

Immigration Pandemic Plan

Working Remotely

As Immigration Legal Services (ILS) is closing the office as of COB March 12, 2020, we would ask that you make every effort to conduct your job remotely yet safely.

- Take your ILS desktop CPU and monitor home and utilize the VPN. DON'T FORGET THE ETHERNET CORD!
 - Your VPN establishes a secure connection to our server. Please double check with LAN Systems that your VPN works and that you know how to enable it. You can email them at LAN Systems Helpdesk <email address>.
 - Make sure you know your passwords to access these systems outside of your ILS computer.
 - Make sure you have access to my.uscis.gov accounts
 - Make sure that you know how to access Outlook on the web <url address>.
 - If there are essential documents housed on the ILS server, please get in the habit of emailing yourself documents. Or, you can store them on your Outlook's One Drive. To learn how to use One Drive- ask <staff name> or email LAN Systems at <email address>.
- Check your office voicemail remotely: call into your number externally and select # once you reach your voicemail. It will then prompt you for your voicemail password. <Staff name> is checking about setting up call forwarding from our office lines to our cell phones.
- Use Google Voice texting line to keep in touch with current and potential clients
- Take your iPad and charger home to make sure you can take payment
- Take home your printer/scanner so that you can print if needed but also you can scan translations/preparer sheets for my.uscis.gov
- Don't forget to do your timesheets

Job Responsibilities

Program Director: Grant compliance, handling personnel questions, virtual appointments with clients, file review, interview preparedness, CEAC/Consular processing, mail pickup (and scanning and sorting), checking voicemail, entering vm messages into Voicemail Google Sheet

Staff #1: virtual appointments with clients, file review, interview preparedness, CEAC/Consular processing, checking voicemail, entering vm messages into Voicemail Google Sheet

Staff #2: Separating, renaming .pdfs, contacting clients, checking voicemail, entering vm messages into Voicemail Google Sheet, work on accreditation application

Tuesday "Walk-In"

- We will be providing consultation services virtually on Tuesday mornings from 9 a.m.-noon.
- Please use the iPad to speak with your client using Google Hangouts, Zoom or FaceTime
- Clients will sign in using the Waitwhile App's virtual sign-in option (same website as the one we use for regular Tuesdays.)
- The site to use to sign in will be posted on the doors to the office, on our website, and on Facebook
- Conduct walk-in as usual, checking people in and out as they are "seen"

Current Appointments

- Call clients, explain the office is closed. Anyone who is filing the applications listed under "Virtual Appointments" below can keep their appointment
- Inform the client that the application will be completed virtually, that they need to be available via Zoom, WhatsApp, or FaceTime at the time of their appointment and they need to download a CamScanner-like app in order to send in their documents
- Any refugee green card appointments can be referred to IRC (go to their walk-in on Thursday morning 8:30 a.m.) for appointments
- If IRC is at capacity, refer to World Relief

Communication between Staff

- We're using Microsoft Teams, a messaging app both for company-wide messaging and internal department discussions

Virtual Appointments

- We will continue to do the following applications:
 - I-90 (NO FEE WAIVERS)
 - N-400 (NO FEE WAIVERS)
 - N-565 (NO FEE WAIVERS)
 - N-600 (NO FEE WAIVERS)
 - I-130
- All applications will be done through the my.uscis.gov portal
- All clients need to have CAMSCANNER or a similar app installed on their phones so they can take high quality photos of their documents
- Call the client using the iPad, make sure you can be heard and you can hear the client. If an interpreter is present, make sure everyone is inside the frame
- Fill out the form using the information you've been provided by the client, have them set up their my.uscis.gov account as well so that you can have access to the application
- Upload all documents to my.uscis.gov
- Take payment, email receipt to the client
- Save a .pdf copy of the application to the FILE REVIEW folder on the I:/ drive in a folder with the client's name. Save a copy of all the supporting documents there as well

Virtual File Review

- We will conduct file review on Fridays, as normal. Once a file is complete, it can be submitted using the my.uscis.gov website.
- Save as .pdf with all of the changes included to the client file
- Enter the person's data into INSZoom and Certified Mail
- Email a copy of the completed application to the client with reminders about what happens next in their application

Applications for Adept Clients

- This needs a better title, but this is for people who we are convinced will have no problem receiving documents by email, signing them, following mailing instructions
- These are NON-REPRESENTED cases. We will create a Limited Service Agreement for these cases
- Client is not signing a G-28
- They must agree to sign a Limited Service Agreement and email it back to us. There is no follow-up on these cases
- If the client at a later date wants us to fully represent them on the case, they will need to make an appointment, pay the full fee, and sign a G-28
- Possible types of applications:
 - I-131
 - Refugee Green cards
 - Asylee Green cards
 - Cuban adjustment
- We're still looking for the best way to do fee waivers, all ideas are welcome

The Mail

- Until the USPS quarantines, we will be picking up the mail from the office twice a week. <Staff name> will pick up the mail, scan it, move it to I:/Scanned Files/00Mail, and sort it and put it in <Staff name's> desk drawer.
- <Staff name> will continue to handle the mail and communication with clients

Clients Who Need to Drop Things Off:

- If the work-from-home policy lasts for more than two weeks, we will look into getting a locked dropbox that will be checked when the mail is checked.
- Until then, please encourage people to scan and email/text or if they must, mail COPIES only of documents

RFEs

- If original documents are required (affidavits, I-693s, etc...) have client mail them to the office, remind them to put your name, then c/o Immigration Legal Services on the envelope

- Program Director will schedule days when she will be in the office to pick up mail and will then scan and mail out RFEs. Please email her the entire package to be printed/mailed with the RFE response and remind her that she should be looking for mail from your client.

Please let me know if you have questions or concerns

SAMPLE