

# **Developing and Maintaining a Successful Legal Referral Hotline for Immigrant Communities: A “How To” Handbook**

**APA  
LRC**

**ASIAN PACIFIC AMERICAN  
LEGAL RESOURCE CENTER**



***Prepared with Support from the Open Society Institute's  
Program on Law & Society***

# APA LRC

**Asian Pacific American Legal Resource Center**

733 15<sup>th</sup> Street, NW

Suite 315

Washington DC 20005

Phone: 202/393-3572

Fax: 202/393-0995

E-mail: [handbook@apalrc.org](mailto:handbook@apalrc.org)

Web: [www.apalrc.org](http://www.apalrc.org)



**National Asian Pacific American Legal Consortium**

1140 Connecticut Avenue, NW

Suite 1200

Washington DC 20036

Phone: 202/296-9300

Fax: 202/296-2318

Web: [www.napalc.org](http://www.napalc.org)

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# **ABOUT THE ORGANIZATIONS**

## ***ASIAN PACIFIC AMERICAN LEGAL RESOURCE CENTER***

Founded in 1998, the APALRC is a non-profit organization dedicated to ensuring equal access to justice for Asian Pacific Americans (APAs) in the Washington, D.C. metropolitan area. Through creative partnerships with other legal and social service organizations, the APALRC has made significant progress in addressing the language and cultural barriers that have historically resulted in a lack of legal and government services for individuals in the APA community.

Since 1998, APALRC has been operating a legal resource hotline, staffed by law student volunteers with Asian language skills who perform client intake, translate inquiries and identify appropriate legal and social service referrals. The ultimate goal of the APALRC is to establish a local network of full service legal clinics to serve the needs of the growing and diverse APA population.

## ***NATIONAL ASIAN PACIFIC AMERICAN LEGAL CONSORTIUM***

NAPALC, a nonprofit, nonpartisan organization, was incorporated in 1991 and opened its Washington, D.C. office in 1993. NAPALC works to advance the legal and civil rights of APAs through public education, litigation and public policy. A nationally recognized voice on civil rights and APAs, NAPALC focuses its expertise on anti-Asian violence and race relations, voting rights, immigration and immigrant rights, affirmative action, language access, the census and leadership development.

Serving the nation from its capital, NAPALC is affiliated with the Asian Pacific American Legal Center of Southern California in Los Angeles ([www.apalc.org](http://www.apalc.org)) and the Asian Law Caucus in San Francisco ([www.asianlawcaucus.org](http://www.asianlawcaucus.org)). NAPALC also has a national network of partners who are community based organizations serving the APA community.

# BACKGROUND

## ***Who is this Handbook for?***

This handbook is intended for organizations of any size that are interested in developing a bilingual or multilingual legal referral hotline to assist recent immigrant communities with their legal needs. The handbook presents ten fundamental steps to guide any organization – however small or large - to develop its own legal referral hotline. The handbook is based on the experience of the APALRC, which has been operating a multilingual legal referral hotline to help the APA community in the Washington, DC metro area since 1998. The APALRC’s experiences can be instructive and helpful for other organizations wishing to develop a similar initiative in their local communities. The Appendix of this handbook contains materials used by the APALRC and which could be modified to fit the need and scope of other legal referral hotlines.

## ***What was the genesis of the Handbook?***

In 2000, NAPALC issued a report entitled *The Search for Equal Access to Justice: Asian American Access to Justice Project Report* [referred to as the *Equal Access Report*]. The *Equal Access Report* summarized issues and recommendations made during a conference funded by the Open Society Institute’s Program on Law & Society (L&S) and convened by NAPALC and the National Asian Pacific American Bar Association (NAPABA) to assess how well the civil legal needs of the Asian American<sup>1</sup> community were being addressed. L&S then provided a two-year grant to NAPALC to work with the APALRC in developing its hotline project into a model program that could be replicated in other communities around the country, and producing a handbook to help other organizations contemplating similar projects.<sup>2</sup>

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<sup>1</sup> The conference did not examine the special legal needs of Pacific Islanders.

<sup>2</sup> L&S also funded a more resource intensive comprehensive hotline project in Los Angeles, undertaken by one of NAPALC’s affiliates, the Asian Pacific American Legal Center, in collaboration with the Legal Aid Foundation of Los Angeles, the Neighborhood Legal Services of Los Angeles County and the Legal Aid Society of Orange County.

## ***What were some of the findings of the “Equal Access Report”?***

The *Equal Access Report* found that Asian Americans fundamentally do not have meaningful access to legal services. It revealed that Asian immigrants face linguistic and cultural barriers to accessing appropriate legal assistance. In fact, the lack of language assistance and culturally competent services are among the most significant barriers for Asian Americans seeking to access the legal process and legal service providers.

### **Specifically, the *Equal Access Report* generated the following observations and conclusions:**

- Two-thirds of the Asian American community is foreign born, with more than one-third having arrived as immigrants within the past 10 years.
- The Asian American community has grown at a rapid pace and has become more dispersed – with significant communities in new areas, such as the cities of Houston, Miami, Atlanta, and Minneapolis, and in parts of Wisconsin, Nebraska, and North Carolina.
- Although some segments of the Asian American community are doing well financially, most of the ethnic groups within the Asian American community have a poverty rate that is at least 50% higher than that of non-Hispanic whites. Southeast Asians face a poverty rate of 25-50% in many refugee communities.
- Many Asian Americans face language barriers, as more than 1 in 10 Asian households lack anyone over the age of 14 who is able to speak English well. Some are illiterate even in their own language.
- Many come from countries with vastly different legal systems, and few laws protecting the rights of the individual.
- Many are unlikely to know their rights and responsibilities under U.S. laws. Even if they do know their rights and responsibilities, many are afraid of exercising their rights because of concerns about how it might affect their immigration status, their jobs, and their families.
- Many Asian Americans are unaware that there are agencies in their communities that provide low-cost or free legal services. Even if they do know, they do not try to access these services because of language barriers.
- There appears to be no uniform requirement for Asian language assistance in most courts, administrative processes, and state and local government agencies. Most states do not have a mandated system for certifying Asian language interpreters.
- Historically, few mainstream legal services programs have effectively served the Asian American community. Legal service agencies that assess local legal needs based on current actual demand for their services often do not see the needs of emerging Asian immigrant communities. In addition, cutbacks in legal services funding have coincided with the recent growth of the Asian American community.
- Experience has shown that when a legal service agency hires someone from the Asian American community with appropriate language skills, demand for services from that community will often increase. However, even for those agencies who understand the need to serve Asian American clients, the diversity of the community and the language needs generally cannot be met with just one or two hires.

The *Equal Access Report* surveyed and profiled existing models to find promising practices to improve access by Asian Americans to legal services. It examined strategies such as:

- Hiring attorneys and other staff with language and other appropriate expertise at mainstream legal service agencies
- Building a special Asian American community program within a mainstream legal services agency
- Building an Asian American or multi-cultural law group
- Using attorney referral services
- Using law school programs

The *Equal Access Report* also recommended the development of “demonstration projects” in two or three cities that would provide additional models for serving local Asian American communities’ legal needs.

### ***Why was the APALRC chosen for a “demonstration project”?***

The APALRC was chosen for several reasons. First, like many other areas across the country, the Washington, DC metropolitan area had experienced a tremendous APA population growth within a very short time period. In fact, in many communities in the Washington, DC area, including Northern Virginia and counties in Maryland, the APA community doubled between 1990 and 2000. In the District of Columbia, the Chinese, Indian and Vietnamese communities are rapidly growing while Filipino, Chinese, Korean, and Indian Americans are settling in the counties of Fairfax and Arlington in Virginia, and in Montgomery County in Maryland.<sup>3</sup>

Despite this rapid growth, it was apparent that a very limited legal and social service network existed to meet the needs of such a diverse community. The experience in the Washington DC area seemed to mirror that in many other areas around the country with rapid immigration growth and limited legal resources, but with little or no infrastructure in the form of an existing targeted APA legal services agency or program. Thus, the APALRC was chosen for a “demonstration project” because it was felt that the experiences and lessons learned by a program serving the DC area could surely apply to a wide number of communities who are confronted with similar challenges.

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<sup>3</sup> See Census Tables for the District of Columbia, Northern Virginia and Maryland, prepared by the Asian American Federation, at Appendix A.

Second, a hotline program had already been established by the APALRC in 1998 by a group of volunteers from area law schools and two local bar associations. Volunteer law students and attorneys had maintained the hotline for several years until the APALRC hired its first project staff members in 2001. Given the APALRC's experiences in running a volunteer-led project as well as a project that included paid staff, important comparisons could be made and lessons articulated.

Finally, the DC metropolitan area presented the opportunity to develop a model that incorporated three unique legal services systems, providing us with the ability to offer a wide breadth of lessons learned. The APALRC hotline receives calls from individuals residing in DC, Northern Virginia and parts of Maryland. Each jurisdiction has a different legal service system – for example, while DC has several walk-in clinics to accommodate the legal needs of residents, legal service agencies in Virginia and Maryland conduct intake over telephone for the most part. Moreover, there are more resources in DC and Maryland to handle immigration questions as opposed to Northern Virginia, and more resources in Northern Virginia to handle family law issues than Maryland. Throughout this handbook, we have incorporated the lessons learned in working with these three different and distinct jurisdictions, with the intent that a wider audience might find lessons relevant to the unique challenges in their particular cities and states.

## ***What is a Legal Hotline?***

A legal hotline can be implemented in various ways. Some organizations have legal hotlines that are staffed by attorneys (either paid or volunteer). These individuals answer the phones and provide brief legal advice to the callers immediately. The American Association of Retired Persons (AARP) Foundation, through the Legal Counsel for the Elderly, operates one example of this type of model. For general information and technical assistance on legal hotlines, please visit the National Center on Poverty Law's legal hotline library at <http://www.povertylaw.org/legalresearch/hotline/hotline.cfm>.

Other hotlines are referral hotlines where callers do not receive legal advice, but instead receive information about an agency or attorney who could assist them with their legal needs. Such hotlines can be further differentiated by those that conduct intake, or those that do not conduct intake but merely provide callers with contact information for legal service agencies in their jurisdictions.

Referral hotlines are not necessarily staffed by attorneys. However, some degree of attorney oversight is usually involved or recommended, particularly where intake is being conducted. Oftentimes clients will call with complicated cases involving multiple issues, and non-attorneys will often need assistance in identifying what legal issues are involved. Attorney oversight ensures that non-attorney volunteers and/or staff are correctly spotting legal issues, based on which an appropriate referral can be made.

In addition, attorney supervision over the intake process will help ensure that well-intentioned staff and volunteers are not dispensing legal advice. As non-attorney volunteers and/or staff gain experience and knowledge in a particular area of law, it is not uncommon for them, in their desire to help the caller, to offer information that may qualify as legal advice. To ensure that the project is not engaging in the unauthorized practice of law, these situations need to be closely monitored.

## ***The APALRC's Hotline Model***

The APALRC model functions as an intake and referral system, and is staffed by non-attorney volunteers (primarily law students) who speak up to 10 different Asian languages. All cases received on the APALRC hotline are referred to other legal service organizations or pro bono attorneys for either brief legal advice, or extended legal representation. Before the APALRC had paid staff, attorney volunteers provided oversight and supervision over the volunteer case intake process. As the organization has grown to one with paid staff, this function has now been consolidated in the position of the Legal Director.

The APALRC hotline's primary purpose is to serve as the entry point into the mainstream legal services system for APAs who are non-English speakers or limited-English proficient (LEP), and to help APA individuals navigate a service network that would otherwise be inaccessible because of language and cultural barriers. Cases are opened when they are first received, and are closely monitored by the staff and volunteers throughout the referral process to ensure a successful placement of the client with an attorney. The role of the volunteer and staff is to help clients both understand and navigate the system, and to work with clients and other legal service organizations in addressing any barriers that may present themselves along the way.

