



INTERNATIONAL
RESCUE
COMMITTEE

Asylum Seekers in Arizona Welcome Center Volunteer Orientation

Who We Are

International Rescue Committee

The International Rescue Committee helps people whose lives and livelihoods are shattered by conflict and disaster to survive, recover and regain control of their future.

Welcome Center

The Welcome Center was founded by IRC in July, 2019, working in collaboration with a coalition of community organizations and faith groups to serve asylum-seeking families.

Objective

This training aims to acquaint you with key information about the asylum-seeking process and the services we provide at the Welcome Center.

During our short time with asylum-seeking families at the center, we strive to meet their immediate needs as well as inform them about critical information that will help them successfully navigate the next steps of their legal process.

After this training, you should have a better understanding of the purposes of the Welcome Center, the legal process for our guests, and how you can provide important support to asylum seekers.

Overview

- The Asylum Process
- How are we helping?
- How can you help?
- Boundaries and Ethics
- Safety Protocols
- Discussion

Why are so many asylum seekers on the southern border from Central America?

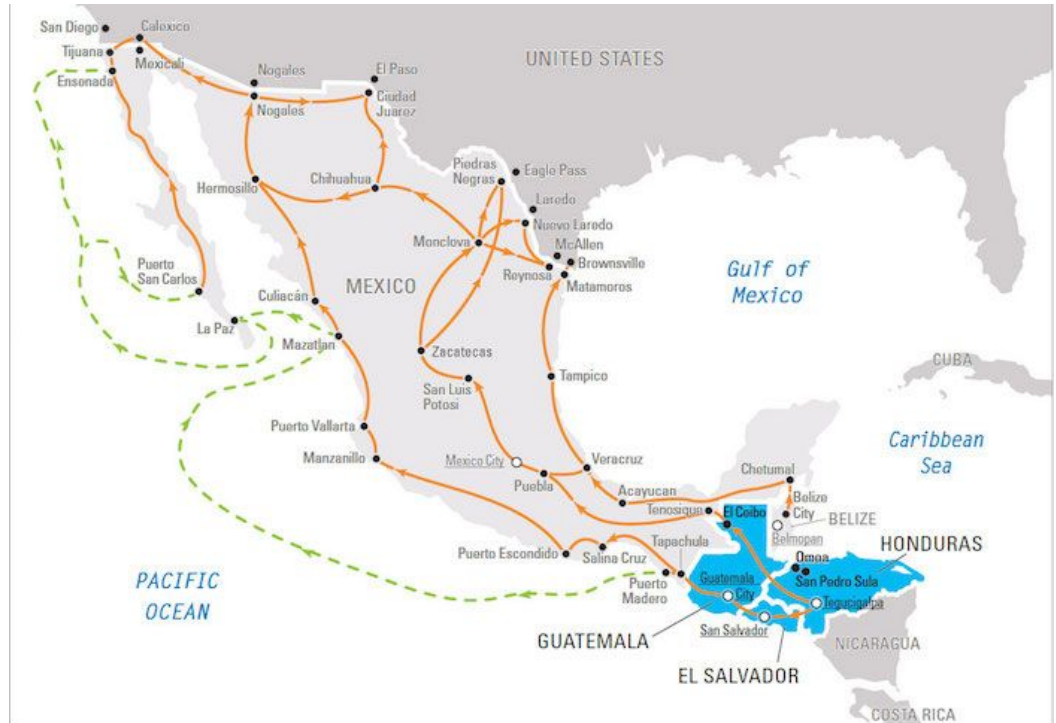
- Northern Triangle countries consistently rank among most dangerous countries in the world due to political instability, gang violence, and violence against women and children.
- Governments unable or unwilling to provide protection to vulnerable populations, such as women, LGBTQ, etc.
- Forced migration due to violence, climate change, and failing crops

Intentional homicides by country per 100,000 people

Rank	Country	Rate
1	El Salvador	108.6
2	Iraq	66.1
3	Honduras	63.8
4	Venezuela	57.1
5	Jamaica	43.2
6	Lesotho	38
7	Belize	34.4
8	South Africa	34.3
9	St. Kitts and Nevis	33.6
10	Guatemala	31.2

Source: UN Office on Drugs and Crime's International Homicide Statistics database 2019

There are many paths that asylum seekers take to reach the U.S. southern border.

