



BEST PRACTICES TOOLKIT

Engaging Pro Bono Attorneys in Naturalization Workshops

BEST PRACTICES DEFINED

Best practices are operating processes that produce consistently better results than other techniques. We glean best practices from the good practices of frontline organizations and leaders, and improve them through reflection, feedback, and experimentation. Best practices may be born through the efforts of one community and transformed when they are adopted by others in a new context, but the underlying understanding of their utility remains constant and is always measured against desired results.

ABOUT THIS SERIES	ABOUT THIS TOOLKIT
<p>Identifying and spreading best practices requires a learning network for peer-to-peer exchange of ideas. This toolkit series serves as one mechanism for us to share and build on best practices.</p>	<p>This toolkit was developed by OneJustice and the Immigrant Legal Resource Center, the lead organization of the New Americans Campaign, to help immigration services providers nationwide leverage the enthusiasm and skills of volunteer attorneys at naturalization workshops.¹ It is designed to help organizations and collaborations carry out naturalization workshops that include pro bono attorneys as volunteers. The focus of this toolkit is pro bono attorneys who are not immigration attorneys, although many immigration attorneys also donate pro bono time. At the end of this toolkit are sample materials to supplement an organization’s existing tools or benefit organizations who are new to running naturalization workshops.</p>

THE NEED FOR PRO BONO ATTORNEY ASSISTANCE IN NATURALIZATION SERVICES

Nationwide, there are an estimated 8.8 million lawful permanent residents eligible to naturalize, and more become eligible each year.² By recruiting, training, and utilizing pro bono attorneys to supplement their services to immigrant communities, organizations and collaborations can help ensure more applicants have access to free and high-quality naturalization services.

¹ Naturalization workshops, also known as citizenship workshops, naturalization application group processing workshops, citizenship clinics, or naturalization forums, all refer to naturalization service delivery in a workshop setting rather than a one-on-one appointment. For purposes of this toolkit, these terms are synonymous and may be used interchangeably.

² Estimates of the Lawful Permanent Residents Population in the United States: January 2013, https://www.dhs.gov/sites/default/files/publications/ois_lpr_pe_2013_0.pdf

About the Authors of this Toolkit

OneJustice

OneJustice brings life-changing legal help to those in need by transforming the civil legal aid system. OneJustice serves as an innovation lab on legal services, applying creative problem-solving and design approaches to the question of how to increase legal services to those in need. Since 2007, OneJustice has worked with legal services organizations, community based organizations, and volunteer attorney to develop, implement, and manage limited scope, pro bono-staffed immigration workshops. Through this work, OneJustice has developed efficient and effective systems to utilize private resources to increase access to vital legal assistance for communities across California.

Immigrant Legal Resource Center

The Immigrant Legal Resource Center (ILRC) works with immigrants, community organizations, legal professionals, law enforcement, and policy makers to build a democratic society that values diversity and the rights of all people. Through community education programs, legal training & technical assistance, and policy development and advocacy, the ILRC's mission is to protect and defend the fundamental rights of immigrant families and communities.

The New Americans Campaign

The New Americans Campaign, led by the Immigrant Legal Resource Center, is a non-partisan, innovative and unprecedented initiative that brings together a network of funders, leading naturalization immigration and service organizations, and over 140 local service providers across the United States. Of the 8.8 million lawful permanent residents (LPRs) eligible to become U.S. citizens today, fewer than one million naturalize each year. The New Americans Campaign aims to increase citizenship applications by reaching and serving aspiring Americans and building a national collaboration of organizations that provide naturalization services.

The Power of Pro Bono Attorneys

Serving More Applicants Without Adding Staff

Most organizations hosting naturalization workshops are in states where there are relatively few immigration experts, especially when compared to the number of immigrants who need help with naturalization applications and other forms of relief. By allotting the relatively scarce number of immigration attorneys to supervise non-immigration pro bono attorneys and non-attorney volunteers, organizations running naturalization workshops can expand their ability to provide high quality services to immigrants in need.

How Pro Bono Attorneys Increase the Efficiency of Naturalization Workshops

Pro bono attorneys increase the efficacy and efficiency of naturalization workshops by providing sharp attention to detail, extensive experience in providing client-focused services, familiarity with legal processes, and a strong work ethic. Data from a multi-year study performed by OneJustice showed that pro bono attorneys without expertise in immigration law helped complete DACA applications more quickly and with fewer errors than non-attorney volunteers. Pro bono attorneys are optimal volunteers to help complete and review forms at immigration workshops.

According to an analysis of service delivery models conducted by the New Americans Campaign, organizations that serve applicants primarily through mid-size naturalization workshops (ranging from 25-99 applicants), supplemented by some smaller or larger events, have the highest efficiency. Organizations utilizing a mid-size or larger workshop model attribute their success to their use of volunteers, including pro bono attorneys.

TIP: Law firms or corporations may be able to provide more than pro bono attorney support for naturalization services. Some companies may offer space at their offices for a workshop, or may have relationships with other entities that may have space available. Other firms may offer to take naturalization cases in-house, and have clients meet with their attorney staff at their offices on a pro bono basis.

This quarter, we were able to build a partnership with a law firm. They had heard about our naturalization workshops and wanted to collaborate with us. The partnership with the firm allowed us to serve clients at their office where the firm attorneys completed G-28s [Notice of Entry of Appearance as Attorney] and reviewed naturalization applications during work hours.