A hotline project based on such a model could be small in scope or expansive in its reach, depending on organizational resources, as well as the existence and capacity of other legal service organizations to whom cases will be referred. For example, a small hotline project could choose to cover only one legal issue that is of critical importance to the community. At the beginning of this project when it still had very limited resources, the APALRC conducted a hotline project to help undocumented immigrants legalize their status when a law passed by Congress gave immigrants a small window of time in which to submit their 245(I) application to INS. Through a partnership forged with Catholic Charities Immigration Legal Services (CCILS), the APALRC was able to conduct bilingual intake on its hotline, and refer eligible clients to CCILS for additional legal assistance.

Another example of the APALRC's focus on specific time-limited issues occurred with our response to the Immigration and Naturalization Service's (INS) "special registration" policy which required men over 16 years of age from designated countries with Muslim populations to register with INS district offices by certain dates. The APALRC identified several pro bono immigration attorneys in the area who were willing to provide brief legal advice regarding questions related to the "special registration" policy. The

APALRC was able to provide callers with legal referrals within a day or two of their initial call during the times that registration was ongoing.

As the APALRC's resources and capacity have increased, it has been able to expand the scope of its hotline to include additional legal issues and legal partners.

### ***What are the strengths and benefits of the APALRC Hotline model?***

- ✓ A legal referral hotline model could be particularly appealing to organizations and communities with limited resources who are confronted with high client demand for legal services. Using this model, small community groups with limited staff can serve a potentially large number of clients on a wide range of legal issues and in a number of different languages. By tapping into the resources of existing legal service organizations and utilizing trained bilingual volunteers, community organizations can serve a greater number of clients than it could with only one or two of its own attorneys.
- ✓ Because the provision of legal advice is not involved, organizations that opt for this model will also have lower liability insurance costs. Currently, the APALRC has general non-profit liability insurance that covers its directors, officers, employees and volunteers. For organizations wishing to provide legal advice over the hotline, either through use of its own staff or volunteers, they will need to factor in additional liability insurance to cover attorney malpractice.
- ✓ The APALRC model also fosters positive collaborations with other organizations and communities. Groups and organizations who may be largely unfamiliar with a particular immigrant community are given an opportunity to learn and grow in awareness, and furthermore are encouraged and challenged to apply some of their resources to immigrant communities. The burden of serving an entire community thus does not fall entirely on one community-based organization; rather, the model encourages a vision of mutual and shared responsibility among all providers seeking to serve the poor.

## ***What are the challenges of operating a legal referral hotline?***

- ✓ Often, callers expect to receive immediate legal advice or assistance from an attorney who speaks their language. It is critical to manage these expectations by clearly communicating the nature of the hotline's services when outreach or advertising is being conducted. The scope of the hotline's services also needs to be repeated when calls are first received, so that clients understand that the hotline cannot provide direct legal advice, but will attempt instead to make an appropriate referral to an attorney who will most likely not be APA.
- ✓ Some cases could be easily resolved through a brief advice session over the telephone with an experienced attorney. Under the APALRC hotline model, clients may become frustrated if they have to wait days or weeks for an appropriate referral in order to have a simple question answered. The APALRC has begun to address this issue by hiring a private attorney on a limited contract basis to provide brief advice on the hotline on immigration cases. This has proven to be a very cost effective method of meeting client needs. Furthermore, the attorney with whom we have contracted is covered by her own liability insurance, alleviating the need for the APALRC to take out additional malpractice insurance.
- ✓ Under the APALRC model, one is dependent on the responsiveness and ability of other legal organizations to accept a referral. This could result in delays in getting cases placed, leading to frustration on the part of volunteers/staff and the client, particularly where time-sensitive issues are involved. For various reasons, other legal organizations may not be as responsive as you would like – many existing legal organizations are dealing with their own extensive caseloads and do not have sufficient attorneys.

# TEN STEPS TO DEVELOPING A SUCCESSFUL LEGAL REFERRAL HOTLINE

This component of the handbook is designed to help you get started by delineating ten steps that you could take in developing a legal referral hotline project.<sup>4</sup> As mentioned earlier, the hotline model is a flexible one, which can be molded according to your organization's resources and needs. Feel free to skip steps that are not useful or to focus on one or more over others. Although there is no strict timeline for accomplishing these tasks, we believe that pursuing them in the order in which they are presented below will lead you to develop the most effective project.

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<sup>4</sup> While this handbook assumes that your organization is functional and that the hotline is one of your organization's projects, it could also be the case that a loosely-formed (but unincorporated) group wishes to operate a referral hotline in and of itself. In such an event, you might want to explore the possibility of soliciting an organization – such as a local bar association – to sponsor the project. This could also enhance funding opportunities for the project itself.

## **Step One: Decide What Issues and Languages to Focus On**

A preliminary step to developing your organization's legal referral hotline involves deciding what issues the hotline will focus on and in what languages. Below is a list of several factors that should be balanced in order to answer this question:

- (1) What are the resources of your organization and the project (which includes both paid staff as well as volunteers)?

*Does your organization have the ability to draw upon a large volunteer base, perhaps from area law schools or pro bono associations? Does your organization have paid staff who can respond to hotline calls, oversee the case referral process, and/or coordinate with other legal service organizations? What relevant language skills are represented in your pool of volunteers and/or staff?*

- (2) What legal service programs exist in your area, and what issues do they specialize in?

*For example, are there legal aid organizations that serve the poor with civil claims, from landlord/tenant issues to employment discrimination? Are there volunteer referral organizations established by your local bar associations? Is there a large number of organizations that serve the immigrant community with immigration and public benefits questions? [See "Step Two" for more details].*

- (3) What is the capacity and willingness of the legal organizations in your area to accept referrals from your hotline?

*That is, will the legal service organizations in your area be able to accept the referrals from your hotline? Will they be able to provide adequate linguistic assistance where needed? Can they provide both brief legal advice as well as extended legal representation, if necessary?[See "Step Two" for more details]*

- (4) What are the most pressing legal issues confronting individuals in your community?

*It might be a good idea, if you have not done so already, to conduct a needs assessment to determine what the community's most pressing needs are. For example, the APALRC has conducted community needs assessments by meeting with community leaders and front-line community workers at*

*various social service agencies. We have also relied on the nature and substance of the calls we receive over our hotline to determine that, for the APA residents in the DC metropolitan area, the most pressing needs revolve around immigration, employment discrimination and domestic violence issues.*

Thinking through the above factors will help you decide which issues and languages your hotline project should emphasize over others. If there are specific issues that seem extremely relevant, you could opt to limit your hotline to them until the hotline's capacity increases. Or perhaps there are no legal service organizations that can handle certain issues in your area; if this is the case, it may be wise to not accept calls along those lines. Similarly, if you have a disproportionate number of volunteers who speak Korean over other Asian languages, focusing on the Korean community might be your best course of action until you can broaden your volunteer pool.

Finally, it might be a good idea to begin hotline operations by focusing on a time-limited project, particularly if you do not have paid staff. The APALRC's partnership with CCILS to refer clients with 245i questions, for example, helped us to build credibility with other possible partners and funders, and provided a manageable way to "test" our hotline.

## **Step Two: Establish and Develop Partnerships with Key Legal Service Providers**

Formalizing and maintaining partnerships with key legal service providers in your area will ensure that the process of making and addressing legal referrals is an effective one. Without a strong base of legal service providers willing to assist APAs or other immigrants in your area, it will be difficult to provide the access that APA and other immigrant clients need to secure legal resources.

### **✓ *Identify the legal groups you wish to partner with***

Your organization should begin by identifying local legal service groups with whom it would be mutually beneficial to form partnerships. A good starting place would be to try and locate a directory of legal service providers in your city or state. Many local bar associations publish these kinds of directories. As you talk to and meet with organizations, you should always ask them for the names of additional providers in the area. If your hotline will serve callers from multiple counties, it might be important to identify legal aid organizations in each of those counties. If your hotline will only serve domestic violence clients, it is important to pinpoint immigration and family law clinics that can assist those clients.

Keep in mind that legal aid organizations come in many shapes and forms. For example, there are larger well-established organizations, many of which receive federal funding through the Legal Services Corporation (LSC); legal clinics at law schools; and projects by bar associations engaged in *pro bono* work.

## ✓ ***The Initial Meeting***

After local legal service organizations are identified, the staff or volunteers overseeing the hotline should visit with these organizations to introduce their ideas for a project, and to explore possible ways to partner. The initial meeting is important for setting the tone of future interactions, and is only the very first step in a long process of building a relationship based on mutual trust and respect. Here are several important tips to keep in mind as you approach a potential partner:

### **TIP #1**

Call the agency head/director to introduce yourself and request a meeting. While they may not have the time to meet with you, they can direct you to the appropriate point of contact within their agency. If you have a contact already (perhaps a staff attorney you have worked with), start with that person to see if they can arrange a meeting with their director or other decision maker. In either case, it is important that you gain the interest and commitment of those with decision-making authority.

### **TIP #2**

If you are an all-volunteer organization, it is important that you designate one or two individuals who can serve as your group's main point of contact and who will be responsible for coordinating with the potential partner.

### **TIP #3**

Some of the legal organizations you will be interacting with may not have had exposure to your community, and may not understand or appreciate the unique needs and concerns of the community. It is important to go to the initial meeting prepared to discuss any relevant demographic information and data related to the APA or other immigrant community, as well as the results of any needs assessment you may have conducted that address specific legal needs. This is also a good opportunity to flag for them any issues you or your clients may have experienced in the past when trying to access their services – this will only serve to remind them of the importance and need for your project.

**TIP #4**

As you approach the initial encounter, be mindful that many of these groups are struggling to meet their already huge client caseloads with limited resources, and it is important to acknowledge and respect that reality. Because these groups are often stretched to their limit, do not be surprised if they meet you initially with some amount of resistance.

Acknowledge that you understand their limitations, while at the same time emphasizing the important resources you bring to the table which they would otherwise not have – in particular, volunteers with language abilities and connections into the community. It is also important to let them know that you are willing to construct a project that is narrowly tailored so they will not be bombarded by a sudden increase in cases.

**TIP #5**

Use the initial meeting as an opportunity to learn more about the other organization in terms of its capacity and whether it provides the types of services that would be most beneficial for your clients. Particular things to pay attention to are the size of its staff, what language capabilities it has, what issue areas it focuses on, and how it is structured organizationally.

Along these lines, it is important to know that legal aid organizations funded by the Legal Services Corporation are subject to certain restrictions, the most important of which is that they are prohibited from representing immigrants who are undocumented. Some exceptions are made for victims of domestic violence. Other things to consider are that smaller legal clinics are often confronted with huge client caseloads already, and a very small staff. While they may recognize the need and importance of accepting referrals from you, they are often constrained by their own organizational limitations. Similarly, clinics that are run by law schools tend to accept only a few number of cases and only during the academic year when students are present to staff the clinic.

**TIP #6**

Consistent follow-up after the initial meeting is critical. Much of the burden will be on you to come up with the ideas of how a possible project with the legal service group might be structured. The more you can demonstrate that you have thought things through in a realistic way that respects and acknowledges the group's limited resources, the more responsive it is likely to be.

### ✓ ***Developing the Partnership and Protocol***

Assuming the initial meeting and subsequent follow-up discussions have gone well, you are now ready to move ahead in formalizing a partnership with the legal organization. A formal partnership with a legal service agency means that a process is established between your organization and that entity to ensure a thorough and effective referral process. Your hotline staff/volunteer would conduct the initial intake with callers. Once an intake is completed, the caller would be referred to an appropriate legal partner. The referral should be sent in a manner which benefits both entities; the APALRC uses several methods, depending on the legal partner to whom a case is being referred. For example, some of our partners prefer us to send the intake form by facsimile to them; others have asked us to merely send clients to their clinics with a letter of introduction; and others prefer us to set up appointments between them and the client. Thus, some of the basic questions that need to be resolved with the partner are:

- How should the legal referral process work?
- Would it work best if information is shared electronically, via phone, or via fax?
- How should updates about the case be shared and communicated?

Although the APALRC does not currently use any written memoranda of understanding with our legal partners, it might be an option worth considering for your organization. The memorandum would outline the referral process and set forth the roles and responsibilities of the agency and the hotline.

Formal partnerships with local legal service providers can lead to further collaborative work that will benefit the entire community as a whole. For example:

- The hotline staff will have a good sense of the problems and barriers clients might encounter when accessing legal partners; communicating such information to the legal partner could improve their service delivery.
- These formal partnerships enable legal service providers to work with the APA or other immigrant community, a

population that they might have had trouble reaching in the past.

