other efforts (approx. 14 minutes).
  - **CILA’s [Art Project Initiative](#):** short video showcasing artwork created by advocates representing why they work with migrant youth. The video may inspire others to engage (approx. two minutes).
  - **CILA’s blog post making the case for pro bono:** [The Time is Right for Pro Bono in Children’s Cases](#).
**Go-To List of Resources To Share with Pro Bono Attorneys: Training & Education**

### Comprehensive Guides
- COI’s *Family Group Dedicated Docket Pro Bono Manual*.
- CILA’s *Pro Bono Guide: Working with Children and Youth in Immigration Matters*.

### Training Series
- CILA’s recorded trainings: *Unaccompanied Children and Immigration 101* (nine recorded trainings, including Introduction to Working with Unaccompanied Children, Introductions to Asylum and Special Immigrant Juvenile Status for Unaccompanied Children, and Ethical Representation of Unaccompanied Children).
- COI’s recorded trainings: *Mechanics of Immigration Court* (three part series: *Master Calendar Hearing; Corroboration, Preparing Witnesses, and Working with Experts*; and *Individual Hearing*).

### Issue-Specific Resources
- CILA’s written resource: *Cultural Competency and Humility When Representing UCs*.
- CILA & COI’s recorded training: *Representing Children and Families in Immigration Matters*.
- CILA’s quarterly pro bono e-newsletter: *Working Together to Empower Children Facing Deportation*. 
IT Tips for a Pro Bono Program

With advancements in technology and the COVID-19 pandemic increasing individuals’ and organizations’ reliance on technological tools, there are many opportunities to utilize technology to meet the needs of a pro bono program. This resource highlights some general tips, commonly used apps, troubleshooting ideas, and resources to get you started.

General tips:

- Ensure that you have a plan for protecting confidential and sensitive information. Try not to email documents due to safety concerns. Emailing individualized links or sending encrypted emails might prove to be better options.
- Try to keep your documents centralized in one platform.
  - For example, if you use a Microsoft Office 365 account for email management, use SharePoint for content and sharing documents. Meanwhile, if you have Gmail, use Google docs.
- Develop a program or organization plan for backing up documents. One simple tip to remember when considering what to back up in the event of a computer crash is to back up whatever “you’d cry if you lost.”
- Set clear boundaries and manage expectations with clients and the use of technology.
  - For example, tell clients you will not respond to messages or emails after 5pm or on weekends, but you will respond as soon as you are able.
- If clients or their children attended school virtually during the pandemic, ask what platform they used (i.e., Zoom, WebEx, Teams) and consider using that platform for virtual meetings as it may be easier for the client.
- Do not use public Wi-Fi to work unless you use a VPN.
- If providing a client portal, one way to explain it is by saying it is similar to MyChart (a common platform connecting medical providers with patients).

Apps commonly used:

- Administrative help:
  - Notes app on iPhone: able to scan documents and email them.
  - Calendly: an app that helps schedule client meetings directly onto your calendar.
  - Jeenie: translation app that is useful for translating text messages.
  - Microsoft OneNote: word processing platform that allows for freestyle organizing and multiple tabs.
  - Asana: tool to help with project management, assist with organization, and task assignment.
  - Excel: program with many uses and can be used to maintain contact lists.
• Calling and texting with clients:
  o Smith AI: telephone app (call, text) that can be used instead of providing clients your personal cell phone number.
  o Google Voice: telephone app (call, text) that can be used instead of providing clients your personal cell phone number.
  o WhatsApp: many clients use or have heard of this app, but it is not recommended for transmitting documents due to safety concerns.

• Meeting virtually with clients and volunteers:
  o Zoom: video platform that can be used to meet with clients and/or volunteers. You may create a waiting room or provide a password for secure meetings. Screensharing is a feature.
    ▪ For example, at the height of the pandemic, many pro bono programs reported using Zoom to manage pro bono clinics. It helps to share a document with a client to review it using the screensharing function. Additionally, breakout rooms can be utilized to accommodate one-on-one meetings. Others reported using video platforms to host outreach events and events to thank volunteers and pro bono attorneys.
  o Microsoft Teams: video and instant messenger that can be used to meet with clients and/or volunteers. Clients do not need a Microsoft account to log in, but it is generally not as user-friendly as Zoom. Screensharing is a feature (just be sure to check the box allowing mutual screen sharing under Meeting Options).
  o WebEx: video platform that can be used to meet with clients. Many courts, including the Executive Office for Immigration Review (EOIR or immigration court), use WebEx due to its advanced security measures.

Troubleshooting tech issues with clients:
• Always have a phone number option if all else fails.
• Be flexible and patient.
• Send clients to YouTube to troubleshoot issues. There are many helpful videos available to walk clients through a new technology.
  o If you see that multiple clients are running into the same issue, consider making an informational video or take screenshots and annotate the image. For example, Loom is a great platform for recording your screen and camera.
  o If you decide to create a video, it might help to view these short videos created to help individuals navigate virtual court hearings as examples:
    ▪ Video Conferencing at the 24th Judicial District Court - YouTube
    ▪ How to Prepare for a Remote Hearing in Georgia - YouTube
• Consider sending login/download instructions in the confirmation email or text message in advance of the meeting or pro bono event.
Software or platform specific tips:

- **Zoom and WebEx**
  - The whiteboard feature allows you to explain issues using a visual aid.

- **Microsoft Word**
  - Create shortcut keys for the section and paragraph symbols.
  - Configure “proofing” (File, Options, Proofing) to check for inconsistencies with one or two spaces after the end of sentence, the oxford comma, and jargon.
  - Using a combination of platforms, you can send off e-certificates to volunteers. This can be done by using Adobe Acrobat DC and the Adobe plugin installed into Word, and then using Mail Merge.

- **Adobe Acrobat**
  - Use the Bookmarks tab to change the Text Size so it is easier to read.

- **Microsoft Outlook (browser)**
  - **Keyboard shortcuts**
    - Ctrl + Q to Mark as Read
    - Ctrl + Shift + V to move selected message(s) to another folder
    - Ctrl + Y and type the name of the folder to go to different folder
    - Ctrl + Shift + I to go back to the inbox
    - Ctrl + D to delete the selected message(s)
  - **Use search tags**
    - For example, use “subject:(asylum)” to search for emails with those words in the subject line
    - For example, use “from: Sally” to see all emails sent by Sally (as opposed to all emails that Sally sent, was included on, and that you sent her)
    - For example, use “has:attachments:yes” to see emails with attachments

- **Gmail**
  - **Use search tags**
    - For example, use “subject:(asylum)” to search for emails with those words in the subject line
    - For example, use “from: Sally” to see all emails sent by Sally (as opposed to all emails that Sally sent, was included on, and that you sent her)
    - For example, use “has:attachments” to see emails with attachments

More resources to learn more about the impact of technology on pro bono programs and aspects of this work:

- Learn more about how COVID-19 has impacted pro bono in these resources:
  - CILA’s [2021/2022 Survey Results: Engaging Pro Bono Attorneys to Support the Immigration Cases of Unaccompanied Children, Feb. 2022.](#)
  - APBCo’s written report [Positive Change: How the Pandemic Changed Pro Bono and What We Should Keep, Jan. 2022.](#)
• Learn more about tips for doing the work with increased remote services, which also includes tips for how to best use technology for client interaction:
  o CILA’s written resource *Tips for Working with Children and Youth Remotely in a Hearing or USCIS Asylum Office Interview*, Mar. 2022.
  o COI’s recorded webinar *Making a Virtual Connection: Ensuring an Open and Productive Attorney/Client Relationship*, June 2022.
  o Immigrant Legal Resource Center’s written resource *Remote Immigration Legal Services – Here to Stay?*, July 2021.

• Learn more how technology, creative set-ups, and community partnerships can help programs reach clients living in remote areas in this written resource: CILA’s *Creative Pro Bono Model to Reach Clients Living in Remote Locations*, Oct. 2020.

• Learn more about how one program uses live chat to reaching clients: CILA’s *Creative Model: Live Chat for Service Seekers or Pro Bono Volunteers*, Sept. 2020.
Many immigration law projects and cases require language skills other than English. Therefore, pro bono projects and clients frequently require the use of interpreters and/or translators to support the work. An interpreter’s assistance may be critical during client meetings as the case is prepared, and even at some interviews or hearings. A translator may assist with translating official documents from the client’s home country or documentary evidence in the form of news articles, country reports, and more. The purpose of this Frequently Asked Questions (FAQ) is to provide some information regarding how to find an interpreter or translator as well as to provide tips for working with an interpreter or translator.

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<tr>
<th>What Is the Difference Between an Interpreter and a Translator?</th>
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<td>o Meriam-Webster’s Dictionary online defines an interpreter as “one that interprets: such as one who translates orally for parties conversing in different languages . . .” Therefore, interpretation involves oral translation and the ability to help someone converse with another person who speaks a different language. An interpreter may be necessary to help with case preparation. If a pro bono attorney has the particular language skills necessary to work with their client, it may not be necessary to get the assistance of an interpreter.</td>
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<td>o Translation involves the written word. Documents supplied to USCIS and immigration court must be in English with a certificate of translation. Translators do not need to be certified. Additionally, pro bono attorneys with language skills assisting clients should not do their own translation because if there is an issue with the document’s translation, ethically they cannot be considered a witness in the case.</td>
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<tr>
<th>How Do I Find an Interpreter and/or Translator?</th>
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<tbody>
<tr>
<td>o Have you asked the referring organization? Check in with the pro bono program referring the case because sometimes the organization has interpretation and/or translation resources available to provide these services.</td>
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<td>o What if you need to find an interpreter yourself? If you are on your own to find an interpreter to assist you, here are some ideas to consider:</td>
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<tr>
<td>o If possible, it is best to use the same interpreter throughout the life of the case during preparations to build rapport. During interview or hearing prep, you may consider using a different interpreter for you and your client to practice exchanging information with the help of someone who is new to the case.</td>
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</table>
Check to see if your firm or organization has any resources to support you in your pro bono case. Resources might be available that are designated to support pro bono work, or alternatively, you could check with colleagues to see if someone has the language skills to support you and the client on a volunteer basis. Partnering with a colleague on a pro bono case can create a wonderful opportunity to assist an individual and foster teamwork.

Ask friends and other connections whether they can volunteer their time. You can informally reach out to friends and connections to see if someone can support you, or you could post a LinkedIn update to ask connections if they can work with you on a case. This might also help spread the word that there are available pro bono and volunteer opportunities with the referring organization.

Reach out to professional listservs and groups to see if you can find someone to volunteer as an interpreter and/or translator to work alongside you.

Reach out to law school immigration clinics and graduate schools focused on language studies to see if a student can help you with interpretation and/or translation.

It is typically ideal to work with someone pro bono to provide language services, but if it is not possible, you may need to work with a professional interpreter and/or translator for a fee. Again, see if your firm has resources to cover this cost, if possible.

What are some other considerations when finding an interpreter and/or translator? Not all interpreters and/or translators will be the right fit for the client and case. Keep these considerations in mind when finding someone to assist you.

Generally, consider the interpreter or translator’s skills, abilities to do the task, cultural competency, and professionalism.

Additionally, consider your case, the client, and any special requirements or needs. For example, if you are working with a child, try to ensure that the interpreter can work in a way that is child friendly and with a gentle demeanor. If you are working with a client that is more comfortable with someone of a certain gender generally or for certain tasks, keep that in mind their comfort level and preference when selecting an interpreter to assist you.

Some individuals may feel comfortable and confident speaking a certain language, but not fluent or as proficient with reading and writing the language. Additionally, some communities experience low literacy levels, and it is best to provide information verbally/in an audio format rather than in writing. Keep these considerations in mind when you need translation support and when sharing information with a client and potentially their family.

Some communities are tight-knit and small, and it is possible that your client knows the interpreter and/or translator you find. Be cautious. Have a conversation with your client about who you found before getting started to ensure that your client is comfortable moving forward working with this individual. Having a statement regarding confidentiality and the client’s release will be even more important in this situation.

The interpreter should be a neutral party, rather than a family member or friend.
What are some organizations and companies that provide interpretation and/or translation services? If you are looking for individuals to hire for language services or an organization or company that provides interpretation and/or translation services, here are some resources to consider:

- Pacific Interpreters/Language Line Solutions
- Jeenie
- Respond Crisis Translation
- Indigenous language support:
  - CIELO Interpreter Project
  - Maya Interpreters
- CILA’s List: Houston Area Court-Certified Interpreters (if you need access to this page, contact CILA at cila@abacila.org).

What Are Some Tips for Working With Interpreters & Translators?

- What is my client’s preferred/best language?
  - When you are first referred a case, the client’s language may already be identified in the paperwork you receive, but it is best to double-check this information before starting. It is not always initially clear or easy to discern the best language of your client. Your client may speak multiple languages, but it is important to ask them what language they feel most comfortable speaking.
  - Keep in mind a client’s preferred spoken language may be different than their preferred written language.
  - Do not make an assumption. It is important to go over this with your client and know that it may have to be assessed or discussed more than once.
- What should I keep in mind if I am working with someone who is new to interpretation and/or translation?
  - Explain the interpreter’s role to them so that they understand they are to be impartial, not add new information to the case, and that they should not add commentary.
  - Remind them to interpret verbatim and not in the third person. Additionally, they should not summarize information or fill in missing information.
  - Similarly, for translation services, documents should be translated word-for-word.
- What are some general practical tips to keep in mind?
  - If possible, in-person interpretation is best.
  - Prepare the interpreter/translator for the task by briefly explaining the purpose for the call/meeting, so they can be prepared and plan their time.
  - Interpretation takes time. Plan accordingly. Be patient.
  - Ensure expectations are clearly communicated.
  - Confirm that both the interpreter and client can understand each other.
- Explain confidentiality to both your client and the interpreter and/or translator to help develop a trusting relationship. Ask the interpreter/translator to sign a statement regarding confidentiality and your client to sign a release of confidential information before you get started.
- Speak directly to your client. Give your client eye contact and engage with your client rather than the interpreter. Make sure the setup of the room helps facilitate dialogue directly with your client.
- Be respectful of your client and the interpreter. Consider your tone. Try not to interrupt.
- Be a bridge for your client to the interpreter.
- Provide explanations of terms and concepts, as needed, to avoid confusion.
- Use simple, clear language and short sentences.
- Speak slowly and pause as you go.
- Pause when speaking to facilitate interpretation verbatim instead of summarizing due to excessive information. Instruct your client to do the same.
- Tell the interpreter to use hand signals to request a pause, if necessary.
- Give your client and the interpreter opportunities to take breaks.

