Appendix A

County Investments

Office of Immigrant Relations
DIVISION OF EQUITY & SOCIAL JUSTICE

Prepared by the County of Santa Clara Office of Immigrant Relations
COUNTY INVESTMENTS

03 / Legal Services for Unaccompanied Minors

06 / Programs for Immigrant Integration

10 / Immigration Legal Assistance, Representation, and Education Services

15 / Unmet Civil Legal Needs

21 / Concerns and Considerations Provided by Vendors

“

Our client is a strawberry picker who has a sick sister living in Mexico. He wanted to visit her and donate his kidney to her, but couldn’t travel unless he receives his green card. With our help, he was approved for a green card and can go to Mexico to donate his kidney to his ailing sister.

—CET-ICP Program

Currently, Santa Clara County is committed to investing in the protection and integration of immigrants in the amount of $5.6 million annually. The Office of Immigrant Relations is responsible for the program development, monitoring, deliverables, administration, and reporting for County investments.

FUNDED PROGRAMS

- Legal Services for Unaccompanied Minors
  Contract Count: 6  Budget: $608,000

- Programs for Immigrant Integration
  Contract Count: 4  Budget: $887,077

- Immigration Legal Representation and Education Services
  Contract Count: 17  Budget: $3,519,450

- Unmet Civil Legal Needs
  Contract Count: 6  Budget: $638,845

1 To view the complete breakdown of Funded Programs matrix, please see Appendix B

County Investments
WHOLE PERSON CARE

Under the direction of Santa Clara County Board of Supervisors, the Office of Immigrant Relations was tasked with developing a holistic framework to provide immigration services through community partnerships to better serve the needs of Santa Clara County’s immigrant community.

The main goal was to design an investment structure based on providing services and resources using a “whole person care model” and to release a new request for proposals (RFP) that will include the unique identified service needs. The “whole person care model” would provide organizations with an additional ability to address other needs, either directly, or through a standardized referral system to appropriate partner organizations. The model encompasses areas such as legal immigration services, housing, social services, intimate partner violence (IPV)/domestic violence, emergency assistance (safety net) services, and LGBTQ resources.

To better understand the needs of the County’s immigrant community, and services offered by community based organizations, OIR conducted a community needs-assessment. Additionally, the main goal is to assess how policy and program changes are impacting local immigrant communities in the county. The agencies were directed to follow a “whole person care model” and provide feedback on immigration legal services gaps that currently exist.

With the help of a consultant, OIR prepared a report containing recommendations how to improve the quality and outcomes of services.

REQUEST FOR PROPOSALS

OIR and Social Services Agency (SSA) worked collaboratively to open a competitive process, a request for proposal (RFP).

OIR also partnered with SSA’s Office of Contract Management to streamline the internal administration of all immigration-related programs. Through this strategic partnership, the goal is to transition the procurement and administrative functions of OIR contracts to the Social Services Agency (SSA), but to maintain the program oversight and budgetary functions within the OIR, the Division of Equity of Social Justice and the Office of the County Executive.

2 See Appendix D, Immigration Legal Support Portfolio Re-Design Research Summary
INVESTMENT AREAS – REPORT FROM FUNDED PARTNERS

LEGAL SERVICES FOR UNACCOMPAigned MINORS

The Board of Supervisors allocated funds of $608,000 to provide legal services in immigration cases and proceedings involving unaccompanied minors and families with children. The service agreements were signed with the Law Foundation of Silicon Valley, the Katherine and George Alexander Community Law Center at Santa Clara University, the Step Forward Foundation, and the Bar Association of San Francisco.

LAW FOUNDATION OF SILICON VALLEY (LF)

The Law Foundation of Silicon Valley provides representation to minors to assist them in their immigration matters. Representation includes state court action to obtain a custody order and predicate findings for youth who are eligible for Special Immigrant Juvenile Status (SIJS) due to a history of abuse or neglect. Minors also receive representation in their immigration matters through removal defense and pursuit of affirmative relief.

As of June 2019, the Law Foundation assisted 251 minors with legal and social services from July 2019 through June 2019.

