

Scaling Immigration Legal Services Up to Meet the Challenge

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For decades, the immigration legal services provider community has struggled to meet the legal needs of immigrants without meaningful access to services, whether as a result of inability to pay, geographic, social group, homelessness, or other isolation. The development of the Board of Immigration Appeals (BIA) Recognition and Accreditation Program in 1958 marked the government's first attempt to increase the capacity of authorized providers in the immigration field. But as we approach the 60th anniversary of that program's birth, hundreds of thousands of immigrant families still lack adequate legal services. In this paper, we review several innovative service delivery models that the authors hope will inspire collaboration, innovation and efficiency among philanthropists, nonprofit legal service providers, local, county, and state government, private attorneys, and non-lawyer immigrant advocates. Indeed, these real life examples of creative "outside the box" projects demonstrate compellingly that each sector has a unique role to play and valuable expertise to share. And that there are new sectors that can and should play an important role.

The challenge of accommodating the current need for immigration legal services by low income communities is daunting.¹ Consider how that task would be magnified under the following conditions:

- Imminent launch of a large-scale immigration benefit program
- Mass incarceration of asylum seekers
- Restrictive and punitive immigration law and policy
- Pervasive misinformation among immigrant communities by fraudulent actors

The risk to immigrants in such an environment is enormous. And this environment is exactly where we find ourselves today.

Concurrently, the legal field as a whole is changing. Technological advances and efficiencies in client communication, e-learning, and legal service delivery have flooded the market, pushing those more traditionally minded to be more creative than ever before. A lot is being done with few resources, but the vast need still grows.

The models and projects we highlight here are unique in many ways, but all have several core tenets that bind them together. First, each responds to a need identified within an immigrant community and meets that need which would otherwise not have been served. Second, each exemplifies "outside the box" thinking by bringing together unexpected or unusual partners to produce collaborative and impactful results. Finally, each model targets new or underutilized resources, either financial or human to accomplish its goals. It is incumbent on our community of service providers to draw inspiration from these models as we pursue our own innovation. They need not be emulated precisely, but it is only by using these models as learning tools that we can be successful in scaling up capacity in a significant way.

Nascent Capacity: Building a Dynamic New Network Quickly

Among those who spend their days focused on building the capacity of immigration legal service providers, there is a long held belief that social services organizations and other trusted community groups hold untapped potential to assist in the provision of legal services. These potential partners

include churches, labor organizations, libraries, ESL providers and many other social service agencies like The Salvation Army or Goodwill Industries. Additionally, nascent capacity can be found when traditional legal service providers rely on volunteers in addition to staff, perhaps even training non-attorney volunteers to be BIA accredited representatives for an agency, thus expanding the number of clients they can serve.

Churches: Legal Services as Ministry

Churches are uniquely positioned in communities as institutions trusted by many. World Relief, one partner organization within the Committee for Immigration Reform Implementation (CIRI) network, exists to empower evangelical Christian churches to assist vulnerable immigrants in gaining equal access to justice. Five years ago, World Relief began to observe an increase in the number of evangelical churches that wished to establish BIA recognized and accredited programs. These churches viewed the provision of immigration legal services as a new way to minister. World Relief also helped to launch the Immigration Alliance, a coalition of 17 church-based organizations that facilitates capacity building by churches to increase local church interaction with and immigration legal service provision to immigrants.

Churches build this capacity by providing church leaders with comprehensive immigration law training, generally a 40 Hour Basic Immigration Law training based on the curriculum developed by the Immigrant Legal Resource Center. This training was developed in the early 1990s as an innovative way to reach new practitioners, teaching substantial immigration law in a condensed format. Churches then work with World Relief to receive hands-on experience that exposes them to program management concepts learned during training. Although church-based programs are often smaller in scale than the traditional recognized and accredited agencies, they fill a sizable gap and often expand as demand increases. Church-based programs begin in the church building with a pastor or lay leader as the sole part-time accredited representative. Small in scale, this model is especially well-suited to provide service in under-resourced rural areas.

