CATHOLIC LEGAL IMMIGRATION NETWORK, INC.

Using Volunteers to Promote Citizenship

May 17, 2018

Agenda

- True or false
- Benefits of volunteers
- Types of volunteers
- Recruitment and Training
- Utilizing volunteers properly
- Key takeaways
- Volunteer toolkit, and training resources

Volunteers

True or False?

1. Using volunteers is completely free labor for your organization.

2. Volunteers should not be evaluated for their performance or have a work plan.

3. You should say yes to anyone who offers to volunteer, especially attorneys.

4. There isn't work for volunteers in a legal office.

Volunteers

Benefits

- Increase capacity

- Raise profile

- Attract funding – in-kind support

- Raise awareness and understanding

- Future employees

Poll

Do you use volunteers in your program?

- If yes, where do you do your best recruiting?

Volunteers

Recruitment

- Career fairs
- Retirees
- Local law schools
- Online volunteer sites (i.e. idealist)
- Social media
- Past clients
- Fellowships and other programs

Volunteers

Types of Volunteers

- Law student or non law student

- Part-time or full-time

- Short term or long term

- Funded or unfunded

- School or other credit

CLINIC

Volunteers

Training

- Orient to agency mission, structure, services
- Train on immigration basics to give context and on specifics of what they will be doing
- Develop a manual and make sure they read it
- Consider streamlining the training program for many volunteers who start at one time
  - In-person, webinar, self-directed, combo

Volunteers
Roles and Responsibilities

Non-Legal

- Interpretation
- Doc gathering & organization
- Answering calls
- Scheduling
- Outreach

Legal

- Public education
- Screening
- Case review
- Legal research
- Legal writing
- Referrals

CLINIC

CITIZENSHIP NAVIGATOR

Poll

Does your program use volunteers in a legal capacity?

CLINIC

Utilizing Volunteers

Ten Tasks Volunteers can do in a legal setting:

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

CLINIC

Utilizing Volunteers
Things to avoid

- Providing a client with a form based on a person's interest in a particular immigration benefit.
- Helping a client fill out an application form by providing your input or opinion on how to answer questions.
- Providing clients with an update on their case using case file information.

Utilizing Volunteers
Why avoid these:

- Your agency can be held liable for the legal work that the volunteers may provide for clients.
- Can provide a chance for an increase in errors on either the forms themselves or even determining eligibility.
- State organizations may investigate the use of uncertified volunteers (paid or unpaid) for legal work as the unauthorized practice of law.

Are you ready?

Self-assessment tool on agency readiness to provide authorized legal services

https://cliniclegal.org/resources/articles-clinic/immigration-legal-program-management-self-assessment-tool

CLINIC

Community Outreach

- Graphic Novel
- Translated Citizenship Test Questions
- E-learning course on completing the N-400
- Resources on assisting children/elderly/people with disabilities
- Citizenship community training toolkit

https://cliniclegal.org/citizenshipnavigator/resources/citizenship

CLINIC

Take Aways for Managing Volunteers

- Decide what you need help with and then recruit

- Volunteers require management

- You can say no to a volunteer

- You can dismiss a volunteer

- Toolkit: https://cliniclegal.org/resources/volunteer-management-toolkit

Tools

Tools for advertising volunteer positions:
www.volunteermatch.org www.idealist.org
Volunteer hour tracking systems
http://www.volsoft.com www.volunteerspot.com
www.yourvolunteers.com

Training resources:

http://cliniclegal.org/self-directed
http://www.immigrationadvocates.org/calendar/
http://cliniclegal.org/calendar

Reminders

- 15% discount available to CNs for non-CN CLINIC trainings
- Free enrollment in the N-400 self-directed learning course
- Free COIL course
- Enroll in the texting campaign
- Print texting flyers and hang
- Contact me to be featured in a CN highlight

Questions?

Leya Speasmaker

512-635-6138

lspeasmaker@cliniclegal.org