



**CATHOLIC LEGAL  
IMMIGRATION  
NETWORK, INC.**

*Incorporating Holistic Services in an  
Immigration Legal Services Program*  
March 17, 2021

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### Meet Your Presenters

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### Guest Speaker

Patrick Reynolds-Berry MA, MSW, LISW-S  
Chief Operations Officer, Catholic Charities  
Southwestern Ohio




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## Guest Speaker

- Alejandra Salinas, LCSW, Clinical Care Manager, Unaccompanied Children, Immigration and Refugee Services, Catholic Charities Archdiocese of New Orleans



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## Guest Speaker

- Jennie Searcy, Managing Attorney, Catholic Charities Archdiocese of New Orleans



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## Overview

- Why assess needs holistically?
- Catholic Charities of New Orleans
- Catholic Charities of Southwestern Ohio
- Actionable next steps
- Resources
- Q & A



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### Poll Question

Does your agency conduct a broad needs assessment with clients?

Yes

No

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### Why do a Holistic Assessment?

- Helps your organization better fulfill mission
- Makes legal work easier and more efficient
- Greater client success
- Better understanding of challenges and needs of clients and community
- Raises profile of your organization

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### Maslow's Hierarchy of Needs



Image Provided by SimplyPsychology at <https://www.simplypsychology.org/maslow.html#gsc.tab=0>



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### Challenges to Assessing and Addressing Needs

- Time
- Staff
- Trust with client
- Ability to serve non-legal needs

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### Partnerships and Making an Effective Referral

- Knowing what services are available in your community
- Forming Partnerships with CBO's and Local Government
- If a particular service is not available in your community should your agency provide it?

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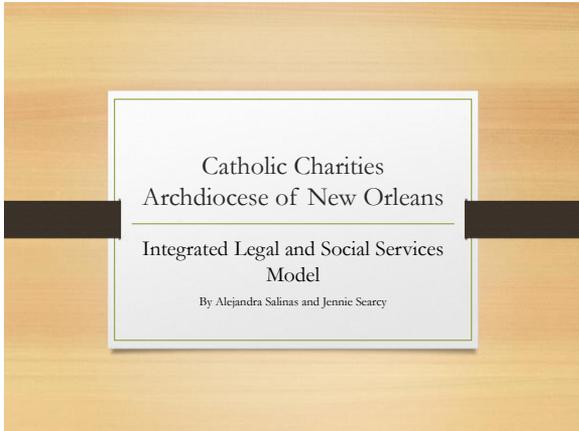
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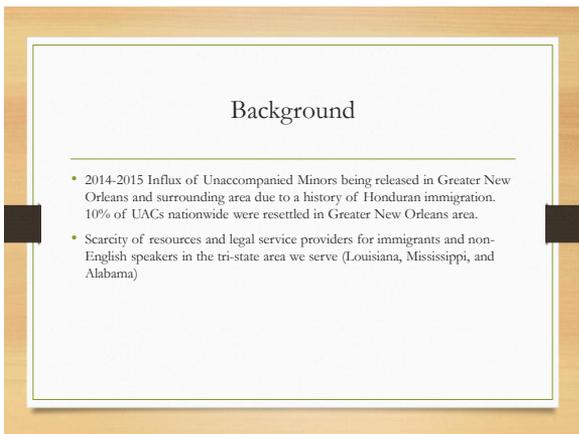
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### Creating the Model

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- Distinct teams to focus on respective areas of expertise but working together closely on cases:
  - Legal Team Comprised of Managing Attorney, Supervising Attorneys, Staff Attorneys, and Legal Assistants
  - Social Services Team comprised of Manager, Supervisors, Clinicians, and Case Managers
- Intake screenings conducted by social services and legal teams together
- Case manager/attorney pairings
- Internal referral process

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### Creating the Model

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- All staff were cross-trained for added support and understanding
  - Legal Team trained on trauma-informed interviewing, suicide prevention, vicarious trauma, and providing representation through a trauma-lens.
  - Social Services Team trained on basics of UAC legal relief, declaration-writing, and court interpretation

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### Social Services Offered

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- **Case Management**
  - Goal Setting
  - Referrals for medical/educational/etc.
  - Support Navigating community systems
  - Document retrieval
  - Interpretation
- **Clinical Services**
  - Mental Health Assessments
  - Individual and/or Family Counseling

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### Assessing Client Needs

- All clients were screened by both legal and social (if they consented) upon intake
- Legal Screening addresses client's life in home country (e.g. past harm, abuse, family dynamics), upcoming deadlines (e.g. SIJS age-out per jurisdiction), and court dates
- Social Services team conducts a Psychosocial Needs Assessment
  - Family Dynamics/Home Environment
  - Trauma exposure
  - Interests/Talents/Strengths
  - School/work history and needs
  - Health
  - Mental Health
- Social Services may require on-going assessment and goal setting
- Legal may refer to Social for counseling, clinical assessments, or additional referrals

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### Creative Strategies for a Dual Legal/Social Services Model

- Focus on where the rapport is established in the community (through legal or social) to lead communication efforts
- Utilize interns to expand ability to serve clients
- Build in group training opportunities to maximize reach
- Find ways to incentivize KYR presentations
  - Gift/food giveaways
  - Legal screenings
- Outreach Coordinator role as integral in managing partner relationships, building platforms to reach many clients at once, and disseminate information to the community about services and events.