The Wesleyan Church has made serving low income immigrants in church communities a priority by forming Immigrant Connection, "...a grassroots network of Wesleyans...envisioning the Spirit of God bringing immigrants and churches together through awareness and action to cultivate relationships, share resources, and provide legal services."² Currently, Immigrant Connection has nine recognized and accredited offices operating in local Wesleyan churches, and another twelve are slated to open by the end of 2016. The first three Immigrant Connection offices to open (The Bridge in Logansport, IN; Olathe Wesleyan in Kansas City, KS; and City Life in downtown Grand Rapids, MI) have served 1,023 individuals/families in their first year. The clients served at these three centers alone came from 57 different countries around the globe.³

In 2014, Immigrant Connection formed the Immigrant Legal Services Shadowing, Observation, and Legal Experience Program. This robust program provides hands-on experience in immigration legal services and program management to BIA recognized sites and accredited representatives within the Immigrant Connection network. To date, more than 40 individuals, ranging from potential BIA representatives to law students to lawyers, have participated in an Immigrant Connection shadowing experience. The average participant spends between 40-60 hours working directly with a BIA accredited representative.⁴ Other faith communities are also using similar shadowing models.

The Wesleyan Church experience is just one example of how evangelical Christian denominations and individual churches are organizing to serve the vulnerable immigrants among them. World Relief provides the legal technical support and training necessary to mobilize these church-based legal services. Currently, World Relief assists 60 church programs, expanding the reach of its 17 field offices across the country.

All of the church-based models combine accelerated training with hands-on experience before the application for BIA accreditation is filed, while leveraging the church itself as a trusted community institution.

Non-traditional providers of immigration legal services: Labor and Libraries

For nearly two decades, the Catholic Legal Immigration Network (CLINIC) has tried to think “outside the box” about who can and should provide immigration legal services. The motivation for this creative thinking sprung from two challenges – the paucity of competent and credentialed immigration law service providers and incompetent or fraudulent businesses that label themselves “immigration consultants” or use the Spanish language term for notary public, i.e., *notarios*. These bad actors take advantage of cultural and linguistic barriers to charge immigrants exorbitant fees to file applications for which the applicant typically does not qualify. In many instances, the immigrant is later surprised to find that what she had been told was an application for a work permit leads to her appearance before an immigration judge in removal proceedings. This is a disaster for the immigrant and her often mixed-status family. Further, these fraudsters obstruct the efficient operation of our immigration laws and the agencies that administer them.

CLINIC and other CIRI partners started developing what has come to be known as “nascent capacity” with groups assisting immigrant survivors of domestic violence. This was made possible by legal provisions created for them in the 1994 Violence Against Women Act (VAWA) that allowed victims of domestic abuse to self-file for immigration relief. The groups who assisted survivors initially sought assistance from the immigration legal service provider field. Eventually, however, the potential for re-traumatization and the lack of available immigration legal service providers in many locations led these agencies to develop legal services programs as a complement to their work. For reasons of mission, geography and client population, these agencies were among the first true examples of the rise of nascent capacity. Since 2007, CLINIC has assisted in the development of over 50 such immigration programs embedded in domestic violence survivor assistance agencies.

Over the past several years, CIRI organizations have worked to increase capacity for the immigration legal services field to a scale commensurate with the challenges of a large immigrant benefits or legalization program. Two nascent capacity groups who are definitely “outside the box” from traditional legal service providers are labor unions and libraries. Ironically, labor was “inside the box” for the last large-scale legalization. During the implementation of the Immigration Reform and Control Act of 1986, the International Ladies Garment Workers Union (ILGW) received BIA recognition and accreditation for its offices in New York City and Los Angeles. The successor to ILGW, the Union of Needletrades, Industrial, and Textile Employees and Hotel Employees and Restaurant Employees Union (UNITE HERE), is now moving rapidly to obtain BIA recognition and accreditation in Los Angeles and other locations so that it, too, can serve immigrant union members in this way.

