



Guidelines for CRCs assisting with legal service requests



What **IS** allowed:

- **Pulling provider names and contact information from existing Enforcement and Removal Operations (ERO)-provided lists of legal service providers. Note: If a detained noncitizen is being released, you should provide the information for providers in the noncitizen's intended destination region/state. Currently, ERO-provided lists include:**
 - **Executive Office of Immigration Review's (EOIR) Pro Bono Legal Service Providers List:** This list is programmed on the Detainee Telephone System (DTS) Pro Bono platform [ERO only programs the local/regional providers from [EOIR's pro bono legal service providers list](#)].
 - Per U.S. Immigration and Customs Enforcement (ICE) detention standards, the list should also have been provided to the detained noncitizen following admission. This list is updated quarterly and is organized by immigration court.
 - **EOIR's Recognized Organizations and Accredited Representatives List:** This list includes organizations and individuals who require fees for representation (i.e., not pro bono) and is organized by state and city.
 - **Immigration Advocates Network (IAN) Lists:**
 - For a list of organizations that specifically serve detained individuals, see [Immigration Advocates Network – Legal service provider list \(sharepoint.com\)](#). The list is also available on the LexisNexis law library electronic hard drive (eHD) or at <https://www.immi.org/en/Info/SearchDetentionCenter>.
 - For a list of organizations that specifically serve non-detained (or released) individuals see <https://www.immigrationadvocates.org/legaldirectory/>. This list is searchable by state, county, or detention facility and can be printed in multiple languages.
- **Providing Resources:**
 - **For Detained Noncitizens:**
 - The American Bar Association's (ABA) Detention and Legal Orientation Program (LOP) Information Line flyer: The ABA will also direct individuals to legal service providers. The ABA flyer is available on InSight's [ERO Legal Access Resource Center /Legal Materials for Detainees](#):
 - [Detainee Flyer on the LOP Information Line \(Zip drive folder of all languages\)](#)
 - If additional languages are needed for this flyer contact the [\(b\)\(7\)\(E\) @ice.dhs.gov](#) mailbox.
 - The United Nations High Commissioner for Refugees (UNHCR) hotline: The hotline is programmed on the pro bono platform.
 - For individuals who are not represented in child welfare/family court related matters and need assistance with those matters, the ERO Parental Interests team can share a flyer for a pro bono legal referral organization. (Check with the ERO PI Coordinator first to see if the noncitizen qualifies for the referral organization). Noncitizens should call hotline number on the flyer directly if they want assistance.
 - **For Non-detained (or Released) Noncitizens:**
 - Provide both the Legal Resource Information flyer and the Change of Address flyer available through <https://www.ice.gov/detain/attorney-information-resources>, under Other Legal Resources Available to Non-detained. The lists mentioned above are also referenced in these flyers.



What is **NOT** allowed:

- Using AILA's searchable website: <https://www.ailalawyer.com/> (The searchable website includes the criteria of type of lawyer, languages available, and location & distance willing to travel. AILA's list may not be used because it is both a membership-based directory and is not limited to pro bono service providers).
- Calling an organization or attorney office on behalf of a specific detained noncitizen to see if they could represent them.
- Researching/calling legal service providers to find out generally if they offer pro bono services to the facility or to detained noncitizens scheduled to be released. This would be a *curated* list so will need OPLA's input.
- Submitting a legal question to the ABA's free legal answer webpage (listed on the ICE legal and other resource flyer, which is also available in other languages) on behalf of a detained noncitizen.