– Latin American Coalition, Charlotte

Leveraging Pro Bono Attorneys' Availability and Skill-Set

Lawyers from large law firms and corporations very often lack experience, and almost always expertise, in immigration law. However, they offer two things, which when leveraged thoughtfully can both expand the impact of an organization's work and ensure high-quality services are provided to immigrant communities. First, they

offer numbers. Nationally, there are hundreds of thousands of large firm attorneys and because of a deep and developed pro bono culture at most large firms, many of those attorneys are ready and willing to participate in pro bono endeavors. The second thing they offer is a time tested ability to “issue spot,” find red flags, and find and prevent mistakes in the work product they review or develop.

We would not be able to help all applicants without volunteer [attorney] assistance. They are essential.

– Catholic Charities of Los Angeles

Leveraging Relationships to Raise Awareness and Funding

An added bonus when engaging pro bono attorneys from law firms or corporate in-house counsel is that immigration services providers may be able to leverage their relationships with those businesses to raise more awareness and funds for their work. Large law firms, especially, have longstanding traditions of giving to nonprofits that engage them in pro bono work. There is a general correlation of frequency and amount of pro bono collaborations and charitable support, in part because that is how strong relationships are formed between private and non-profit entities.

Over several months, we began planning a group processing event with volunteer attorneys from two private firms. The partnership was a huge success, and we were able to solicit in-kind donations from the firms including breakfast and lunch for volunteers, office supplies, and copies of forms for the workshop. Our hope is to continue holding naturalization workshops with these firms on a quarterly basis moving forward.

– Catholic Migration Services, New York

Recruiting and Retaining Pro Bono Attorneys

Finding and Engaging Pro Bono Attorneys

There are many paths to developing a new relationship with a law firm or corporation.³ One option is for organizations to identify personal or professional connections within the company, such as someone who may have volunteered with the organization or served as a board member. If an organization does not have any personal or professional connections to the firm or corporation, they can locate a pro bono coordinator by consulting the firm’s website, the Vault Guide to Law Firm Pro Bono, or Pro Bono Net. Other ways to recruit volunteer attorneys include going to networking events, community events, or other volunteer activities, and emailing or calling a firm or company to inquire about their interest in pro bono involvement. After forging an initial relationship with the firm or corporation, organizations should work through a person or committee

³ For details on other important best practices in engaging pro bono attorneys, please visit the [California Pro Bono Best Practices Guide](#), which is applicable nationwide.

designated as the pro bono contact. If there is no designated pro bono person or committee, an organization should connect with a firm contact who is passionate about getting involved and who can help recruit members of their firm or company to volunteer.

We had two of our BIA/DOJ Accredited Representatives attend the annual Immigration Law CLE at the University of Texas at Austin. During the pro bono recruitment session, they recruited attorneys from the Dallas area to register to volunteer for our upcoming citizenship events, including information sessions, in-house consultations, clinics, and workshops. All of these different recruitment methods have definitely led to a robust volunteer program that we continue to build upon.

– Catholic Charities of Dallas

Connecting with a Firm’s Pro Bono Coordinator

If a law firm has a national pro bono coordinator in addition to coordinators in each office or region, an organization should contact the national coordinator first for an introduction to the local coordinator, even if the provider can find the contact information for the local coordinator. This is recommended because national pro bono coordinators are often the high-level managers of a firm’s pro bono commitments and local offices may need approval from a national pro bono director before engaging firm attorneys in a project. Keep in mind that the pro bono contact at a firm may not necessarily work exclusively on organizing pro bono initiatives. Therefore, the exact title or role of this individual will vary. For example, at some firms the pro bono contact is the recruiting coordinator, while at other firms he or she is a member of the pro bono committee, a managing attorney, or an associate.

TIP: Email is generally the best method to initiate contact with a law firm’s pro bono coordinator, a pro bono committee member, or associate dedicated to pro bono activities.

The last six months we’ve increased our volunteer base, particularly our legal volunteers. We did this by attending volunteer fairs at the law schools and other colleges/universities, and doing special outreach to those who registered with us during these events. Creating that personal connection from the beginning is a great way for us to recruit and later retain volunteers. We also increased communication with the pro bono coordinators at our supporting law firms.

– Massachusetts Immigrant and Refugee Advocacy Coalition

The Timing of the Ask

Building relationships with law firms and corporations takes time and effort, so initial outreach for a workshop should begin months before a scheduled event. Once an organization builds rapport with a firm or corporation, they can reduce the advanced notice for opportunities to four to six weeks before an event.

Be sure to remain in contact with your [pro bono attorney] volunteers by sending the dates of your workshops so they are able to calendar the events. Send continuous updates to engage your volunteers so that they do not fall off the radar.

– Episcopal Diocese of Los Angeles, Interfaith Refugee and Immigration Service

Differences: Large vs. Small and Medium-Size Firms

There are differences to note when recruiting pro bono attorneys from large versus small and medium-size law firms. Large and small law firms have different concerns and expectations, flexibility, time constraints, and training needs. Large firms are often involved in national initiatives that encourage pro bono. For example, the Pro Bono Institute's Law Firm Pro Bono Challenge encourages large law firms with 50 or more lawyers to devote at least three to five percent of annual billable hours to pro bono work. This national effort targets only large law firms and solicits an institutional commitment. When recruiting volunteer attorneys from small or medium firms, organizations will more likely solicit commitments from attorneys on an individual basis.

[The volunteer opportunity] was a short time commitment and flexible scheduling, which works well for me right now.