LF Total Served: 251 | 141% of goal (178)

- Latino 244 (97.2%)
- White 2 (0.8%)
- Black 4 (1.6%)
- Asian 1 (0.4%)

Race

- Male 75
- Female 83

- Filed SJIS with USCIS 119
- Established Guardianship and Obtained Predicate Findings for SIJS 110
- Clients that Achieved Termination of Removal 21
- Minors that Received Green Card 39

3 To view the complete data matrices of the Legal Services for Unaccompanied Minors, please see Appendix B page 2.
COMMUNITY LEGAL SERVICES OF EAST PALO ALTO

Community Legal Services of East Palo Alto (CLSEPA)’s attorneys work on new and ongoing cases of unaccompanied minors and families with children. The attorneys provide direct representation in both immigration and state court proceedings as well as training and technical assistance of pro bono attorneys who may take on additional cases.

In FY 2019, CLSEPA provided direct representation to 86 minors and family members who are in expedited deportation at the San Francisco Immigration court. 53 of those cases are still pending and require ongoing legal representation during this reporting period. Services include representation in Immigration Court and assistance with applications for relief, including asylum and Special Immigrant Juvenile Status.

CLSEPA Total served: 86 | 187% of goal (46)

Outcomes in legal proceedings:

13
Granted asylum

11
Removal proceedings terminated

5
Residency granted

STEP FORWARD FOUNDATION (SFF)

The Step Forward Foundation’s attorneys directly represent unaccompanied minors and families with children. They make referrals for appearances in federal court for removal proceedings. Step Forward’s primary focus is on the cases of unaccompanied minors and families with children residing in the southern area of Santa Clara County, including Morgan Hill, San Martin, and Gilroy.

The Step Forward Foundation engaged in collaboration with other legal services providers such as CLSEPA and Pangea Legal Services to provide inter-agency referrals for unaccompanied minors who have been determined eligible for asylum, Special Juvenile Immigrant status, and U Visas. During the reported period, Step Forward Foundation worked on ongoing cases and opened cases for full-scope representation.

As of June 2019, Step Forward Foundation has continued working on 40 ongoing cases and on 20 new open cases.
On the surge dockets, experienced private immigration attorneys, as well as staff attorneys from non-profit agencies, are calendared each day to assist respondents in removal proceedings at their initial court appearances. The AODs rapidly conduct initial case screenings in the short time allotted of unrepresented respondents, producing intake sheets with essential legal information that is returned to BASF for a referral.

The Immigration Surge Case Coordinator provides essential administrative support to the Santa Clara County funded agencies. The Coordinator produces case count deliverables, statistics, and case tracking for Santa Clara County and works at the direction of BASF’s Lead Strategy Attorney Administrator to fully support the work of the funded attorneys. Santa Clara County-funded attorneys benefit from the enhanced referral activity and efficiencies already developed for the placement of cases, the inter-agency placement of cases, and case placement with low-fee private immigration attorneys (currently through BASF’s Lawyer Referral and Information Service), in the event a case is not accepted for pro bono representation.

**Bar Association cumulative intakes since October 2018:**

- **216** Total
  - Female 83
  - Male 75
  - Unknown 58
  - Other 29 (13.4%)
  - Mexico 87 (40.3%)
  - Guatemala 27 (12.5%)
  - El Salvador 22 (10.2%)

- **135** Adults with children
- **26** Unaccompanied minors
- **55** Single adults on the non-detained dockets
On April 2005, the Board of Supervisors established the Programs for Immigrant Integration (PII) to provide citizenship and immigration legal assistance and community education to Santa Clara residents.