The second group that CLINIC has cultivated as a source of immigration legal services nascent capacity is libraries. In Littleton, Colorado, the Library and Museum Department created the Littleton Immigrant Resources Center (LIRC) in 2005. In 2009, the program became fully integrated into the city and changed its name to LIRC. It has coordinators for Citizenship, English as a Second Language, Financial Literacy, and Legal Services, as well as a Center Supervisor, Petula McShiras. LIRC leverages the high level of trust community members accord the library to provide a program that integrates newcomers quickly and comprehensively. McShiras says, “I think it’s less intimidating for people to approach us because we’re in a library. We’re in a safe public place.” LIRC began with a \$75,000/year budget and just one employee. That initial staff person applied for the LIRC and herself and received BIA recognition and partial accreditation in 2010.

Other libraries have followed the path cleared by LIRC. In 2016, the Los Angeles Public Library (LAPL) filed applications for BIA recognition and accreditation for six branch libraries and four bilingual outreach librarians. LAPL is the most aggressive big-city library to make this move. The library has budgeted roughly \$55,000 per branch for six of its branch libraries in immigrant rich areas.

These two sources of immigration legal services might not have succeeded without the development of new tools to grow large-scale capacity and the support of experts assisting the navigation of the BIA recognition and accreditation process.

New Tools to Move Capacity to Scale Rapidly Navigating the Credentialing Process – BIA Recognition and Accreditation Group Application Workshop

In order to move more organizations quickly through the credentialing process, CIRI has implemented a group processing workshop model for individuals seeking BIA recognition and accreditation. This model is well known to benefit immigrant legal services clients so CIRI wanted to give it a try in another context. The model involves “homework” before the event and a day-long interactive seminar in which participants produce a completed or close to completed application for BIA recognition and accreditation. Thus far, CIRI has piloted this model twice – once for a group of 25 and once for a group of 12. The results are promising; CIRI expects to see many more groups filing applications with a higher rate of success. The model is also rapidly evolving; the second smaller group workshop benefited from a more intimate and hands-on experience. Twelve to fifteen seems to be the optimal number for this type of capacity building workshop; the second event is yielding faster filing of applications with the Board.

To complement this new model, CIRI recently produced a series of eight brief videos, each 2-9 minutes long. CLINIC expert Jack Holmgren walks viewers through each piece of the recognition and accreditation application with clear instructions, tips and tricks gained from decades of experience with the program and hundreds of successful applications. The videos are designed to help individuals better understand the BIA recognition and accreditation application process. This series is not meant as a substitute for lengthier training or study, but CIRI hopes that they will be a useful complement to organizations and individuals seeking BIA recognition and accreditation.

Comprehensive Overview of Immigration Law E-Learning Course

The Comprehensive Overview of Immigration Law (COIL) e-learning course was developed and launched by CLINIC in 2014. The COIL is an intensive six-week e-learning course that provides the new immigration practitioner with an overview of core immigration law concepts as well as the practice skills necessary to be an effective advocate. The course is a great way to quickly learn the fundamentals of immigration law necessary to be an effective immigration practitioner, and to establish the training background necessary to support an application for BIA accreditation. The course takes 48 to 60 hours of intense participation and consists of twelve 90-minute webinars, readings, exercises, quizzes, and a multi-hour open-book final exam. All of this involves frequent one-on-one group participant/instructor interaction via various online formats to facilitate learning.

Through funding allocated to CIRI, CLINIC hosted 3 free COIL courses in 2015 and 2016, graduating 494 participants who could use their new knowledge and skills to seek BIA accreditation. Of course, not all participants are affiliated with a recognized agency or interested in pursuing accreditation upon completion of the course, but the utility of the COIL to rapidly and significantly expand legal services capacity cannot be overlooked. In fact, organizations with affiliates who have participated in the COIL report that when the training was offered at no cost it gave affiliates the ability to enroll additional staff members that they might not have otherwise participated. In one example, the free COIL course

enabled an executive director who is in the process of starting a program to gain a much better understanding of what is required to properly serve her organization's future clients. Her immigration program director had already participated in an in-person training, but it provided these two colleagues a shared understanding of the law. The COIL also provided participants who had previously completed 40 Hour Basic Immigration Law trainings the opportunity for a refresher course. From all feedback the COIL received, there was an incredible willingness to make the 48-60 hour time commitment even when an organization had not invested financial resources into the training.