– Monica Eav Glicker, Pro bono attorney

Differences: Law Firms vs. Corporations

Law firms and corporations differ in a few ways that are notable for organizations recruiting pro bono attorneys for workshops. Although every firm and corporation is different, many large firms have established permanent positions responsible for managing pro bono relationships. An established pro bono culture may allow firm attorneys to volunteer during the workday, whereas attorneys from corporations, which are less likely to have an established pro bono program, may be more available for and interested in weekend opportunities. In addition, it may be more challenging to find a pro bono “point person” at a corporation. While a corporation may not have an in-house pro bono committee, other ways to connect with corporations include contacting members of the Association of Corporate Counsel (ACC), a global group that organizes corporate attorneys into local chapters. These local chapters often organize pro bono opportunities for members who work in that locality. For more information on how to work with large law firms and in-house corporations, please see Chapter 1 of the California Pro Bono Best Practices Guide, a comprehensive “how to” manual on developing and administering pro bono projects for legal services providers and non-profit organizations nationwide.

TIP: Many partners find that offering Continuing Legal Education (CLE) credits during their volunteer training encourages pro bono attorneys to attend. Online volunteer training modules that provide CLE credit are available on the Pro Bono Training Institute's website. See the list of online on-demand volunteer trainings at the end of this toolkit for links and more details.

Our most successful collaboration this quarter has been a long term partnership with a large corporation. At our upcoming workshop the company will provide approximately 40 staff including approximately 30 attorneys. Our organization screens and schedules all of the applicants while the company has secured a location for our event. We have requested CLE accreditation for the training session provided to staff before the event.

– Catholic Charities of the Archdiocese of Galveston-Houston

Expected Response Rate of Pro Bono Attorneys

When recruiting pro bono attorneys, organizations should expect a range of responses from the firms, corporations, and individual attorneys. Some firms will seize the opportunity and recruit a larger number of volunteer attorneys, while other firms will have less interest. Once a relationship has been established, organizations should expect a range from as few as 1-5 attorneys to sign up for a workshop, to as many as 15-20 attorneys. For this reason, organizations should explain how many volunteers they are hoping to recruit from a firm or corporation and indicate whether they are recruiting from multiple firms or just one. Organizations typically recruit a few more volunteers than they anticipate needing, as it is generally better to schedule too many volunteers than too few.

Each of the clients I met with were so grateful for the help and could not believe that it was free. I feel great knowing that I helped well-deserving people become U.S. citizens.

– Su Lian Lu, Pro bono attorney

Strategies for Retaining Pro Bono Attorneys

Time commitments from volunteer attorneys will range in length and regularity. Some volunteers will enthusiastically sign up to volunteer at repeat workshops, while other volunteer attorneys will make a one-time, half day commitment. Keeping this in mind, there are strategies immigration services providers can implement to help increase volunteers and gain repeat volunteers. These strategies include:⁴

- Organized and strategic communication with volunteer attorneys before and after an event. Confirmation emails sent one to two weeks before an event and the day before the event should, at a minimum, make clear:
 - Arrival time (including whether there is a workshop orientation before the workshop)
 - Parking instructions
 - Volunteer roles and responsibilities during the workshop
 - Day-of-event contact person and information
 - Number of expected workshop attendees
 - Information about workshop set-up (if relevant)
 - Whether food will be provided for volunteers
- Timely thank you emails to volunteers, ideally within two business days of the workshop
- Volunteer and applicant feedback surveys administered after the workshop (see sample feedback survey at the end of this toolkit)
 - Workshop organizers should use the feedback to continually improve their workshops
- Awards or recognition for repeat volunteers (e.g., volunteer recognition events)
- When time permits, facilitating a mentoring and networking lunch or dinner before, during, or after a workshop

⁴ For more information, see the recorded webinar “How to Recruit More Volunteer Attorneys for Naturalization Workshops,” given by Kirsten Kreymann, Esq., Pro Bono Director at Public Law Center in Orange County, CA, available at <http://naturalization.ning.com/page/best-practice-webinars>.

TIP: Once a pro bono attorney has signed up to volunteer at a workshop, email him or her at least one to two weeks before the workshop confirming participation and passing along workshop details (including any materials the attorney can review before the workshop) and then again the day before the workshop with any final reminders. Some New Americans Campaign partners find volunteer management systems such as <http://volunteer.legal> helpful when communicating this type of workshop information to volunteers.

Implementing a Naturalization Workshop Involving Pro Bono Attorneys

Support and Legal Relationship Expectations from Pro Bono Attorneys

Pro bono programs at law firms or corporations will likely require that their attorneys receive substantive training, supervision and mentorship from experienced immigration attorneys. They will also likely want assurances that individuals served at workshops have signed a limited-scope agreement or acknowledgement.⁵ Firms in some states may need to run conflict of interest checks before partnering to provide naturalization services. Immigration services providers should communicate their plans for meeting these needs during the recruitment process.

Substantive Training

Because volunteer attorneys from large firms and corporations will generally have little or no experience in immigration law, they will require substantive training. Training can occur days or weeks before the workshop and should also be reviewed on the day of the workshop, just before attorneys will meet with applicants. It can be done either in-person or online. Please see the list of links to substantive trainings at the end of this toolkit.

It's useful to review the [naturalization application] forms after the training session and before the workshop.

– Su Lian Lu, Pro bono attorney

Effective trainings should be two hours or less, offer continuing legal education credits in applicable states, and include refreshments where possible. It is helpful to make supporting materials available such as an annotated N-400 (application for naturalization), an annotated I-912 (request for fee waiver), and a sample red flags checklist. Be sure to update trainings and supplementary materials regularly to reflect substantive changes in the law.

TIP: OneJustice and New Americans Campaign partners have developed on-demand volunteer trainings that pro bono attorneys can access for free. Links are provided at the end of this toolkit.