- What are some other resources to learn more about working with interpreters and/or translators?
  - COI’s [Family Group Dedicated Docket Pro Bono Manual](#): Section 3.VI. Working with Interpreters and Translators
  - CILA’s [Pro Bono Guide: Working with Children and Youth in Immigration Cases](#): Section II.D. Working with Interpreters and Translators
  - CILA’s recorded webinar [Making Interpretation Seamless: Best Practices for Attorneys](#)
  - Ayuda’s written resource [Working with Interpreters Outside of the Courtroom: A Guide for Attorneys](#)

- What are some additional language resources that might be of interest to learn more?
  - UT Portal Web Magazine: Indigenous Languages Thrive at UT Austin: Quechua, Nahuatl, and K’iche’
  - UT Project: CHQETA’MAJ LE QACH’AB’AL K’ICHE’! A Beginner to Advanced Level K’iche’ Online Course
  - UT LLILAS Benson Latin American Studies and Collections: The K’iche’ Maya: Culture, Language, and Migration to the US
**General Go-To Resources**

- **COI’s Family Group Dedicated Docket Pro Bono Manual**: 160+ page comprehensive manual with sections on Common Forms of Relief in Immigration Court and before USCIS, Effective Representation, Ethical Considerations, an Introduction to Immigration Court, an Introduction to USCIS, and Practical Pointers. Includes how-to checklists. *Updated Apr. 2022.*

- **CILA’s Pro Bono Guide: Working with Children and Youth in Immigration Cases**: 117-page guide that covers important skills for working with children and youth in immigration cases including trauma-informed lawyering and interviewing tips and strategies along with sections focused on key forms of relief. The guide covers the basics of necessary skills and substantive law in children’s cases, while also providing practical tips and links throughout to learn more. *Updated Sept. 2021.*

- **COI’s Ethics of Representing Families on the Dedicated Docket**: 12-page ethics guide that provides best practices for representing family groups, including conducting intakes, conflicts of interest, and special issues when representing spouses and children. *Updated Feb. 2022.*

- **COI’s Practice Guide: Seeking Expedited Adjudications, Short-List Notices, and Case Assistance**: 12-page guide that explains how and when to seek expedited case adjudications with USCIS, short-notice lists at the Asylum Office, and case assistance from other government entities. *June 2022.*

- **COI’s Practice Guide: Statements as Evidence: Drafting and Editing Declarations, Affidavits, and Letters**: 20-page guide that describes of the types of statements, experts, and witnesses in immigration cases as well as practical tips and considerations for drafting statements. Also included are sample client and expert declarations, and consent to release or exchange confidential information. *June 2022.*

- **COI & CILA’s recorded training Representing Children and Families in Immigration Matters**: Three panels on how to best represent children and families. The first panel provides an overview of key forms of legal relief. The second panel is an overview of representing an individual in removal proceedings and before USCIS. And the third panel provides best practices when working with families and children. *Mar. 2022.*

- **CILA recorded training series Unaccompanied Children and Immigration 101** covering nine topics:
  - Introduction to Working with Unaccompanied Children; Trauma-Informed Lawyering with Unaccompanied Children; Family-Based Immigration and VAWA


- CILA’s **Helpful Resources in Representing Unaccompanied Children**: Provides many resources with links for practitioners to access sources of law and policy, as well as information from stakeholders and practice guides. July 2022.

- CILA’s recorded training **Child Interviewing Techniques**: Covers practical tips and skills to work with and interview child clients. Apr. 2021.

- CILA’s **Cultural Competency When Representing UCs**: eight-page resource that assists attorneys in creating a safe space for their clients to share their complete identity, which will also help the attorney to persuasively present the child’s case to an adjudicator and provide effective communication. Nov. 2019.


- CILA and the National Immigration Litigation Alliance (NILA): provide multiple recorded trainings and written resources created to support advocates as they pursue the case beyond the immigration court level. If the pro bono project involves brief writing, appellate work or litigation, these resources will be an asset to your practice. Trainings cover topics such as Legal Writing, Advanced Immigration Legal Research, Winning at the BIA, and Introduction to Federal Court Practice.

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**Asylum, Withholding of Removal, & Protection under the Convention Against Torture (CAT)**

- CILA’s **Asylum Case Theory and Evidence Matrix**: Chart regarding legal elements with space to include relevant facts and supporting documentation to help advocates stay organized and effectively prepare a case. If you need the password to access this page, contact CILA at cila@abacila.org.

- COI’s recorded training **Asylum 101 for Families on the Dedicated Docket**: Substantive overview of asylum law, particularly as it relates to families on the dedicated docket. Great resource for those who are new to asylum law. Feb. 2022.


- CILA’s **Withholding of Removal and Protection Under the CAT resources**: Case Evidence List, Developing Your Case Chart, and Key Sources of Law and Cases. If you need the password to access this page, contact CILA at cila@abacila.org. Jan. 2020.
- CILA’s recorded training "A Deep Dive Into Current Conditions in El Salvador, Guatemala, & Honduras with the Experts": Reviews the political and cultural context of each of these countries to help advocates better work with clients and assess forms of relief. Aug. 2021.
- CILA’s "Trauma-Informed Representation in Asylum Cases": Asylum Interview/Asylum Merits Hearing Checklists: 15-page resource that provides practical tips and guidance for trauma-informed representation in asylum cases. If you need the password to access this page, contact CILA at cila@abacila.org. Updated June 2022.

### Temporary Protected Status (TPS)


### The Cuban Adjustment Act (CAA)


### Special Immigrant Juvenile Status (SIJS)

- CILA’s "Special Immigrant Juvenile Status (SIJS) Case Theory and Evidence Matrix": Chart regarding legal elements with space to include relevant facts and supporting documentation to help advocates stay organized and effectively prepare a SIJS case. If you need the password to access this page, contact CILA at cila@abacila.org.
- CILA’s "The ABCs of SIJS": 7-page resource providing an overview of SIJS including changes that occurred in 2022. June 2022.
- CILA’s recorded training "Overcoming Analysis Paralysis: Practical Considerations for Adjusting Status Based on SIJS": Provides an overview of adjustment of status based on SIJS. Jan. 2021.
- CILA’s "Frequently Asked Questions – Overcoming Analysis Paralysis: Practical Considerations for Adjusting Status Based on Special Immigrant Juvenile Status (SIJS)": 28-page FAQ that serves as a follow-up written resource to the training to answer
<table>
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<tr>
<th><strong>Representing Clients in Immigration Court</strong></th>
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| • **COI’s Practice Advisory: Seeking Prosecutorial Discretion**: 17-page practice advisory that includes an overview of the various prosecutorial discretion (PD) Memos and explains best practices for how to request PD and what types of discretion to seek. Includes a template PD request. *Updated Apr. 2022.*  
| • **COI’s recorded training Mechanics of Immigration Court Series Part I: The Master Calendar Hearing**: How to determine if your client is in immigration removal proceedings and how to secure the relevant case file, appearances in immigration court, what to expect at a Master Calendar Hearing (including a mock hearing), and how to use WebEx for court appearances. *Feb. 2022.*  
| • **COI’s recorded training Mechanics of Immigration Court Series Part II: Corroboration, Preparing Witnesses, and Working with Experts**: How to prepare witnesses for trial and bolster credibility, what types of evidence to submit and how to react to evidence submitted by OPLA, how to handle police reports and RAP sheets, engaging lay witnesses, using expert witnesses, and country conditions. *Feb. 2022.*  
| • **COI’s recorded Q&A Mechanics of Immigration Court Series Part II: Follow-Up**: In a follow-up video to Part II, panelists answer questions from the Q&A that they did not have time to address during the initial webinar. *Feb. 2022.*  
| • **COI’s recorded training Mechanics of Immigration Court Series Part III: The Individual Hearing**: How to prepare materials for the individual hearing, how to anticipate and respond to objections, tips for direct and cross-examinations, how to handle interruptions by the immigration judge, and how to best preserve the record for appeal. *Mar. 2022.*  
| • **CILA’s recorded training Working with Experts to Build Your Evidentiary Record**: Overview of how to work with expert witnesses in asylum cases in immigration court. *July 2020.*  
| • **CILA’s Tips for Working with Children and Youth Remotely in a Hearing or USCIS Asylum Office Interview**: 16-page tips sheet that offers pointers for advocates to consider before a remote proceeding so that they get prepared and know what to expect. If you need the password to access this page, contact CILA at *cila@abacila.org*. *Mar. 2022.*  
| • **CILA’s How to Prepare for an Individual Hearing: Different Practitioners’ Perspectives**: 13-page resource that provides different tips on how to prepare and represent a client in an individual hearing. If you need the password to access this page, contact CILA at *cila@abacila.org*. *Updated Jan. 2021.*  

questions about adjustment of status based on SIJS. If you need the password to access this page, contact CILA at *cila@abacila.org*.* Aug. 2021.*
Self-Care

- **COI’s recorded training** *The Lifeguard is Drowning: Identifying Burnout in Immigration Practitioners*: Offers concrete ways to help immigration practitioners experiencing burnout and secondary trauma, to help them build sustainable careers in this field. *Apr. 2022.*
- **CILA’s recorded training** *Secondary Traumatic Stress and Self Care*: Discusses how and why secondary traumatic stress manifests including how to develop a strategic approach that focuses on self-care. *Mar. 2022.*
## Resource for Pro Bono Attorneys: Ethics Chart

### Common Ethical Questions

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<tr>
<th>Where to Look for Guidance</th>
<th>ABA's Model Rules of Professional Conduct</th>
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| I am new to immigration law, what are my obligations to learn the law? | • **Rule 1.1**: Competence  
• **Rule 1.3**: Diligence |
| What does representation cover? | • **Rule 1.2**: Scope of Representation and Allocation of Authority Between Client and Lawyer –  
  - What is reasonable?  
  - Has the client given informed consent?  
• **Note**: It is important to define the scope of representation, including whether it will include appellate work. This becomes even more important when only working on a discrete part of a case. |
| How do I represent a child client? Do I represent the child’s wishes or the child’s best interest? | • **Rule 1.2**: Scope of Representation and Allocation of Authority Between Client and Lawyer  
  - (a) “A lawyer shall abide by a client’s decisions concerning the objectives of representation and, as required by **Rule 1.4**, shall consult with the client as to the means by which they are to be pursued.”  
• **Rule 1.14**: Client with Diminished Capacity  
  - (a) “When a client’s capacity to make adequately considered decisions in connection with a representation is diminished, whether because of minority, mental impairment or for some other reason, the lawyer shall, as far as reasonably possible, maintain a normal client-lawyer relationship with the client.”  
  - Comment 1: “For example, children as young as five or six years of age, and certainly those of ten or twelve, are regarded as having opinions that are entitled to weight in legal proceedings concerning their custody.”  
• **Rule 1.4**: Communications  
• **Rule 2.1**: Advisor |

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Observation: The ethical considerations for representing children in immigration law require a nuanced approach, balancing the child’s wishes with their best interest. It is essential to consult with the child to understand their perspective and make informed decisions. The Model Rules of Professional Conduct provide guidance on how to navigate these ethical dilemmas effectively.
I found out that one member of the family group is abusing another member of the family group; do I have to withdraw? If a child is being abused, do I have to report this to child protective service or law enforcement?

Hypothetical answer: You likely must withdraw from representing the family group and individual family members. The duty to report depends on the mandatory reporting laws in the relevant jurisdictions.

- **Standards for the Custody, Placement and Care; Legal Representation; and Adjudication of Unaccompanied Alien Children in the United States**, ABA (Section V.A. The Attorney’s Role)

| I found out that one member of the family group is abusing another member of the family group; do I have to withdraw? If a child is being abused, do I have to report this to child protective service or law enforcement? | Look to state law, does the state where you practice and where you are licensed have a duty to report? Is this mandatory?

  - **Rule 1.6**: Confidentiality
  - **Rule 1.7**: Conflict of Interest: Current Clients
    - **Comment 4**: “If a conflict arises after representation has been undertaken, the lawyer ordinarily must withdraw from the representation, unless the lawyer has obtained the informed consent of the client under the conditions of paragraph (b). See **Rule 1.16**. Where more than one client is involved, whether the lawyer may continue to represent any of the clients is determined both by the lawyer's ability to comply with duties owed to the former client and by the lawyer's ability to represent adequately the remaining client or clients, given the lawyer's duties to the former client.”

  - **Rule 1.8**: Conflict of Interest: Specific Rules
    - **(b)** “A lawyer shall not use information relating to representation of a client to the disadvantage of the client unless the client gives informed consent, except as permitted or required by these Rules.”
    - **Comment 1**: “Use of information relating to the representation to the disadvantage of the client violates the lawyer’s duty of loyalty. Paragraph (b) applies when the information is used to benefit either the lawyer or a third person, such as another client or business associate of the lawyer . . . Paragraph (b) prohibits disadvantageous use of the client information unless the client gives informed consent, except as permitted or required by these Rules.”

  - **Rule 1.16**: Declining or Terminating Representation
    - **Comment 3**: “When a lawyer has been appointed to represent a client, withdrawal ordinarily requires approval of the appointing authority. See also **Rule 6.2**. Similarly, court approval or notice to the court is often required by applicable law before a lawyer withdraws from pending litigation. Difficulty may be encountered if withdrawal is based on the client’s demand that the lawyer engage in unprofessional conduct. The court may request an
explanation for the withdrawal, while the lawyer may be bound to keep confidential the facts that would constitute such an explanation. The lawyer's statement that professional considerations require termination of the representation ordinarily should be accepted as sufficient. Lawyers should be mindful of their obligations to both clients and the court under Rules 1.6 and 3.3."