- Formal partnerships could also lead to collaborative fundraising opportunities - the APALRC, for example, has worked with several of our legal partners including Legal Services of Northern Virginia, Potomac Legal Aid Society, Maryland Legal Aid Bureau, Maryland Legal Assistance Network, and Catholic Charities Immigration Legal Services to apply for and receive grants to improve our hotline project and referral mechanisms.

## **Step Three: Develop Issue-Specific Intake Forms**

Once you have identified which legal partners to work with and what types of issues the hotline will focus on, the next step involves creating intake forms on specific issues. It is important to develop intake forms with the collaboration of legal partners, if possible, to address each of the legal issues that might be presented by callers over the hotline. Each intake form should:

- Ask for basic information about the client and the legal issue.
- Include a “script” for the volunteer to use when answering calls.
- Contain a backgrounder on the issue presented by the client for the volunteer.

In most cases, the intake process will be a pre-screening mechanism to determine whether the caller meets income eligibility guidelines or jurisdictional thresholds before referrals are made. Without this information, it will often be extremely difficult for hotline staff to make an accurate referral. The intake forms also serve as an important part of a case file and will usually be sent to the legal partner who will handle the case. The legal partner organization will make initial observations about the case based on a review of the information collected on the intake form.

The APALRC has developed intake forms on 15 different issues, ranging from family law to employment discrimination to the Violence Against Women Act. The intake forms were shared with and developed in consultation with our legal partners to ensure that the correct questions were being asked of the callers.<sup>5</sup>

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<sup>5</sup> Please refer to Appendix B for a sample intake form regarding immigration law. We have intake forms in over 15 different legal topics. To request copies of other intakes, please contact the APALRC at [hotline@apalrc.org](mailto:hotline@apalrc.org) or at 202/393-3572.

## **Step Four: Recruit Bilingual Individuals or Volunteers to Staff the Hotline**

For your hotline to be successful, it is important to recruit and train individuals who can handle calls with ease and confidence. The process of recruitment and training will depend on the expertise, background experiences and availability of intake staff. For example, does your organization have individuals on staff who will be responsible for staffing the hotline? Or will you need to aggressively recruit volunteers from the community to staff the hotline, either at no cost or for minimal cost?

If your organization has the staff to handle the maintenance of the hotline, it will be relatively easy to train and monitor them. You will have the added benefit of having “in house” staff who are knowledgeable on various aspects of the hotline and who can be consistent with respect to its maintenance.

If your hotline will rely on volunteer time either in part or exclusively, you will face additional challenges, including how to ensure continuity and consistency, as well as how to monitor for quality and availability of volunteers. Because the APALRC has been largely dependent on volunteers since its beginning, we have developed several protocols to account for each of these variables [*Please see “Step Five” for more details*].

Currently, the APALRC’s hotline is staffed almost entirely by law school volunteers. During the academic year, the average number of volunteers is forty. During the summer, we rely on four to five legal interns to staff the hotline.

While the APALRC currently has a Legal Director who supervises the volunteers and coordinates with our legal partners, this was not always the case. Before having paid staff, the APALRC relied on volunteer lawyers (most of whom were board members) to oversee and supervise law students. Absent paid staff who can consistently monitor hotline volunteers and coordinate with legal service providers, it is highly recommended that your project be extremely limited in scope in terms of type of legal issue, number of languages, and number of legal partners. The amount of time it takes to oversee and monitor cases, as well as coordinate with legal partners, cannot be underestimated.

### ✓ **Volunteer Recruitment**

The most valuable hotline volunteer will often have a legal background as well as language capability. Law schools or local bar associations are excellent sources for volunteers with a sense of what types of questions need to be emphasized during the intake interview and what pieces of information offered by callers are most valuable to collect. If you don't have a paid attorney on staff who can oversee non-attorney volunteers, you will need to recruit volunteer attorneys who are willing to serve in this supervisory role. Likely places to look will be a local minority bar association – if none exists in your area, you might try the local mainstream bar association, many of which have pro bono programs and committees with interested attorneys.

The APALRC has been successful in recruiting its law student volunteers through collaborative efforts with the Asian and South Asian law student organizations at three DC-area law schools. The APALRC works with a *student liaison* from each law school. The student liaison serves as a key recruiter for students from the school he or she represents and is a primary point of contact between the school's students and the APALRC. The APALRC highly values these liaisons and reserves positions on its board of directors for these individuals so that the student volunteer perspective is represented on the board.

Another key source of volunteers is through a law school's *public interest office*. This may be a formal office in a law school, or a student-run organization. While students affiliated with these groups may not have the language abilities your hotline might need, they can serve as good and enthusiastic workers to staff a hotline.

Many law schools also have *public service* programs that will allow students to gain course credits or special honors by volunteering to work on external projects. Some programs may allow for loan forgiveness or grant a monetary stipend for this work. These students may need to be supervised by an attorney in order to obtain credit for their work. Volunteering for a hotline would be an excellent opportunity for students to obtain these benefits.

Even if a law school does not exist in your community, this does not mean that volunteer resources are impossible to find. Both graduate and undergraduate university students, with language skills and with proper training, can be excellent volunteers for a hotline. Similarly, community members with language skills and hotline training can also form an integral part of the volunteer base.

### ✓ **Volunteer Availability, Ability and Confidentiality**

Once volunteers are recruited, they must be scheduled to work on a regular basis. For hotlines using law student volunteers, the hotline schedule will be determined and affected by the school schedule – that is, classes, projects, exams, and vacations will all affect the availability of volunteers. These factors can still be used to the advantage of the hotline. For example, publicizing the hotline to the community at large as volunteers begin working will yield a greater call volume at the beginning of a school term, when the availability and enthusiasm of volunteers will likely be the greatest. As the school term winds down, publicity should as well.

Schedules should also be created around the availability of language speakers. Volunteers speaking a certain language should be spread out on the schedule to provide the widest range of coverage while the hotline is open. While it would be ideal to have full language coverage while the hotline is open, often this is not feasible, and there will be language gaps in the schedule. But with a fixed schedule, callers can be told to call back at a certain time when someone would be able to help them, or can be told that a volunteer will likely call them back during a certain time frame.

APALRC tries to staff the hotline with two volunteers during each two-hour shift, who have proficiency in at least two languages. Given the number of law schools in the area, APALRC attempts to pair volunteers from different schools, to allow the volunteers to create new relationships with their hotline colleagues.

APALRC volunteers are also asked to sign confidentiality and volunteer agreements. The confidentiality agreement ensures that volunteers do not discuss information about the client or his or her case with anyone except APALRC staff and the legal service organization to which the client is being referred.<sup>6</sup> APALRC volunteers are also asked to sign volunteer agreements which ensure that they understand their responsibility for attending their shifts regularly and performing the functions of an APALRC hotline volunteer.<sup>7</sup>

The APALRC rewards volunteer students to the extent possible. We work with a local bar association's educational fund that provides financial assistance for an APALRC volunteer each summer. We also recognize and acknowledge stellar volunteers at our annual fundraising event each year.

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<sup>6</sup> Please see Appendix C for a sample confidentiality agreement.

<sup>7</sup> Please see Appendix D for a sample volunteer agreement.

## **Step Five: Train Staff and Volunteers to Respond to Calls on the Hotline**

Before staff and volunteers can be placed on a hotline to answer calls and conduct intake, they must be appropriately trained. Training volunteers on issues such as how the hotline will work; what types of issues will be presented by callers; how to spot legal issues; and the importance of developing and using effective communication techniques will ensure that volunteers are eliciting important information from clients in a sensitive and thoughtful manner. Trainings could focus on understanding the “nuts and bolts” of operating a hotline, as well as important communications techniques that will be used when conducting intake.

The components that a typical staff/volunteer training could focus on may include:

- How does the hotline work?

*Training includes an understanding of the protocol for making referrals*

- How do I communicate with callers?

*Training includes an understanding of techniques such as active listening; interacting with difficult, hostile or abused callers; and allowing the caller to tell his or her story while maintaining control of the conversation*

- How do I let the caller know that he or she cannot receive legal advice over the phone?

*A common misconception that callers have when they call a legal referral hotline is that they will either be able to speak with an attorney or that they will receive advice over the phone. Callers do not want to contact yet another organization that the hotline will refer them to. In order to clarify the role of the hotline and temper expectations, it is important to let the caller know at the beginning of a call that the hotline will only provide referrals, not direct legal advice. Moreover, providing legal advice over a hotline could expose an organization to malpractice claims involving the “unauthorized practice of law.”<sup>8</sup>*

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<sup>8</sup> It might be helpful to check with your local and state bar association for that jurisdiction’s interpretation of “unauthorized practice of law” to ensure that the hotline’s activities do not encroach any limitations on what constitutes authorized practice of law. Some organizations with hotlines carry malpractice or liability insurance to cover any damages from lawsuits or charges against them for giving advice over the hotline or giving improper advice.

***The APALRC uses a “script” that encompasses the following points. All staff/volunteers go through these points before conducting an intake:***

- The hotline is a referral program, and does not provide direct legal assistance.
- The volunteer is not an attorney, and cannot give legal advice.
- The volunteer will keep all information confidential.
- If appropriate, the caller will be referred to a legal services provider for direct legal assistance
- A volunteer from the hotline will get back to the client as quickly as possible, but cannot promise a specific time frame. The person calling back may or may not be the volunteer who conducted the intake. The caller should be assured that a team from the hotline, not an individual volunteer, is handling the case. The team consists of both volunteers and professional staff who review the caller’s problem and make an appropriate referral.

- How do I handle emergency situations?

*Being attentive to safety issues, especially in situations where there may be danger or threat of danger to physical safety, is a valuable skill to develop. Hotline staff/volunteers should make sure that the contact information from the caller is “safe” – that is, whether it is safe to contact the caller at the phone number or address. Hotline staff/volunteers should also make sure that callers are not in an emergency situation when they call the hotline, and are in a safe place when they are calling the hotline. Hotline staff/volunteers should make sure the caller knows how to contact the police by dialing 911.*

- How do I know what issue the caller presents?

*Training includes an overview of the types of questions that callers might present so that the hotline volunteer knows which intake to complete. For example, the training would convey that if the caller asks questions about how to obtain a divorce or finding representation for a child custody hearing, a family law intake should be completed. Further, the training would encourage the hotline staff to ascertain whether one issue triggers others. For example, the training would convey that callers with domestic violence issues may also have concerns about their immigration status, and that the hotline staff/volunteers should probe in that vein as well.*

As all communications are over the phone, it is vital that staff/volunteers learn the components of working on a hotline, especially in terms of communications skills. While it is important for staff/volunteers to have a basic understanding of some of the issues that they may encounter on the

hotline, training staff on communications skills should be emphasized prominently.

The APALRC has conducted a number of trainings over the years for volunteers. Trainings occur once in the fall and again in the spring and summer to train new volunteers. APALRC trainings are typically two to two and a half hours long.<sup>9</sup>

Our experience has found that it is more useful in trainings to focus on developing and honing hotline skills, such as how to be a good listener and how to elicit useful information from the caller, rather than an in-depth substantive training on sophisticated legal issues. Often, staff/volunteers will forget the legal intricacies as they begin working on the hotline, and for the most part, such information is not relevant where legal staff supervise the hotline in some manner. What we have found is most important is the ability to build a rapport with the caller in order to elicit sufficient information from him or her.

**The most vital skills that staff/volunteers can develop include the following:**

- **Letting the client set the pace of the conversation.** The volunteer should allow the client to tell his or her story in the manner that they wish. However, leading questions from the volunteer may help to draw information out of the client and will allow the volunteer to solicit information necessary to evaluate the claim.
- **Listening actively.** The volunteer should convey interest in the client's story, and should show empathy with the client's feelings. Clients may have been through a very traumatic experience, and even if the volunteer has questions about the client's credibility or their story, the volunteer should not make a judgment during the course of listening to the story.
- **Being patient and respectful of the client.** The volunteer may be the first stranger to hear the client's story. The story may be rambling or disjointed. The volunteer may not know what to say, and the client may not always be cooperative in answering the questions posed by the volunteer.
- **Paraphrasing and clarifying.** By echoing the story back to the client, the volunteer will clarify that the story is being understood and recorded. The volunteer should ask questions to clarify.
- **Respecting client confidentiality.** The volunteer should not discuss the client's case outside of the Hotline office. If the client indicates they do not want certain information shared with outside legal partners, then respect this decision and do not disclose.