⁵ A sample limited-scope agreement is provided at the end of this toolkit.

We continue to train new groups of pro bono attorneys for our naturalization workshops by using a recorded training session. The original in-person training was conducted by our Citizenship Coordinator and Supervising Attorney. They covered topics such as the group processing model, naturalization eligibility requirements, fee waivers, and completing the Form N-400. The private law firm recorded the training and distributes the video to pro bono attorneys.

– Catholic Migration Services, New York

Supervision and Mentorship

In addition to substantive training, pro bono attorneys will want and need quick access to experienced immigration lawyers and BIA/DOJ (Board of Immigration Appeals/Department of Justice) Accredited Representatives during a workshop. The ability to readily ask immigration practitioners questions as they arise helps ensure that pro bono attorneys provide high-quality and thorough services to applicants. The existence of expert supervision also helps create a more efficient workshop because it promotes accuracy during the application completion process, which leads to less time needed at the final review stage.

We conduct on-site naturalization trainings to attorneys at large law firms. These have generated continued interest among their legal staff to volunteer at our events. During this quarter we partnered with a prominent general practice law firm, which recruited 20 of its attorneys to host a citizenship clinic at their office. We were able to leverage that partnership to serve more LPRs.

– Asian Americans Advancing Justice - LA

Providing a Volunteer Orientation the Day of the Workshop

On the day of the workshop, build in time for a 30-60 minute volunteer orientation before applicants arrive to (1) review the workshop process with the pro bono attorneys (and community volunteers when applicable), (2) allow the supervising immigration attorney to review the training and answer substantive law questions from the pro bono attorneys (and community volunteers when applicable), and (3) set expectations for the workshop.

Cover the following areas during the day-of-orientation to ensure that attorney skills are used effectively, that the workshop runs smoothly and efficiently, and that more applicants receive high-quality assistance.

1. Set expectations for the day. Let the pro bono attorneys know how many applicants are expected at the workshop. Walk through the workshop process using the forms the pro bono attorneys will encounter. When possible, give each attorney a sample applicant workshop packet and talk through a workshop process checklist together.
2. Allow the expert attorneys time to review common issues or red flags that pro bono attorneys will encounter and to answer questions about the law or the application forms. Remind the pro bono attorneys that the expert immigration attorneys and BIA/DOJ accredited representatives are available to answer any questions that arise.
3. Remind all volunteers about confidentiality, applicant sensitivity concerns, and best practices for working with interpreters. Emphasize the importance of ensuring all applications are completed accurately.

Our collaboration with the Virginia Bar has been very successful. It has been mutually beneficial as attorneys can fulfill pro bono hour requirements and we can cut wait times at our workshops. We are taking steps to foster a long-term collaboration with this group to continue to improve the quality of our services to naturalization applicants.

– Catholic Charities of the Diocese of Arlington

Pro Bono Placement at Workshops

Pro bono attorneys are best utilized at workshop stations where high-level analysis, strong attention to detail, and some substantive knowledge (provided in a training) are required. Pro bono attorneys can be incorporated into workshop stations alongside non-attorney volunteers. Refer to the two set-up documents and the workshop flow diagram at the end of this toolkit for a visual depiction of these placement suggestions. Here are some suggestions for where to place pro bono attorneys and other volunteers at a naturalization workshop.

Pro bono attorney placement suggestions

- Eligibility and Screening Station (requires red flag training)
- N-400 and I-912 Application Completion Station(s)
- Citizenshipworks Station

Non-attorney community volunteer placement suggestions

- Check-in Registration and Check-out/Packaging
- Crowd Control and Volunteer Coordination
- Copy Station
- N-400 and I-912 Application Completion Station(s)
- Citizenshipworks Station

Experienced immigration attorney/ BIA/DOJ accredited representative placement suggestions

- Orientation Presenter
- Station Captain (on call to answer complex legal questions)
- Eligibility and Screening Station
- Complex Consultation Station
- Quality Control/Legal Review Station

Limited Scope Agreements

Large law firms and corporations are often particularly careful about framing the relationship between their attorneys and the people they serve. For that reason, most firms require that every applicant that meets with a pro bono attorney sign a limited-scope engagement agreement (or acknowledgement). Immigration services providers should consult with the law firm or in-house counsel with which they are working to develop the most

appropriate agreement or acknowledgement (see the end of this toolkit for an example agreement) and system (i.e., whether the agreement is signed at registration, or when the applicant meets with pro bono attorneys, and whether the firm needs to have a copy of the agreement after the workshop).

Ratio of Immigration Experts to Pro Bono Attorneys

When working with pro bono attorneys at a workshop, on average, there should be one expert immigration attorney or BIA/DOJ accredited representative for every 5-10 pro bono attorneys. This allows pro bono attorneys to check in with an expert attorney at any point during the workshop. This model supports the pro bono attorneys and allows the expert attorney or BIA/DOJ accredited representative's expertise to be leveraged to serve many more applicants than that expert could serve acting alone.

Ratio of Volunteers to Applicants

When planning a workshop, it is important to consider the ratio of volunteers to applicants. Most partners in the New Americans Campaign agree that one volunteer for every two or three applicants is ideal, though not all of these volunteers will be pro bono attorneys or have legal expertise. When volunteers are few, some organizations have run successful workshops with larger applicant to volunteer ratios. Organizations can either run workshops entirely with pro bono attorneys, or integrate pro bono attorneys alongside community volunteers.