- **Comment 7**: “A lawyer may withdraw from representation in some circumstances. The lawyer has the option to withdraw if it can be accomplished without material adverse effect on the client's interests. Withdrawal is also justified if the client persists in a course of action that the lawyer reasonably believes is criminal or fraudulent, for a lawyer is not required to be associated with such conduct even if the lawyer does not further it. Withdrawal is also permitted if the lawyer's services were misused in the past even if that would materially prejudice the client. The lawyer may also withdraw where the client insists on taking action that the lawyer considers repugnant or with which the lawyer has a fundamental disagreement.”

- **Note**: If your state has a mandatory duty to report, it helps to talk with your client about this at the beginning of representation and include language regarding this in your engagement letter. Explain what abuse is and your obligations to report.

| My client asked me to keep something from another member of the family group, what do I do? | • **Rule 1.6**: Confidentiality  
• **Rule 1.7**: Conflict of Interest: Current Clients  
  o **Comment 4**: “If a conflict arises after representation has been undertaken, the lawyer ordinarily must withdraw from the representation, unless the lawyer has obtained the informed consent of the client under the conditions of paragraph (b). See Rule 1.16. Where more than one client is involved, whether the lawyer may continue to represent any of the clients is determined both by the lawyer's ability to comply with duties owed to the former client and by the lawyer's ability to represent adequately the remaining client or clients, given the lawyer's duties to the former client.”  
• **Rule 1.8**: Conflict of Interest: Specific Rules  
  o (b) “A lawyer shall not use information relating to representation of a client to the disadvantage of the client |

Hypothetical answer: It depends on the materiality of the information and, if the information is material, whether after speaking with your client at length, the client agrees to tell the other client(s).
unless the client gives informed consent, except as permitted or required by these Rules.”

- **Comment 1**: “Use of information relating to the representation to the disadvantage of the client violates the lawyer’s duty of loyalty. Paragraph (b) applies when the information is used to benefit either the lawyer or a third person, such as another client or business associate of the lawyer. . . Paragraph (b) prohibits disadvantageous use of the client information unless the client gives informed consent, except as permitted or required by these Rules.”

- **Rule 1.16**: Declining or Terminating Representation

- **Comment 3**: “When a lawyer has been appointed to represent a client, withdrawal ordinarily requires approval of the appointing authority. See also Rule 6.2. Similarly, court approval or notice to the court is often required by applicable law before a lawyer withdraws from pending litigation. Difficulty may be encountered if withdrawal is based on the client's demand that the lawyer engage in unprofessional conduct. The court may request an explanation for the withdrawal, while the lawyer may be bound to keep confidential the facts that would constitute such an explanation. The lawyer’s statement that professional considerations require termination of the representation ordinarily should be accepted as sufficient. Lawyers should be mindful of their obligations to both clients and the court under Rules 1.6 and 3.3.”

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My client asked me to keep something from the immigration court or USCIS, what do I do?

Hypothetical answer: it depends on the materiality of the information and, if the information is material, whether after speaking with your client at length, the client refuses to provide the correct information to the tribunal.

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<th>Rule 3.3: Candor toward the Tribunal</th>
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<td>(a) “A lawyer shall not knowingly: (1) make a false statement of fact or law to a tribunal or fail to correct a false statement of material fact or law previously made to the tribunal by the lawyer”</td>
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<td>(d) “A lawyer shall not counsel a client to engage, or assist a client, in conduct that the lawyer knows is criminal or fraudulent, but a lawyer may discuss the legal consequences of any proposed course of conduct with a client and may counsel or assist a client to make a good faith effort to determine the validity, scope, meaning or application of the law.”</td>
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<p>| Rule 1.16: Declining or Terminating Representation |</p>
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<th>Can I represent the family group if the individual clients are eligible for differing forms of relief? Do I need to sever the cases?</th>
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<tr>
<td>Hypothetical answer: Yes, provided there is no conflict of interest, you may represent</td>
</tr>
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</table>

- **Rule 1.1**: Competence
- **Rule 1.2**: Scope of Representation and Allocation of Authority Between Client and Lawyer
- **Comment 1**: “Paragraph (a) confers upon the client the ultimate authority to determine the purposes to be served by legal representation, within the limits imposed by law and the lawyer's professional obligations. The decisions specified in paragraph (a), such as whether to settle a civil matter, must also be made by the client. See Rule 1.4(a)(1) for the lawyer's duty to communicate with the client about such decisions. With respect to the means by which the client's objectives are to be pursued, the lawyer shall

- **Comment 3**: “When a lawyer has been appointed to represent a client, withdrawal ordinarily requires approval of the appointing authority. See also Rule 6.2. Similarly, court approval or notice to the court is often required by applicable law before a lawyer withdraws from pending litigation. Difficulty may be encountered if withdrawal is based on the client's demand that the lawyer engage in unprofessional conduct. The court may request an explanation for the withdrawal, while the lawyer may be bound to keep confidential the facts that would constitute such an explanation. The lawyer's statement that professional considerations require termination of the representation ordinarily should be accepted as sufficient. Lawyers should be mindful of their obligations to both clients and the court under Rules 1.6 and 3.3.”

- **Comment 7**: “A lawyer may withdraw from representation in some circumstances. The lawyer has the option to withdraw if it can be accomplished without material adverse effect on the client's interests. Withdrawal is also justified if the client persists in a course of action that the lawyer reasonably believes is criminal or fraudulent, for a lawyer is not required to be associated with such conduct even if the lawyer does not further it. Withdrawal is also permitted if the lawyer's services were misused in the past even if that would materially prejudice the client. The lawyer may also withdraw where the client insists on taking action that the lawyer considers repugnant or with which the lawyer has a fundamental disagreement.”
consult with the client as required by **Rule 1.4(a)(2)** and may take such action as is impliedly authorized to carry out the representation.”

- **Comment 2**: “On occasion, however, a lawyer and a client may disagree about the means to be used to accomplish the client’s objectives. Clients normally defer to the special knowledge and skill of their lawyer with respect to the means to be used to accomplish their objectives, particularly with respect to technical, legal and tactical matters. Conversely, lawyers usually defer to the client regarding such questions as the expense to be incurred and concern for third persons who might be adversely affected. Because of the varied nature of the matters about which a lawyer and client might disagree and because the actions in question may implicate the interests of a tribunal or other persons, this Rule does not prescribe how such disagreements are to be resolved. Other law, however, may be applicable and should be consulted by the lawyer. The lawyer should also consult with the client and seek a mutually acceptable resolution of the disagreement. If such efforts are unavailing and the lawyer has a fundamental disagreement with the client, the lawyer may withdraw from the representation. See **Rule 1.16(b)(4)**. Conversely, the client may resolve the disagreement by discharging the lawyer. See **Rule 1.16(a)(3)**.”

- **Rule 1.3**: Diligence
- **Rule 1.4**: Communications

- **Comment 5**: “The client should have sufficient information to participate intelligently in decisions concerning the objectives of the representation and the means by which they are to be pursued, to the extent the client is willing and able to do so. Adequacy of communication depends in part on the kind of advice or assistance that is involved. For example, when there is time to explain a proposal made in a negotiation, the lawyer should review all important provisions with the client before proceeding to an agreement. In litigation a lawyer should explain the general strategy and prospects of success and ordinarily should consult the client on tactics that are likely to result in significant expense or to injure or coerce others. On the other hand, a lawyer ordinarily will not be expected to
describe trial or negotiation strategy in detail. The guiding principle is that the lawyer should fulfill reasonable client expectations for information consistent with the duty to act in the client's best interests, and the client's overall requirements as to the character of representation. In certain circumstances, such as when a lawyer asks a client to consent to a representation affected by a conflict of interest, the client must give informed consent, as defined in Rule 1.0(e).”

- **Rule 2.1**: Advisor
- **Rule 3.1**: Meritorious Claims and Contentions
  - **Comment 1**: “The advocate has a duty to use legal procedure for the fullest benefit of the client's cause, but also a duty not to abuse legal procedure. The law, both procedural and substantive, establishes the limits within which an advocate may proceed. However, the law is not always clear and never is static. Accordingly, in determining the proper scope of advocacy, account must be taken of the law's ambiguities and potential for change.”

<table>
<thead>
<tr>
<th>As I dived into the facts of the case with my client, the case, while still viable, does not appear as strong as initially indicated or additional complications arose that do not affect eligibility but make the case more difficult. Can I withdraw? Hypothetical answer: You probably cannot withdraw just because the case is not as strong as it first appeared.</th>
</tr>
</thead>
</table>
| **Rule 1.4**: Communications
  - **Rule 2.1**: Advisor
  - **Rule 3.1**: Meritorious Claims and Contentions
    - **Comment 2**: “The filing of an action or defense or similar action taken for a client is not frivolous merely because the facts have not first been fully substantiated or because the lawyer expects to develop vital evidence only by discovery. What is required of lawyers, however, is that they inform themselves about the facts of their clients' cases and the applicable law and determine that they can make good faith arguments in support of their clients' positions. Such action is not frivolous even though the lawyer believes that the client's position ultimately will not prevail. The action is frivolous, however, if the lawyer is unable either to make a good faith argument on the merits of the action taken or to support the action taken by a good faith argument for an extension, modification or reversal of existing law.” |
| Can I share information with a third party (e.g., referring organization, interpreter/translator)? How do I keep information confidential and under privilege? | • **Rule 1.6**: Confidentiality of Information  
  • **Rule 1.4**: Communications  
    - Has the client provided informed consent?  
  • **Rule 5.3**: Responsibilities Regarding Nonlawyer Assistance  
  • Is there a Memorandum of Understanding regarding the working relationship between the attorney and the organization?  
  • Do you have a confidentiality agreement with the interpreter and/or translator?  
  • Do you have a release of confidential information from your client(s) with respect of the specific individual?  
| When is withdrawal allowed? | • **Rule 1.16**: Declining or Terminating Representation  
  • **Rule 1.3**: Diligence  
  • **Note**: Keep in mind many nonprofit organizations do not have capacity for a case to be given back to them  
| My client wants to return home. What do I need to consider? | • **Rule 1.1**: Competence  
  • **Rule 1.2**: Scope of Representation and Allocation of Authority Between Client and Lawyer  
  • Are there any resources or services (housing, counseling, employment, education services) you can connect the client to that may address some of the client’s concerns and potentially impact their ultimate decision?  
| Hypothetical answer: Discuss with your client how leaving will impact their case and what they would like to do, including discussing their ultimate goals. Also, consider and discuss any other potential alternatives such as voluntary departure. Ultimately, follow your client’s wishes. |
Template: Adults & Family Groups General Initial Intake Form

This general intake form can be used in adult and family group cases. This form guides you to gather important information and documents about the potential client you are interviewing. Employ trauma-informed lawyering skills throughout the intake process. This template was adapted from the forms used by two of ABA’s Commission on Immigration projects, South Texas Pro Bono Asylum Representation Project (ProBAR) and Immigrant Justice Project (IJP) for intaking adults.

Access an editable Word document of this template here.
Intake Questions

<table>
<thead>
<tr>
<th>Preferred Spoken Language(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Preferred Written Language(s):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

If not English-speaking, can someone assist with simple interpretation/translation for scheduling appointments/quick calls? Y/N  
Contact info: _____________________________________________

**Biographical and Contact Information**

<table>
<thead>
<tr>
<th>Name and Aliases</th>
<th>Country of Birth/Nationality</th>
<th>Date of Birth</th>
<th>A Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<table>
<thead>
<tr>
<th>Marital Status</th>
<th>Gender/Pronouns</th>
<th>Race/Ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>never married</td>
<td></td>
<td></td>
</tr>
<tr>
<td>married</td>
<td></td>
<td></td>
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<tr>
<td>legally</td>
<td></td>
<td></td>
</tr>
<tr>
<td>separated</td>
<td></td>
<td></td>
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<tr>
<td>divorced</td>
<td></td>
<td></td>
</tr>
<tr>
<td>partnered</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Home Address</th>
<th>Phone Number</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

Do you have an attorney? Y/N

Does anyone in the family group have an attorney? Y/N

Has your case been screened or considered for representation by any other organization? Y/N

If yes, what was the result? _____________________________________________

Who is the main point of contact for the family group? ______________________

May I mention confidential information in voicemail messages? Y/N  
In Emails? Y/N
# Children

<table>
<thead>
<tr>
<th>Name and Aliases</th>
<th>Country of Birth/Nationality</th>
<th>Date of Birth</th>
<th>Current Location</th>
<th>A Number</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

## BOND AND PAROLE

Are you in detention? Y/N  
[if no, skip to next section]

If yes, detained since: ____________________________

If known, who is your deportation officer: ____________________________

### If in bond proceedings, list bond hearing dates:

<table>
<thead>
<tr>
<th>1st Bond</th>
<th>2nd Bond</th>
<th>3rd Bond</th>
<th>4th Bond</th>
<th>5th Bond</th>
</tr>
</thead>
<tbody>
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</table>

Do you currently have a sponsor? Y/N  
[if no, skip to next section]

Has anything in your case changed since you submitted your release request? Y/N  

If yes, explain: ______________________________________________________

Do you have any medical issues that are relevant to COVID-19 (e.g., respiratory issues)? Y/N  

If yes, explain: ______________________________________________________
**Sponsor Information**

Have you collected your sponsor's documents (e.g., paystubs, letter of support)? Y/N

May I call the sponsor? Y/N  **[if yes, fill out release of confidential information]**

<table>
<thead>
<tr>
<th>Sponsor's Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone:</td>
</tr>
<tr>
<td>Preferred language:</td>
</tr>
<tr>
<td>Immigration status:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
</tbody>
</table>

**IMMIGRATION HISTORY**

<table>
<thead>
<tr>
<th>Entries into the United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry Date</td>
</tr>
<tr>
<td>------------</td>
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<tr>
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</tbody>
</table>

Have you ever been stopped by immigration officials? Y/N

If yes, what happened? ____________________________________________

Have you been given a Notice to Appear? Y/N

Have you ever been to immigration court before? Y/N

If yes, when, and where was the hearing? ________________________________

Were you represented? Y/N

If yes, do you have the attorney's information? Y/N

Attorney information: ________________________________________________

Have you ever been ordered removed or deported from the United States? Y/N

If yes, do you have the documents? Y/N

Details you remember: ________________________________________________

When and where is your next court hearing? ________________________________

Next Hearing Type: □ MCH  □ IH  □ Other, explain: _______  Judge: ________________

Do you have any filing deadlines regarding your case? Y/N
Has any application been filed or is any relief pending? Y/N  If yes, do you have a copy? Y/N
Type of application: ___________________________  Date of application: __________

Have you moved since the start of your immigration court case? Y/N
If yes, did you file a Change of Address form with the court? Y/N

If you arrived with children, were they separated from you at the border? Y/N
If yes, what happened: ____________________________________________________

Did you have a Credible Fear Interview?* Y/N  If yes, what was the result? ______

---

**CRIMINAL HISTORY**

Have you ever been arrested? Y/N  If yes, what was the charge? ___________________________
Was the charge a felony? Y/N  Was the charge a misdemeanor? Y/N
Did you go to court? Y/N  Were you convicted? Y/N
Was the conviction a felony? Y/N  Was the conviction a misdemeanor? Y/N
Where did the crime happen? _________________________  When did it happen? __________
Details you remember: ____________________________________________________________
Any other arrests? Y/N  If yes, explain: ________________________________

---

**MEDICAL HISTORY**

Have you ever been hospitalized for a significant medical or mental health condition? Y/N
If yes, what condition(s)? ________________________________
Have you been hospitalized? Y/N  Where? ________________________________
When? _________________________  Details you remember: _________________________

Have you ever seen a mental health professional? Y/N
If yes, for what condition(s)?

