



## Building Your Pro Bono Program

August 31, 2022

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## CLINIC's Mission Statement

Embracing the Gospel value of welcoming the stranger, CLINIC promotes the dignity and protects the rights of immigrants in partnership with a dedicated network of Catholic and community legal immigration programs.

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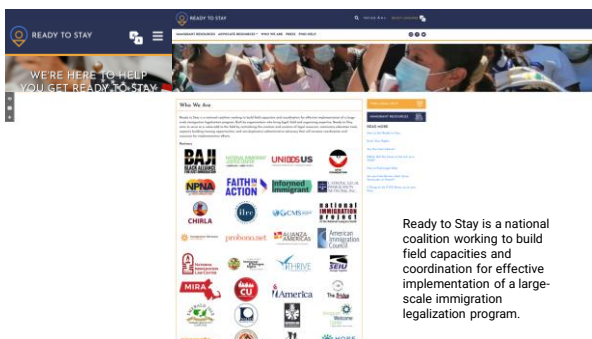
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## PRESENTERS



**Silvana Arista**  
Attorney and Field Support  
Coordinator  
Capacity Building Section  
CLINIC Inc.,



**Pat Malone**  
Associate Director  
Immigration Advocates Network

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## PRESENTERS



**Nanci Flores**  
Citizenship and Immigration Program  
Director  
La Casa de Amistad



**Barbara Szweda**  
Founder of Attorneys Assisting  
Afghan Resettlement Project

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## PRESENTERS



**Peter Kempner**  
Legal Director  
Volunteers of Legal Service



**Beth France**  
Director of Partnerships  
We the Action

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## Agenda

- Identifying needs, building relationships, and securing resources
- Supporting and recognizing pro bonos
- Pro bono service delivery models and tools
- Resources
- Questions

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## IDENTIFYING NEEDS

- 60 + Afghan Humanitarian Parolees arriving in South Bend
- 6 immigration attorneys in town already busy with asylum cases
- We needed a new source of legal help for the parolees
- What about retired attorneys?
- ❖ AAARP – Attorneys Assisting Afghan Resettlement Project



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## PRO BONO MODEL

### LAW SCHOOL CLINIC MODEL

- **TRAINING REQUIRED**
  - In house training
  - Zoom trainings
  - Flow charts and written guidance
  - Examples provided
  - Country conditions research
- **SUPERVISION PROVIDED**
  - Sit in on initial interviews
  - Review documents/affidavits
  - Review legal memo and share with the other attorneys



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## BUILDING RELATIONSHIPS

### RESETTLEMENT AGENCIES:

- ❖ United Religious Community
- ❖ Catholic Charities

### ATTORNEYS:

- ❖ Former law school colleagues
- ❖ Former students
- ❖ Local retired or semi-retired attorneys
- ❖ Private law firms

### NIJC – Lisa Koop

- ❖ Assisted with training
- ❖ Is doing asylum **court** cases

### LAW SCHOOL

- ❖ Students?
- ❖ Interpreter

### UNIVERSITY OF NOTRE DAME

- ❖ Translators and Expert Witness
- ❖ Political Science Professors assigning research for Master Exhibits

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## BUILDING RELATIONSHIPS



- ❖ Provides office space and conference rooms
- ❖ Office supplies and equipment
- ❖ Applied for grants to help fund a paralegal and translators
- ❖ Provides a welcoming atmosphere

### NEIGHBOR TO NEIGHBOR

- ❖ Assisted clients to appointments
- ❖ Helped with forms/secretarial work

### Helped with cultural training

### ISLAMIC SOCIETY OF MICHIANA

- ❖ Provides Resources And Support

### VOLUNTEER LAWYER NETWORK

- ❖ Provides Malpractice Insurance

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## BUILDING RELATIONSHIPS

### THE CITY OF SOUTH BEND

- ❖ Worked with La Casa:
  - ❖ To pass a city ordinance to welcome immigrants
  - ❖ Recognizes/Accepts Municipal IDs for undocumented folks
  - ❖ Grant La Casa \$100,000 for:
    - ❖ Interpretation services
    - ❖ Paralegal assistance
    - ❖ Mental health assistance
    - ❖ Transportation



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## BEST PRACTICES AND TIPS

- ❖ Find out attorney's availability immediately
  - ❖ Be upfront on how much time it takes and what is required
    - ❖ Client Affidavit
    - ❖ Forms
    - ❖ Master Exhibit
    - ❖ Master Exhibit Index
    - ❖ Legal Memo/Attorney Letter
    - ❖ What you can help with
  - ❖ Be sure they are willing to take suggestions and make changes
- Realize that you will have to do some of the work if they are new to the field.
  - Be encouraging.