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<sup>9</sup> For sample APALRC training materials, please see Appendix E.

## **Step Six: Develop a Companion Legal Interpreter Project**

A key ingredient to a successful multilingual referral hotline project is the ability to access trained legal interpreters. This will ensure that once clients complete their intake on the hotline and are referred to a legal partner, they can be accompanied by a trained legal interpreter to meetings and appointments with legal service attorneys. Interpreters provide the means to continue to assist callers who are not proficient in English well beyond the initial referral phase.

The APALRC has developed a legal interpreter project (LIP) which has become an important part of our coordinated hotline program. Through LIP, interpreters are recruited, interviewed and hired as independent contractors. They often interpret for clients in meetings with legal services organizations; at on-site interpretation for hearings; during telephonic conference calls; and sometimes provide written translations of affidavits and other documents.

The APALRC's training for interpreters includes giving them an overview of the nature of the calls coming through the hotline; impressing upon them the importance of being a translator and not an advocate or representative of the client; and familiarizing them with a code of ethics. In 2003, the APALRC plans to produce a handbook on developing a model legal interpreter project.

Whether or not you are in a position to initiate an interpreter project of your own, having a pool of trained interpreters you can access is critical to the success of any hotline project. In many immigrant communities, trained professional interpreters exist who serve in the court system – you might consider recruiting some of them to volunteer for you. A good place to start in identifying these individuals would be through court interpreter projects who keep a list of court certified interpreters. You could also have an ethnic media outlet print a story about the work you are trying to do, through which you can advertise your need for volunteer interpreters.

Other community interpreter projects might exist in your area that you could approach for potential partnerships. For example, if entities exist that conduct interpreter trainings, you could ask about the possibility of having your volunteers participate in the trainings. Also, many courts have an interpreter program where they train interpreters, and they are often seeking ways to recruit more Asian speakers – perhaps you could offer to work with them in recruiting individuals in the community, and with any luck, some of them might agree to work with you on a volunteer basis once they complete the training.

Short of creating your own interpreter project, other creative options might exist to ensure the availability of trained interpreters, particularly for projects that are time-limited and narrowly tailored. However, the development of a companion interpreter project is highly recommended for those groups seeking to build a more expansive hotline project over the long-term.

## **Step Seven: Set Up Hotline Operations**

To set up a legal referral hotline, an organization can either expend limited or significant resources. To start with, all that is needed are telephones and an answering machine. To build a more sophisticated referral hotline, an organization could develop a database where information about cases is inputted [a valuable resource for writing fundraising proposals or reports and determining where gaps exist], as well as an electronic intake system. With an electronic intake system, it would be possible for hotline staff to electronically respond to intake fields and criteria. The electronic intake system could be designed to facilitate such information sharing with a legal partner. Such a system could greatly advance a referral hotline's effectiveness by providing referrals at a fast rate, and by storing intake information for future use.

The APALRC began our operational system with telephones, an answering machine and an access-based database to record information about callers and their inquiries. Over the past year, we were able to secure grants with some of our legal service partners to increase our technological capacity which will enable us to use an electronic intake system.

## **Step Eight: Conduct Targeted Community Outreach**

In order to maximize the reach of the hotline, its availability must be publicized to the communities in the area. The extent of your outreach will need to be informed by what Asian or other relevant language skills you have on the hotline. For example, if you have only one volunteer who speaks Vietnamese but the area contains a very large Vietnamese community, it would not be feasible to advertise extensively in the Vietnamese community.

It is also important to set expectations -- with community leaders and community-based organizations and through your advertising -- about the type and level of services one can expect when contacting the hotline. This will prevent callers from getting frustrated or annoyed when they contact the hotline, expecting immediate and direct legal services.

### **The following methods of outreach could be utilized in implementing an outreach plan:**

- ✓ **Work with community partners.** Outreach can begin by working with community-based organizations. These organizations will often be the most valuable source of clients who call the hotline. By partnering with them to conduct outreach in local communities, the hotline will gain credibility. Moreover, such collaborations will likely give clients a comfort level when they call the hotline to discuss a problem. On the same hand, prompt and effective service from the hotline staff will generate increased trust and support from community partners over time. The APALRC has partnered with several organizations in the DC metropolitan area to develop interest in the hotline.
- ✓ **Advertise** in local ethnic media, including newspapers and radio. Some types of media work better in certain ethnic communities; therefore, it is important to speak to community gatekeepers about the most effective forms of outreach through the media. At the APALRC, we develop and translate advertisements for ethnic press so that the ads can easily be placed in newspapers.<sup>10</sup> Moreover, some media will use information that is sent to them for free; however, others (such as some television shows) ask for payment. Using a variety of paid and unpaid media – depending on resources - can help to get the word out about your hotline to the widest audience possible.
- ✓ **Place flyers and posters** in restaurants, stores, churches, and at festivals or other public gatherings.

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<sup>10</sup> Please see Appendix G for sample advertisements that the APALRC has used.

In addition to finding the most effective modes of outreach, it is important to consider the timing of such outreach. For example, the APALRC has found that hotline calls tend to peak following outreach attempts, and then taper off over time. APALRC uses this trend to conduct outreach at the start of a school semester, when student volunteers are freshly trained and highly enthusiastic, and before exams and other conflicts complicate scheduling matters.

## **Step Nine: Design a System to Make Appropriate Referrals**

When callers access a referral hotline, they expect to receive prompt and appropriate referrals to help them with their legal needs. To facilitate this process, it might be advantageous to create a system to monitor the calls that are coming through the hotline and to determine the sorts of referrals that should be made. At the APALRC, we have designed a “protocol” to guide hotline staff/volunteers from the moment they respond to a phone call to the time that a case is closed.<sup>11</sup>

The APALRC delineates cases into three phases:

- *Active Phase* - during which intake is being conducted or questions need to be asked of the client beyond the initial intake, and no referral has yet been made
- *Follow-up Phase* - during which a referral has been made and hotline staff/volunteers need to have follow-up conversations with the client to ensure that the referral is appropriate
- *Closing Phase* - during which it is clear from the follow-up conversations that the referral was an appropriate one and the client has either decided to avail himself or herself of the referral or has chosen not to do so

Within each phase, there are several steps. For example, during the *active phase*, the hotline staff/volunteers conduct research to determine what the appropriate referral organization would be for the caller and summarize their findings in a memorandum for legal staff/volunteer to consider. During the *closing phase*, hotline staff/volunteers conduct a “closing survey” with the client to determine where the gaps in service were or how the APALRC or the referral organization could have better helped the client.

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<sup>11</sup> A sample “protocol” designed and used by the APALRC is located in Appendix H.

In designing your own protocol for handling calls on the hotline and making appropriate referrals, we suggest that your organization ask itself questions such as the following:

- ✓ *What happens if the person answering the phone does not speak the language the caller speaks? How will the caller receive linguistically-appropriate assistance?*

At the APALRC, hotline staff/volunteers let the caller know when an individual speaking his or her language will be available to conduct intake and will ask the caller to try again during that time period. The APALRC volunteer also takes down the caller's name and phone number if possible and alerts the next volunteer with the caller's language skills to return the call.

- ✓ *How does a case get opened? What are the important components of a case file, ie. how and where does information get recorded?*

At the APALRC, a case is opened after an intake is conducted. The intake and a "case log" [a document which records all communications and interactions related to the case] are placed into a manila folder which is labeled with the client's name. Vital information is also placed into the APALRC's database.

- ✓ *What is the process for dealing with "non-legal" calls? Will referrals be made to social service organizations? Will referrals be made to callers who call from outside the hotline's geographic area of scope?*

At the APALRC, we keep a log of all calls that are not related to legal referrals in a separate database. This provides us with knowledge about the needs of the community. Where it is evident that a caller is seeking social services, we refer the caller to social service providers in the area who would be well-equipped to handle their issues.

- ✓ *Is there enough information within the office that can be accessed during the research/referral phase? How will staff find an appropriate referral?*

The APALRC has compiled a legal resource manual which contains information about all of the organizations that provide legal services, and is organized by issue area and jurisdiction. The Legal Resource Manual<sup>12</sup> is continually updated as APALRC staff and

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<sup>12</sup> Please refer to Appendix I for sample pages from the Legal Resource Manual.

volunteers learn of additional organizations and services that can help callers.

✓ *How will referral recommendations be reviewed?*

In order to ensure quality and appropriateness of referrals, we suggest that someone – possibly a paid staff person – review the referral that a volunteer makes. At the APALRC, our volunteers write memoranda with basic facts about the callers and possible recommendations. The memorandum sets forth the caller’s jurisdiction, the legal issue at hand, and whether or not there are legal partners who can help the caller. An analysis of the income eligibility or other threshold eligibility issues is presented in the memorandum as well. The memorandum is then reviewed and approved by the APALRC’s Legal Director before a referral is given to the caller.<sup>13</sup> Through this process, the Legal Director is able to monitor whether too many referrals are being sent to any one organization, or whether certain cases with unique language needs must be sent to another legal partner.

If you do not have an attorney on staff, we recommend utilizing volunteer attorneys to review the memoranda and approve the referrals. Obviously, relying on all volunteers presents additional challenges in monitoring for continuity and quality, which is why it is important to limit the project’s scope with respect to the number of legal issues, languages and legal partners.

✓ *Who will make referrals, and how? How will referrals be recorded?*

The APALRC’s volunteers make the referrals themselves. In complicated cases with multiple issues, the staff will assist in making referrals;<sup>14</sup> in the case of a project that is run by all volunteers, experienced and seasoned volunteers can play this role. Typically, the APALRC staff/volunteer will contact the legal organization for the client and set up an appointment with an attorney. Through our interpreter project, we are able to provide clients with trained interpreters once the referral is made.

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<sup>13</sup> Please refer to Appendix J for a sample referral recommendations memorandum.

<sup>14</sup> Please refer to Appendix K for a sample referral sheet.

✓ *What triggers a case to be closed?*

At the APALRC, if (1) the referral has successfully been made to the legal services agency, (2) the client has made contact with the legal services provider, and (3) the client has indicated that they do not need further assistance from the hotline (such as language assistance or other general questions), then the case should be closed. The client should be surveyed using the Closing Survey, to measure their satisfaction with the hotline progress. The volunteer should then get permission from the staff to close the case, giving reasons why the case should be closed.<sup>15</sup>

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<sup>15</sup> Please refer to Appendix L for a sample closing survey.

## **Step Ten: Evaluate the Project**

It is vital to evaluate a hotline project in order to assess the types of legal needs affecting the community; to identify gaps in service; and to locate trouble-spots in both the referral mechanism of the hotline itself as well in the service delivery process of legal partners.

The creation and maintenance of a database as well as the closing survey can provide much information to help evaluate the hotline project. The APALRC, for example, develops monthly “hotline reports” by culling data from our database with respect to the ethnicity of callers, language preferences, jurisdiction, types of legal issues being presented, and the nature of referrals. This information allows us to identify whether we need to improve outreach in a particular community to increase the volume of calls; or to staff the hotline with individuals who have language skills that callers seek the most. The APALRC has developed a database using the Microsoft Access database program, but a variety of commercial databases is readily available.

Similarly, closing surveys conducted with callers help the APALRC understand where barriers exist with respect to service delivery. For example, are certain walk-in clinics too difficult to access due to location? Are appointments being canceled? Are attorneys responsive to the callers’ needs? These sorts of issues can be identified through the closing survey and discussed with legal partners as necessary to improve the service delivery mechanism.

# CONCLUSION

This handbook was designed to encourage organizations to start legal referral hotlines in their local communities, even if they have limited resources. The experience of the APALRC shows that with adequate preparation, training and partnerships with legal service groups, it is possible to manage a successful hotline that helps bring legal resources a bit closer to groups that have traditionally lacked access to them.