Where? Where? When?

Are you on any prescription medication? Y/N

If yes, what are you prescribed and for what condition(s)?

May I contact any of the above providers? Y/N

[if yes, fill out release of confidential information]

Contact info:

---

**IMMIGRATION RELIEF**

*Family-Based*

Do either of your parents have status in the United States? Y/N

If yes, what is their status?

How did they get status?

If a citizen, how old were you when the parent became a U.S. citizen?

Does your spouse have status in the United States? Y/N

If yes, what is their status?

How did they get status?

When did you get married?

Do any other family members have status in the United States? Y/N

If yes, what is the familial relation to you?

What is their status?

How did they get status?

*Asylum/Withholding/CAT*

Why did you leave your home country?
Do you fear returning to your home country? Y/N
   If yes, why? ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

Did anyone physically hurt or attempt to hurt you in your home country? Y/N
   If yes, what happened? ______________________________________________________
   ______________________________________________________

Did anyone threaten you in your home country? Y/N
   If yes, what happened? ____________________________________________
   ____________________________________________

Did you ever report what happened to the police or other law enforcement body? Y/N
   If yes, what did you report? ____________________________________________
   If yes, to whom and when did you report it? ____________________________________________
   If no, why not? ____________________________________________

Has anyone physically hurt any family members or friends in home country? Y/N
   If yes, what happened? ____________________________________________
   ____________________________________________

Do you feel you will be targeted for any reason if you returned to your home country? Y/N
   If yes, why? ____________________________________________
   ____________________________________________
   ____________________________________________

Have you ever lived or resided in any other country since you left your home country? Y/N
   If yes, what countries and for how long? ____________________________________________
<table>
<thead>
<tr>
<th><strong>Transit Countries</strong></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>What country did you travel through to come to the U.S.?</td>
<td>Entry date</td>
<td>Exit date</td>
</tr>
<tr>
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</tbody>
</table>

*U Visa/VAWA/T Visa*

Have you ever been the victim of a crime in the United States? Y/N

   If yes, what happened and when? ________________________________
   _____________________________________________________________
   _____________________________________________________________

Have you ever reported a crime in the United States? Y/N

   If yes, what was the crime and when did it happen? ________________________________
   _____________________________________________________________
   _____________________________________________________________

   Did you go to court? Y/N

      If yes, details you remember: ________________________________
      _____________________________________________________________
      _____________________________________________________________

Has anyone ever physically hurt you since you have been in the United States? Y/N

   If yes, what happened? ________________________________
   _____________________________________________________________
   _____________________________________________________________

Have you ever been mistreated by a parent, spouse, or adult child? Y/N

   If yes, what happened? ________________________________
   _____________________________________________________________
   _____________________________________________________________

How was your journey to the United States? ________________________________

   _____________________________________________________________
   _____________________________________________________________
Did anyone force/pressure you to do anything you did not want to do on the journey? Y/N
If yes, what happened? __________________________________________________________
____________________________________________________________________________

Did anyone help arrange your travel and immigration documents? Y/N
If yes, do you owe them money or work for those services? Y/N

*Special Immigrant Juvenile Status (for children)*
Who did you live with in home country? ____________________________________________
If applicable, where were your parents? ____________________________________________
If applicable, how often do you talk to/see your mom? ________________________________
If applicable, how often do you talk to/see your dad? _________________________________
How was your life in home country? ________________________________________________

Did you have enough food at home? Y/N   Did you have enough clothes at home? Y/N
What happened when you were sick? _______________________________________________

Did anyone in your home ever hurt you, (e.g., by saying mean things or hitting you)? Y/N
If yes, what happened? __________________________________________________________
______________________________________________________________________________

Did you attend school? Y/N   If yes, until when/what grade? ____________________________
If no, why not? _________________________________________________________________
If no, did you want to attend school? Y/N

Did you work? Y/N   If yes, what was your job? _________________________________________

Did you help your caregiver at work? Y/N
If yes, what was your job? _______________________________________________________

*Lawful Permanent Resident (LPR) Cancellation*
Have you been a Lawful Permanent Resident (LPR) for five years? Y/N
Have you remained in the U.S. for seven years between getting your green card and receiving the
NTA or being arrested? Y/N
Have you lived in the U.S. for 10 years? Y/N
Do you have a USC or LPR spouse or child who will severely suffer if you are deported? Y/N
If yes, please explain: ________________________________

______________________________

______________________________

Does the NTA have a place and time of hearing listed? Y/N

Temporary Protected Status

Are you from or resided in any of the following countries?

<table>
<thead>
<tr>
<th>Country</th>
<th>Date(s) Resided</th>
<th>Immigration Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afghanistan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burma (Myanmar)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cameroon</td>
<td></td>
<td></td>
</tr>
<tr>
<td>El Salvador</td>
<td></td>
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<tr>
<td>Haiti</td>
<td></td>
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<tr>
<td>Honduras</td>
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<tr>
<td>Nepal</td>
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<tr>
<td>Nicaragua</td>
<td></td>
<td></td>
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<tr>
<td>Somalia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South Sudan</td>
<td></td>
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<tr>
<td>Sudan</td>
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<tr>
<td>Syria</td>
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<tr>
<td>Ukraine</td>
<td></td>
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<tr>
<td>Venezuela</td>
<td></td>
<td></td>
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<tr>
<td>Yemen</td>
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<td></td>
</tr>
</tbody>
</table>
DACA

Have you received DACA before? Y/N

When does your DACA expire? ______________________

Do you have a copy of your initial DACA application? Y/N

Have you left the United States since August 15, 2012? Y/N

If yes, did you get permission to travel from the government (advance parole)? Y/N

Did you return to the United States before advance parole expired? Y/N

NOTES

_________________________________________________________________________________________________________________

_________________________________________________________________________________________________________________

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_________________________________________________________________________________________________________________

If the case appears to be one the organization will take, remember to make a copy of all immigration and identification documents.
Attorney Talking Points

One Year Filing Deadline (OYFD):

- Potential advisal: Generally, noncitizens seeking asylum must file their application (I-589) within one year of their most recent arrival to the United States. If the noncitizen does not file within one year, the person is ineligible for asylum and can only pursue withholding of removal and Convention Against Torture (CAT) protections, which require higher thresholds to qualify for and offer less benefits.

- More information: There are two important exceptions to the OYFD and both require that the application be filed within a reasonable period given the circumstances.
  - Exceptional circumstances: events or factors directly related to failure to meet the deadline such as serious illness or disability, legal disability (including being of minority age), ineffective assistance of counsel, client maintained TPS, lawful immigrant or nonimmigrant status, or was given parole, applicant filed the application but it was rejected, death or serious illness or incapacity of applicant’s legal representative or a member of applicant’s immediate family (see 8 C.F.R. § 208.4(a)(5)).
  - Changed circumstances: changes in U.S. law, conditions in applicant’s country, if applicant was previously included as a dependent in another noncitizens’ pending asylum application, loss of spousal/parent-child relationship to principal applicant through marriage, divorce, death, or attainment of age 21 (see 8 C.F.R. § 208.4(a)(4)).

Credible Fear Interview:

- Potential advisal: Generally, a credible fear interview (CFI) is performed by an asylum officer while an individual is detained at the border. CFIs should occur if the individual expresses fear of return.

- More information: CFIs are not done by CPB, but a trained asylum officer. Conversations and interviews with U.S. Customs and Border Protections (CPB) agents are a separate process. CFIs should be done in a private space and may last an hour or more (meanwhile CPB interviews are typically short in duration). Not everyone undergoes a CFI. If you are uncertain whether your client has had a CFI, get details about any interviews they have experienced and check with your pro bono mentor.

Abandoning the Claim by Leaving the United States:

- Potential advisal: Many types of immigration cases are only available for people located in the United States. Both USCIS and the immigration court require address updates to be provided within five days (immigration court) or 10 days (USCIS) of an address or contact information change. Additionally, if the client is in removal proceedings, leaving the United States will probably result in them receiving a deportation order.

- Be sure to advise client that they should contact you immediately if they plan to leave the United States. Advise client that coming back to the United States after leaving will likely be very difficult and will assuredly complicate any future immigration case.
Template: Children's Cases General Initial Intake Form

This general intake form can be used in children's cases, so you can gather important information about the potential client you are interviewing. This template was adapted from the form used by ABA’s Commission on Immigration project, South Texas Pro Bono Asylum Representation Project (ProBAR) when intaking detained children. Keep in mind trauma-informed lawyering skills and know that it may take a few meetings to gather all of the relevant information.

Access an editable Word document of this template here.
Intake Questions

A#: _______________________
Intake Date: ________________  Screener: ______________________
Facility Date of Entry: ________________  Facility/Shelter: ______________________
Case Manager: ________________________  Clinician: ______________________

NTA INFORMATION

NTA, Form I-862 (2nd page) has stamp: “Subject Refused to Sign”? Y/N

NTA Last Name(s): ______________________
NTA First Name: ______________________  NTA Middle Name: ______________________
NTA Date of Entry: ________________  NTA Place of Entry: ______________________
NTA Date: ________________  NTA Entry: □ Arriving □ EWI □ Admitted
NTA DOB: ________________  NTA Age: ________________

PERSONAL INFORMATION

Stated Name (if different from NTA): ____________________________________________
Gender: ______________________  Pronouns: ______________________
Stated DOB (if different from NTA): ________________  Stated Age (if different from NTA): ________________
Country of Birth: ______________________  Language(s): ______________________
Preferred Language: ______________________  Marital Status: ______________________
Children: Y/N  If yes, names and DOBs: ____________________________________________

FAMILY & SPONSOR INFORMATION  Locally Reunifying: Y/N

Sponsor’s Name(s): ____________________________________________  Age: ________________
Relationship(s): ____________________________________________
Status: □ U.S. Citizen □ Lawful Permanent Resident □ TPS □ Undocumented □ Unknown □ Other ________
City/State: ______________________  Tel.: ______________________
Mother’s Name: ____________________________________________
A#: _______________________

FAMILY & SPONSOR INFORMATION CONTINUED

Mother's Location: ____________________     Mother's Tel.: ______________________________

Father's Name: ________________________     Father's Tel.: ______________________________

Father's Location: _____________________     Father's Tel.: ______________________________

Biological parents on birth certificate? □ Both □ Neither □ Only Mother □ Unknown □ Other: __________

Parents' relationship status: □ Together □ Separated □ Unknown □ Other: _______________________

Are the following USC or LPR?: □ Spouse □ Parent/Step □ Sibling □ Grandparent □ Unknown □ None

Are the following an active/former U.S. military: □ Spouse □ Parent □ Unknown □ None

Last Caretaker’s Name: ______________________

Caretaker’s Location: _____________________     Caretaker’s Tel.: ______________________________

IMMIGRATION HISTORY

Is the most recent entry your first entry? Y/N

If no, prior history includes: □ Deport/removal order □ Voluntary departure □ Voluntary Return (no judge)

□ Entry without apprehension □ Entry with visa/visa waiver program

When? ________________________     Prior facility? ______________________________

Traveled with family member(s)? Y/N     If yes, name/age/relationship/detention status: ______

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

COMMENTS:    Interpreter Needed?: □ Y □ N     If aging out, presented Age Out Talk? □ Y □ N

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________

________________________________________________________________________________________
Reason(s) to come and/or leave home country

Why did you come to the United States?
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________

SIJS

With whom did you live in home country?
________________________________________________________________________________________________________________

Where are your biological parents (status if in U.S.)?
________________________________________________________________________________________________________________

If applicable, how often do you talk/see your mom?
________________________________________________________________________________________________________________

If applicable, how often do you talk/see your dad?
________________________________________________________________________________________________________________

Did anyone at home ever harm you or try to hurt you (e.g., yell at you, hit you, touch you without your permission)?
________________________________________________________________________________________________________________

Did you ever work in home country (or help caretaker at work)?
________________________________________________________________________________________________________________

Did you have enough food/clothes in home country?
________________________________________________________________________________________________________________

How long did you attend school in home country?
________________________________________________________________________________________________________________

If none, why (and did you want to go to school)?
________________________________________________________________________________________________________________

Additional information:
________________________________________________________________________________________________________________
________________________________________________________________________________________________________________
A#: ________________

**ASYLUM**

Are you afraid to live again in your country (and why)? ____________________________________________

Whom are you afraid of? ____________________________________________

Why are they targeting you? ____________________________________________

Could you return safely to your country? Y/N If so, with whom would you live? ______________

Was a police report done? Y/N If yes, what were the results? If not, why not? ______________

Additional information: ____________________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

**TRAFFICKING**

Who paid for your trip? ___________________________ How? ___________________________

Why? _______________________________________________________________________________________

Did you want to come or were you obligated to? ________________________________________________

Do you have a job waiting for you? _____________________________________________________________

Do you have a large debt to pay off? Y/N How will you pay it off? _________________________________

**TRIP TO THE U.S.**

Length of travel? _____________ Countries crossed? ____________________________________________

Describe your journey to the United States: ___________________________________________________________________
______________________________________________________________________________________________
______________________________________________________________________________________________

How did you travel to the United States (boat, land, flight)? __________________________________________

Did you come with family? _______________________________________________________________________

If yes, what happened to your family and where are they now? _________________________________
SURVIVOR OF CRIMINAL ACTIVITY IN U.S.