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## Who We Are

### Responsible & Supportive Pro Bono

Volunteers of Legal Service (VOLS) was founded as a nonprofit organization in 1984, when New York City Bar leaders responded to severe federal government budget cuts to legal services.

VOLS harnesses the power of New York City's legal community and neighborhood-based groups to provide free, civil legal services when and where they are needed most. Pro bono service is at the core of our mission to empower underserved communities in New York:

- Seniors & Older Veterans
- Unemployed Workers
- Immigrant Youth
- Small Business Owners
- Low Income Children & Families



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## What We Do

### Volunteer Opportunities

#### SENIOR LAW PROJECT & VETERANS INITIATIVE

Work with low-income seniors and older veterans to draft and execute critical documents: Last Wills & Testaments, Powers of Attorney, Health Care proxies and other advance directives.

#### IMMIGRATION PROJECT

Provide immigration services to undocumented youth in New York City including DACA Initials & Renewals, non-immigrant visas, and naturalization.

#### UNEMPLOYED WORKERS PROJECT

Provide advice and counsel to clients applying for unemployment insurance benefits and/or representation in phone hearings before an Administrative Law Judge.

#### MICROENTERPRISE PROJECT

Counsel underserved microentrepreneurs in transactional matters related to start up or operation of their business, engage in community legal education and provide COVID-19 crises recovery services.



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## Why Volunteer with VOLS?

### Responsible & Supportive Pro Bono

**VOLS legal team provides support, training, and ongoing mentorship to ensure a high quality and seamless experience for our volunteers.**

We also maintain a library of resources to help volunteers with their matters.

We support pro bono service on matters that fit our volunteers' legal background and interest areas. We maintain a robust network of 200+ community-based partners in New York City to identify and address critical local needs.

### When you Partner with VOLS you will:

- Provide legal services to New Yorkers
- Gain confidence in taking pro bono matters
- Learn a new area of law
- Receive matters that are pre-screened

### Volunteer Opportunities:

- Pro Bono Lawyers
- Pro Bono Paralegal Support
- Translation and Interpretation
- Nonprofit operations, design, and communication
- Data analysis and Visualization
- Program evaluation and monitoring



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## Testimonials

### Volunteer Stories

“

*This work makes me feel like I'm really helping individual people. Seniors are just grateful for the assistance – they know how difficult it can be to get help. And they always have amazing stories.*

Senior Law Project  
Volunteer

”

“

*The VOLS staff is truly wonderful – organized, friendly and professional. I always appreciate how VOLS attorneys explain the big picture with our cases and participate hand-in-hand with us as we plan clinics. They show both expertise in their area of the law and dedication to their clients.*

Immigration Project  
Volunteer

”

“

*When I first saw the list of unemployed workers cases, I hesitated to take one on, unsure of my litigation skills. But the VOLS staff reassured me I could handle it and worked with me to help figure out the relevant elements.*

Unemployed Workers Project  
Volunteer

”

“

*In volunteering with VOLS and its amazing staff, it was apparent that my participation would tangibly assist the intended beneficiary. It is incredibly gratifying to devote my time to an organization that so warmly values its volunteers, so that their energy is efficiently channeled and ultimately results in the maximum number of individuals and businesses.*

Microenterprise Project  
Volunteer

”



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## Making Resources Easily Accessible

VOLS Pro Bono Library

Home - VOLS Pro Bono Library

Welcome to the VOLS Pro Bono Library. To find Project specific volunteer support resources, navigate the site below. Please contact our Legal Director Peter Kemper ([pkemper@volsoflegal.org](mailto:pkemper@volsoflegal.org)) with any questions.