The combination of the COIL e-learning course and the BIA Recognition and Accreditation Group Application Workshop offers best practices for agencies seeking to prepare for major changes in immigration law. These innovative tools provide trusted community actors with the training and skills they need to assist in the provision of basic immigration legal services.

Expanding Credentialed Immigration Legal Services Capacity Using Online Immigration Law Training: COIL Success Stories

CIRI has become aware of two California models that have substantially increased organizational legal service capacity by leveraging the COIL e-learning course. Both used the COIL to train and credential several dozen additional staff and volunteers to assist with immigration legal services should a large-scale immigration benefit program come to pass. These "reserve troops" are ready to hit the ground running on day one of any program.

Volunteers

The Parish Pilot Project, developed in 2015, is a collaboration between the 11 Catholic Charities immigration legal services programs in California and CLINIC. It leverages the good will of individual parish members to help immigrant members of the community with immigration legal services. Of course, such a model is applicable to people and organizations of good will in the labor, other faiths, ethnicity-based, home-nationality based, education, and governmental realms. This project uses volunteers who want to help their communities and provides them with immigration law knowledge, training and credentialing to increase direct legal services, generally in a mass processing environment.

This model works because volunteers of BIA recognized agencies can also become accredited representatives. This provision in the program has been rarely used as the commitment to simply be trained to become an accredited representative is significant. However, within local parishes, members are particularly invested in their community's welfare and know that they will remain active and engaged for many years to come.

Local Catholic Charities agencies carefully select volunteers using local Catholic churches, or parishes. These volunteers, leaders in their respective parishes, participate in the COIL, gaining the immigration law knowledge and skills they need to assist their communities. A recent COIL course "graduated" over 50 parish participants from across the state of California.

Subsequently, these local Catholic Charities organizations apply for BIA partial accreditation for COIL graduate volunteers. While waiting to receive accreditation, the volunteers shadow authorized legal service providers (BIA accredited representatives or immigration attorneys) to sharpen the skills and knowledge they have gained. The addition of this shadowing component demonstrates that successful models are already being replicated across the country.

Non-Legal Services Staff – Leveraging Existing Employees

The second model comes from the Catholic Charities of Orange County (CCOC), one member of the Parish Pilot Project collaboration. CCOC used the COIL course to train and credential *non-legal* staff

who work outside of the agency's immigration program. CCOC decided to use this resource to quadruple the number of BIA accredited representatives on its staff. Although these employees may not utilize their training and credentials on a daily basis, they can assist in "emergent" circumstances. They can also provide immigration law outreach, perform screening to identify immigration benefits, and make effective referrals to their colleagues.

These two models offer a variety of benefits. Both dramatically increase credentialed staffing and engage dozens of individuals who are new to providing immigration legal services, whether parish volunteers or even an organization's executive director. In the case of CCOC, this resulted in a 420% increase in credentialed personnel in a very short time at virtually no cost. Catholic Charities of the Diocese of Monterey (CCDM) is another example. CCDM has credentialed its executive director, two marriage and family counselors, and three family-strengthening specialists to supplement its existing immigration staff of three. The result is that an "immigration law culture" is pervasive in all aspects CCDM's work. Immigrants account for 90+% of their clients; because of this training, every client receives the highest quality of services, from reliable outreach and screening to precise and detailed referrals to the staff that provide benefit application assistance.

These teams of partially accredited representatives will be ready if and when a large-scale immigration benefit program is launched. Experience from IRCA and DACA shows that the first few weeks of any new program will yield the highest demand from applicants for assistance. Absent these increased staffing resources, many applicants would face a delayed appointment. Delayed appointments often lead applicants to seek out alternative providers, many of whom are fraudsters who prey on immigrant clients to their detriment.

All of these nascent capacity models leverage the trust people place in institutions of faith, libraries, and labor unions to provide immigration legal services using dedicated staff as well as "reserve" volunteers and non-legal employees. Fast training and credentialing are the keys to this success.

A New Community Role for Law Schools

Another under-utilized resource that has the potential to increase the capacity of the legal services field is law schools. Although many law schools house immigration or humanitarian assistance legal clinics and provide valuable services to immigrants, often these clinics have incredibly small caseloads, on average around 8-10 matters per school year. DePaul University Law School's Asylum and Immigration Clinic and Elon Law School's Humanitarian Immigration Law Clinic are doing things a little differently from that traditional model.

DePaul University Law School – Partnering with Community-Based Organizations

To address the dearth of immigrant legal services in Illinois, the DePaul University Law School Asylum and Immigration Clinic developed an innovative program to support, sustain, and dramatically increase both the quantity and quality of community-based organization immigration legal services. This program began with the aim to support Chicago, grew to the so-called "Chicago-Land" area and now covers the entire state.

DePaul plays an important role in bringing legal services to low income constituents. As a law school clinic, it is not designed to handle a large volume caseload. However, it is uniquely positioned to investigate complex legal issues, respond to law reform concerns, and enhance legal representation. By partnering with the clinic, community based organizations have access to a wide range of resources including legal research and analysis; consultations on complex cases; ongoing legal education opportunities; targeted staff training on skills, law and practice; participation in roundtables and peer review; support in the recognition and accreditation process; case and program management support,

community education materials; and advocacy around systemic issues in adjudication and law or policy changes. This assistance enables local organizations to engage in a broader range and increased volume of client representation. This model would not be effective without faculty teaching and supervision, which is made possible by fundraising efforts that have permitted the clinic to expand its teaching faculty. Importantly, the clinic offers its services in an ongoing and systematic manner, with a focus on building the capacity of community based organizations.

The DePaul clinic has established a formal and consistent network for consultation, advice, training, and legal resources. The clinic dovetails its knowledge, skills, and resources with community based partners, creating linkages among organizations to facilitate information exchange and collaboration. This successful collaborative model effectively shares resources and provides targeted technical assistance to overburdened community partners, thus increasing the efficacy of representation of low income immigrants in Illinois.

Elon Law School – Training Lawyers While Serving the Community

Another example of an innovative law school model is the Humanitarian Immigration Law Clinic (HILC) at Elon University School of Law, which is a year-round, in-house, live-client clinic that was established in December of 2010, allowing students under the supervision of law faculty to provide free immigration legal services to low income refugees and asylum seekers in North Carolina. HILC represents refugees, asylees, asylum seekers, parolees, certified victims of trafficking, and Iraqi/Afghani Special Immigrants with immigration benefits applications, including adjustment of status, affirmative and defensive asylum, family reunification, humanitarian parole and naturalization. Under the supervision of law faculty, Elon law students manage all aspects of refugee and asylee cases, meeting with clients, performing intake interviews, analyzing cases for legal remedies, gathering evidence, drafting and filing applications and briefs, and maintaining client correspondence. Students also participate in hearings before the immigration courts, the Department of Homeland Security, and the Board of Immigration Appeals. During its inaugural year, HILC served 400+ individuals from more than 40 different countries worldwide.

HILC contributes to the diversity of immigration law clinic models because it is unconventionally high in case volume, serving on average 300+ individuals per year. HILC's high case volume model was deliberately adopted with particular pedagogic goals in mind. Many of the benefits relate to transferable lawyering skills, rather than immigration practice-specific skills. Among these are the skills of prioritization, balancing the time sensitivity and customer service needs of different types of cases, professionalism in a fast-paced office setting, and managing cases of varying complexity simultaneously. Instead of limiting HILC's caseload to complex and nuanced cases, HILC accepts cases that range from very simple to very complicated. As a result, students will typically manage a diverse caseload, with several simple cases and one or two complex cases. This model prepares students for the realities that they will encounter in practice, but it is not without its challenges. HILC's high volume model necessitates a higher staffing level than traditional programs, as well as requiring 12 month participation by faculty and a lower than average faculty to student ratio. Students meet for class twice a week in addition to individually meeting with their supervising attorneys for at least one hour each week. Weekly classes cover relevant substantive law, core lawyering skills and professionalism. At designated times throughout the semester classes also include case rounds during which students are asked to present issues that have arisen in their cases for group discussion. HILC is graded on a pass/fail basis.

HILC employs a funding model that is potentially replicable at other law schools at a relatively low cost to the host institution. HILC receives funding from the Office of Refugee Resettlement (ORR) through a partnership with state Department of Health and Human Services divisions to provide immigration legal

services to refugees, asylees, parolees, and certified trafficking victims. The ORR funding HILC receives is available in many states.

While law school clinics historically handle only a few cases at a time, these programs leverage their expertise and resources to maximize community impact. Both focus on meeting the legal needs of the immigrant community by mobilizing previously underutilized legal service providers.

When Emergency Strikes – The Central American Humanitarian Crisis and the Rise of Family Detention

An innovative and improbable service delivery model that emerged in response to the Central American Humanitarian crisis and the rise of family detention in the summer of 2014 is the model adapted first by the Artesia Pro Bono Project and subsequently by the CARA Family Detention Pro Bono Project. These two collaborative projects staffed by hundreds of volunteer attorneys and advocates across the United States provided legal services to the most vulnerable immigrants – women and children – through a service delivery model that seemed impossible.

By May 2014, the crisis in Central America had fueled a notable migration of women and children who were seeking safety—literally fleeing for their lives. In late July the immigration bar began to mobilize, organizing an ad hoc response to address the lack of legal representation and access to counsel. There were no immigration attorneys or nonprofit service providers anywhere near Artesia, New Mexico. The closest immigration advocates could be found 3.5-4 hours and hundreds of miles away in El Paso, Texas and Albuquerque, New Mexico across the desert.

During this time, volunteer lawyers in Artesia reached out to the American Immigration Council, the law firm of Jones Day, the American Immigration Lawyers Association (AILA), and CLINIC to form a working plan for a pro bono representation project. Essentially, they needed to set up a pro bono law firm in a remote town that could accommodate dozens of lawyers in the midst of serving hundreds of women, many of whom were on the cusp of being deported without any access to legal assistance or due process. Staff and volunteers worked nearly around the clock to organize the project. At the beginning there was no funding. Office space was located in a local church; interview and intake processes were put into place; calendar, docketing, and case management systems were implemented; and a liaison process was initiated to address concerns about due process, living conditions and attorney access to the facility.

Under a traditional pro bono model in the immigration field, a non-profit service provider would typically screen a designated client population and place meritorious cases with individual volunteer lawyers—one lawyer per client, one client per lawyer. Using the traditional pro bono model, the project would need 500 lawyers. There were no more than a dozen temporary volunteer attorneys on the ground in Artesia when the project began. They had no precedent at all to guide their response. And so, they made a promise to every mother and to every child detained in Artesia: “if you are detained in Artesia, we will be your lawyers.”

That promise was the single most powerful thing the project did because it transformed the volunteer work from a traditional system of direct client services into a movement that could create fundamental change. It was a direct, clear response to the Administration’s intentions to deport without due process of law. The volunteer project became a change agent aimed at shutting down Artesia as a family detention center. The lawyers realized then that the best way to shut Artesia down was to win cases.

These lawyers and advocates created a new model for delivering pro bono legal services: a total and true team approach. Over 21 weeks, the Artesia Pro Bono Project evolved organically from a loose

coalition of attorneys faintly affiliated by their common AILA membership into Team Artesia — the concept that no one goes at it alone.

Attorneys, paralegals, law students and college students put their lives on hold for up to two weeks at a time to head to Artesia to provide a voice for the voiceless. These volunteers and eventually two full-time project staff (funded by the American Immigration Council and AILA) worked an average of 17 hours a day, 7 days a week. Most volunteer stints averaged at least 5 days and at the end of a volunteer's time in Artesia, she would hand off her caseload to the next attorney volunteer in a type of baton-pass-relay-race to the finish.

Other volunteers “off the ground” provided critical legal research, located experts to testify as needed, or participated on the “remote bond team” charged with preparing complex packages to be submitted to the immigration court prior to a bond hearing—often argued by yet another volunteer attorney. Still others worked to raise funds to partially pay for volunteer travel. The American Immigration Council created a fundraising system to allow anyone to donate to this effort. Through the generosity of Council donors, over \$40,000 was raised in just a few weeks.

Although it is difficult to calculate the actual hours spent representing and advocating for the more than 600 cases the project served, the on the ground pro bono time clocks in at well over 20,000 hours (17 hours/day x 5 days x 250 volunteers). This does not take into account the dozens of volunteers who spent time working on cases outside of their time in New Mexico.

After nearly six months of operation, the Artesia Family Residential Center officially closed its doors on December 18, 2014. Despite the closure of Artesia, the politically-motivated detention of families seeking asylum in the United States continues in places like Karnes, Berks, and Dilley.

The collaborative spirit that sprang from the Artesia Project remains and formed the foundation for the CARA Family Detention Pro Bono Project that has now been in operation for just over one year. The groups that came together to support the grassroots evolution of the Artesia Pro Bono Project committed to continue the work of the project to end family detention. At present their efforts are underway in Dilley, Texas and Karnes, Texas, where two other family detention centers have sprung up.

The CARA Pro Bono Project continues to operate as its predecessor project did in Artesia but now with four major organizational partners who have made significant financial investments. The Project now employs 6 full time contract staff and a Fellow on loan from the Immigrant Justice Corps. It still relies on both lawyer and non-lawyer volunteer teams that travel to Dilley each week to provide legal information and assistance to the families detained there. The nature of the work has shifted dramatically; families are remaining in detention for far shorter stays, processing in and out of the facility very quickly. Much of the CARA Project's work on site is outside of the direct legal services arena at this stage, focusing more on issues related to client advocacy, conditions in detention, medical care, lack of legal access for indigenous language speakers, and childcare. This shift has allowed the Project to recruit many more non-lawyer volunteers than were effective in Artesia since so much of that project's focus was on protracted legal wrangling and asylum merits hearings taking place while clients were detained.

As a result, the CARA Pro Bono Project is more effective at spreading its message and building coalitions outside the legal community. Labor, for example, has been tremendously supportive in sending volunteer teams to south Texas. CIRI has also learned that non-lawyer volunteers' experiences with the CARA Project have led some to seek BIA recognition and accreditation upon their departure, increasing capacity within the broader immigration legal services field.

Over the past 22 months, outraged immigration attorneys and advocates across the country banded together to leverage their collective efforts to end the insidious practice of family detention. In one year, 700+ CARA Pro Bono Project volunteers:

- Gave up their lives for one week. We estimate 42,000 hours.
- Assisted nearly 8000 families.
- Donated more than \$6.75 million worth of volunteer time.
- Helped over 90% of CARA clients pass their credible fear interviews, allowing them to move forward with their asylum claims.

These numbers tell the story. This grassroots response that began with a few outraged immigration advocates in the New Mexico desert ultimately caused the most extraordinary pro bono effort, the likes of which no one expected, no one envisioned, and no one can now imagine we could do without.

Concluding Thoughts

Each of these models involves a trusted actor such as an evangelical or Catholic church, library, labor union, law school, or national association of immigration attorneys. Using advancements in technology-based training and innovative approaches to regular practice, such as the group processing of BIA recognition and accreditation applications, the field has creatively increased capacity that will be vital in the event of a large-scale immigration benefit program. Regardless of whether a large-scale program is enacted in the immediate future, these unique models will continue to complement one another to successfully represent the immigrant community.

¹ Kamasaki, Charles et al., *Immigration Reform and Administrative Relief for 2014 and Beyond: A Report on Behalf of the Committee for Immigration Reform Implementation (CIRI), Human Resources Working Group*, 3 J. MIGRATION AND HUM. SECURITY 283 (2015), available at <http://jmhs.cmsny.org/index.php/jmhs/article/view/53>.

² David Drury, *The Wesleyan Church Joins in Launching The Immigration Alliance*, WESLEYAN CHURCH, Oct. 1, 2014, available at <https://www.wesleyan.org/2699/the-wesleyan-church-joins-in-launching-the-immigration-alliance>.

³ Zach Szmara, *The World Across the Street*, WESLEYAN LIFE, Spring 2016, at 24, available at <https://www.wesleyan.org/wesleyanlifeonline>.

⁴ *Immigrant Connection Site Shadowing Information*, WESLEYAN CHURCH, <https://www.wesleyan.org/icshadowing> (last visited June 10, 2016).