Have you ever been the victim of a crime in the U.S.? Y/N
Have you ever reported a crime in the U.S.? Y/N
If yes to above question(s), when did it happen? ____________________________
Where did it happen? ____________________________ What happened? ___________

Did you report it to the police/law enforcement agency? Y/N  If yes, who: ___________
Did you go to court? Y/N  If yes, what do you remember: ____________________________

How were you treated by immigration officials at border? ____________________________
Where were you held? Could you describe it? ____________________________

Did the officer speak a language you speak? Y/N  Fluently? Y/N
Did the officer use an interpreter? Y/N  Did you understand the interpreter? Y/N

Abuse by Border Patrol? □ Verbal □ Physical □ Other □ None

Additional information: ____________________________________________________________________________

DACA

Have you received DACA before? Y/N
When does your DACA expire? ____________________________
Do you have a copy of your initial DACA application? Y/N
Have you left the United States since August 15, 2012? Y/N
If yes, did you get permission to travel from the government (advance parole)? Y/N
Did you return to the United States before advance parole expired? Y/N
Template: Request for Pro Bono Services Form

You can provide this document to potential clients who agree to your organization helping them find pro bono representation. Swap out your organization name for “referring organization” in the document to make the form specific to your organization. This template was adapted from the form used by ABA’s Commission on Immigration projects, South Texas Pro Bono Asylum Representation Project (ProBAR) and Immigration Justice Project (IJP).

Access an editable Word document of this template here.
REQUEST FOR PRO BONO SERVICES

I, ______________________________, hereby request that the referring organization, and its staff, search for a pro bono attorney to represent me in my immigration case. I agree to the following terms and conditions:

1. Referring organization does not guarantee or promise that a pro bono attorney will be assigned to my case. Referring organization will make every effort to obtain free legal representation for me. I understand that, because of limited volunteer resources, referring organization may not find an attorney to take my case. I also understand that finding an attorney to represent me may take several weeks.Referring organization agrees to inform me within a reasonable time if no attorney can be found to take my case. Since it may be difficult to locate a pro bono attorney, I also agree to look for a pro bono attorney on my own through other resources such as: Immigration Advocates Network Legal Directory (https://www.immigrationadvocates.org/legaldirectory/), AILA lawyer search (https://www.ailalawyer.com/), and the immigration court’s list of pro bono service providers (https://www.justice.gov/eoir/list-pro-bono-legal-service-providers).

2. I agree to keep referring organization informed of my current address and phone number. I will notify referring organization within 48 hours if my address or phone number changes, to ensure that referring organization staff can contact me promptly with updates about whether they have found a pro bono attorney to take my case.

3. I agree that referring organization may disclose general information about my case to potential pro bono attorneys when searching for a pro bono attorney to represent me. Referring organization will not disclose my name or other identifying information.

4. If I find another attorney to represent me in my immigration case, or if I no longer want referring organization to find me an immigration attorney for any reason, I will notify referring organization within 48 hours. I understand that referring organization’s resources are limited and that it is important to tell them if I no longer need assistance so that they may use their resources to help other potential clients in need of immigration representation. Failure to contact and notify referring organization that I no longer wish for them to find me a pro bono attorney may cause me to be ineligible for any future services.

5. If referring organization is able to find a pro bono attorney to take my case, referring organization will notify me and provide me with instructions on contacting the attorney. I understand and agree that if I do not contact my assigned attorney within fourteen (14) days of the date of referral referring organization will close my case. Failure to contact an assigned
attorney and failure to notify referring organization that I no longer wish for them to assist with my case may cause me to be ineligible for any future services.

6. For family group cases (if applicable), I acknowledge that I am the primary contact person, and I am signing this agreement on behalf of myself and my family members.

__________________________________________________  ______________________
Client Signature                                    Date

__________________________________________________
Print Name

__________________________________________________  ______________________
Authorized Referring Organization Representative Signature Date

__________________________________________________
Print Name
Template: Pro Bono Attorney Expectations

You can provide this Pro Bono Attorney Expectations document to pro bono attorneys at the beginning of the working relationship to ensure that the pro bono attorney commits to the case and abides by your program's requirements. You can customize the document further by printing the document on your organization’s letterhead, deciding whether you want to include a list of specific documents you wish for the pro bono attorney to sign, and choosing whether you would like the pro bono attorney to sign the document.

Access an editable Word document of this template here.
Thank you for your interest and willingness to volunteer. We are excited for your involvement! To have a successful experience for you, the organization, and client(s), please read over these pro bono attorney expectations.

- Know that when you sign up for a pro bono project, the organization is counting on you to follow through with what you have signed up to do. Please read over all initial documents and ensure that you understand your role and the organization’s role in the case/project. Ask questions before getting started if you have any questions regarding roles or other expectations.
- Please sign all documents necessary to begin the project.
  - [OPTIONAL: ORGANIZATION COULD INCLUDE THE SPECIFIC DOCUMENT NAMES HERE]
- Be responsive to the organization, including sharing updated contact information with the organization if there are any changes.
- Understand what support the organization is prepared to provide, and to the extent provided, reach out if there are questions.
- Once you commit to a pro bono project/case, please understand that the organization does not have capacity to take a case back or reassign a project. Pro bono attorneys giving cases back creates a significant strain on organizations, along with the potential for confusion for clients, and other ramifications.
- Follow all rules of professional conduct applicable to you based on your licensure and as applicable for your project/case. This includes maintaining ethical standards, professionalism, and client communication, along with meeting deadlines.

[OPTIONAL: THE ORGANIZATION COULD CHOOSE TO HAVE THE VOLUNTEER SIGN BELOW.]

_________________________       ____________________________
Pro Bono Attorney Signature      Date

______________________
Pro Bono Attorney Printed Name
Template: Pro Bono Attorney Agreement

You can provide this Pro Bono Attorney Agreement to pro bono attorneys at the beginning of the working relationship. Swap out your organization’s name for “referring organization” and “local immigration court” with the name of the local immigration court in the document to make the form specific to your program. This template was adapted from the form used by ABA’s Commission on Immigration projects, South Texas Pro Bono Asylum Representation Project (ProBAR) and Immigration Justice Project (IJP).

[Access an editable Word document of this template here.]
PRO BONO ATTORNEY AGREEMENT

Thank you for volunteering to represent a client through the referring organization. With your help, we are able to provide access to justice to indigent individuals navigating immigration legal proceedings. The purpose of this Pro Bono Attorney Agreement (the “Agreement”) is to ensure that you have a clear understanding of what is expected of you as a pro bono attorney. If you have any questions about this Agreement, please do not hesitate to reach out to referring organization’s pro bono staff. Again, thank you for generously donating your time to assist your client.

***

By my signature, I indicate that I agree to undertake representation of the client in the matter specified below as a pro bono attorney and that I fully understand and consent to the conditions contained herein of serving as a pro bono attorney for the matter referenced below by the referring organization.

Client Name(s): _____________________________________________
A#(s): __________________________
Matter(s): ______________________________________________________

1. I understand that, for purposes of this Agreement, a “pro bono attorney” is any attorney who is currently engaged in representation of a client in an active case matter referred by referring organization without compensation or expectation of compensation.

2. I agree to provide my time and services (and/or the time and services of staff working under my supervision) on a pro bono basis. I will not request or accept remuneration (including costs incurred). I understand that referring organization will not reimburse me for any costs incurred except under special circumstances and with prior written approval.

3. I understand that I will be responsible for all costs that may be associated with my client’s legal representation, including but not limited to document delivery and postage and costs related to telephone calls with my client. If I am representing a client in federal court, costs may include getting admitted into the appropriate federal district or circuit court. I understand that my client is responsible for any filing fees associated with applications, unless outside funding exists.
4. As a pro bono attorney referred to a matter by referring organization, I agree to:

   a. Comply with any rules and regulations of attorney-client representation as required by law.
   b. Zealously represent my client.
   c. Review any training materials provided by referring organization and related to the representation.
   d. If it is necessary for the case I am representing, I agree to register to appear before the Executive Office of Immigration Review (EOIR) or to seek admission to the appropriate federal court [e.g., Southern District of California, Ninth Circuit Court of Appeals].
   e. Timely prepare and file all required applications, notices, motions, legal briefs, and objections. This includes, among other things, filing an EOIR-28 (Notice of Entry of Appearance) if representing the client in immigration court, or an EOIR-27 if representing the client before the Board of Immigration Appeals, or a G-28 (Notice of Entry of Appearance) for filings before the U.S. Citizenship and Immigration Services (USCIS).
   f. Timely seek, present, and file all reasonably available evidence on the client's behalf including supporting documentation; declarations and/or testimony of experts on country conditions and, where appropriate, on medical, dental and/or psychological issues relevant to the claim; and corroboration of the claim through letters, official records, and written declarations or testimony.
   g. Appear at all proceedings and hearings as required by the immigration court, U.S. Citizenship and Immigration Services, the Board of Immigration Appeals, or other relevant adjudicators.
   h. Keep the client informed about the status of his/her case and deadlines, ensuring that the client understands all communications (and using a translator or interpreter, if needed).
   i. Consult with the client before making any significant decisions about the case.
   j. Keep all sensitive information provided by the client confidential unless authorized by the client to disclose it.
   k. Provide the client with copies of all filings and correspondence.
   l. Discuss the option to appeal with the client before the immigration judge renders a decision and preserve the client’s right to appeal if the client wishes. I further agree to inform referring organization if the client will require assistance in filing a notice to appeal.
   m. Return to the client all original documents furnished by the client when I close their file.
   n. Keep referring organization and my client apprised of my up-to-date contact information including my phone number and mailing address for client documents.

5. I agree to begin work on this case within one week of accepting representation, and
to complete work within the time frame outlined in our materials and orientation or, in the alternative, provide referring organization with an explanation and revised timeline.

6. I agree that if I provide my client with an engagement letter setting forth the terms of my representation the engagement letter shall match the terms in the legal services agreement between the client and referring organization. If I wish to expand the scope of my representation, I will discuss this with referring organization and I will need to sign a new Agreement and engagement letter.

7. Throughout my representation of my client, I will keep referring organization informed of significant developments in the case, including hearing dates, deadlines, and the outcome of the case, through referring organization’s case management system, PROGRAM NAME, such that referring organization is able to maintain a complete case file for this matter. I understand that my client has authorized me to do so per the terms of the legal services agreement with referring organization. Status updates and materials provided to referring organization will include, but are not limited to:

   a. Copies of all applications and supplementary materials filed on the client’s behalf.
   b. Copies of all correspondence, including all notices, filings, motions, and decisions from immigration authorities.
   c. All significant dates set by immigration authorities, such as filing deadlines.
   d. Any difficulties contacting the client, interpreter, relevant detention officials, or immigration authorities.
   e. Any prolonged absences or period of unavailability that I anticipate during my representation of the client.
   f. Any changes in my or my client’s contact information, including custody status, email addresses, phone numbers, fax numbers, and mailing addresses.
   g. If I must withdraw from the case at any time, I will contact referring organization immediately. If I must withdraw, I agree to file the appropriate motion to withdraw with the immigration judge, securing client consent if necessary and appropriate.
   h. I agree to inform referring organization of the ultimate disposition of the case and complete the closing form that referring organization will provide to me.

8. I agree to comply with all ethical duties, including the duty of confidentiality to my client. All sensitive information provided by the client will be kept confidential unless the client authorizes disclosure. Where other attorneys assist me with case work or representation, I will ensure that they similarly agree to comply with the duty of confidentiality.

9. Information exchanged between referring organization and me pursuant to this
Agreement shall be treated and maintained as protected, privileged, and confidential information. The inadvertent disclosure of any protected information that has been shared does not constitute a waiver of the attorney-client privilege/work product doctrine.

10. I understand that this Agreement pertains to my work on this matter while the client remains under the jurisdiction of the NAME OF LOCAL immigration court. If the client moves outside of this jurisdiction, this Agreement will terminate. If I wish to continue representation, my representation will continue independently of referring organization unless and until otherwise confirmed by referring organization in writing. I understand I will be the responsible attorney on this case unless or until the immigration court grants a motion to withdraw or a motion to substitute counsel.

11. MENTORSHIP: I understand that mentor attorneys will be available to address any questions or requests for technical assistance I may have. My primary mentorship contact will be provided by:
   a. Referring organization staff ☐
   b. Other: ____________________ ☐

I agree to contact my mentor as needed to request such assistance. I understand that I am responsible for ensuring that I am in contact with my mentor when I need assistance with the representation of my client. I will contact referring organization’s pro bono staff if I cannot get in touch with my mentor attorney. I understand that my mentor attorney will no longer be able to provide such mentoring assistance if the client moves to a jurisdiction other than the one identified in paragraph 10 of this Agreement, unless otherwise confirmed in writing. My mentor attorney might change depending on the custody status of my client. I understand that my mentor attorney will not be able to provide mentoring assistance if this Agreement terminates.

12. Malpractice insurance:
   ☐ a. I understand that malpractice insurance will be provided through referring organization for my work as a referring organization pro bono attorney while this Agreement remains in effect. I agree to notify referring organization immediately if I suspect I have committed a wrongful act which may result in a claim or suit against me.
   ☐ b. I am covered under my own malpractice insurance.

13. I agree to track all hours that I, and other professionals (including non-attorneys) assisting with the representation, spend on the case and report these hours (by timekeeper, if possible) to referring organization when requested by referring organization staff or at the conclusion of the case, whichever occurs first.

14. By agreeing to represent the client in the matter set forth above, I, as Pro Bono Counsel, will not represent the client beyond the scope of our initial engagement as set out by referring organization. I may agree at a later time to extend representation in another
matter, and any such extension will be the subject of a separate written Pro Bono Attorney Agreement. If my client is asking for additional representation, I agree to inform referring organization of the additional services my client is seeking.

15. I understand that any and all attorney fees that may be awarded by the court will be returned to referring organization.