TIP: New Americans Campaign partners have developed a free online tool called Citizenshipworks⁶ that allows eligible LPRs to complete their application for naturalization, screen for potential legal issues, and connect with nonprofit legal services providers either in-person or online. Pro bono attorneys with immigration experience can use this tool to review naturalization applications virtually, which can allow them to volunteer during the workday and from their office. Pro bono attorneys can also volunteer at the Citizenshipworks station at a naturalization workshop, where they can help applicants use the tool to complete their application.

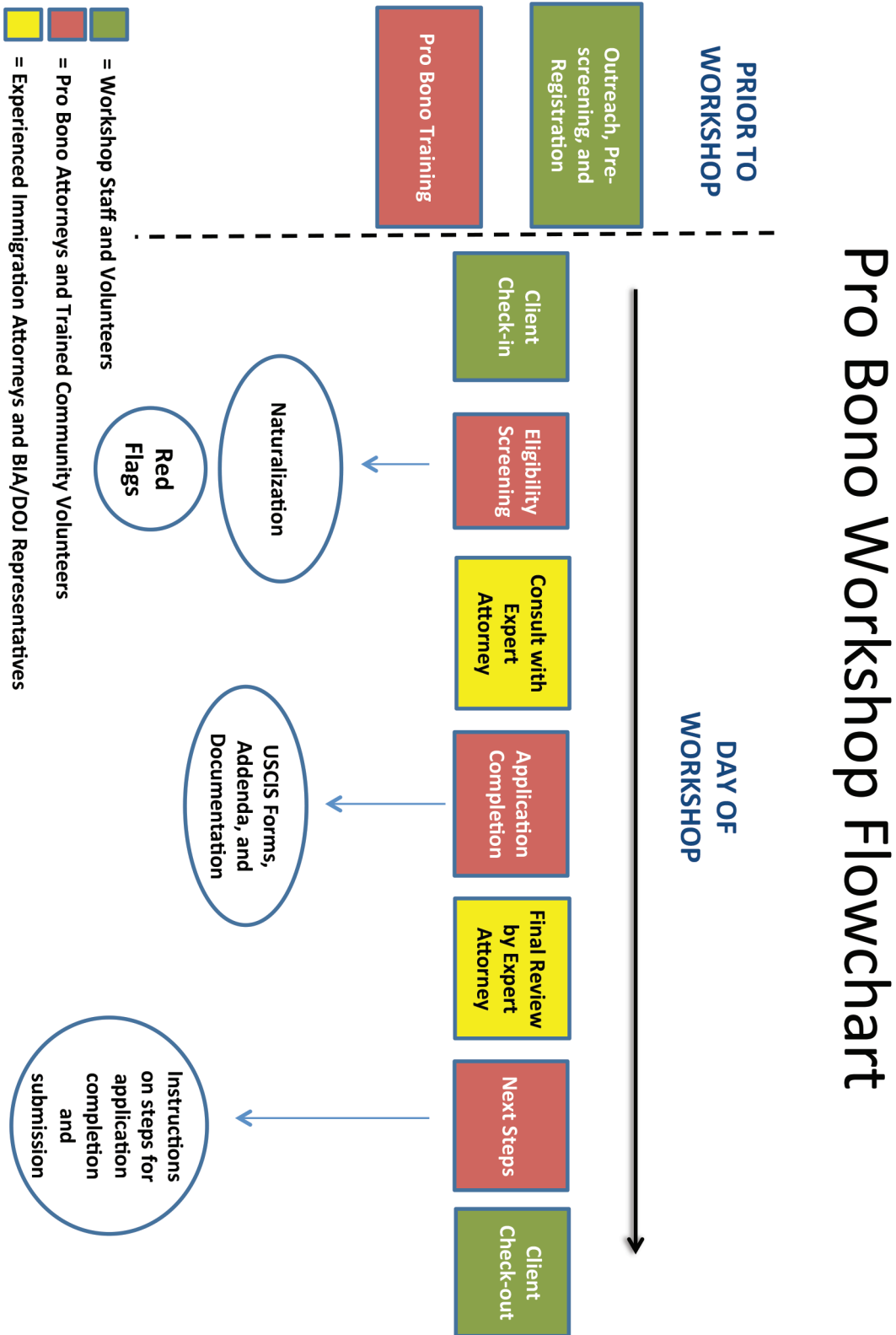
Communicating Expectations

By clearly communicating with non-immigration pro bono attorneys, volunteer immigration attorneys and BIA/DOJ accredited representatives, and community volunteers about what to expect at the naturalization workshop, workshop coordinators can help ensure that the event runs smoothly and that volunteers feel prepared to meet with applicants. Before the workshop, pro bono attorneys (or the primary point of contact at the law firm or corporation) should know the workshop details, including the time commitment involved and the exact location of the workshop, the specific role the pro bono attorneys will play at the workshop, and the support they can expect to have from supervising attorneys and workshop organizers while meeting with applicants. Some organizations choose to offer volunteer shifts for workshops. If this is done, organizations should be sure to notify the pro bono attorneys of this set-up, and tell them when to arrive for their shift and when they can leave.