The five main areas of focus are:

1. **Citizenship Services for Immigrant Integration**: provide citizenship services, legal support for citizenship, citizenship services in South County, and the organization of Citizenship Days
2. **Immigration Legal Services as a path to citizenship**: provide legal services that ensure legal status and path to citizenship
3. **Community Education**: educate the community about citizenship, social services, immigration law changes, and other issues impacting immigrant communities
4. **Information, Referral, and Immigrant Hotline**: provide referrals through an immigrant assistance line to support public benefits, citizenship, and immigration-related issues
5. **Civic Engagement**: provide education on civic participation to immigrants

One of the main entities that drive this effort is the Santa Clara County Citizenship Collaborative that organizes Citizenship Days. Citizenship Day is an all-day event that promotes citizenship and assists individuals to complete their citizenship applications. Citizenship Day is an annual event that is held in 13 different languages. To promote the collaborative and the event, OIR built the Project New Citizen brand for outreach and marketing.

The Board of Supervisors approved **$887,077 for the FY 19 to support all services** within the PII. Through the County RFP process, four agencies received funding: Pars Equality Center (Pars), Asian Law Alliance (ALA), Center for Employment Training (CET), and Catholic Charities of Santa Clara County (CCSCC).

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4 To view the complete data matrices for the Programs for Immigrant Integration report, please see Appendix B page 4.
**PARS EQUALITY CENTER (PARS)**

Pars Equality Center provides a variety of services that include citizenship application assistance, citizenship related services, immigration legal services as a path to citizenship, other immigration legal services, and citizenship day planning and participation.

**Pars clients served:**

- **57** Simple Naturalization Assistance
  *Exceeded goal at 190%*

- **86** Complex Naturalization Assistance
  *Exceeded goal at 172%*

- **1042** Education and Outreach
  *Exceeded goal at 104%*

- **66** Assistance with complex legal issues, helping expedite a path to citizenship
  *Exceeded goal at 132%*

- **552** Legal Analysis and consultation to expedite participants path to citizenship
  *Exceeded goal at 110%*

- **200** Citizenship Day (April 2019)
  *Met goal at 100%*

- **50** Post-Naturalization legal representation
  *Exceeded goal at 125%*

**ASIAN LAW ALLIANCE (ALA)**

Asian Law Alliance (ALA) provides website maintenance for www.immigrantinfo.org, immigration legal services, citizenship day participation, community education, and citizenship related services. ALA also participates in the Santa Clara County Citizenship Collaborative.

**ALA clients served:**

- **832** Community Education
  *Exceeded goal at 103%*

- **33** Community Presentations
  *Exceeded goal at 110%*

- **175852** Immigrant.info Website
  *Exceeded goal at 318%*

- **104** Citizenship Applications Submitted
  *90%*

- **295** Citizenship Day Participation & Complex Citizenship Issues
  *Exceeded goal at 245%*

- **48** Citizenship Mock Interviews
  *Exceeded goal at 120%*

- **149** Advising and Representing clients with immigration issues
  *Exceeded goal at 149%*
CENTER FOR EMPLOYMENT TRAINING (CET)

Center for Employee Training (CET), provides citizenship application assistance, citizenship related services, and is the lead agency for Citizenship Day. CET also participates in the Santa Clara County Citizenship Collaborative.

CET Clients Served (FY19):

804 Consultations for Naturalization  
Exceeded goal at 101%

150 Citizenship & Naturalization Applications Submitted  
Met goal at 100%

110 Citizenship Class & Tutoring  
Exceeded goal at 129%

CCSCC clients served:

100 Citizenship Applications Submitted  
Exceeded goal at 100%

210 Education & Outreach  
Exceeded goal at 109%

26 Citizenship related services. These 30 clients are a part of the 210 listed above  
87%

79 Immigration Legal Services as a path to citizenship  
Exceeded goal at 105%

109 Three Citizenship Days planning and preparation  
Exceeded goal at 109%

CATHOLIC CHARITIES OF SANTA CLARA COUNTY (CCSCC)

Catholic Charities provides citizenship application assistance, citizenship related services, immigration legal services as a path to citizenship, and citizenship day planning and preparation. Catholic Charities also participates in the Santa Clara County Citizenship Collaborative. Catholic Charities is also the lead agency for two additional South County Citizenship Days.