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### Benefits of this Model for Clients

- Holistic services allow the clients to continue with their case despite issues that arise with school enrollment, health concerns, family dynamics
  - Improves outcomes with families/schools/health/ legal status.
- Provides access due community services in spite of barriers
- More trust is built based on consistency of communication - either built from legal or social relationships and helping bridge between the two.

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### Benefits of this Model for Staff

- Reduces burnout for legal staff because they aren't focusing on non-legal issues.
- Social Services staff may establish better rapport and can help inform legal strategy through declaration writing or eliciting new information
- Cross training and development
  - Each team is aware of each others' expertise (immigration laws and policies, trauma informed care, referral sources, boundary setting and self care, different clinical services available)
- Helps win a case with concrete evidence that helps the clients (mental health assessments, supportive documentation)
- More comprehensive social services with a clearer understanding of the legal strategy.

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### Drawbacks of this Model

- Attorney confidentiality prevents us from sharing the same database (mandatory reporting from social services, etc.)
- Evaluation/ Success measurement wasn't established at the beginning
  - Success can be defined more broadly than just court outcomes:
    - Success with individual goals for clients (school, career, health, family)
    - A client's ability to process trauma alongside their legal journey

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### Evaluation and Assessment

- Our funder requires us to report on numbers, but it leaves out so many other successes that we haven't been able to measure
- Evaluation needs to be part of successful program development- **lesson learned.**
- Separate goals for legal/social and separate evaluations due to differing timelines for closing of cases for legal and social.

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**Lessons Learned and Suggestions**

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- Unified database for client tracking and internal referrals
- Identify what success looks like and work backwards from there (implement evaluation planning from the beginning.)
- Clarify professional mandates and ethics that may conflict with each other
- Utilize interns!
- Build up external partnerships
  - Be realistic about what you can accomplish internally and what can be referred
- Build advocacy into job descriptions
- Collaborate and return to the drawing board as much as necessary
- Account for Vicarious Trauma and integrate trauma training, discussion, and team care into your program culture.

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**Integrated Services for  
Immigrant Families**

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## Program Overview

Integrated Services

- Immigration Legal
- Su Casa Hispanic Center
- Refugee Resettlement
- Mental Health Services
- AccuracyNow

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## Intake Design Process

Quality Improvement

- Identified needs through empathic interviews with clients and staff
- Multiple PDSA ramps
- Implementation in Salesforce

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## Intake Process

Step 1 - All

- Demographics
- Income
- Consent

Step 2 - All

- Intake Form
- Public Benefits
- Qs about CCSWO Programs

Step 3 - Service

- Program specific assessment

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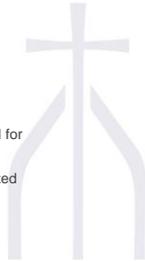
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## Diving Deeper into Step 2

### Step Two

- Other agencies
- Public benefits (SNAP, WIC, TANF, Medicaid)
- Insurance
- Service Assessment
  - Service-specific questions that indicate a need for additional internal services
  - If yes, referral through Salesforce completed



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## Results

### Benefits

- Educate about additional services
- Identify needs quickly
- Enroll in benefits
- Foster interdepartmental collaboration

### Challenges

- Transition to Salesforce
- Inconsistent data entry
- Reporting



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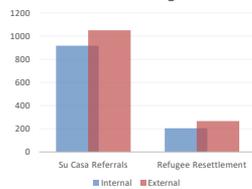
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## Collaboration with External Partners

### Referrals

- Referral Tracking
- Referral Sources in Salesforce
- Resource Binder

Referral Tracking FY20



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### Fostering Relationships with Community Partners

- Law enforcement
- Council on Unaccompanied Children



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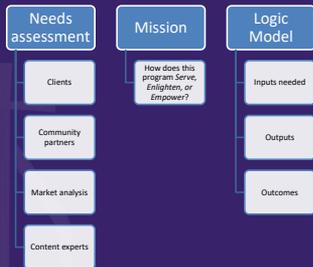
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### Identifying Gaps in Service



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### Recent new initiatives



### Possible New Direction: Digital Literacy



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### Actionable Next Steps

- Evaluate your intake method
- Get to know other Service Providers/ Referral Partners
- Using data to understand community need

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### Actionable Next Steps

- Consider Expanding Capacity
- Adjust Policies and Procedures
- Responding to policy changes and new clients

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### Resources

- Integration Surveys  
<https://cliniclegal.org/issues/immigrant-integration/Immigrant-Integration-Surveys>
- Partnership Toolkit  
<https://cliniclegal.org/toolkits/partnership>

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### Questions



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### Thank You for Learning with Us!

- CLINIC envisions a country where every immigrant has access to affordable, quality immigration legal services.
- For the latest immigration happenings, CLINIC trainings, and newest resources, we invite you to sign up for [e-news updates](#).

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