As we conclude the handbook, we want to mention some possible resources that your organization or hotline project may turn to for either start-up or continued funding. We suggest that if you are planning on developing a start-up hotline project, that you consult with local minority bar associations and law schools to see if they can donate space for hotline operations or some seed funds to help you get started. The APALRC's initial office "space," for example, was donated by an area law school. The APALRC was also able to leverage funding from local bar associations (both minority and mainstream) to develop the hotline. From there, we were then able to gain the attention and interest of local foundations, and are just beginning to tap into federal government resources. As a new and emerging organization, we have found that partnering with legal service organizations has helped us gain credibility in the eyes of key funders who may be more familiar with the work of our more well-established partner organizations.

The APALRC plans to continue to improve our hotline referral mechanism as we engage in programs to strengthen the provision of legal services to the APA community in the Washington DC metropolitan area. We would be available to assist any organizations contemplating the use of a multilingual referral hotline. This handbook will also be made available on the websites of both the APALRC and NAPALC.

We would like to recognize Stuart Ishimaru; Jayne Park, Deepa Iyer and George Wu of the APALRC; and Karen Narasaki of NAPALC. We would also like to acknowledge the advice and support of Catherine Samuels and Raquiba LaBrie with the Open Society Institute's Program on Law & Society.

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**Appendix A:**

*Census Tables for the District of Columbia*  
*Census Tables for Northern Virginia*  
*Census Tables for Maryland*

ASIAN AMERICAN FEDERATION CENSUS INFORMATION CENTER  
**Census 2000: Detailed Asian Groups in District of Columbia**

**District of Columbia**

	2000		2000	
	1990	2000	1990	2000
	Asian Alone, one Asian Group	% Growth from 1990	Asian Alone or in Combination	% Growth from 1990
Asian Indian	1,901	2,845	3,507	119.1%
Bangladesh	43	116	151	251.2%
Cambodian	56	34	47	-14.5%
Chinese	3,102	3,636	4,173	34.5%
Filipino	2,082	2,229	2,714	30.4%
Hmong	0	6	6	N/A
Indonesian	125	164	225	80.0%
Japanese	1,029	1,117	1,471	43.0%
Korean	814	1,095	1,273	56.4%
Laotian	51	56	62	21.6%
Malaysian	112	42	66	-41.1%
Pakistani	169	189	276	63.3%
Sri Lankan	89	139	157	76.4%
Taiwanese	42	99	129	207.1%
Thai	212	211	261	23.1%
Vietnamese	747	1,903	2,035	172.4%
Other Asian	650	1,311	1,311	101.7%
<b>Total Asian</b>	<b>10,923</b>	<b>15,189</b>	<b>17,966</b>	<b>64.4%</b>

Source: United States Census Bureau, Census 2000.

Notes:

1. Census 2000 is the first decennial census in which respondents were allowed to mark more than one race. As a consequence, the Census 2000 data is far more complicated than previous data. There are results for single race responses, as well as for multiple race responses. The Census Bureau has advised that this is why the data is not directly comparable between 1990 and 2000. If a comparison must be made, the Bureau has recommended that a range between the "Asian Alone, one group" total and the "Asian Alone or in Combination" is used.
2. "Asian Alone, one Asian Group" is derived from the PCT 5 table in Census 2000 Summary File-1. "Asian Alone or in Combination" is derived from the PCT 7 table in Census 2000 Summary File-1. It corresponds to the "Asian Alone" data release. It corresponds to the "respondents" with a marked exactly one Asian category and no other selection. It represents the minimum number in any calculation of population size or growth rate.
3. "Asian Alone or in Combination" is derived from the PCT 7 table in Census 2000 Summary File-1 data release. It corresponds to the number of "respondents" (not respondents) that include selected Asian category, either alone or in any combination with other Asian groups or other races. It represents the maximum in any calculation of population size or growth rate. However, if a respondent marked two or more Asian groups, that individual would be tallied in each category.
4. Since "Asian Alone or in Combination" is a tally of the number of responses, not respondents, a sum of this column would not correlate with a sum of people. The total that is presented under this column is the total number of "respondents (from Public Law 94-171 data)" who answered as "Asian Alone or in combination".
5. The above tables are based upon original analysis conducted by the Asian American Federation Census Information Center (Federation CIC). If this analysis is cited, please include the following acknowledgment: "Data derived from analysis by the Asian American Federation Census Information Center (Federation CIC)."

ASIAN AMERICAN FEDERATION CENSUS INFORMATION CENTER  
**Census 2000: Detailed Asian Groups in Virginia State**  
*Virginia State and Selected Counties*

	Virginia State		Alexandria City		Arlington County		
	1990	2000	1990	2000	1990	2000	
	Asian Alone, one Asian Group						
	1990	2000	1990	2000	1990	2000	
	Count	Count	Count	Count	Count	Count	
	% Growth from 1990						
Asian Indian	20,484	46,815	138.0%	54,761	167.3%	3,645	147.3%
Bangladesh	417	1,786	327.4%	2,765	382.3%	527	437.8%
Cambodian	3,886	4,423	13.1%	5,160	33.2%	434	-21.4%
Chinese	20,244	35,403	74.9%	41,462	104.9%	3,045	74.4%
Filipino	35,067	47,603	35.8%	59,374	69.3%	2,386	50.1%
Hmong	7	45	542.9%	56	886.7%	0	-100.0%
Indonesian	622	1,013	62.9%	1,391	122.6%	207	135.2%
Japanese	7,431	5,080	-31.6%	14,813	84.3%	1,284	71.0%
Korean	304,164	463,216	50.1%	604,468	67.3%	1,766	29.3%
Laotian	2,589	2,672	3.2%	3,076	18.9%	204	-23.6%
Malaysian	395	376	-4.8%	617	54.6%	61	15.4%
Philippine	4,263	9,628	123.9%	13,066	163.8%	666	96.1%
Shi Lianan	268	666	131.3%	788	177.1%	132	200.0%
Taiwanese	984	1,563	57.9%	2,044	106.2%	141	229.3%
Thai	3,312	4,263	28.5%	5,404	63.2%	526	40.6%
Vietnamese	20,603	37,303	80.3%	40,500	95.7%	2,255	14.6%
Other Asian	4,903	11,203	128.3%	14,500	149.7%	2,255	14.6%
<b>Total Asian</b>	<b>156,036</b>	<b>261,025</b>	<b>67.3%</b>	<b>304,559</b>	<b>99.2%</b>	<b>18,656</b>	<b>63.5%</b>

Source: United States Census Bureau, Census 2000.  
 Notes:

1. Census 2000 is the first decennial census in which respondents were allowed to mark more than one race. As a consequence, the Census 2000 data is far more complicated than previous data. There are results for single race responses, as well as for multiple race responses. The Census Bureau has advised that this is why the data is not directly comparable between 1990 and 2000. If a comparison must be made, the Bureau has recommended that a range between the "Asian Alone, one group" total and the "Asian Alone or in combination" is used.
2. "Asian Alone, one Asian Group" is derived from the PCT 5 table in Census 2000 Summary File 1 data release. It corresponds to respondents who marked exactly one Asian category and no other selection. It represents the minimum number in any calculation of population size or growth rate.
3. "Asian Alone or in combination" is derived from the PCT 7 table in Census 2000 Summary File 1 data release. It corresponds to the number of respondents that include selected Asian category, either alone or in any combination with other Asian groups or other races. It represents the maximum in any calculation of population size or growth rate. However, if a respondent marked two or more Asian groups, that individual would be tallied in each category.
4. Since "Asian Alone or in combination" is a tally of the number of responses, not respondents, a sum of this column would not correlate with a sum of people. The total that is presented under this column is the total number of respondents (from Public Law 94-171 data) who answered as "Asian Alone or in combination".
5. The above tables are based upon original analysis conducted by the Asian American Federation Census Information Center (Federation CIC). If this analysis is cited, please include the following acknowledgment: "Data derived from analysis by the Asian American Federation Census Information Center (Federation CIC)."

ASIAN AMERICAN FEDERATION CENSUS INFORMATION CENTER  
**Census 2000: Detailed Asian Groups in Virginia State**  
 Virginia State and Selected Counties

	1998		2000		2000		2000		2000		2000		
	Asian Alone (% of Total)	% Growth (1990-2000)											
Asian Indian	0.94%	25.70%	1.08%	18.7%	2.05%	216.2%	2.61%	60.1%	1.52%	214.3%	1.52%	214.3%	
Burmese	2.00%	788.2%	2.51%	25.5%	N/A	N/A	1.52%	214.3%	1.52%	214.3%	1.52%	214.3%	
Cambodian	1.31%	1,631%	2.3%	76.3%	3.0%	140.5%	3.0%	140.5%	3.0%	140.5%	3.0%	140.5%	
Chinese	8.90%	18,961%	59.8%	564.6%	1.90%	50.6%	1.40%	37.6%	1.40%	37.6%	1.40%	37.6%	
Filipino	7.67%	11,633%	51.6%	572.6%	0.9%	20.7%	1.53%	41.8%	1.53%	41.8%	1.53%	41.8%	
Hmong	4.1%	N/A	N/A	N/A	0	N/A	14	N/A	14	N/A	14	N/A	
Indonesian	3.0%	458.1%	7.2%	138.2%	0	N/A	2	145.8%	0	N/A	0	N/A	
Japanese	2.82%	2,891%	4.1%	46.1%	3.7%	73.8%	4.0%	31.2%	4.0%	31.2%	4.0%	31.2%	
Korean	17.95%	28,023%	56.0%	66.0%	1.9%	11.6%	1.05%	27.0%	1.05%	27.0%	1.05%	27.0%	
Laotian	1.26%	1,181%	1.4%	9.4%	0	N/A	0	N/A	0	N/A	0	N/A	
Malaysian	2.27%	21.1%	-6.2%	-28.6%	0	N/A	0	N/A	0	N/A	0	N/A	
Pakistani	2.60%	5,825%	121.8%	7,081%	1.1%	82.3%	0	N/A	0	N/A	0	N/A	
SI. Asian	1.3%	74.8%	3.0%	113.3%	2	N/A	0	N/A	0	N/A	0	N/A	
Taiwanese	61.1%	789%	29.1%	57.8%	7	350.0%	7	628.8%	61	628.8%	61	628.8%	
Thai	1.52%	1,921%	26.6%	53.6%	17	-5.6%	21	368.8%	21	368.8%	21	368.8%	
Vietnamese	11.99%	23,034%	92.1%	102.4%	87	22.0%	1,527	314.8%	1,527	314.8%	1,527	314.8%	
Other Asian	1.55%	4,755%	205.6%	102.4%	35	73.6%	41	348.9%	41	348.9%	41	348.9%	
<b>Total Asian</b>	<b>58.70%</b>	<b>126.03%</b>	<b>83.2%</b>	<b>148.22%</b>	<b>103.8%</b>	<b>454</b>	<b>675</b>	<b>48.7%</b>	<b>2,073</b>	<b>8,067</b>	<b>337.4%</b>	<b>18,558</b>	<b>408.3%</b>

Source: United States Census Bureau, Census 2000.

NOTE:  
 1. Census 2000 is the first decennial census in which respondents were allowed to mark more than one race. As a consequence, the Census 2000 data is far more complicated than previous data. There are results for single race responses, as well as for multiple race responses. The Census Bureau has advised that this is why the data is not directly comparable between 1990 and 2000. If a comparison must be made, the Bureau lists recommendations as a bridge between the "Asian Alone, one group" total and the "Asian Alone or in combination" total.

2. "Asian Alone, one Asian group" is derived from the P-C7-5 table in Census 2000 Summary File 1 data release. It corresponds to the data release. It corresponds to the respondents who marked exactly one Asian category and no other race/ethnicity. It represents the minimum number in any calculation of population size or growth rate.

3. "Asian Alone or in combination" is derived from the P-C7-7 table in Census 2000 Summary File 1 data release. It corresponds to the number of respondents (and respondents included) selected Asian category, either alone or in any combination with other Asian groups or other races. It represents the maximum size calculation of population size or growth rate. However, if a respondent marked two or more Asian groups, that individual would be tallied in each category.