16. I understand that my role as a pro bono attorney is limited to the representation of the client named in this Agreement. I understand that referring organization’s services such as mentorship, training, and malpractice insurance do not transfer to any case other than the case specifically named in this Agreement. If I wish to take on another pro bono client through referring organization, I will refer the client to the referring organization’s Pro Bono Program and sign a separate Agreement for any additional clients.

17. I understand that the client and/or referring organization may end this Agreement at any time for any reason by providing me with written notice of any such termination. Should I decide to terminate this Agreement for any reason, I will provide written notice to referring organization and to the client. If I am withdrawing from the case, I will be sure to take the appropriate steps to withdraw from the case prior to terminating this Agreement.

18. I acknowledge that I have read and agree to the terms of Addendum A to this Agreement: Guidelines for Sharing Information About Your Volunteer Experience.

19. Finally, I understand that this Agreement will continue in effect from the date of signature until one of the following occurs: I submit a closing form to referring organization regarding this matter; this Agreement terminates due to the client’s relocation outside of referring organization’s service area; or any party otherwise terminates the Agreement as described above.
I certify that I am a member in good standing of the bar of a U.S. state or territory.

_________________________________________  _________________________
Signature                                      Date

____________________________________________
Printed Name

____________________________________________
Email                                           Mobile Phone Number

____________________________________________
Law Firm/Agency                                 Bar Number and State

____________________________________________
Mailing Address

PLEASE RETURN TO REFERRING ORGANIZATION BY EMAIL OR IN HARD COPY
Addendum A to Pro Bono Agreement
Guidelines for Sharing Information About Your Volunteer Experience

We view our volunteers as ambassadors of information, and we want you to talk with family and friends about your volunteer experience. But we ask you to be mindful when doing so. The referring organization and its projects rely on our relationships with stakeholders, such as detention centers, government agencies, shelters, and other non-profit organizations, to provide crucial services to our client communities. For this reason, we ask that you not identify any specific detention center or shelter, detention center or shelter employee, or immigration court personnel when discussing your volunteer experience, including in any presentations, interviews, social media posts, blog posts, or media publications. Please also ensure to maintain the confidentiality of any client, referring organization, or project information you learn while volunteering. Do not share any information that could be used to identify any individual client when discussing your volunteer experience, including in any presentations, interviews, social media posts, blog posts, or media publications. Information that could be used to identify particular clients includes the person’s name, nickname, country of origin, or the background of the individual’s claim for immigration relief. Below are some examples of permissible and “concerning” social media posts.

If you are interested in writing or granting interviews about your volunteer experience, you should ensure that any opinions you express are understood to be your own and that they do not reflect the opinions or positions of the referring organization. Pro bono attorneys are not permitted to speak to the media on behalf of the referring organization. Please notify the referring organization’s pro bono program before publication or submission for publication of any interviews or writings. Any media or publication regarding work with detained unaccompanied children shall be consulted with referring organization before publication due to the sensitivities surrounding this work. Pro bono attorneys may not share identifying details of individuals’ situations learned while volunteering, except where they represent the client, and the client provides informed consent to pursue media as part of their legal strategy.

Pro bono attorneys are not given any rights or licenses to use, reproduce, publish, distribute, or display (electronically of otherwise) the trademarks, names, trade names, logos, service marks, or brands (collectively hereinafter “Referring Organization Marks”). You shall not use such Referring Organization Marks in connection with this Agreement or otherwise. Referring Organization Marks, and all right, title, and interest therein and thereto and any modifications thereto, including all
copyright, patent, trademark, trade secret and other intellectual property rights inherent therein and appurtenant thereto, will be and remain the sole and exclusive property of referring organization.

**Examples of Social Media Posts:**

**Good post:** Volunteering this week with [referring organization] to increase access to counsel for detained asylum seekers!

**Not-so-good post:** Just witnessed horrible treatment of detainees by Guard Smith at Port Isabel Detention Center!

**Good post:** Inspired by the strength and resilience of asylum seekers I met this week while volunteering with [referring organization]!

**Not-so-good post:** Helping 22-year-old artist Juan from Venezuela who was targeted by corrupt Maduro regime for cartoons published in weekly opposition newspaper.
Template: Initial Referral Form

The below template is an example of the initial referral form that the referring organization can provide to the pro bono attorney when they first share specific case details to the pro bono attorney. Include your organization’s logo at the top, and easily modify the document to fit your needs. The pro bono coordinator or other individual directly working on the matter can fill in relevant details to provide some information to the pro bono attorney so they can get started.

Access an editable Word document of this template here.
# CHILDREN’S PROGRAM REFERRAL
## NON-DETAINED MINOR

## Biographic Information
<table>
<thead>
<tr>
<th>Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Aliases:</td>
<td></td>
</tr>
<tr>
<td>Age:</td>
<td></td>
</tr>
<tr>
<td>Date of Birth:</td>
<td></td>
</tr>
<tr>
<td>Alien Number:</td>
<td></td>
</tr>
<tr>
<td>Country of Origin:</td>
<td></td>
</tr>
<tr>
<td>Languages:</td>
<td></td>
</tr>
</tbody>
</table>

## Custodial Information
| Previous Shelter/Detention Facility: |  |
|Address: |  |
|Phone Number: |  |
|Sponsor’s Name: |  |
|Sponsor’s Address: |  |
|Phone Number(s): |  |

## Court Information
| Notice to Appear Date: |  |
|Next Court Date: |  |
|Next Court Location: |  |
|Type of Court Date (Master, Individual): |  |
|Court Imposed Deadlines: |  |
|Last Court Date: |  |

---

Referral date:

Referred to:
<table>
<thead>
<tr>
<th>Last Court Date Location:</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Case Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Screened by:</td>
</tr>
<tr>
<td>Potential Relief</td>
</tr>
<tr>
<td>Identified:</td>
</tr>
<tr>
<td>Statement of Facts:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Available Documents (attached hereto):</th>
<th>Identity Documents:</th>
</tr>
</thead>
<tbody>
<tr>
<td>□ Birth certificate for named individual</td>
<td></td>
</tr>
<tr>
<td>□ Birth certificate(s) for named individual's child(ren)</td>
<td></td>
</tr>
<tr>
<td>□ Marriage certificate</td>
<td></td>
</tr>
<tr>
<td>□ Divorce decree</td>
<td></td>
</tr>
<tr>
<td>□ Passport</td>
<td></td>
</tr>
<tr>
<td>□ [UC only] Office of Refugee Resettlement Verification of Release photo page</td>
<td></td>
</tr>
</tbody>
</table>
Criminal Documents
- Warrant of arrest
- Protection order/restraining order
- Order to appear/summons
- Disposition documents
- Sentencing order
- Juvenile adjudication
- Other: ____________________

Court Documents:
- Notice To Appear (Form I-862)
- Report of Deportable/Inadmissible Alien (Form I-213)
- Notice of Rights and Disposition (Form I-770)
- Notice of Hearing
- Scheduling Order
- Order of Removal/Deportation
- Other: ____________________

USCIS Documents:
- Receipt Notice(s)
- Request for Evidence (RFE)
- Notice of Intent to Deny (NOID)
- Approval Notice(s)
- Denial Notice(s)
- Copy of filed application(s)/petition(s)
- Other: ____________________

Notes regarding above documentation:

Supporting Documents for Potential Relief:
Template: Pro Bono Initial Interview Questions

The below template is an example initial interview that pro bono attorneys can use to guide their first interview with the client. The referring organization can provide the example to help guide the pro bono attorneys as they get started. Additionally, CILA’s Pro Bono Guide Section II.A. also provides some pointers for preparing for the first meeting and for the first meeting itself.

Access an editable Word document of this template here.
Pro Bono Initial Interview Questions

Meeting Date: ________________________________

Preferred Spoken Language(s):

Preferred Written Language(s):

### Biographical Information

<table>
<thead>
<tr>
<th>Name and Aliases</th>
<th>Country of Birth/Nationality</th>
<th>Date of Birth &amp; Age</th>
<th>A Number</th>
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<table>
<thead>
<tr>
<th>Marital Status</th>
<th>Gender/Pronouns</th>
<th>Race/Ethnicity</th>
</tr>
</thead>
<tbody>
<tr>
<td>never married / married / legally separated / divorced / “married” but not legally</td>
<td></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Home Address</th>
<th>Phone</th>
<th>Email</th>
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(If representing a child) Who are you living with? ________________________________

Who else is in the household? __________________________________________________

Do you have an attorney? Y/N

(If representing a family) Does any member of your family have an attorney? Y/N

Who is the main point of contact for the family group? ________________________________

Who is a secondary or emergency contact? ___________________________________________

If not an English-speaker, is there anyone who can assist with interpretation and translation to help schedule meetings, if needed? Y/N   Support person’s name: __________________

   Support person’s phone and email: _______________________________________

May I mention confidential information in voicemail messages? Y/N  Emails? Y/N

### Children

<table>
<thead>
<tr>
<th>Name and Aliases</th>
<th>Country of Birth/Nationality</th>
<th>Date of Birth</th>
<th>Current Location</th>
<th>A Number</th>
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75
### Parent(s) and/or Caregiver(s) (Most Relevant for Children’s Claims)

<table>
<thead>
<tr>
<th>Name and Aliases</th>
<th>Country of Birth/Nationality</th>
<th>Date of Birth</th>
<th>Current Location</th>
<th>A Number</th>
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</tbody>
</table>

### Immigration History

#### Entries into the United States

<table>
<thead>
<tr>
<th>Entry Date</th>
<th>Exit Date</th>
<th>Manner of Entry (e.g., with visa, paroled, not inspected)</th>
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</tbody>
</table>

Have you ever been stopped by immigration officials? Y/N

If yes, what happened?

Have you ever been to immigration court before? Y/N

If yes, when and where was the proceeding?

Were you represented? Y/N

If yes, do you have the attorney’s information (name, organization/firm, city)?

Have you ever been ordered removed or deported from the United States? Y/N

If yes, when and where?

When is your next court hearing?

Next Hearing Type:  □ Master Calendar  □ Individual/Merits  □ Other: _________

Judge: ___________________________

Has any application been filed or is any relief pending? Y/N

If yes, do you have a copy? Y/N

Date of filing and type of application:

Have you moved since the start of your immigration court case? Y/N

If yes, did you file a Change of Address form with the court? Y/N

If you arrived with children, were they separated from you at the border? Y/N

What happened:

*(If representing an adult client)* Did you have a Credible Fear Interview? Y/N
Criminal History

Have you ever been arrested? Y/N If yes, what was the charge? ________________
If yes, were you convicted? Y/N Was it a felony? Y/N Did you go to court? Y/N
Where did it happen? ________________ When did it happen? ________________
Details you remember: ________________

If yes, were you convicted? Y/N Was it a felony? Y/N Did you go to court? Y/N
Where did it happen? ________________ When did it happen? ________________
Details you remember: ________________

Immigration Relief

Family-Based

Do either of your parents have status in the United States? Y/N
If yes, what is their status? __________ How did they get status? ________________
If a citizen, how old were you when the parent became a U.S. citizen? __________
Does your spouse have status in the United States? Y/N If yes, what is their status? ______
How did they get status? __________ When did you get married? ________________
Do any other family members have status in the United States? Y/N
If yes, what is the familial relation to you? ________________________________
What is their status? ________________ How did they get status? ________________

Asylum/Withholding/CAT

Do you fear returning to your home country? Y/N If yes, why? ________________

Why did you leave your home country? ________________________________
Did anyone physically hurt you in your home country? Y/N
Did you ever report what happened to the police? Y/N
  If yes, what did you report? ________________________________
  If no, why not? ________________________________
Has anyone physically hurt any family members or friends in home country? Y/N
  If yes, what happened? ________________________________
  ________________________________
Do you feel you will be targeted for any reason if you return to your home country? ___________
  ________________________________
How did you travel to the United States? ________________________________
  ________________________________
Have you ever lived or resided in any other country since you left your home country? Y/N
  If yes, what countries and for how long? ________________________________
  ________________________________

<table>
<thead>
<tr>
<th>Countries Traveled Through on Journey to the United States</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country</td>
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<tr>
<td>----------------</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Was the client advised of the One Year Filing Deadline?* Y/N
Was the client advised that leaving the United States may result in abandonment of claim?* Y/N

**U Visa/VAWA/T Visa**

Have you ever been the victim of a crime in the United States? Y/N
Have you ever reported a crime in the United States? Y/N
  If yes, what was the crime and when did it happen? ________________________________
  Did you go to court? ________________________________
Has anyone ever physically hurt you since you have been in the United States? Y/N
Have you ever been mistreated by a parent, spouse, or adult child? Y/N
How was your journey to the United States? ____________________________________________

Did anyone force you or pressure you to do anything you did not want to do? Y/N

If yes, what happened?

Did anyone help arrange your travel and immigration documents? Y/N

If yes, do you owe them money or work for those services? Y/N

SIJS (for children)

Who did you live with in home country? ____________________________________________

How was your life in home country? ____________________________________________

Did anyone in your home ever hurt you, for example, saying mean things or hitting you? Y/N

If yes, what happened? ____________________________________________

Did you attend school? Y/N

If no, why not? ____________________________________________

Did you work? Y/N

Did you help your caregiver at work? Y/N

If yes, what was your job? ____________________________________________

Apprehension by Border Officials

How were you treated by immigration officials at border/when you were caught? __________

Where were you held? Could you describe it? ____________________________________________

Did the officer speak a language you speak? Y/N Fluently? Y/N

Did the officer use an interpreter? Y/N Did you understand the interpreter? Y/N A

Abuse by Border Patrol? □ Verbal □ Physical □ Other □ None

Additional information: ____________________________________________

______________________________________________________________

Other Notes:

______________________________________________________________

______________________________________________________________

______________________________________________________________
Attorney Task List During Client Interview

Documents to make copies of during initial client interview:
- DHS Form I-862, Notice to Appear, for each family member
- DHS Form I-213, Report of Deportable/Inadmissible Alien, for each family member
- DHS Form I-770, Notice of Rights and Disposition, for each family member
- EOIR Notice of Hearing in Removal Proceedings form, for each family member
- Passport biographical page, for each family member
- Any passport page with entry/exit stamps, for each family member
- Birth certificate for each family member
- Marriage certificate(s) and divorce decree(s)
- ORR documents for unaccompanied child

Documents client should sign:
- Legal Services Agreement (if applicable), and provide client with a copy
- Engagement Letter (if applicable), and provide client with a copy
- EOIR-33 Change of Address form (if client has moved and not updated address with the immigration court)
- AR-11 Change of Address form (if client has moved and not updated address with USCIS)

Attorney Talking Points

*One Year Filing Deadline (OYFD):
- Potential advisal: Generally, noncitizens seeking asylum must file their application (I-589) within one year of their most recent arrival to the United States. If the noncitizen does not file within one year, the person is ineligible for asylum and can only pursue withholding of removal and Convention Against Torture (CAT) protections, which require higher thresholds to qualify for and offer less benefits.
- Note that the OYFD does not apply to unaccompanied children (see INA § 208(a)(2)(E); 8 U.S.C. § 1158(a)(2)(E)). However, be mindful of the possibility of losing the unaccompanied child designation if the child turns 18 or is reunified with a parent or a legal guardian. It may help to review CLINIC’s Fact Sheet on the J.O.P. litigation for unaccompanied children who file asylum
with USCIS while in removal proceedings, if this is an issue in your case. More information:

There are two important exceptions to the OYFD and both require that the application be filed within a reasonable period given the circumstances.