SANTA CLARA COUNTY DACA COLLABORATIVE

South Bay Legal Immigration Services Network (SBLISN) is a legal services DACA Collaborative made up of Santa Clara County Asian Law Alliance (un-funded partner), Catholic Charities of Santa Clara County, Center for Employment Training (CET), and Services, Immigrant Rights and Education Network (SIREN). SIREN, is the collaborative lead and fiscal agent for this project.
The SBLISN’s DACA Collaborative partners provide processing workshops, individual application assistance, outreach, and education to Deferred Action for Child Arrivals (DACA) clients. Clients submit their renewal DACA application to the United States Citizenship and Immigration Services (USCIS).

The Board allocated $200,000 to fund the entire collaborative for FY 2019.

Highlight: Immigrant Youth, Young Adults, and Families Reached by Outreach Activities – 1,529 & total renewal DACA applications submitted – 421

SBLISN total served: 421 | 102% of goal (400)

13 Complex DACA Applications Completed Cumulative: 13

421 Unduplicated Renewal DACA Applications Completed Cumulative: 421

56 Group Processing Events Conducted Cumulative: 56

1529 Education & Outreach Cumulative 1529

On December 6, 2016, the Board of Supervisors directed Administration and County Counsel to present a plan to provide community outreach and legal representation to individuals who may be targeted for deportation by the new Federal Administration. Specifically, the Board instructed (1) the Office of Immigrant Relations (OIR) to take a leadership role in providing community outreach related to immigration enforcement and developing a mass media strategy, and (2) the County to take a leadership role in ensuring that individuals in removal proceedings have legal representation. The Board also requested an assessment of the resources required for both components of the program.

A cumulative total of four quarters are reported from July 2018 to June 2019 in the following summary.

5 To view the complete data matrices of the Immigrant Legal Assistance, Representation, & Education Services, please see Appendix B page 6.
**KNOW YOUR RIGHTS ACTIVITIES**

The county-wide Know Your Rights (KYR) campaign focuses on areas affecting the immigrant community, including but not limited to, Immigration and Customs Enforcement (ICE) raids, refugee rights, immigrant rights, and immigration-related legal issues specific to LGBTQ immigrants legal issues.

**Agencies funded in this category:**
1. Center for Employment Training (CET)
2. Vietnamese Voluntary Foundation (VIVO)
3. Service Immigrant Rights & Education Network (SIREN)
4. Catholic Charities of Santa Clara County
5. Pars Equality Center (PARS)
6. Asian Law Alliance

**Impact**

Through the KYR campaign, a total of 398 KYR workshops were accomplished, reaching a total of 11,360 Santa Clara residents to ensure that everyone is informed of their rights. Online views reached 7,413,343 and a total of 41,589 KYR materials were distributed throughout the County.

**KYR Activities performed:**
- 398 workshops
- 355 individual consultations
- 585 individuals reached through citizenship outreach,
- 1977 individuals informed about the Family Preparedness Plan
- 1244 individuals informed about DACA

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**ASSISTANCE AND LEGAL REPRESENTATION ACTIVITIES**

The Removal Defense Project aims to ensure that members of the immigrant community and their families can exercise their right to due process under the United States Constitution.

The program focuses on ensuring that refugees, victims of domestic violence, victims of human trafficking, and other vulnerable populations have access to legal immigration services. These groups gain access to attorneys to seek relief from removal by applying for asylum, relief under the Violence against Women Act (VAWA), “U” Visas for victims of serious crimes, “T” Visas for victims of human trafficking, and other applicable forms of relief. In addition, the program seeks to serve the broadest, most diverse set of individuals living and/or working...

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6 To view the complete complete data matrices of the Know Your Rights Activities report, please see Appendix B page 6.

7 For the complete data matrices of the Assistance and Legal Representation Activities, please see Appendix B page 7.
in the county in need of legal representation and education services, including clients in geographically remote areas; smaller, underserved immigrant groups; LGBTQ individuals; indigent clients; refugees; and victims of domestic violence and human trafficking.

Impact
- 2001 applications of affirmative relief applications filed with USCIS or another relevant agency
- 1005 approvals of immigration relief
- 89 clients represented for deportation relief

A Violence Against Women Act (VAWA) case that CET has been working on for a number of years has finally been approved. Juana was granted legal permanent residency under VAWA.