General Pro Bono

Children's Project

Immigration Project

Unrepresented Mothers Law Project

Elderlaw & Healthcare Workers Initiative

Microenterprise Project

Senior Law Project & Veterans Initiative

Unemployed Workers Project

Current Pro Bono Opportunities

VOLS

volunteers of legal service

General VOLS Pro Bono Resources

- Troubleshooting Pro Bono Relationships with Law Firms/Clients
- Working with Surrogate of Abuse: A Trauma-Informed Approach
- 401(C)(3) Cultural Competence & Healthy Boundaries
- 401(C)(3) Cultural Competence & Healthy Boundaries (PDF Slides)
- 502(C)(3) Pro Bono Practice: Serving Aging and Disabled Clients (Recording)
- 502(C)(3) Pro Bono Practice: Serving Aging and Disabled Clients (Manual)



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## Pro Bono With Corporate Legal Departments

Consider how they operate differently from a law firm:

- Less (or no) pro bono infrastructure
- No billable hours
- No malpractice insurance

How to make it work:

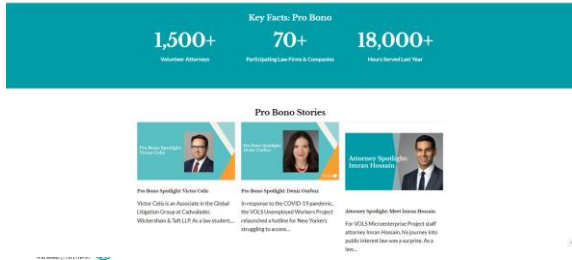
- Short term opportunities (clinics are often a good fit)
- Partnerships with law firms (win/win)
- Provide lots of coverage and support



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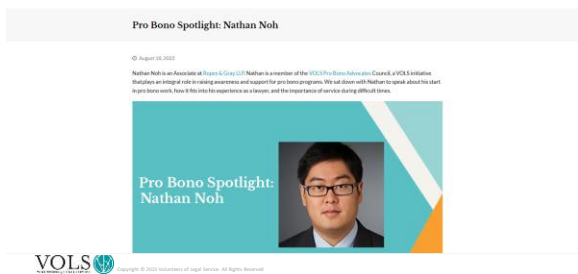
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## Pro Bono Engagement - Beyond the Cases



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## Pro Bono Engagement - Beyond the Cases



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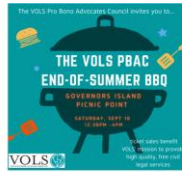
## Pro Bono Engagement - Beyond the Cases



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## Pro Bono Engagement - Beyond the Cases



To buy tickets, please visit: <http://volswiki.advocatesnet.org/VOLSPBACBBQ2022>

The VOLS Pro Bono Advocates Council (PBAC) invites you to our End of Summer BBQ at Governors Island, Saturday, Sept. 18, from 12:00-4:00 PM. The event is a special occasion for the PBAC and a great opportunity for the community to support VOLS' mission to provide high quality, free civil legal services when and where they are needed most in New York City.

Governors Island @ Picnic Point (BBQ) 47 & 49 - look for the VOLS sign!  
Plan your trip with these Ferry Routes.



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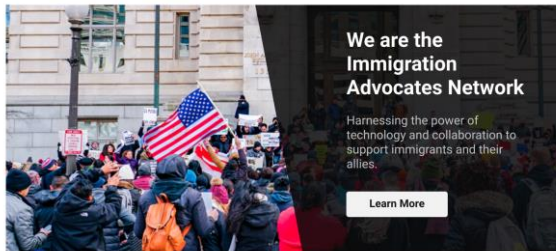
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## More Pro Bono Service Delivery Models

[Remote Legal Support "Post-Pandemic"](#)  
[Guide to Nonprofit and Pro Bono Innovation:](#)

- ABA Commission on Immigration
- Asian Americans Advancing Justice - Southern California
- Colorado Legal Services
- GMHC, Inc.
- Human Rights First
- International Rescue Committee
- Kids in Need of Defense
- LiveHelpNY
- Volunteers of Legal Service

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## Service Delivery Models, continued