- **Exceptional circumstances:** events or factors directly related to failure to meet the deadline such as serious illness or disability, legal disability (including being of minority age), ineffective assistance of counsel, client maintained TPS, lawful immigrant or nonimmigrant status, or was given parole, applicant filed the application but it was rejected, death or serious illness or incapacity of applicant’s legal representative or a member of applicant’s immediate family (see 8 C.F.R. § 208.4(a)(5)).

- **Changed circumstances:** changes in U.S. law, conditions in applicant’s country, if applicant was previously included as a dependent in another noncitizens’ pending asylum application, loss of spousal/parent-child relationship to principal applicant through marriage, divorce, death, or attainment of age 21 (see 8 C.F.R. § 208.4(a)(4)).

*Credible Fear Interview (CFI):

- **Potential advisal:** Generally, a credible fear interview is performed by an asylum officer while an individual is detained at the border. CFIs should occur if the individual expresses fear of return.

- **More information:** CFIs are not done by CPB, but a trained asylum officer. Conversations and interviews with U.S. Customs and Border Protections (CPB) agents are a separate process. CFIs should be done in a private space and may last an hour or more (meanwhile CPB interviews are typically short in duration). Not everyone undergoes a CFI. If you are uncertain whether your client has had a CFI, get details about any interviews they’ve experienced and check with your pro bono mentor.

*Abandoning the Claim by Leaving the United States:

- **Potential advisal:** Many types of immigration cases are only available for people located in the United States. Both USCIS and the immigration court require address updates to be provided within five days (immigration court) or 10 days (USCIS) of an address or contact information change. Additionally, if the client is in removal proceedings, leaving the United States will probably result in them receiving a deportation order.

- **Be sure to advise client that they should contact you immediately if they plan to leave the United States. Advise client that coming back to the United States after leaving will likely be very difficult and will assuredly complicate any future immigration case.

**Example Discussion Topics for Next Meeting**

- Mental or physical health concerns or history
  - Exploring reasons that the individual may be targeted upon return
- Asking about whether race, religion, nationality, ethnicity, political opinion, or membership in a group may be involved to further assess an asylum and/or withholding of removal claim.
- Communication preferences
  - Whether texting (through a cell phone or app) is an appropriate form of communication between attorney and client
Template: Closing Letters

Included below are template closing letters for a client who was granted asylum and for a client who was granted lawful permanent residency. The example letters can be provided to a pro bono attorney at the end of a case to send to the client. The portions highlighted in yellow should be changed and the portions highlighted in grey varies per case and thus needs to be edited per case by the pro bono attorney. There are several areas that must be individualized per client and case. Additionally, you may want to attach more specific resources that are local to your area regarding where to find more services now that they have received a successful outcome in their case. The letters are provided in English and Spanish.

Practice note regarding the asylum closing letter: Asylees sometimes automatically get new category a(5) EADs which should be valid as of the date of the asylum grant and would then be valid longer than the original c(8) EAD. It is important to review the expiration date of a particular client's work authorization document with them.

Access an editable Word document of this template here.
## Relief Granted: Asylum

<table>
<thead>
<tr>
<th>SPANISH VERSION</th>
<th>ENGLISH VERSION</th>
</tr>
</thead>
</table>
| **Estimado [Client’s first name]:**  
¡Felicitaiones por haber ganado su caso de asilo [y por la cancelación reciente de sus procedimientos de deportación por el juez de inmigración!] Escribo para darte información sobre que significa haber ganado un caso de asilo en los Estados Unidos. El juez de inmigración dictó que se cerrará [y/o la Oficina de Asilo aprobará] su caso el día [insert date] 2022 y la cita con la corte que tenía pendiente para el [insert date and time] ya no tomará lugar. He incluido una copia del escrito del juez [o la carta de aprobación de la Oficina de Asilo]. Esto significa que su caso ya no está pendiente frente la corte de inmigración, ya que el caso en la corte finalmente se ha cerrado. | **Dear [Client’s first name],**  
Congratulations on winning your asylum case [and on the recent termination of your deportation proceedings by the immigration judge!] I am writing to give you information about what it means to have won an asylum case in the United States. The immigration judge ordered the termination/dismissal of [and/or the Asylum Office approved] your case on [insert date] 2022 and the court hearing you had pending for [insert date and time] will not take place. I have included a copy of the judge’s order [or Asylum Office approval letter]. This means that your case is no longer pending in front of the immigration court, as the case in court has finally been closed. |
| Como la Oficina de Asilo de [Houston] [o el juez de inmigración otorgó su solicitud para el asilo el [insert date] 2022, usted ahora es considerado un asiliado/a o “asylee” en inglés. En esta carta le explicaremos los derechos y responsabilidades que tiene como asilado. Como asilado, no puede salir de los Estados Unidos sin primero obtener un “Documente de Refugiado para Viajar” (o “Refugee Travel Document” en inglés) del Departamento de Seguridad Nacional (o “Department of Homeland Security” en inglés). Si usted sale de los Estados Unidos sin pedirle permiso al gobierno primero, aunque sea por solo un día, es posible que no te permitan entrar de nuevo al país. Adicionalmente, no se le permite | As the [Houston] Asylum Office [or the immigration judge] granted your application for asylum on [insert date] 2022, you are now considered an asylee. In this letter I will explain the rights and responsibilities you have as an asylee. As an asylee, you cannot leave the United States without first obtaining a “Refugee Travel Document” from the Department of Homeland Security. If you leave the United States without asking the government for permission first, even for only one day, you may not be allowed to enter the country again. Additionally, you are not allowed to return to your home country of [insert home country] or your asylee status in the United States will likely be revoked. |
regresar a su país natal de [insert home country] o su estado como refugiada en los Estados Unidos probablemente se revocará.

<table>
<thead>
<tr>
<th>DERECHOS</th>
<th>RIGHTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Como asilado, usted tiene el derecho de obtener una tarjeta I-94, un permiso de trabajo y una tarjeta de seguridad social sin restricciones. También tiene derecho a ciertos beneficios para los asilados, incluyendo dinero en efectivo y asistencia para alquilar vivienda, estampillas para la comida, y seguro médico.</td>
<td>As an asylee, you have the right to obtain an I-94 card, a work permit, and a social security card without restrictions. You are also entitled to certain benefits for asylees, including cash and housing assistance, food stamps, and health insurance.</td>
</tr>
<tr>
<td><strong>Tarjeta I-94</strong>&lt;br&gt;Necesita que tener la tarjeta I-94 para recibir a ciertos beneficios y, más luego, aplicar por la residencia cuando sea elegible.&lt;br&gt;USCIS mando la tarjeta I-94 con la carta otorgándote el asilo a [insert organization/pro bono attorney address] y ya le entregué los originales.&lt;br&gt;[o Porque ha recibido su asilo en la corte, tiene que hacer una cita con la oficina de USCIS lo más cerca para obtener la tarjeta I-94. Para calendarizar una cita, comuníquese con el Centro de Contacto al 800-375-5283.]</td>
<td><strong>I-94 Card</strong>&lt;br&gt;You must have an I-94 card to receive certain benefits and, later, apply for your residency when you are eligible.&lt;br&gt;USCIS sent the I-94 card with the letter granting you asylum to [insert organization/pro bono attorney address] and I have already given you the originals.&lt;br&gt;[o Because you were granted asylum in court, you must schedule an InfoPass with the local USCIS office to obtain an I-94 card. You must request an appointment by calling the Contact Center at 800-375-5283.]</td>
</tr>
<tr>
<td><strong>Permiso de Trabajo</strong>&lt;br&gt;Como asilado, puede trabajar sin el documento separado del permiso de trabajo. Sin embargo, usted también ya recibiste un documento autorizando que trabaje que es vigente hasta [expiration date].&lt;br&gt;[o puedes aplicar por un documento autorizando que trabaje como asilado, si está interesado, favor de llamarme.]</td>
<td><strong>Work Permit</strong>&lt;br&gt;As an asylee, you are permitted to work without a separate work permit document. However, you also have already received a document authorizing you to work that is valid until [expiration date].&lt;br&gt;[o you may apply for a new work permit based on your asylee status, if you are interested, please call me.]</td>
</tr>
</tbody>
</table>
| **Tarjeta de Seguridad Social Sin Restricciones**<br>Entiendo que ya pudiste obtener también su tarjeta de seguridad social. Si su tarjeta de seguridad social es restringida (válida para trabajar únicamente con autorización del DHS), necesitas pedir una tarjeta sin restricciones. Vaya con todos sus documentos de inmigración, incluyendo su tarjeta de residencia y su acta de nacimiento, a la oficina de USCIS más cerca de su casa. | **Unrestricted Social Security Card**<br>I understand that you were already able to get your social security card as well. If your current social security card is restricted (valid for work only with DHS authorization), you’ll need to request an unrestricted card. Go with all of your immigration documents, including your residency card and your birth certificate, to the
nacimiento, a la oficina de seguro social más cerca. Si tiene cualquier problema en obtener una tarjeta de seguro social, favor de llamarme.

**Petición Familiar por Asilado**
En un plazo de dos años a partir de la aprobación del asilo, un asilado puede solicitar en que ciertos familiares pueden venir a los Estados Unidos. Los ciertos familiares son el cónyuge del asilado y los hijos del asilado quien no son casados y son menores de 21 años. Hay un formulario necesario de solicitar entonces llámame si quiere empezar el proceso.

**Acceder a los Beneficios**
Como le expliqué cuando nos reunimos en mi oficina, si en algún momento necesita ayuda en ubicar una organización que le pueda ayudar a obtener beneficios como asilado, puede llamar al siguiente número de teléfono: [insert number by clicking on state and finding city here](https://www.acf.hhs.gov/orr/map/find-resources-and-contacts-your-state). Llamando a este número usted puede localizar una organización en [client’s city] que ayuda a los asilados a obtener beneficios y asistencia legal.

**Residencia**
Uno de los derechos más importantes que tiene como asilado es el derecho de aplicar para el estado de residente permanente legal después de un (1) año con el asilo. A usted le otorgaron el asilo el día [insert date] 2022 por lo tanto eres elegible para solicitar la residencia el [insert date] 2023. Hay varios formularios que tendrás que llenar y una cuota para pagar relacionadas con los formularios. También tendrás que pagar por un examen médico y obtener fotografías del estilo pasaporte. Es posible que yo pueda ayudarle a encontrar una organización que le ayude a llenar los formularios de su aplicación para la residencia.

nearest social security office. If you have any problems getting a social security card, please call me.

**Asylee Relative Petition**
Within two years of the asylum grant, an asylee may apply for certain family members to come to the United States. The certain family members are the spouse of the asylee and the asylee’s unmarried children under age 21. There is a form necessary to apply so call me if you want to start the process.

**Accessing Benefits**
As I explained when we met in my office, if at any time you need help locating an organization that can help you obtain benefits as an asylee, you can call the following phone number: [insert number by clicking on state and finding city here](https://www.acf.hhs.gov/orr/map/find-resources-and-contacts-your-state). By calling this number you can locate an organization in [client’s city] that helps asylees obtain benefits and legal assistance.