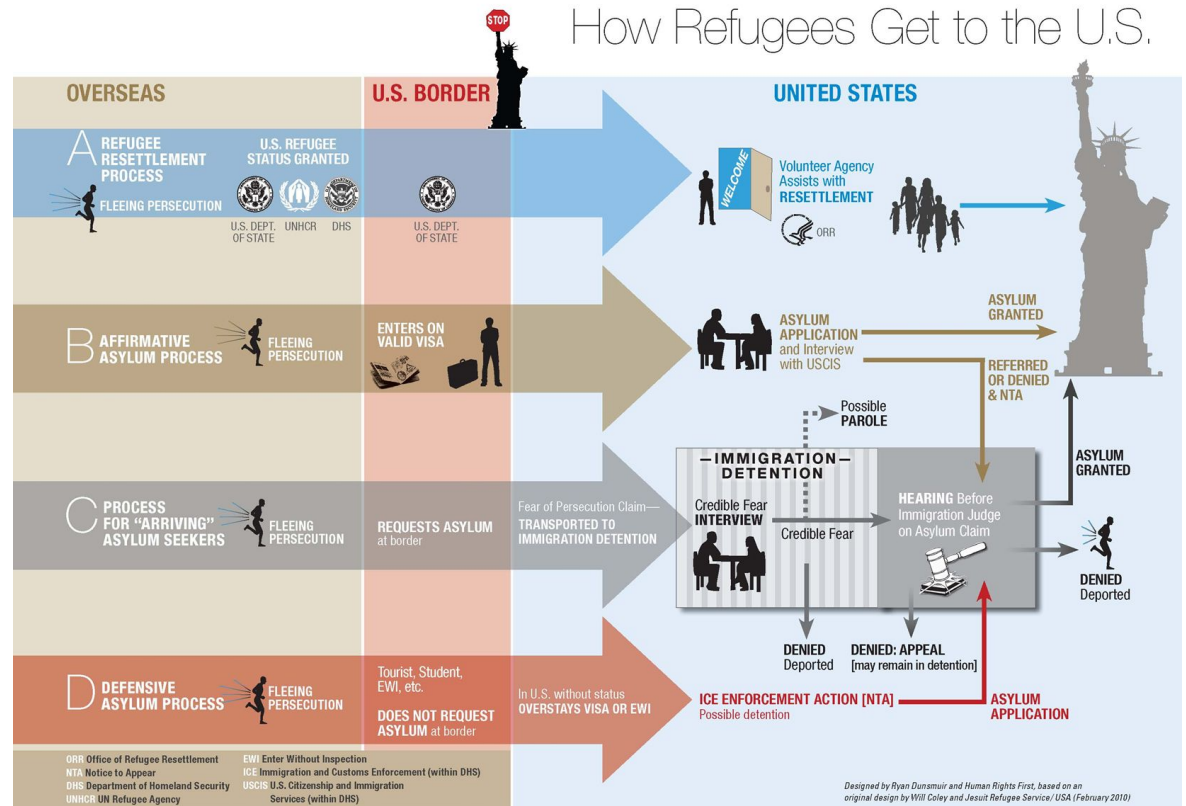


Note: This map does not reflect a position by UNICEF on the legal status of any country or territory or the delimitation of any frontiers.
Source: International Organization for Migration (IOM), *Migrant Routes: Americas 2016*, IOM Regional Office for Central and North America and the Caribbean and IOM Costa Rica, March 2016.

There are many obstacles on the path to citizenship for asylum seekers.

Even though most asylum seekers since 2018 have requested asylum at the border immediately upon entry, current immigration policies require them to be detained.

Adults without children will be detained until their asylum hearing.



Remain in Mexico/Migrant Protection Protocols

The Migrant Protection Protocols, commonly known as "remain in Mexico," went into effect in the beginning of 2019. Under this policy, asylum seekers who have crossed the border into the U.S. seeking asylum may be sent to Mexico to wait until their hearing in court. Many asylum seekers waited many months in tent camps for their hearings, and were subjected to violence and exploitation.