THE JUSTICE AND DIVERSITY CENTER, ATTORNEY OF THE DAY PROGRAM (JDC)

Attorneys play an essential role by informing unrepresented respondents about their legal rights and options, representing them in court and in administrative proceedings to protect their due process rights, and ensure that they can apply for immigration benefits that would prevent their removal.

For several years, JDC has been working closely with agencies in Santa Clara County to make sure that the cases of unrepresented clients who are Santa Clara County residents receive full-scope representation.

252 # of total individuals assisted through the AOD program who live and work in Santa Clara County
3 # of trainings
45 # of attendees at trainings
33 # of coordinators that provide Spanish language interpretation & assistance to non-Spanish speaking AODs
12 # of follow-up calls to complete intake information
245 # of referrals from Santa Clara County residents to legal services providers
14 # of times AOD Coordinator assisted eligible detainees their families with finding representation, legal options, and advice on how to pay the bond
22 # of Pro-Bono immigration attorneys recruited
13 # of training materials developed and provided to new AOD’s

To view the complete data matrices of the Justice and Diversity Center, Attorney of the Day Program report, please see Appendix B page 11.
RAPID RESPONSE NETWORK ⁹ ACTIVITIES

The need for information about constitutional and other legal rights and protection for deportation has led to the development and implementation of a county-wide Rapid Response Network (RRN), a hotline offering 24-hour support to individuals and families threatened with immediate ICE engagement, along with referrals to legal services and additional resources.

The role of RRN activities is to:

- Verify actual ICE involvement to minimize the spread of rumors and inaccurate information
- Serve as a legal observer to create a video and written record of the ICE activities that can support the victim’s legal defense and shed light on how ICE operations are taking place
- Responders support family members, provide information to community members living in the same neighborhood and, may interact with ICE agents
- Connect remaining family members to reliable local legal service providers who can assist them and the detained individual
- Emergency attorney activations and urgent attorney consultations
- Family Support Accompaniment Teams/Community Deportation Defense

RRN Scope of Work and Funding Update

Through a Board directive, the Office of Immigrant Relations (OIR) was approved to increase the Rapid Response Network (RRN) budget to expand the scope of services based on the non-profit partners feedback on a variety of factors that are impacting the immigrant community in Santa Clara County. Previous funding included $100,559. The Board allocated an additional $400,000 and the City of San Jose allocated $50,000. This totals to $550,559 to fully fund the Network from October 2018 to June 2019.

Budget table breakdown:

City (additional) 9.1%
County (current funding) 18.3%
County (additional) 72.7%

⁹ To view the Rapid Response Network’s complete data matrices, please see Appendix B page 12.
Sacred Heart Community Service (Sacred Heart) along with People Acting in Community Together (PACT) lead the Rapid Response Network. Both agencies coordinate their efforts to bring this network together in educating the community about the program to keep families together. RRN has been a crucial program as it protects immigrant families from deportation threats, provide accompaniment support during and after arrests or detention.

ICE tactics have caused fear in the community, making the RRN a vital resource.

**Examples of unlawful ICE tactics to arrest community members:**

"ICE pulls people over to locate individuals they've been looking for but would claim their reasoning as a traffic violation. After verifying if it's the person they're looking for with their driver's license, ICE would arrest them."

"Generally, ICE waits for people outside their homes. It's hard for clients to exercise their rights once they step outside their homes."
Specifically, the ILRC provides free electronic copies of ILRC manuals and free access to webinars.