- The ABA Commission and partners hold monthly zoom-based, volunteer-staffed clinics to help Haitians, Ukrainians, and Venezuelans apply for TPS
- Asian Americans Advancing Justice - SoCal set up phone support for elderly applicants and volunteers use the Citizenshipworks online N400 & fee waiver tool to fill out their forms
- Colorado Legal Services provides multi-tiered support for remote volunteers. This includes creating and distributing materials upfront, such as legal summaries and handbooks; and maintaining virtual availability during clinics to answer questions from volunteers.
- GMHC found remote pro bono services eliminate the problem of maintaining space and equipment for volunteer service providers—an issue in New York City & small offices everywhere.
- At LawHelpNY, volunteer law students staff a hotline to satisfy their pro bono requirements. The supervising attorneys monitor and approve volunteer hours on Galaxy, a volunteer management system. Staff track and confirm the hours with data available on LiveHelpNY's integrative communication platform, Comm100. Staff encourage volunteers to contact them for support, and provide weekly "tips and tricks" newsletters to assist them during their volunteer service

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## We The Action: Introduction

- Custom tech platform that connects 42,000 volunteer lawyers and more than 500 nonprofits
  - 5,000+ of our volunteers are interested in immigration
  - 120+ nonprofit partners work on immigration issues
  - We also work with firms, in-house teams, and bar associations
- Since 2017, lawyers have donated 260,000 hours worth \$110 million through our site
- Free to use for both lawyers and nonprofit partners

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## We The Action: Recruiting Lawyers

- Step-by-step help to create a compelling project post
  - Project Wizard gathers key information about the project:
    - Deliverables & timeline
    - Lawyer qualifications (bar license, subject matter experience, language ability, etc.)
    - Available training, mentorship, and other resources
  - Automated promotion emails based on volunteer profiles
  - Built-in tools to message lawyers & kick off screening/selection
  - Extra staff support as needed
    - Project review/feedback
    - Digest emails
    - Customized lawyer recruitment plans

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## We The Action: Organizing Lawyers

- Tools built for specific needs of legal volunteer programs
  - Create customized questions for volunteers, to gather information specific to your project
  - Write default messages to send to new volunteers or to decline volunteers
  - Filter your lawyers by location, skill, etc.
  - Group lawyers by skill set, location, team assignment, project role, etc.
  - Send email or text messages to groups or filtered volunteer lists
  - Manually approve volunteers or turn on auto-approval
  - Schedule shifts and put reminders on volunteer calendars

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## We The Action: Immigration Specifics

- Our maximum potential
- Immigration partners have used three main approaches:
  - Post individual, anonymized client needs
  - Post for general buckets of cases
    - Provide training (if applicable) to cohort
    - Use filters, groups, etc. to find individual lawyers for specific clients
  - Post "time-boxed" opportunities, like clinics
    - Use WTA tools to set up recurring clinic shifts, where applicable
- Our lawyers also do work beyond direct representation!

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## We The Action: How to Join!

- Email Beth ([beth.france@civinction.org](mailto:beth.france@civinction.org)) or apply on our site ([www.wetheaction.org/nonprofits/new](http://www.wetheaction.org/nonprofits/new))
- Applications are usually approved within a week, after we have both an application and have completed a short intro call
- Once an account is approved, partners are welcome to post projects anytime!

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## Resources

- CLINIC's Volunteer Management Toolkit <https://cliniclegal.org/toolkits/volunteer-management>
- The Association of Pro Bono Counsel report, [Positive Change: How the Pandemic Changed Pro Bono and What We Should Keep](#)
- List your volunteer opportunity and contact person in [IAN's Pro Bono Volunteer Guide](#)
- IAN's [Remote Legal Resource Page](#) for nonprofits and pro bonos working together remotely
- VOLS' Pro Bono Library <https://volspobono.org/probonolibrary/>

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## Questions?

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## CLINIC Affiliation Can Help

Subscription benefits listed and request for application posted here:

<https://cliniclegal.org/find-legal-help/affiliates/subscription>

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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 [email updates](#).

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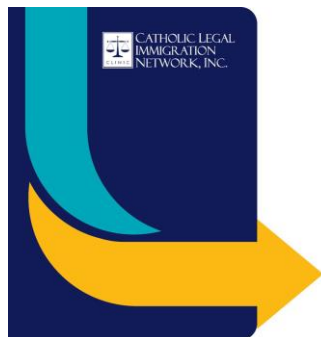
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