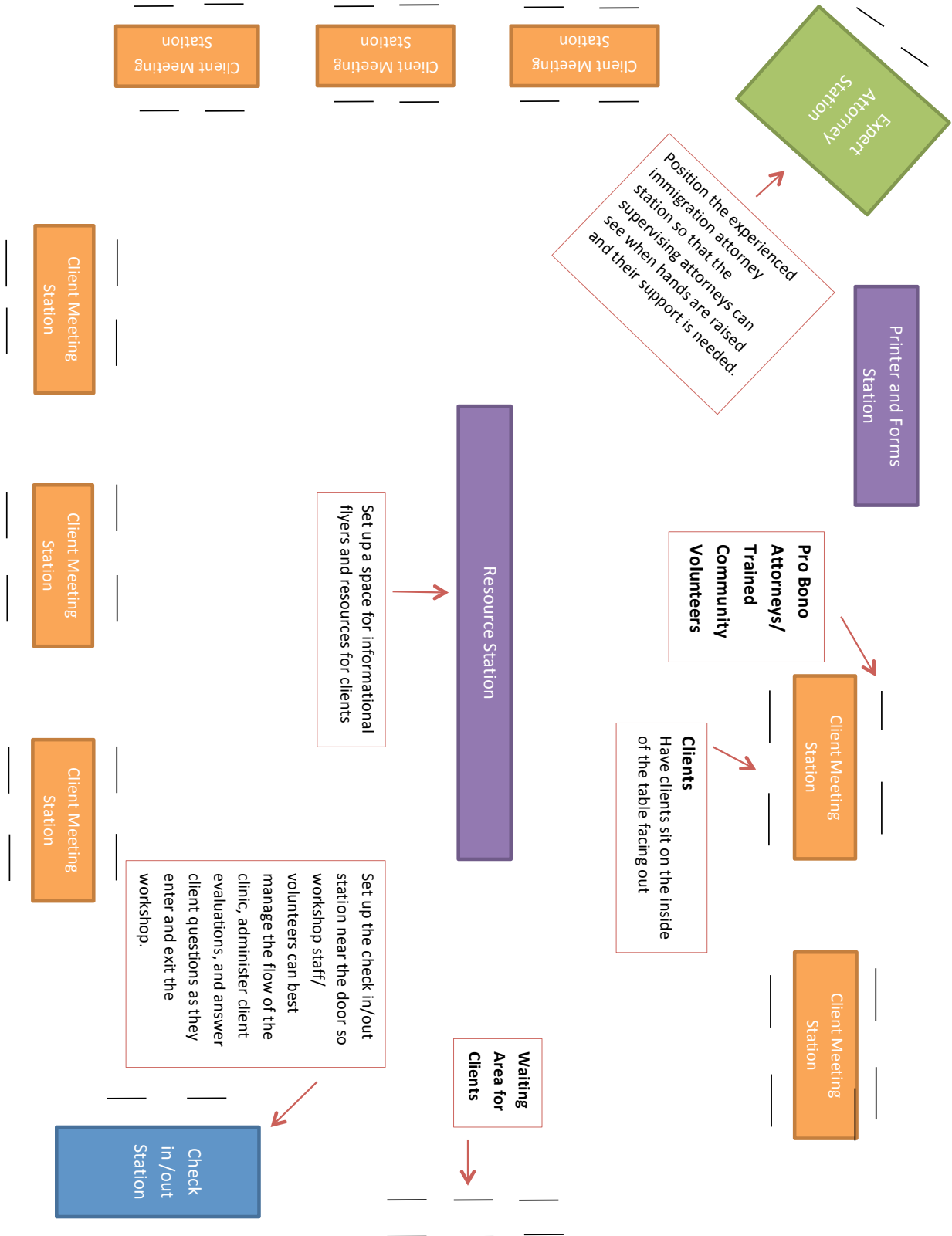
⁶ For more information, see <http://citizenshipworks.org> and the New Americans Campaign toolkit “[Effective Models for Delivering Naturalization Services using Citizenshipworks](#).”

The narrative text of this toolkit ends here. Please see the following pages for sample documents, workshop diagrams, and other resources that are useful when working with pro bono attorneys.