This policy is currently being appealed to the Supreme Court. The Welcome Center frequently serves families who have been impacted by the MPP process, and those families will have different paperwork and legal processes than the other asylum seekers that we serve.

The first point of contact on the border is usually Customs & Border Patrol (CBP)

- Since 2004, immigration officials have used expedited removal to deport individuals who arrive at our border, or are apprehended within two weeks of arrival and within 100 miles of the Canadian or Mexican border.
- Under Expedited Removal, individuals can be deported to their home country without a hearing or seeing an immigration judge.
- If someone claims fear of persecution if returned to their home country, they are directed to an asylum officer for an interview to determine if they have a “credible fear” of persecution.
- If the asylum officer fails to find that the person has a credible or reasonable fear of return, that person is ordered for deportation.
- Single adults are typically transferred to ICE detention pending expedited removal.

The second step in the process is ICE detention and processing.

- Referred for an immigration court hearing in the future, with regularly scheduled ICE check-ins until the hearing.
- Single adults are usually detained until their hearing, and families that do not consist of an adult with a biological minor child are separated.
- Unaccompanied minors are transferred to HHS custody and placed in a shelter. Family members can apply to be sponsors, but it is a difficult process. Many remain until they are 18, and are then transferred to adult detention.
- Due to the Flores Agreement (1997), families of at least one adult and one biological minor child must be released within 20 days, usually with 1) order of supervision and future appointment with ICE, and 2) notice to appear in court.

Most asylum seekers are provided documents outlining their next legal appointment.

- Order of Release on Recognizance
 - Outlines the conditions for release from custody. Most adults will be required to wear an ankle monitor and to appear for regular check-in appointments with ICE or ICE's contractor (ISAP)
 - The first check-in appointment is usually 10-14 days after their release. They must attend check-in together as a family— if they fail to attend, ICE may seek to re-detain them.
 - ICE *does not* decide their immigration case, only a judge can.
- Notice to Appear (NTA) in immigration court
 - Families should receive an NTA for a hearing near their new city.
 - ICE is not always issuing NTAs. Asylum seekers should call the 800 number for the immigration courts to check their hearing date.
 - Failure to attend a hearing will result in a removal order *in absentia*

Asylum Law Basics

- Asylum can currently only be filed for recognized protected grounds
 - Race
 - Religion
 - Nationality
 - Membership in a particular social group
 - Political opinion
- Asylum cases are complex and take considerable time to evaluate
- Central Americans face an uphill battle for winning their asylum cases
 - 80% pass their initial credible fear screening.
 - 2-5% will win their case without legal representation.
 - 22-25% will win their case with legal representation.

Immigration Court Backlog

- Currently over 800,000 cases pending in immigration court (not all of which are asylum cases).
- On average, it takes 3 years to have an asylum case heard
- **One-year filing deadline** for asylum: Must file the I-589 asylum application within 1 year of arrival



Employment Authorizations



- Many asylum seekers do not submit the I-589 for many months after arrival due to lack of legal counsel, prolonging the wait for their employment authorization

- Eligible at 150 days after asylum application but may take additional 3-4 months after application submitted



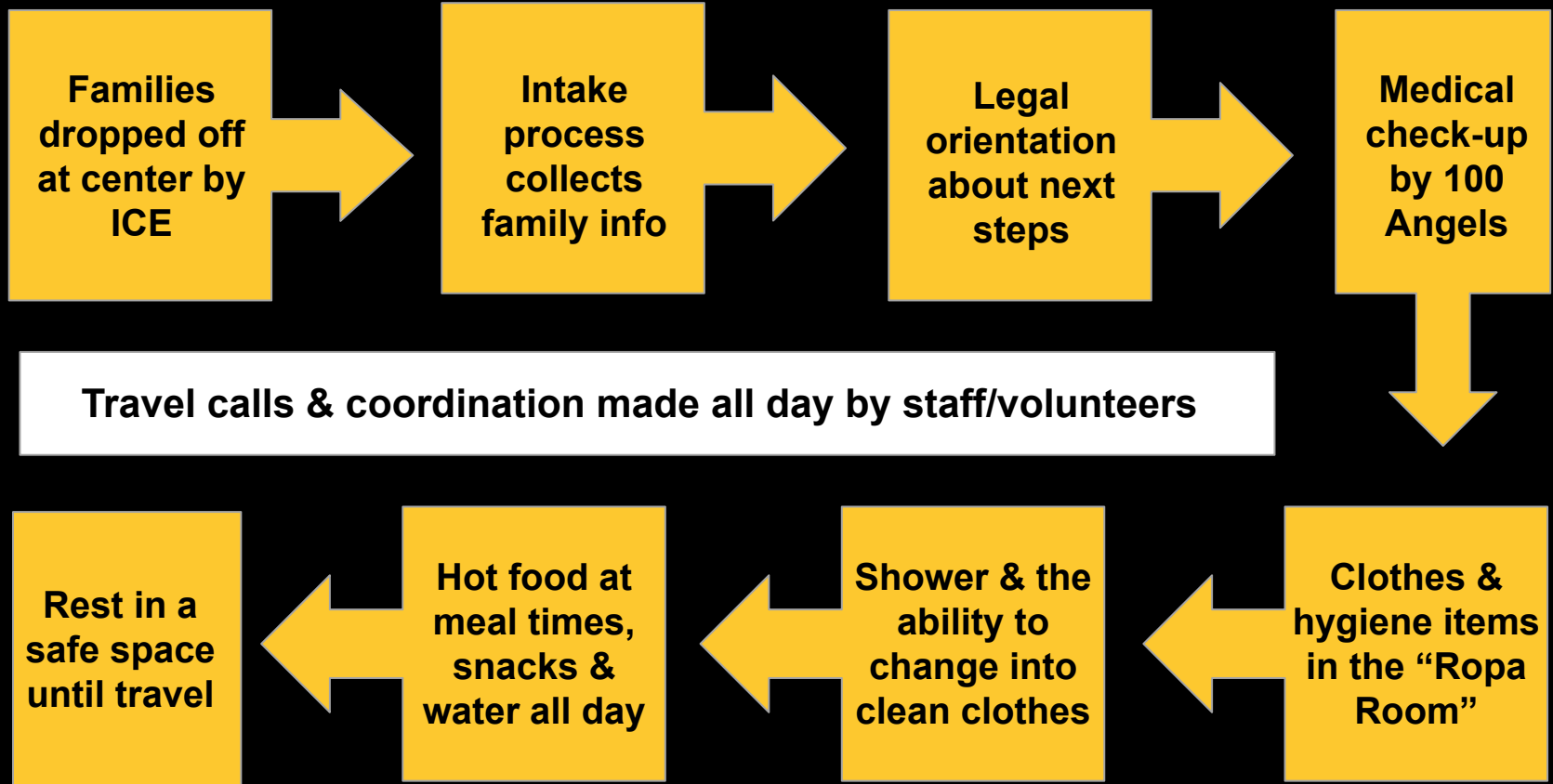
Asylum Seeking Families Welcome Center

Welcome Center Overview

How is the Welcome Center helping asylum seekers?

- We serve families being released from ICE detention who have already begun their asylum seeking process.
- We provide short-term emergency assistance, such as:
 - In-kind donations
 - Logistical support
 - Legal orientation
 - Medical support
 - Travel coordination
 - Food onsite as well as for their trip
 - Overnight hosting
- IRC is also able to provide long-term case management for families who stay in Phoenix, and destination services for some families travelling to an area with an IRC branch.

Welcome Center Overview



KITCHEN TEAM



INTAKE TEAM



TRANSPORT TEAM



DONATION TEAM



MEDICAL TEAM



CHILD CARE



RECEPTION TEAM



The Welcome Center is looking for weekly volunteers to support asylum seeking families. There are many teams you can sign up to help with- we need you!

Welcome Center Volunteer Teams

There are several teams of volunteers. Each team works together to provide the best support and service we can to asylum seekers.

Donation Team



- The Welcome Center receives lots of donations from our community.
- All donations need to be sorted before they can be distributed to asylum seekers.
- Most donations are distributed through the Ropa Room,, a “thrift store” style room where families can pick out slightly used clothing, new hygiene items, backpacks, children’s toys, and other items for their journey to meet with their sponsors.
- Ropa Room volunteers need to speak Spanish, but other donation team volunteers do not.

Kitchen Team



- The Welcome Center currently receives hot food twice a day from St. Vincent dePaul, but will soon have a full prep kitchen
- Kitchen team helps prepare and serve food to our guests, as well as clean up afterwards.
- The kitchen team will be working closely with IRC's New Roots program to create community gardens that help produce the food we serve onsite.
- Food handlers card is required, but will be paid by IRC.
- Kitchen team is not required to speak Spanish.

Intake Team



- The intake team gathers information about the families as soon as they arrive, and provides a short legal orientation on the next steps in their asylum process.
- The intake team helps correct paperwork issues and provides important referral resources that clients will need in their new cities.
- This role requires strong Spanish skills, and it is a benefit if volunteers know any additional languages.
- First class fingerprint card is required, and needs to be paid for by volunteer.

Transportation Team



- The transportation team contacts each family's sponsor and provides them with the necessary info to purchase bus or plane tickets.
- As tickets are purchased, this team works together to assign drivers and ensure that each family leaves on time with all necessary resources.
- This role requires strong Spanish skills, and an additional driver background check, paid by IRC.
- First class fingerprint card is required, and needs to be paid for by volunteer.

Medical Team



- The medical team is primarily made up of health care professionals and students.
- They provide check-ups for each family that comes to the Welcome Center, and are able to distribute over-the-counter medication if needed.
- This role requires strong Spanish skills, and a healthcare background.

Child Care Team



- The child care team provides trauma-centered children's programming.
- The child care team create and follow curriculums for child safe play, art, and family play.
- This role requires strong Spanish skills.
- First class fingerprint card is required, and needs to be paid for by volunteer.

Reception Team



- The reception team greets visitors at the front office of the Welcome Center, ensures they have appropriate reason to be onsite, and grants access to the center.
- Many visitors to the Welcome Center are community members donating resources, and the reception team shares our gratitude with them.
- The reception team also answers the Welcome Center phone and directs questions approp
- This role does not requires Spanish skills, but they may be helpful.

Boundaries & Ethics

**For the safety of the families that we
serve at the Welcome Center:**

**NO PHOTOS, TAGGING, LIVE
STREAMING, OR VIDEO/AUDIO
RECORDING IN ANY SOCIAL MEDIA
ARE ALLOWED**

Privacy and Confidentiality

You will be entrusted with many private details of the families' situations while providing support for them.

- “Private Information” is defined as any information that is personal and discrete in nature and relates to employees, volunteers, and any recipients of assistance from IRC. **This includes names, identifiable details, photos, etc.**
- To respect privacy, do **not** ask for more information than is needed to assist them. Do not ask about their journey, experiences in their home country, or status of family members unless you are providing case management and that information is necessary to provide support.

Confidentiality cont'd

- Any personal information that an asylum seeker shares with you should be considered confidential and not shared with others unless necessary for client support.

Limits to Confidentiality

- Any disclosure of abuse, neglect, or exploitation of a minor, the elderly, or a person with disabilities.
- Anyone who presents a danger to themselves or others.
- If you have concerns about any of the above issues, please inform an IRC team member immediately.

Conflicts of Interest

- Violating served clients' boundaries for personal gain
 - Ex: posting selfies with families, sharing stories on social media for praise of good work
- Exploitation of vulnerable clients
 - Ex: Offering services or items in exchange for money, goods, or services
- Imposing personal beliefs or values on served families
 - Ex: Discussing personal religious values as they pertain to a client's situation

Legal Information vs. Legal Advice

- Legal information
 - General information about the law and legal processes
 - **Can be provided by non-legal professionals**
 - Providing available facts, not opinions
 - Explaining the next steps of a process or what to expect
- Legal advice
 - Applying the law to a specific situation
 - Can ONLY be provided by legal professionals
 - Interpreting how the law will apply to a specific case
 - Recommending how someone should approach their legal case or testify

Volunteers at the Welcome Center can only provide legal information, and only within their provided training.

IMPORTANT:

Due to the high risk of exploitation, we do not allow staff or volunteers at the Welcome Center to do currency exchange with any of the families we serve, either onsite or in transit.

Social Media Risks & