

OFFICE FOR REFUGEES AND IMMIGRANTS

Legal Help Desk Presentation



Susan Church, ORI Chief Operating Officer and Legal Adviser

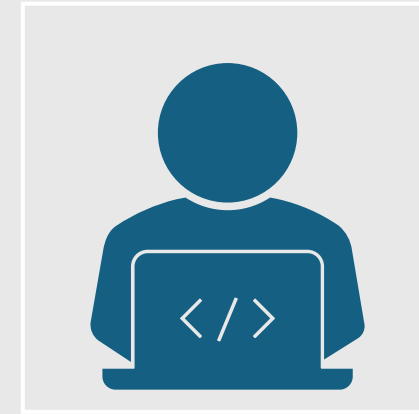
Carol Leon, ORI Ombudsperson

Irma Flores, Program Coordinator

Legal Help Desk



To address current legal needs of EA-eligible individuals and families, ORI-contracted legal services providers will staff a Legal Help Desk on a rotating schedule.



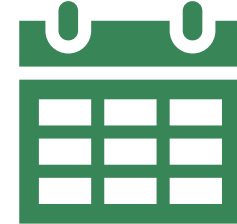
The Help Desk will be accessed virtually through the Legal Provider Services virtual platform (i.e., Webex, or similar platform).

What sorts of cases are appropriate for Help Desk?



Sample 1-hour appointments:

- Change of address
- Calls to USCIS for missing EAD
- Calls to EOIR to check on court date/Judge
- Court date verification
- “Quick” questions
- Needs a referral for asylum application
- Needs a referral for an immigration lawyer



Sample 2 Hour appointments:

- Change of court Venue
- Prep for Court date
- Renewal of Work Authorization
- Complicated legal questions

Legal Help Desk Agencies Areas

- Legal Staff will provide Emergency Response Services to Eligible Individuals outside of their Assigned Region, as capacity and service area allow.

| Agencies | Area |
|----------|----------------|
| IINE | Northeast |
| MIRA | Central |
| CCAB | Greater Boston |
| IFSI | Southeast |
| JFSWM | MetroWest |
| JFSMW | Western |

ELEGIBILITY CRITERIA

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graph TD; A[ELEGIBILITY CRITERIA] --> B[WHAT]; A --> C[ELEGIBLE CRITERIA]; A --> D[OVERALL SERVICES]; A --> E[EA REFERRALS]; B --> B1[To offer immigration services through lawyer consultations and a help desk that addresses immigration inquiries, assists with form completion, and supports families seeking legal immigration solutions.]; C --> C1[Current EA Shelter Resident.]; C --> C2[Left EA shelter in the last 12 months]; C --> C3[Currently use HomeBASE]; D --> D1[Provide a virtual or in-person legal consultation with the individual and their family]; E --> E1[For any Eligible Individual referred to the Agency by EA provider who, at the time of referral, has a scheduled immigration court hearing within 12 weeks.];
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WHAT

To offer immigration services through lawyer consultations and a help desk that addresses immigration inquiries, assists with form completion, and supports families seeking legal immigration solutions.

ELEGIBLE CRITERIA

- ☐ Current EA Shelter Resident.
- ☐ Left EA shelter in the last 12 months
- ☐ Currently use HomeBASE

OVERALL SERVICES

Provide a virtual or in-person legal consultation with the individual and their family

EA REFERRALS

For any Eligible Individual referred to the Agency by EA provider who, at the time of referral, has a scheduled immigration court hearing within 12 weeks.

Intake Process



The client or EA provider will fill out this form to ensure eligibility:

If the client is found **ineligible**, they will get an email with legal resources

If the client is found eligible, they will receive an email with the relevant Bookings Links



Once the client receives the email with the Bookings links, they will have to choose from a 1hr or 2 hrs appointment options.



When the client signs up, they will receive a confirmation email and a reminder email with the agency link provided for the virtual consultation.

Questions