Workshop Station Placement Suggestions for Volunteers

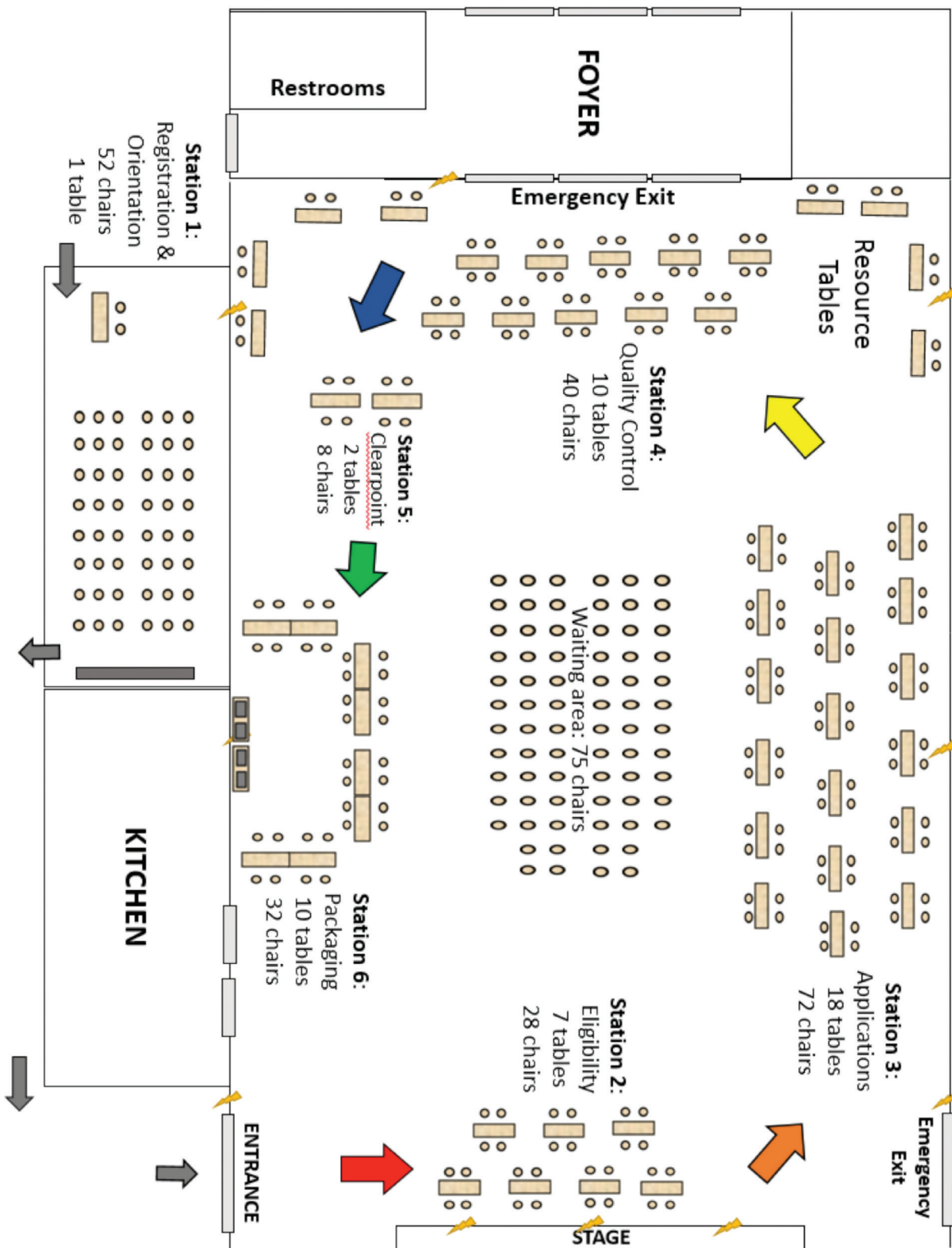


Sample Set-up for Small to Medium Workshops (10-35 Applicants)



© OneJustice

Sample Set-up for a Workshop of 150 Applicants



South Gate
Municipal Auditorium
September 17, 2016

Totals:
58 tables
300 chairs

Example of Client-Attorney Limited Advice Agreement



East Bay Naturalization Collaborative
HELPING PEOPLE BECOME CITIZENS

Limited Legal Advice Agreement

I understand and agree that the services that I will receive today at the Citizenship Fair from the pro bono attorney(s) and volunteers will be limited to providing me with a consultation and/or assisting me in completing my naturalization application today. I understand that the pro bono attorney(s) and volunteers assisting me today will not be representing me in my naturalization application or at my interview, and no attorney-client relationship will be established with the pro bono attorney(s), volunteers, or any other service provider. I also understand that it is my responsibility to meet all filing deadlines, prepare for my interview, and go to all immigration interviews or appointments. I am also responsible for notifying USCIS of any change in my address. I agree to provide complete and truthful information needed for completing the forms to the attorneys and volunteers who are assisting me today. I understand that failure to provide complete and truthful information to the attorneys and volunteers assisting me today could result in the delay or denial of my application, or even in the initiation of deportation proceedings. Additionally, I consent to having my visual image displayed in photographs, video, television and other broadcast and published materials in the event of media coverage of the Citizenship Fair. I understand that this information is confidential and will not be disclosed without my consent. I have read this Agreement or it has been read to me in a language that I understand and by signing it, I agree to its terms.

Applicant's Printed Name

Applicant's Signature

Dated: _____

Translator's Certificate

I, _____, hereby certify that I am capable of translating into _____ (language) and I have accurately translated the above Limited Legal Service Agreement into this language. I have read, understood, and signed the confidentiality agreement. Additionally, I agree to accurately translate all materials and discussion today.

Translator's Printed Name

Translator's Signature

Dated: _____



CUNY Citizenship Now!
Administrative Office
101 W. 31st Street
9th Floor, Room 900
New York, NY 10001
646-344-7245

City College
Immigration Center
160 Convent Ave.
North Academic Center
Room 1-206
New York, NY 10031
212-650-6620

College of Staten Island,
EI Centro, and Project
Hospitality Immigration Center
at The Help Center
514 Bay St.
Staten Island, NY 10304
718-448-3470

CUNY Xpress
Immigration Center
5030 Broadway, Suite 615
New York, NY 10034
646-664-9350

Flushing
Immigration Center
39-07 Prince St., Suite 2B
Flushing, NY 11354
718-640-9223

Hostos Community College
Immigration Center
427 Walton Ave., T-501
Bronx, NY 10451
718-518-4395

Medgar Evers College
Immigration Center
1150 Carroll St., Room 226
Brooklyn, NY 11225
718-270-6292

York College
Immigration Center
Welcome Center Atrium
94-20 Guy R. Brewer Blvd.
Jamaica, NY 11451
718-262-2983

For a list of our New York City
Council Member Immigration
Centers visit:
www.cuny.edu/citizenshipnow

**To register for our next
Citizenship Application
Assistance Event,
please call:
646-664-9400**

LIMITED LEGAL SERVICES AGREEMENT DECLARATION OF UNDERSTANDING OF SERVICES PROVIDED

Cooperation: To advise you correctly, we need your cooperation. By signing this agreement, you agree to answer any questions we ask you and provide honest and complete information. Our assistance is based only on the information you give us. CUNY Citizenship Now! (CN!) expects you will treat all our staff, volunteers and other participants with dignity and respect.