4. Since "Asian Alone or in combination" is a tally of the number of respondents, not respondents, a sum of this column would not correlate with a sum of people. The total that is presented under this column is the total number of respondents (from Public Law 94-171) who answered as "Asian Alone or in combination".

5. The above tables are based upon original analysis conducted by the Asian American Federation/Census Information Center/Federation of C.I. If the analysis is cited, please include the following acknowledgment: "Data derived from analysis by the Asian American Federation/Census Information Center/Federation of C.I."

ASIAN AMERICAN FEDERATION CENSUS INFORMATION CENTER  
**Census 2000: Detailed Asian Groups In Maryland State**  
*Maryland State and Selected Counties*

	Maryland State		Baltimore County		Howard County	
	1990	2000	1990	2000	1990	2000
	Asian Alone, one Asian Group	% Growth from 1990	Asian Alone, one Asian Group	% Growth from 1990	Asian Alone, one Asian Group	% Growth from 1990
Asian Indian	28,330	49,004 73.2%	3,295	5,346 62.5%	1,529	4,755 312.7%
Bangladeshi	360	1,044 190.0%	18	94 422.2%	5	48 880.0%
Cambodian	1,788	1,921 8.7%	82	68 9.7%	42	83 97.6%
Chinese	29,107	48,952 68.4%	2,477	4,604 89.9%	1,703	4,043 137.4%
Filipino	19,375	26,808 37.3%	2,309	3,880 68.4%	481	1,023 108.4%
Hmong	1	10 900.0%	0	2 N/A	0	0 #DIV/0!
Indonesian	983	1,034 4.92%	31	35 12.9%	15	22 46.7%
Japanese	6,817	6,802 0.0%	617	754 45.8%	367	386 5.0%
Korean	30,328	38,155 26.1%	4,893	5,249 7.3%	2,389	6,188 161.2%
Laotian	767	622 -18.9%	50	53 6.0%	1	6 500.0%
Malaysian	187	168 -10.2%	12	15 25.0%	0	6 #DIV/0!
Pakistani	2,564	4,959 93.4%	384	868 126.0%	224	574 256.3%
Sri Lankan	584	1,208 108.9%	33	63 90.9%	2	54 2600.0%
Taiwanese	1,161	2,408 108.7%	195	282 44.6%	120	228 90.0%
Thai	2,578	3,057 17.8%	264	348 31.1%	154	178 15.6%
Vietnamese	8,862	16,744 89.9%	514	1,104 114.8%	481	897 86.7%
Other Asian	4,273	8,472 98.3%	383	984 156.9%	152	528 244.1%
<b>Total Asian</b>	<b>138,148</b>	<b>210,929 52.7%</b>	<b>15,438</b>	<b>23,947 55.1%</b>	<b>8,035</b>	<b>19,837 146.9%</b>
						<b>20,891 160.0%</b>

Source: United States Census Bureau, Census 2000

Notes:

- Census 2000 is the first decennial census in which respondents were allowed to mark more than one race. As a consequence, the Census 2000 data is far more complicated than previous data. There are results for single race responses, as well as for multiple race responses. The Census Bureau has advised that this is why the data is not directly comparable between 1990 and 2000. If a comparison must be made, the Bureau has recommended that a range between the "Asian Alone, one group" total and the "Asian Alone or in combination" is used.
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ASIAN AMERICAN FEDERATION CENSUS INFORMATION CENTER  
**Census 2000: Detailed Asian Groups in Maryland State**  
**Maryland State and Selected Counties**

	Montgomery County			Prince George's County		
	1990	2000	% Growth from 1990	1990	2000	% Growth from 1990
Asian Alone, one or in combination	23,626	25,817	7.71%	7,692	8,681	24.7%
Asian Alone, one or in combination	1,333	2,517	89.3%	616	1,173	91.7%
Asian Alone, one or in combination	290	761	262.4%	170	1,968	1,157.1%
Asian Alone, one or in combination	1,171	1,756	50.0%	446	965	115.5%
Asian Alone, one or in combination	16,366	29,490	80.1%	4,667	5,377	15.2%
Asian Alone, one or in combination	4,551	8,808	93.5%	8,256	9,546	15.6%
Asian Alone, one or in combination	0	2	N/A	0	0	N/A
Asian Alone, one or in combination	488	928	101.2%	104	137	31.7%
Asian Alone, one or in combination	3,243	4,121	27.1%	639	1,173	83.4%
Asian Alone, one or in combination	11,196	15,988	42.8%	4,973	4,724	-4.9%
Asian Alone, one or in combination	320	369	15.3%	209	127	-38.9%
Asian Alone, one or in combination	114	147	28.9%	17	37	208.3%
Asian Alone, one or in combination	1,077	2,332	116.5%	574	906	57.8%
Asian Alone, one or in combination	426	1,073	151.9%	71	94	32.4%
Asian Alone, one or in combination	1,151	1,789	55.4%	122	235	92.6%
Asian Alone, one or in combination	1,303	1,810	38.9%	344	484	40.7%
Asian Alone, one or in combination	5,224	10,529	101.2%	1,527	2,545	66.7%
Asian Alone, one or in combination	1,427	3,358	135.2%	969	1,515	56.3%
<b>Total Asian</b>	<b>61,654</b>	<b>98,651</b>	<b>60.0%</b>	<b>27,859</b>	<b>31,832</b>	<b>11.4%</b>
					<b>35,450</b>	<b>27.2%</b>

Source: United States Census Bureau, Census 2000.

Notes:

- Census 2000 is the first decennial census in which respondents were allowed to mark more than one race. As a consequence, the Census 2000 data is far more complicated than previous data. There are results for single race responses, as well as for multiple race responses. The Census Bureau has advised that this is why the data is not directly comparable between 1990 and 2000. If a comparison must be made, the Bureau has recommended that a range between the "Asian Alone, one group" total and the "Asian Alone or in combination" is used.
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**Appendix B:**

*Sample Intake Form*

**\*\*\*REMEMBER THAT ALL CLIENT INFORMATION IS CONFIDENTIAL\*\*\***

## **ASIAN PACIFIC AMERICAN LEGAL RESOURCE CENTER**

### **Immigration Law Intake Sheet**

Name of Intake Volunteer: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_

\_\_\_The client was informed that we do not provide direct legal services, only referrals.

\_\_\_The client was told that we will attempt to make a referral but cannot guarantee it.

\_\_\_The client consented to the referral and disclosure of confidential information to the APALRC and anyone else associated with the APALRC in order to screen the client's case for potential conflicts and to evaluate whether the case should be accepted for representation.

#### *Client Information*

Name: \_\_\_\_\_

Sex: M F Date of Birth: \_\_\_/\_\_\_/\_\_\_ Place of Birth: \_\_\_\_\_

How did you hear about our organization? \_\_\_\_\_

Is it ok to leave messages?

Phone: (H) \_\_\_\_\_ Yes No

(W) \_\_\_\_\_ Yes No

(Cell) \_\_\_\_\_ Yes No

E-mail: \_\_\_\_\_

Address: \_\_\_\_\_

Jurisdiction: (County, State) \_\_\_\_\_

Country of Citizenship: \_\_\_\_\_

SS#: \_\_\_\_\_ A#: \_\_\_\_\_

Ethnicity \_\_\_\_\_

Language Preference \_\_\_\_\_ / Interpreter needed? Yes No

Number of people in household: \_\_\_\_\_ / Annual household income: \_\_\_\_\_

Currently receiving Public Benefits? Yes No, If yes What type? (SSI/TANF/AFDC)? \_\_\_\_\_

#### **Immigration Status**

1) If legally in US:

US Citizen? Lawful Permanent Resident? Cond'l Resident? Aslyee? Refugee? Parolee?

Other, please specify \_\_\_\_\_ Valid Non-Immigrant Visa (e.g. temp visa which has not expired and which the individual has not violated)?

Type of non-immigrant visa \_\_\_\_\_ date of expiration indicated on I-94 card \_\_\_\_\_

What date did you obtain your status? \_\_\_\_\_

2) If in the US without lawful status:

**ENTRY INFORMATION**

When did you enter the US? \_\_\_\_\_

Where did you enter the US? \_\_\_\_\_

How did you enter the US? (e.g. by foot, air, boat?) \_\_\_\_\_

Did you enter with a visa? Yes / No

If so, what kind of visa? \_\_\_\_\_

Did you have any problems with INS upon entering the country or shortly after entering the country?  
Yes / No

Was this your only time visiting the US? Yes / No

If you made other trips, how did you enter during those times? \_\_\_\_\_

**POTENTIAL PROBLEMS**

Have you ever had any problems with immigration? Yes / No

Were you ever picked up by immigration? Yes / No

Have you ever had any problems with the police in the US? Yes / No

**POSSIBLE APPLICATION WITH IMMIGRATION**

Have you ever applied for any type of immigration benefits (e.g. asylum, green card, etc.)? Yes / No

If so,

Dates of validity \_\_\_\_\_

Under which category were you granted the work permit (e.g. asylum application, adjustment application pending, etc.)? \_\_\_\_\_

Have you ever applied for/obtained employment authorization (work permit) in the US? Yes / No

If so,

Dates of validity \_\_\_\_\_

Under which category were you granted the work permit (e.g. asylum application, adjustment application pending, etc.)? \_\_\_\_\_

**EMPLOYMENT INFORMATION**

Are you currently working in the US? Yes / No

Are you working under your name and social security number? Yes / No

Have you ever worked without INS permission? Yes / No

**Case Screening**

*Client's Story*

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## **Appendix C:**

### *Sample Confidentiality Agreement*

## CONFIDENTIALITY AGREEMENT

I, \_\_\_\_\_, understand that my volunteer association with the Asian Pacific American Legal Resource Center (APALRC) may at times expose me to confidential written and spoken information. I understand that I am not to discuss any information about the APALRC's clients or cases with anyone other than the APALRC staff and volunteers.

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
Date

**Appendix D:**

*Sample Volunteer Agreement*

## APALRC VOLUNTEER AGREEMENT

*This agreement is intended to indicate the seriousness with which we treat our volunteers. The intent of the agreement is to assure you of our deep appreciation of your services and to indicate our commitment to do the very best we can to make your volunteer experience here a productive and rewarding one.*

### **I. APALRC**

We, ASIAN PACIFIC AMERICAN LEGAL RESOURCE CENTER, agree to accept the services of \_\_\_\_\_ [volunteer] beginning January 20, 2003, and we commit to the following:

- Provide information, training and assistance for the volunteer to be able to meet the responsibilities of his or her position.
- Ensure supervisory aid to the volunteer and to provide feedback on performance.
- Respect the skills, dignity and individual needs of the volunteers, and to do our best to adjust to these individual requirements.
- Be receptive to any comments from the volunteer regarding ways that we might mutually better accomplish our respective tasks.
- Treat the volunteer as an equal partner with agency staff, jointly responsible for the completion of the agency's mission.

### **II. VOLUNTEER**

I, \_\_\_\_\_, agree to serve as an APALRC volunteer and commit to the following:

- Perform my volunteer duties to the best of my ability.
- Adhere to the APALRC's rules and procedures, including record-keeping requirements and confidentiality of agency and client information.
- Meet time and duty commitments, or to provide adequate notice so that alternate arrangements can be made. Make up any missed shift hours beyond two absences.

#### **AGREED TO:**

\_\_\_\_\_  
Volunteer

\_\_\_\_\_  
APALRC

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Volunteer's Contact Information  
Email:

Phone (req.):

## **Appendix E:**

### *Sample APALRC Training Materials*

## **EFFECTIVE PHONE SKILLS**

*The APALRC hotline is a unique opportunity to have immediate and direct interaction with clients. While this can often be interesting and rewarding, it also presents many challenges. Often times, as the hotline volunteer, you are the first person to whom the client has told his or her story, or are the first person the client has turned to for assistance. Therefore, it is important to be sensitive and to show your respect and empathy for the client and what he or she may be going through.*

*As all our interaction with clients is on the phone, tone of voice and what is said are even more important than usual. The caller does not have the benefit of sensing your empathy through your body language or eye contact. So, your words will convey important messages to the caller. Below are some important tips on the do's and don'ts of speaking with clients who call our hotline<sup>16</sup>.*

### **✓ Let the client set the pace of the conversation.**

- *When you start a call, be friendly and helpful.*
- *Give the client a brief summary of the APALRC's services and how we might be able to help the client.*
- *When starting intake, tell the client that you have to ask a few questions of him/her in order to determine whether you can help him or her.*
- *Use leading questions in the beginning and throughout the conversation if the client seems hesitant in talking. This includes such questions as "How can we help you?" or "What is it that you feel you want out of this situation?"*

### **✓ Listen actively**

- *Show empathy and acknowledge the client's feelings as part of the event. Clients have often gone through very traumatic experiences. Even if you make judgments about their credibility or their stories while conducting the intake, don't make those conclusions known to them.*
- *Use your voice to convey interest and calmness so the client feels like he or she can feel secure in relaying information to you.*

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<sup>16</sup> Callers who are victims of domestic violence have unique needs and circumstances. Please consult with [REDACTED] or [REDACTED] if you are unsure about how to speak to a victim of domestic violence. In the Appendix, you will find background materials on domestic violence which might be helpful to provide context.

✓ **Be patient**

- *Stay calm and try not to show any frustration in your voice.* Remember, you won't always know what to say and the client will not always be cooperative and answer all the questions you have.
- *If you reach a breaking point, take a break.* Tell the client you need to go and promise to call them later, or give the phone to another volunteer, if possible.
- *Always maintain respect for your caller.* Treat your client like an adult.
- *Allow the person to tell their story.* This may be the first time the client has had an opportunity to do this and it can take some time. Try not to get frustrated or lose your patience.

✓ **Paraphrase and clarify**

- *Echo the client's story back to him or her.* This will clarify the story further for you and will assure the client that his/her story has been accurately recorded.
- *Ask clarifying questions whenever you are unsure about something and follow-up questions where necessary.*

✓ **Respect client confidentiality**

- *Don't discuss the client's case outside of the office.*
- *If the client indicates that they don't want anything disclosed to legal partners, respect this decision*
- *Don't be afraid to share your experiences and failures with other hotline volunteers, but emphasize the importance of confidentiality.* Sharing can help you understand your own reactions, and find new ways of dealing with situations - you are not expected to know everything.

✓ **Be attentive to safety issues, especially in situations where there may be danger or threat of danger to physical safety**

- *Make sure all given phone numbers and addresses are safe and indicate if otherwise.*
- *Make sure the client is in a safe place when they talk with you.*
- *When getting the initial call, make sure the client is not in an emergency situation.*
- *If they have an emergency, check that they know how to get in touch with the police and dial 911.*

✓ **Be specific and concrete in the information you provide**

- *Be clear when you provide information.*
- *Don't use too much legalese. Give the information in understandable terms.*

✓ **Use common sense**

- *The most important asset you have is your common sense, so don't forget it!*
- *If you are unsure about anything, always ask someone in the office for help.*

## ISSUE-SPOTTING

*The types of cases we usually get are addressed through our issue-specific intakes. Familiarize yourself with them and the types of issues they raise.*

### Landlord/Tenant



#### **Use in situations involving:**

Rent increases

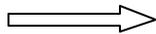
Evictions

Subsidized/Public Housing issues [known as Section 8 housing]

Housing Discrimination

*Ex. Client claims that he is being evicted*

### VAWA



#### **Use in situations involving:**

-Client is victim of domestic violence and needs help in changing her immigration status without help of her partner

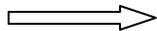
-Client has suffered physical/mental cruelty

-Be clear as to where and when messages can be left for client

-Look into social service referrals as well

*Note: there is a preliminary VAWA intake sheet as well as a more detailed one. Please complete the preliminary VAWA intake first and await further directions after completing memo.*

### Immigration



#### **Use in situations involving:**

-Individual wants to change immigration status or wants to petition someone else

*For ex. individual wants help in becoming a US citizen; wants to bring over his sister.*

### Family Law



#### **Use in situations involving:**

-Individual wants to obtain a divorce

-Individual wants to work out a child custody arrangement

-Individual needs a protective order immediately

-Individual needs representation at a child custody hearing

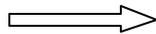
## **Criminal**



### **Use in situations where:**

- Individual has been victim of crime or knows victim of crime **and** could be recipient of crime victim's assistance
- Follow the protocol attached to intake based on jurisdiction to determine whether victim can receive assistance

## **Employment Law**



### **Wage/Hour or Worker's Compensation**

- Individual has not been paid minimum wage
- Individual has not been paid for overtime
- Individual has been hurt on job and needs to file for worker's compensation; or needs representation at a worker's compensation hearing

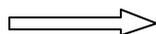
### **Discrimination**

- Individual has been fired or not hired due to race, color, national origin, age, gender, disability, religion or other protected characteristics
- Individual has been subjected to hostile work environment based on protected characteristics

### **Immigration-Related Discrimination**

- Individual has been fired because of her immigration status
- Individual has been denied a job because she is of Pakistani descent
- Individual has been asked to bring a US passport to prove eligibility to work in the US

## **Post 9.11 Backlash**



### **Use in situations where:**

- Individual has been discriminated against in employment or travel; has been detained, etc. since 9.11 due to his/her national origin.
- May be relevant if client is South Asian/ of Muslim descent/ perceived to be South Asian and/or Muslim.

## ***DON'TS- Don't try this on the phone!***

- ✓ **Do NOT make any promises that can't be fulfilled.**
  - *Don't promise the client that you'll definitely be able to find him or her a referral or give a strict time frame by which this could happen, if you aren't sure that it will happen for sure.*
- ✓ **Do NOT give your opinion on the case.**
  - *You are not an attorney and should not be giving out legal advice. The APALRC and you will be violating ethical rules if you give your opinion on a case. This includes statements such as, "I think you might have a good claim" or "In my opinion, you should file for a protective order" or "You should sue," etc.*
- ✓ **Do NOT project your moral and ethical values on the client.**
  - *Do not project your moral values onto the client through what you say, or in the tone of your voice.*
  - *Avoid victim blaming. Never ask a client why they did what they did as this can come off as accusatory. Avoid 'why' questions, especially in cases of domestic abuse.*
  - *If this is a case you cannot handle for personal/moral/religious reasons, please speak to [REDACTED] or [REDACTED] immediately.*
- ✓ **Do NOT tell the person what to do.**
  - *Ask the client what s/he wants. Don't assume you know what the client wants.*
  - *Let the client make his or her own decisions. As a legal referral service, the APALRC can only provide clients with options, not advise them on which option to choose.*
- ✓ **Do NOT assume anything.**
  - *Don't jump to any conclusions. Some of our clients have similar problems, but look at each case individually and don't assume you know what the client is going to say.*
  - *Don't assume the client thinks the same way as you do. Remember to clarify what the client wants and what the client is thinking.*
- ✓ **Do NOT give out your personal information to the client**
  - *Don't give your number, or address to the client. Do not give the APALRC's address (unless it is for purposes of receiving mail from the clients) or APALRC staff's direct phone numbers.*
  - *If you feel comfortable and it is necessary you may give out your email, but please check with [REDACTED] to make sure.*

**Appendix F:**  
*Sample Advertisements*

## 您需要法律協助嗎？

請撥電話給亞太裔美國人法律諮詢中心 (APALRC)。您可與受過培訓的義工討論您法律上的疑問，我們會為您介紹合適的律師或法律服務機構。APALRC 的義工能說各種亞洲語言。

**服務主要項目：**  
家庭法律 家庭暴力  
勞工法律

**免費法律介紹專線：**  
**202-393-3572**  
週一至週五 9am-5pm

The APALRC is also recruiting bilingual community members to work as paid legal interpreters. Interested individuals should call the Hotline.

WCSLM12

## 需要免費法律協助嗎？ 主要服務領域：家庭法、家庭暴力、工作相關問題

請撥亞太裔美國人法律諮詢中心 (APALRC) 法律介紹專線，與訓練有素的義工討論您的法律問題，並幫您介紹律師或法律服務機構。

**免費法律介紹專線：(202) 393-3572**  
開放時間：週一到週五，上午十點到下午四點。

亞太裔美國人法律諮詢中心 (APALRC) 同時正在招募社區雙語人才，擔任支薪口譯員。有意者請電洽專線。

## 아시아태평양법률센터 (APALRC)

핫라인을 통해 변호사나 법률서비스 기관 의뢰를 도와드릴 수 있는 자원봉사자와 법적문제에 관한 상의를 하십시오. 각종 아시아권 언어 상담 가능

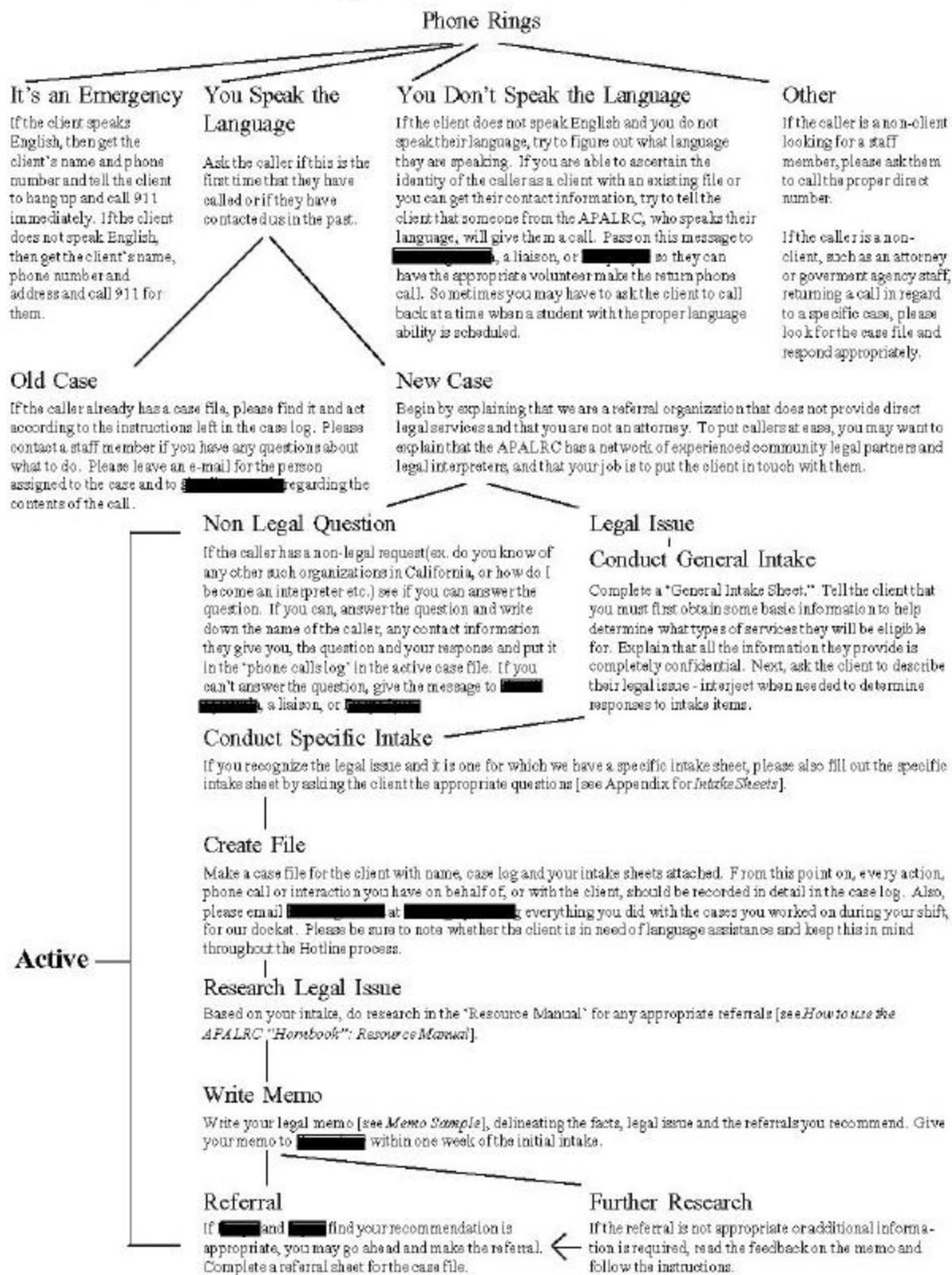
**주요분야: 가족법, 가정폭력, 고용문제**

**무료법률상담의뢰: Tel (202)393-3572 월-금, 9am-5pm**

The APALRC is also recruiting Bilingual Community members to work as paid legal interpreters. Interested individuals should call the Hotline.

**Appendix G:**  
*Sample Protocol*

# APALRC Legal Referral Hotline Flowchart



**Appendix H:**

*Sample Pages from the Legal Resource Manual*

# Intro to the APALRC “Hornbook”: Resource Manual

The APALRC Resource Manual is an ever-evolving collection of legal & non-legal resources that are available to our clients. There are several copies of this Resource Manual in the APALRC office and they should be your first source of information in researching possible referrals to include in your memos. Please familiarize yourself with this Resource Manual and help us to continuously improve it by writing down corrections and additions.

The Resource Manual is divided into several sections, in the following order:

1. **legal resources**
2. **for-pay attorneys**
3. **pro-bono project**
4. **government resources**
5. **non-legal/social service resources**

There is also an index for each type of resource. Each individual referral agency represents one page in the Resource Manual.

The legal resources index begins with a list of the APALRC legal partners. As you see below in the sample portion of the legal resources index, APALRC legal partners are always **bolded**<sup>1</sup>. The APALRC has formal referral protocols with our legal partners and these are described on the legal partner’s individual referral agency page. The rest of the index is divided alphabetically by legal issue. Within each section, are the legal resources that handle that particular legal issue. Each line begins with the name of the legal resource<sup>2</sup>, followed by a parenthesized clarification<sup>3</sup> of the legal issue if needed, and ends with the jurisdiction(s)<sup>4</sup> that it serves. All the indexes work the same way.

## **Discrimination**

- Baltimore Community Relations Commission<sup>2</sup> – MD (Baltimore City)<sup>4</sup>
- EJC Metropolitan Women’s Organization Project—DC, VA, MD
- Maryland Human Relations Commission – MD
- Partnership for Civil Justice—DC, VA
- University Legal Services Protection & Advocacy Program
- Whitman-Walker Clinic Legal Services Department (HIV Positive Persons Only)<sup>3</sup> - All

## **Divorce**

- **Bread for the City (contested)—DC**<sup>1</sup>
- **WEAVE—DC**
- DC Bar PSAC Pro Se Plus Divorce Clinic (Uncontested) - DC
- GWU Community Legal Clinics - DC
- House of Ruth - MD

Although the Resource Manual is an excellent and comprehensive tool, please feel free to talk to [REDACTED], a liaison, or [REDACTED] about your cases and the referrals you are considering.

## ***Jurisdiction - Issue Index***

### **Legal Partners**

- **Bread for the City**—DC (Divorce, DV, Employment, family, landlord/tenant, welfare/public benefits)
- **Catholic Charities Archdiocesan Legal Network**—DC, MD, VA (bankruptcy, employment, family, landlord/tenant, welfare/public benefits, wills and probate)
- **Catholic Charities Immigration Legal Services**—DC, VA, MD (asylum, immigration)
- **DC Bar Public Service Activities Corporation (PSAC) Advice and Referral Clinic**—DC (asylum, bankruptcy, employment, estate planning, family, housing, immigration, personal injury, tax, welfare/public benefits, wills and probate)
- **DC Bar Public Service Activities Corporation (PSAC) Law Firm Pro Bono Clinic**—DC (child custody/child support, consumer, employment, landlord/tenant, personal injury, welfare/public benefits)
- **DC Employment Justice Center**—DC, VA, MD (employment)
- **Hogar Hispano (Falls Church, VA)**—VA (immigration)
- **Legal Aid of DC**—DC (family, landlord/tenant, special education, welfare/public benefits)
- **Legal Services of Northern VA**—VA (consumer, elder law, family, welfare/public benefits)
- **Maryland Legal Aid Bureau, Inc.**—MD (abuse, child custody/child support, consumer, elder law, family, general civil, housing, immigration, neglect, welfare/public benefits)
- **Tahirih Justice Center (Falls Church, VA)**—VA (immigration)
- **Women Empowered Against Violence (WEAVE)**—DC (child custody/child support, civil protection, credit problems, divorce, domestic violence)

### **Legal Service Providers**

#### **Abuse**

- **Maryland Legal Aid Bureau, Inc. (LAB) - MD**
- **Office of the DC Long Term Care Ombudsman (Elder) - DC**

#### **Administrative Hearings**

- **GWU Community Legal Clinics - DC**

#### **Asylum**

- **Catholic Charities Immigration Legal Services—DC, VA, MD**
- **DC Bar PSAC Advice & Referral Clinic - DC**

## Immigration Legal Services

<b>Address:</b>	<p>██████████ Street, NW Washington, DC 20001</p> <p>██████████ Silver Spring, MD 20902</p>
<b>Phone number:</b>	<p>██████████, Intake Counselor (202) ██████████ (intake line) (202) ██████████ (D.C. office) (202) ██████████ fax (301) ██████████ (Wheaton, MD office) Contact Person: ██████████, Legal Director (202) ██████████ Email: ██████████</p>
<b>Fax number:</b>	<p>(202) ██████████ (202) ██████████</p>
<b>Types of cases handled:</b>	<ul style="list-style-type: none"> <li>▪ Immigration</li> <li>▪ Family visa petitions</li> <li>▪ Naturalization</li> <li>▪ Removal</li> <li>▪ Asylum</li> <li>▪ Labor certifications</li> <li>▪ Trafficking</li> </ul>
<b>Types of services offered:</b>	Direct legal representation
<b>Languages spoken:</b>	Spanish, French, Korean
<b>Income eligibility guidelines:</b>	
<b>Services available to undocumented immigrants?</b>	Yes
<b>Geographic areas served:</b>	DC MD (Wheaton office) VA
<b>Intake Hours:</b>	<p><b>DC office:</b> Mon/Wed/Fri: 9am – 11:30am (English/French) Tues/Thurs: 2pm – 4pm (English/Spanish)</p> <p><b>Wheaton office:</b> Mon – Fri: 9:30am – 11:30am</p>
<b>Fees charged:</b>	<p>\$75 consultation fee Payment plans available Fees are waived if clients can demonstrate hardship</p>
<b>Other:</b>	<p>Protocol: English speakers call their hotline, if not, fax intake Email ██████████ with short description of case, include interpreter needs.</p>

**Appendix I:**

*Sample Referral Recommendations Memorandum*

## MEMORANDUM

To: [REDACTED]  
From: [REDACTED]  
Subject: [REDACTED]  
Date: 12/10/ [REDACTED]

### Facts

- Female client is a Mandarin Chinese speaker with some English proficiency.
- Client lives in Potomac, Maryland (Montgomery County). Husband unwilling to allow client to move out, citing unwillingness to pay for additional residence.
- Client is unemployed and depends on Husband for income.
- Client, her husband, and her two sons are USC.
- Husband has apparently been emotionally, mentally, financially, and socially abusive to the client the last four years. (date of marriage unknown for now)
  - Husband once refused to take Client to the ER when she was sick. Client's friend had to get her insurance card from Husband.
  - Husband restricts client's time on the phone and her spending.
  - Husband yells at her every day and often points to the fact that she does not work.
  - Husband has brought up divorce (details unknown for now).
  - Client has attempted suicide due to the abusive and is considering divorce.
  - Client stayed in China w/one son for 8-9 months to get away (date unknown).
- Husband has been physically abusive to the two sons, ages 7 and 10.
  - On 8/27/[REDACTED], Husband slapped one or both of the sons. Client called the police, but when they arrived, the sons faces were no longer red. Police apparently did not take any action against Husband or contact Child Protective Services.
  - On 11/5/[REDACTED], Husband dropped sons off at Chinese School. In front of the sons teacher and the principal, Husband pushed one of the sons and caused son to sprain his foot. Husband took son to the ER and son's crutches are still in family home.
- Client has spoken to friends of the abuse.

### Legal Inquiry

- Client wants assistance for her divorce.
  - Client is unsure how to document abuse.
  - Client is unsure whether to involve the children in all of this.

### Recommendation

- I have put client in contact [REDACTED] from [REDACTED]. They are scheduled to speak on 12/11/[REDACTED]. Client has been instructed to leave out child abuse if she does not want [REDACTED] to call Child Protective Services.
- I recommend contacting [REDACTED] and [REDACTED] about possible family law referral.

**Appendix J:**

*Sample Referral Sheet*

## REFERRAL SHEET

Date of the referral \_\_\_/\_\_\_/\_\_\_

Name of client \_\_\_\_\_

Address \_\_\_\_\_ Telephone (\_\_\_\_) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_ Zip \_\_\_\_\_

Ethnicity \_\_\_\_\_ Language \_\_\_\_\_

Is an interpreter needed? Y N

Full referral

Brief advice

### CLIENT REFERRED TO:

Legal Partner \_\_\_\_

*If so, which one:*

- Legal Aid Society of DC \_\_\_\_\_
- Tahirih Justice Center (VA) \_\_\_\_\_
- Employment Justice Center (DC) \_\_\_\_\_
- Legal Service of Northern VA \_\_\_\_\_
- Bread for the City (DC) \_\_\_\_\_
- Potomac Legal Aid Society (VA) \_\_\_\_\_
- Maryland Legal Aid Bureau (MD) \_\_\_\_\_
- Catholic Charities Archdiocesan Legal Network \_\_\_\_\_
- Catholic Charities Immigration and Legal Services \_\_\_\_\_

*Please identify:*

Private attorney \_\_\_\_\_

Federal agency \_\_\_\_\_

State agency \_\_\_\_\_

Legal Referral Service \_\_\_\_\_

Other \_\_\_\_\_

### Referral contact information:

Organization/Attorney

Name \_\_\_\_\_

Contact person \_\_\_\_\_

Phone (\_\_\_\_) \_\_\_\_\_ Fax (\_\_\_\_) \_\_\_\_\_

### Notes and/or next steps, if

any: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Appendix K:**

*Sample Closing Survey*

## LRC CLOSING SURVEY

Dear Volunteer: The main purpose of this survey is to help assess what language/access barriers our clients face and to evaluate whether our legal partners provide adequate legal assistance. Please keep this in mind when you conduct the survey and feel free to ask additional follow-up questions if you feel it is necessary.

Name of the Referral Organization \_\_\_\_\_

### **Questions about Client**

1. What was the result of your referral? \_\_\_\_\_

2. Is your legal matter now resolved? \_\_\_\_\_

3. If not, what further help do you need? (Do not promise the client that we can provide additional help. Explain that you will need to review the case first with your supervisor.)

\_\_\_\_\_

\_\_\_\_\_

### **Questions about Legal Referrals**

1. Did you receive a call from the agency we referred you to? \_\_\_\_\_

2. If not, did you have to contact the agency yourself? \_\_\_\_\_

3. Did you have to travel to meet your case worker, or did you conduct business over the phone? \_\_\_\_\_

4. How many times did you talk by phone? \_\_\_\_\_

5. How many times did you meet in person? \_\_\_\_\_

6. What was the name of the lawyer/case worker that you worked with? \_\_\_\_\_

7. Did you have trouble communicating with the lawyer or case worker that you worked with? \_\_\_\_\_

8. Was the case worker or lawyer helpful? (here, assess the responsiveness of the lawyer/ case worker; their promptness; their understanding of client's issues) \_\_\_\_\_

9. Did you have to pay for the services provided to you? \_\_\_\_\_
10. Would you contact the legal service provider again? \_\_\_\_\_
11. Would you recommend the legal service provider? \_\_\_\_\_
12. Did the referral agency provide language help, if that was needed? If so, how was the interpreter? \_\_\_\_\_

**Questions about LRC services**

1. Did you receive service from the LRC promptly? \_\_\_\_\_
2. If you received interpretation help from the LRC:  
-what language? \_\_\_\_\_  
  
-were you pleased with the services? (rate 1-5) \_\_\_\_\_
3. Did you have any problems with our services? \_\_\_\_\_
4. Would you recommend our services to anyone else? \_\_\_\_\_
5. Do you have any recommendations- ways you think we could improve our services?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_