**ILRC services:**

- 12 # of Webinars
- 90 # of Webinar Participants through County Grant
- 13 # of Free Manuals Distributed
- 80 # of Manuals Downloaded or Distributed

**Pro Bono coordination activities:**

- 541 # of pro bono attorneys to which outreach has been conducted
- 1147 # of law students to which outreach has been conducted
- 80 # of pro bono attorneys recruited and trained to serve at legal clinics
- 67 # of volunteer law students recruited and trained to serve in legal clinics
- 34 # of pro bono attorneys recruited to accept 1:1 client representation
- 16 # of pro bono attorneys who have filed a Notice of Entry of Appearance before Immigration Court and USCIS
- 4 # of pro bono attorneys who have prepared for a bond, Master Calendar, or merits hearings on behalf of clients
- 19 # of pro bono attorneys who have filed affirmative relief applications for clients
- 28 # of times the language interpretation and assistance has been provided to pro bono attorneys and law students

**PRO BONO COORDINATION ACTIVITIES**

The Pro Bono Coordination Activities supports the County’s efforts to provide legal representation to immigrant community members for immigration matters. This is critical to expanding capacity and ensuring due process.

Through the pro bono coordination program, a total of 1,688 pro bono attorneys and law students was coordinated to support the County’s effort in reaching the private sector to provide legal immigration support to Santa Clara County immigrant community.
Mr. Z initially came to The Law Foundation after receiving an eviction notice based on non-payment of rent. The Law Foundation determined that he had a housing subsidy, and due to his disability, he had misunderstood a notice related to a change of rent. Our office defended the eviction and asked for reasonable accommodations from the landlord that allowed the client to pay off his rental arrears upon an agreement to dismiss the unlawful detainer. The client was able to maintain his housing and advocate for some additional support from the landlord to accommodate those disabilities.

The Law Foundation was approached by a woman who was disabled and received support through a housing voucher. She reported an increase in rent that seemed unfair to her. Our team calculated her income and her portion of the rent and found that it was 8% over the legal limit. We requested a fair hearing with the housing authority which ultimately agreed and reduced her portion of the rent. Within a couple of months, the client’s physical disability became progressively worse, and she required a live-in aide. The Law Foundation assisted her with a reasonable accommodation request. The Housing Authority granted her request, allowing her a two-bedroom voucher to allow for the live-in aide.

The Board of Supervisors approved of $638,845 for the fiscal year 2018-19 to help six community-based organizations provide unmet needs services to residents in Santa Clara County. Through the County RFP process, six agencies were awarded contracts to perform and provide these services in Santa Clara County: Bay Area Legal Aid, Law Foundation of Silicon Valley, Asian Law Alliance (ALA), Senior Adult Legal Assistance (SALA), Pro Bono Project, Catholic Charities of Santa Clara County.
Bay Area Legal Aid’s lawyers, and paralegals, provide free, multi-lingual legal advice, counsel, brief legal services, and referrals in housing, family law/domestic violence, consumer law, healthcare, and public benefits access to low-income clients.

These strategies increase the ability of residents to resolve their legal issues and increase their safety and stability, including stable housing. The services also increase income/economic security, physical safety, secure legal immigration status, and expand healthcare access.

**BALA services between Q1 and Q2:**

1. Provide legal advice & counsel, brief services and referrals to a total of 50 unduplicated low-income Santa Clara County residents.

   **Total served: 83 | 166% of goal (50)**

   **Q1: 21 served**

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<th>Q1</th>
<th>Gender</th>
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<tbody>
<tr>
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<td>39%</td>
<td>Female 66.6%</td>
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<tr>
<td>White</td>
<td>32%</td>
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<td>API</td>
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<td>Other</td>
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   **Q2: 62 served**

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<th>Q2</th>
<th>Gender</th>
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<td>Other</td>
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</table>

2. Provide full representation to 12 unduplicated low-income Santa Clara County residents.

   **Total served: 9 | 75% of goal (12)**

   **Q1 and Q2: 9 served**

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<tr>
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<td>5%</td>
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</tr>
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</table>
3. Through presentations, conduct education and outreach to serve unduplicated low-income community members and personnel from CBOs.

**Total presentations:** 29 | **362%** of goal (8)

**Total attendees:** 497

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**LAW FOUNDATION OF SILICON VALLEY**

The Housing Legal Services Project primarily provides free legal representation to low-income Santa Clara County residents living with mental health disabilities, HIV/AIDS, or other chronic or life-threatening health conditions who face eviction or other threats to maintaining safe and stable housing.