Scope of Legal Assistance: CN! provides “pro se” assistance (pro se means “on one’s own behalf”). You are responsible for all aspects of your immigration case, including, but not limited to, paying filing fees, mailing the forms, meeting all filing deadlines, preparing your case for interview and appearing at all immigration interviews and/or court appointments. You are responsible for notifying USCIS (United States Citizenship and Immigration Services) and/or the Immigration Court of any change of address.

CN! provides information and advice about how the law applies to your situation. We assist you by helping complete your application/petition(s) so you can better represent yourself in all other aspects of your case.

USCIS sometimes requires us to sign the “preparer’s section” on forms we complete. Even if CN! signs the “preparer’s section” on your forms, you are still responsible for representing yourself in your case. After we hand over your application packet to you for filing, any changes made to the application packet are not the responsibility of CUNY Citizenship Now!. Neither CUNY nor any CUNY Citizenship Now! staff member or volunteer represents you as your attorney or legal representative in any capacity whatsoever.

Limits on Assistance: We reserve the right to refuse services to any participant if we have a conflict of interest; if your case is not within the scope of the legal services we provide; or for any other reason set forth in the New York State Rules of Professional Conduct.

Any information you provide will not be disclosed except when required by law. Demographic information that does not identify you personally is used only for funding purposes and to ensure that our services remain free. **Our services are provided free of cost:** no payment, monetary or non-monetary, should be given to any CUNY Citizenship Now! staff member or volunteer for any service received.

Participant’s signature Date

Staff member/Volunteer signature Date

This document has been read/translated to me in _____,
a language in which I am fluent, by _____,
and I understand and agree to this statement.

Online On-Demand Volunteer Trainings

The following online training resources may be used to train any attorney volunteers:

1. <http://www.pbtraining.org/naturalization/>

Short training modules for pro bono attorneys preparing to serve at naturalization workshops covering a range of naturalization topics. These were created by the Pro Bono Training Institute, and feature attorney presenters from Asian Americans Advancing Justice-LA, the Immigrant Legal Resource Center, the Michigan Immigrant Rights Center, and OneJustice. California CLE is available. Attorneys from other states can contact their State Bar to see whether California CLE credits are accepted.

2. <http://ciudadania.yaeshora.info/admin/documents/files/0238.mp4>

A training video for attorneys volunteering at a naturalization application workshop created by the American Immigration Lawyers Association (AILA), NALEO Educational Fund, and the Immigrant Legal Resource Center.

3. <https://cliniclegal.org/n400>

An e-course on completing the naturalization application form N-400, created by Catholic Legal Immigration Network, Inc. (CLINIC).

4. <https://elearning-cliniclegal.org/enrol/index.php?id=18>

An e-course on volunteers helping immigrants become U.S. citizens at group application workshops, created by Catholic Legal Immigration Network, Inc. (CLINIC).

5. <https://www.youtube.com/watch?v=fIK8IzbvI9M>

A naturalization training for volunteers presented by the Michigan Immigrant Rights Center.

6. <http://naturalization.ning.com/page/probono-attorney-volunteer-training-video>

An attorney volunteer training for pro bono attorneys created by Catholic Migration Services.

7. <https://www.youtube.com/watch?v=Ik22lQx5Usc>

A volunteer attorney training created by the Washington State Chapter of AILA and OneAmerica.

Additional volunteer trainings and resources are available for naturalization practitioners on the New Americans Campaign online learning platform: <http://naturalization.ning.com>

SAMPLE VOLUNTEER EVALUATION FORM

Thank you for participating in today's legal clinic. Your work is bringing much-needed legal services to a vulnerable community. Your feedback will help us evaluate and continue to improve the project. This form should take less than 5 minutes to complete. Thank you!

Date: _____ Name: _____

Law Firm/Corporation: _____

Email: _____ Phone: _____

Did you use an interpreter at today's clinic? Yes No If yes, what language? _____

What is your gender: Male Female Transgender Other

How do you identify with respect to your race or ethnicity (check ALL that apply)? (This question is optional but is helpful to our ability to report the diversity of the participating volunteers to potential foundation funders).

- | | | |
|--|--|---|
| <input type="checkbox"/> Asian American | <input type="checkbox"/> African American | <input type="checkbox"/> Latino or Hispanic |
| <input type="checkbox"/> Native American | <input type="checkbox"/> White or Caucasian | <input type="checkbox"/> Pacific Islander |
| <input type="checkbox"/> Multiple races | <input type="checkbox"/> Other (please specify): _____ | |

Please rate your experience of the training and support provided.

	Excellent				Poor	N/A
Information about the clinic and what to expect	5	4	3	2	1	<input type="checkbox"/>
Substantive training available in advance of the clinic	5	4	3	2	1	<input type="checkbox"/>
Support by legal services staff on-site	5	4	3	2	1	<input type="checkbox"/>
Support by clinic staff on-site	5	4	3	2	1	<input type="checkbox"/>

		Very prepared				Unprepared
How prepared did you feel to provide a legal consultation at today's clinic?	5	4	3	2	1	1

Please provide suggestions on how to improve our training: _____

As a result of today's experience:

		Very likely				Unlikely
How likely are you to volunteer for future clinics with us?	5	4	3	2	1	1

As a result of this experience, I (check all that apply):

- Have a better understanding of the legal needs of low-income people.
- Have a better understanding of the legal needs and barriers experienced by immigrants.
- Learned a new area of substantive law.
- Learned new skills.

		Very positive				Not positive
How positive was your overall experience in volunteering with the clinic?	5	4	3	2	1	1

Would you recommend participation in this clinic to others at your firm or corporation? Yes No

Why or why not? _____

How can we continue to improve these clinics? _____

Thank you for your participation in this important project!

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