**Residency**
One of the most important rights you have as an asylee is the right to apply for lawful permanent resident status after one (1) year with asylum. You were granted asylum on [insert date] 2022 therefore you are eligible to apply for residency on [insert date] 2023. There are several forms you will need to fill out and a fee to pay related to the forms. You’ll also have to pay for a medical exam and get passport-style photographs. I may be able to help you find an organization to help you fill out your residency application forms.
<table>
<thead>
<tr>
<th>RESPONSIBILIDADES</th>
<th>RESPONSIBILITIES</th>
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<tbody>
<tr>
<td><strong>Cambios de Dirección</strong></td>
<td><strong>Changes of Address</strong></td>
</tr>
<tr>
<td>Adicionalmente, cada vez que se cambie de dirección, usted necesita informar al servicio de inmigración (USCIS) de su nueva dirección. Tiene que llenar el formulario AR-11. No hay ninguna cuota asociada con este formulario, pero si tiene que enviarlo al servicio de inmigración dentro de un plazo de 10 días después de haberse mudado. El formulario se puede conseguir en el internet y se puede imprimir y enviar por correo, o puede llenarlo online con USCIS. Para más información, puede ver aquí: <a href="https://www.uscis.gov/addresschange">https://www.uscis.gov/addresschange</a>.</td>
<td>Additionally, every time you move, you need to inform the immigration service (USCIS) of your new address. You must fill out Form AR-11. There is no fee to file this form, but you must send it to the immigration service within 10 days of your move. The form can be obtained on the internet and printed and mailed, or you can fill it out online with USCIS. For more information, you can see here: <a href="https://www.uscis.gov/addresschange">https://www.uscis.gov/addresschange</a>.</td>
</tr>
<tr>
<td><strong>Servicio Selectivo</strong></td>
<td><strong>Selective Service</strong></td>
</tr>
<tr>
<td>Al llegar a los 18 años y hasta los 26 años, usted como varón o una persona al que se le asignó un sexo masculino al nacer tiene la responsabilidad registrarse con el servicio selectivo, o sea fuerzas militares, de los Estados Unidos. Esto no quiere decir que tendrá que prestar servicio con las fuerzas militares, pero tiene que registrarse. Usted se puede registrar en la oficina de correo público o en el internet. El sitio de internet se encuentra en <a href="https://www.sss.gov/register/who-needs-to-register/">https://www.sss.gov/register/who-needs-to-register/</a>.</td>
<td>Upon reaching 18 years of age and until age 26, you as a male or as a person identified as male at birth have the responsibility to register with the selective service, that is with the military of the United States. This does not mean that you will have to serve with the military, but you do have to register. You can register at a U.S. post office or via the internet. The internet site can be found at <a href="https://www.sss.gov/register/who-needs-to-register/">https://www.sss.gov/register/who-needs-to-register/</a>.</td>
</tr>
<tr>
<td><strong>La Rescisión del Asilo</strong></td>
<td><strong>Termination of Asylum</strong></td>
</tr>
<tr>
<td>El asilo puede ser rescindido por un Moción de Reabrir sobre tu caso escrito por el gobierno. Las razones del Moción incluirían el fraude en su tramite, condenas criminales, actividades terroristas, y el regreso al país habías huido. El asilo sería rescindido, aunque ya tiene la residencia. Si recibe alguna notificación sobre una Moción de Reabrir en su caso, a favor contacta un abogado de inmigración lo antes posible.</td>
<td>Asylum may be terminated based on the government filing a Motion to Reopen in your case. The reasons for the Motion include fraud in your application, criminal convictions, terrorist activities, and returning to the country you fled. Asylum may be terminated even after you receive your residency. If you receive any notification regarding a Motion to Reopen in your case, contact an immigration attorney as soon as possible.</td>
</tr>
</tbody>
</table>

Hay más información en la página de internet de USCIS sobre los beneficios y las responsabilidades de inmigración. | There is more information on the USCIS webpage regarding the benefits and responsibilities of immigration.
responsabilidades de los asilados que puedes ver aquí:

Con esta carta, mi representación y la representación de [organization name] en su caso terminará. Fue un placer trabajar con usted y le deseo todo lo mejor en el futuro. En un año, por favor contáctame para que podamos hablar sobre tus opciones de residencia.

En cualquier momento puedes comunicarte conmigo al [numero de teléfono]. Yo guardaré una copia de su archivo en mi oficina por un periodo de [insert number] años. Igual, llámeme si quiere una copia completa de su archivo, que puede tener una tarifa.

Atentamente,

[Counsel's name]
Abogado/a


With this letter, my representation and the representation of [organization name] in your case will end. It was a pleasure to work with you and I wish you all the best in the future. In one (1) year, please contact me so we may discuss your options for residency.

At any time, you can contact me at [phone number]. I will keep a copy of your file in my office for a period of [insert number] years. Please contact us if you would like a complete copy of your file, which may incur a fee.

Sincerely,

[Counsel's name]
Attorney
Relief Granted: Lawful Permanent Residency

[PRO BONO’S LETTERHEAD OR ORGANIZATION’S LETTERHEAD]

[Date]

[Client’s name]
[Client’s address]

<table>
<thead>
<tr>
<th>SPANISH VERSION</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Estimado [Client’s first name]:</td>
<td>Dear [Client’s first name],</td>
</tr>
<tr>
<td>¡Felicidades por ganar la residencia! Me alegra mucho que todo haya salido bien en su caso. Escribo para mencionar algunos de sus derechos y responsabilidades al ser un residente de los Estados Unidos.</td>
<td>Congratulations on winning your residency! I am so happy that everything went well in your case. I am writing to tell you about some of your rights and responsibilities as a legal permanent resident of the United States.</td>
</tr>
<tr>
<td><strong>DERECHOS</strong></td>
<td><strong>RIGHTS</strong></td>
</tr>
<tr>
<td><strong>Trabajar y la Tarjeta de Seguro Social</strong></td>
<td><strong>Work and Social Security Card</strong></td>
</tr>
<tr>
<td>Como residente, tiene el derecho de trabajar y vivir permanentemente en los Estados Unidos, siempre que no comete ciertos delitos o toma ciertas acciones. Para trabajar, muchos empleadores van a pedir su tarjeta de residencia y su tarjeta de seguro social. Si todavía no tiene una tarjeta de seguro social, o su tarjeta actual es restringida (válida para trabajar únicamente con autorización del DHS), necesitas pedir una tarjeta sin restricciones. Vaya con todos sus documentos de inmigración, incluyendo su tarjeta de residencia y su acta de nacimiento, a la oficina de segur social más cerca (<a href="https://www.ssa.gov/locator/">https://www.ssa.gov/locator/</a>). Si tiene cualquier problema en obtener una tarjeta de seguro social, favor de llamarme.</td>
<td>As a resident, you have the right to work and live permanently in the United States, so long as you do not commit certain crimes or take certain actions. In order to work, most employers are going to ask for your residency card and your social security card. If you still do not have a social security card, or if your current social security card is restricted (valid for work only with DHS authorization), you’ll need to request an unrestricted card. Go with all of your immigration documents, including your residency card and your birth certificate, to the nearest social security office (<a href="https://www.ssa.gov/locator/">https://www.ssa.gov/locator/</a>). If you have any problems getting a social security card, please call me.</td>
</tr>
<tr>
<td><strong>Viajar</strong></td>
<td><strong>Travel</strong></td>
</tr>
<tr>
<td>También tiene el derecho de viajar fuera de los Estados Unidos. Va a necesitar un pasaporte de [client’s home country] para viajar fuera de los Estados Unidos.</td>
<td>You also have the right to travel outside of the United States. You will need a passport from [client’s home country] in order to travel outside the United States.</td>
</tr>
</tbody>
</table>
Estados Unidos. Si no tiene un pasaporte, va a tener que pedir uno en el consulado de [client's home country]. Si necesita información sobre cómo encontrar el consulado más cerca a usted, puede comunicarse con [organization name] para que le den esta información. El número de teléfono de [organization name] es: [XXX-XXX-XXXX].

[if asylum case: Va a necesitar un documento de viajar de EEUU para viajar fuera de los Estados Unidos. Es muy importante que no usa su pasaporte de [client's home country] porque puede provocar problemas en su caso.]

Licencia de Conducir
Si tiene la edad apropiada, también tiene el derecho de sacar su licencia para conducir. Diferentes estados tienen diferentes leyes sobre el derecho de conducir, así que debe de obtener más información de la agencia en su estado. En [insert state], la agencia se llama el Departamento de [insert agency name].

Petición Familiar
Como residente, Ud. puede aplicar con la oficina de inmigración (USCIS) para que ciertos parientes suyos puedan inmigrar a los Estados Unidos. Por ejemplo, los residentes a veces pueden aplicar para sus esposos o hijos. Un ciudadano, puede aplicar por otros parientes. [if residency through SIJS: Pero a causa de que Ud. Obtuvo su residencia a través de una Visa Juvenil Especial, nunca podrá aplicar por sus padres, incluso cuando obtengas la ciudadanía.] Si tiene preguntas sobre por cuales parientes puede aplicar, se puede comunicar con [organization name] para más información o consultar con un abogado donde vive. Tenga cuidado si consulta con un notario, ya que puede ser que él/ella no es abogado y no tenga conocimiento de las leyes de inmigración.

No Derecho de Votar
Debe de saber que los residentes no tienen el derecho de votar en elecciones federales, incluyendo para presidente de los Estados Unidos—el hacerlo es un delito federal. Tampoco...
tiene derecho de votar en elecciones locales que requieren que los votantes sean ciudadanos. Tendrá el derecho de votar si se hace ciudadano, pero hasta ese entonces, no debe de registrarse para votar ni intentar votar en elecciones que requieren la ciudadanía. Al renovar su licencia de conducir o identificación (ID) no marque el espacio para registrarse para votar.

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<tr>
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<tbody>
<tr>
<td>Como residente, será protegido por las leyes, pero también tiene la responsabilidad de obedecer todas las leyes de los Estados Unidos.</td>
<td>As a resident, you will be protected by the laws, but you also have the responsibility to obey the laws of the United States.</td>
</tr>
<tr>
<td><strong>Mantener su Residencia</strong></td>
<td><strong>Maintaining Your Residency</strong></td>
</tr>
<tr>
<td>También tiene que mantener su residencia en los Estados Unidos. Le pueden quitar la residencia si sale de los Estados Unidos por más de un (1) año o más de seis (6) meses en un año si el gobierno cree que usted ya no mantiene su residencia en los Estados Unidos. Es mejor no salir de los Estados Unidos por más de 90 días en un solo viaje. Puede mantener un record de sus viajes fuera de los Estados Unidos, y guardarlo para cuando quiera solicitar la ciudadanía.</td>
<td>You also have to maintain your residence in the United States. Your residency can be taken away if you are outside of the United States for more than one (1) year or for more than six (6) months in a year if the government believes that you are no longer maintaining residence in the United States. It is best not to leave the United States for a trip longer than 90 days. You should maintain a record of your trips outside the United States, and keep it for when you wish to apply for citizenship.</td>
</tr>
<tr>
<td><strong>Actividades Criminales</strong></td>
<td><strong>Criminal Activities</strong></td>
</tr>
<tr>
<td>También le pueden poner en un proceso de deportación si en gobierno cree que ha cometido un delito serio, como abusar de o vender drogas, ayudar a personas entrar ilegalmente a los Estados Unidos o tener relaciones sexuales con una menor de edad.</td>
<td>You can also be put into removal proceedings if the government believes you have committed a serious crime, like using or selling drugs, helping people enter the United States illegally, or having sexual relations with a minor.</td>
</tr>
<tr>
<td>If under age 21: Es importante recordar que debes de evitar el alcohol antes de cumplir los 21 años de edad. También es importante siempre evitar manejar bajo la influencia de alcohol. Puede ser peligroso y es contra la ley. Que sepas que usar marijuana aún es ilegal bajo las leyes federales. Aunque sea legal usar marijuana en el estado donde vives, puede afectar tu caso de forma negativa si usas marijuana. Es mejor evitar andar con gente que toma excesivamente o usa drogas ilegales. También se debe de mantener lejos de las maras o pandillas.</td>
<td>If under age 21: It is important to remember that you should avoid alcohol before turning 21. It is also important to always avoid driving while under the influence of alcohol. It can be dangerous and is against the law. You should be aware that marijuana use is still illegal under federal law. Regardless of whether it is legal to use marijuana in the state where you live, it can negatively impact your case if you use marijuana. It is best to stay away from people who use drugs or drink a lot of alcohol. You should also stay away from gangs.</td>
</tr>
</tbody>
</table>
### Impuestos

### Cambios de Dirección
Cada vez que se cambie de dirección, Ud. necesita informar al servicio de inmigración (USCIS) de su nueva dirección. Tiene que llenar el formulario AR-11. No hay ninguna cuota asociada con este formulario, pero si tiene que enviarlo al servicio de inmigración *dentro de un plazo de 10 días después de haberse mudado*. El formulario se puede conseguir en el internet y se puede imprimir y enviar por correo, o puedes llenarlo online con USCIS. Para más información, puedes ver aquí: [https://www.uscis.gov/es/formularios/todos-los-formularios/como-cambiar-su-direccion](https://www.uscis.gov/es/formularios/todos-los-formularios/como-cambiar-su-direccion).

### Servicio Selectivo
Al llegar a los 18 años y hasta los 26 años, usted como varón o una persona al que se le asignó un sexo masculino al nacer tiene la responsabilidad registrarse con el servicio selectivo, o sea fuerzas militares, de los Estados Unidos. Esto no quiere decir que tendrá que prestar servicio con las fuerzas militares, pero tiene que registrarse. Usted se puede registrar en la oficina de correo público o en el internet. El sitio de internet se encuentra en [https://www.sss.gov/register/who-needs-to-register/](https://www.sss.gov/register/who-needs-to-register/).

### Ciudadanía
Después de cinco (5) años con la residencia usted tiene el derecho de aplicar para la ciudadanía. Para hacerse ciudadano usted tiene que aprender a hablar inglés y un poquito sobre la historia y gobierno de los Estados Unidos. You

### Taxes
With the right to work comes the obligation to pay federal taxes and sometimes state, city, and/or other local taxes. Federal taxes are normally reported and paid in April for the previous year (January to December). You can obtain more information and the forms to report federal taxes on the internet. The internet site can be found at [https://www.irs.gov/filing](https://www.irs.gov/filing).

### Changes of Address
Every time you move, you need to inform the immigration service (USCIS) of your new address. You must fill out Form AR-11. There is no fee to file this form, but you must send it to the immigration service *within 10 days of your move*. The form can be obtained on the internet and printed and mailed, or you can fill it out online with USCIS. For more information, you can see here: [https://www.uscis.gov/addresschange](https://www.uscis.gov/addresschange).

### Selective Service
Upon reaching 18 years of age and until age 26, you as a male or as a person identified as male at birth have the responsibility to register with the selective service, that is with the military of the United States. This does not mean that you will have to serve with the military, but you do have to register. You can register at a U.S. post office or via the internet. The internet site can be found at [https://www.sss.gov/register/who-needs-to-register/](https://www.sss.gov/register/who-needs-to-register/).

### Citizenship
After five (5) years with your residency, you have the right to apply to become a U.S. citizen. To become a citizen, you will have to learn English, and you will also have to know a little about the history and government of the United States. You
will have the right to apply for citizenship in the year [ ] [to calculate the year add five years (or three years for spouses of U.S. citizens) from the date of issue on the residency card]. Your residency card indicates that it expires in the year [expiration date listed on residency card], but it is just the card that expires, not the residency status. If you still have not become a citizen by [expiration date listed on residency card], you will need to request another residency card from the immigration office (USCIS).

Finally, it was a pleasure to work with you. We do not have to go back to court because the judge [terminated/concluded/dismissed] your case on [date immigration proceedings were terminated or concluded]. I am now closing your file with our office and our representation of you will end with this letter. My office will store your physical file for [ ___] years and then it will be destroyed. My office will store your [entire, partial, case notes] electronic file for [ ___] years/indefinitely.

If you have any questions or concerns, please do not hesitate to call me at [phone number]. Also, please contact us if you would like a complete copy of your file, which may incur a fee. I wish you the best in the future.

Sincerely,

[Counsel’s name]
Attorney