**Law Foundation services between Q1 and Q2**

1. Receive services through the housing project

**Total served:** 125 | **166%** of goal (75)

2. Receive short term legal counseling

**Total served:** 106 | **185%** of goal (57)

3. Receive extended legal representation

**Total served:** 11 | **61%** of goal (18)

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**ASIAN LAW ALLIANCE (ALA)**

ALA provides community education workshops on a variety of legal topics including immigration, citizenship, domestic violence, family law, landlord-tenant law, consumer law, public benefits, and elder law. ALA’s staff attorneys also provide legal consultation and legal representation to low-income immigrants and other low-income Santa Clara County residents.

Additionally, they provide information and referral services to community-based organizations such as Asian Americans for Community Involvement (AACI), Korean American Community Services, the Vietnamese Voluntary Foundation (VIVO), the Filipino Youth Coalition (FYC), Services Immigrant Rights & Education Network (SIREN), Center for Employment Training (CET), Catholic Charities (CC) and others.

**ALA services between Q1 and Q2:**

1. Provide community education workshops

**Total served:** 9 | **112%** of goal (8)

2. Provide legal consultations/representation in areas of immigration for victims of domestic violence, violent crimes, landlord/tenant law, public benefits

**Total served:** 246 | **107%** of goal (230)

3. To provide information and referral in various areas of law, Q2 stats

**Total cases:** 189

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12 To view Asian Law Alliance’s complete data matrices, please see Appendix B page 16.
SENIOR ADULTS LEGAL ASSISTANCE (SALA)

SALA serves one group of residents—older adults, but the agency staff provides a variety of free legal services, county-wide. Since the inception of the County’s UCLP, SALA has worked on addressing service gaps and unmet needs of the elderly population.

These services are accomplished by doing client intake at appointments at the senior centers or community sites, by telephone, or through home visits. Clients are recruited primarily by publicizing the availability of SALA’s appointments at their intake sites on their website.

SALA’s legal services are a regularly scheduled activity at senior centers or other intake locations and are usually included in each site’s activity schedules, newsletters, and other communication with their participants.

Homebound or at-risk clients with emergencies are usually referred to SALA for telephone intake by their senior center intake sites, case managers for seniors, Adult Protective Services, or the Family Court Self-Help Center. All such referrals become a high priority for SALA’s staff.

SALA services between Q1 and Q2:

1. Provide legal services
   
   **Total served:** 76 | **108% of goal (70)**

   **Second Quarter Stats**
   - 46% were 75 or older
   - 40% were frail/disabled, at risk of abuse, isolation, or loss of independence
   - 18% were extremely low income
   - 68% were female, and 52% were identified as minority elders

2. Conduct community education presentations
   
   **1 presentation | Total attended: 100**

PRO BONO PROJECT

The Pro Bono Project (PBP) provides services through four of its signature programs: Lawyers in the library, the Virtual Legal Services Program, Family Law, and Domestic Violence Services.

Lawyers in the Library

PBP provides the Lawyers in the Library program offer low-income and impoverished Santa Clara County residents access to pro bono attorneys who provide them with legal advice. PBP coordinates pro bono attorneys at libraries in Mountain View, Sunnyvale, San Jose, Santa Clara, and Milpitas.
The Virtual Legal Services Program
PBP provides Virtual Clinics in English and Spanish with California licensed volunteer attorneys to connect with low-income community members in need of legal services. This is accomplished remotely in a confidential, well-equipped environment for the clients to use the Internet and video conferencing technology. Attorneys can sign up to volunteer online, and once screened and approved by PBP, they provide legal consultation from any location with an Internet connection, such as their own office or phone.

Family Law
For 29 years, PBP has been providing family law and domestic violence services for low income/indigent Santa Clara County residents who have domestic violence cases, dissolution, separation, and parentage actions. The attorney serves as the client’s attorney on file, representing them through the entire limited scope representation that may include going to court.

Domestic Violence Legal Services
PBP helps with domestic violence cases, including representation at restraining order hearings, and help with safety protective orders. At the start of services, clients complete an application and are screened for income eligibility in the same manner as Family Law clients. Once approved, they can meet with an attorney at PBP’s offices in downtown San Jose.

PBP services between Q1 and Q2:
1. Provide Lawyers in the Library programs
   **Total served: 400**
   **Locations:**
   - Dr. Martin Luther King Library in downtown San Jose
   - Mountain View Library
   - Indian Community Center in Milpitas
   - Muslim Community Association in Santa Clara
   - Columbia Neighborhood Center in Sunnyvale
   **Services:**
   - 98% of clients reported to have understood their legal choices when meeting with the attorneys at the site.
   - 100% of the materials provided to clients were either in English or Spanish.
   - 100% of clients had their questions answered by an attorney

2. Provide Virtual Legal Services programs
   **Total served: 165**
   **Locations:**
   - Santa Clara County Bar Association in downtown San Jose
   - Gilroy Library
   - Milpitas Library
   - Morgan Hill Library
3. Provide Family Law and Domestic Violence programs  
**Total served: 118**

- 100% of the materials provided to clients were either in English or Spanish, including translation or interpretation
- 100% of clients had their questions answered by an attorney

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**CATHOLIC CHARITIES OF SANTA CLARA COUNTY**

Catholic Charities of Santa Clara County (CCSCC) implements the following strategies and approaches incorporated throughout CCSCC’s organizational structure and a variety of programs. These strategies ensure fulfillment of desired outcomes:

To create pathways from poverty to opportunity and hope, the agency focuses on five critical strategies:

1. Transition to the client-centric model rather than being driven by service-centric model
2. Advocates for policies and best practices to address the barriers and underlying causes of poverty
3. Incubate social innovations to find new solutions to poverty
4. Strengthen the agency’s infrastructure to improve effectiveness
5. Transform the agency’s funding model to greater flexibility in service design

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**CCSCC services between Q1 and Q2:**

1. Clients will be informed of their immigration legal options through 1:1 consultation  
   **Total served: 91 | 151% of goal (20)**

2. Clients will complete their immigration applications/petitions and submit them to USCIS  
   **Total served: 63 | 105% of goal (60)**

3. Clients will move towards legal status through significant supporting documents  
   **Total served: 53 | 88% of goal (60)**

4. Clients will receive accurate and reliable information about immigration laws, policies, and procedures  
   **Total served: 64 | 128% of goal (50)**
Below are challenges that agencies are encountering while serving the immigrant community. OIR is taking these challenges into consideration to mitigate or find solutions for the next fiscal year.

**LEGAL SERVICES FOR UNACCOMPANIED MINORS**
- Impact of misinformation and uncertainty regarding immigration enforcement based on recent policies of the current Administration
- Securing appropriate removal defense assistance for clients while simultaneously seeking affirmative relief
- The increased amount of time it takes for a client to fully complete the process of obtaining a green card
- Case backlogs across the immigration system continue to grow, which also creates uncertainty and anxiety for clients and places pressure on the program because it limits the number of new cases
- The wait time to attain legal permanent residency for Special Immigrant Juveniles from Mexico and Central America is currently longer than 2 years
- If a U or T visas are not granted, applicants can be placed in removal proceedings
- USCIS guidance is permitting officers to deny T and U visa applications rather than ask for clarification on the applications as in the past.
- Santa Clara County nonprofit agencies continue to be at capacity for the number of cases that they can handle.
- There are more master calendar hearing dockets than AODs available.

**PROGRAM FOR IMMIGRANT INTEGRATION (PII)**
- Increase of strict standards and policies adopted by USCIS
- Fewer people are seeking services and longer and inconsistent USCIS processing times across all types of immigration petitions and applications
- Ongoing anti-immigrant rhetoric as well as misleading news headlines.
- Administrative policies being implemented, such as "Public Charge," people are fearful of disclosing personal information and are hesitant to apply for Citizenship
- Addressing past criminal records and past immigration histories have been challenges in the clients' application process

**SANTA CLARA COUNTY DACA COLLABORATIVE**
- Greater need for DACA services
- DACA community feeling unsafe in seeking DACA renewals because of the current Administration and uncertainty of the program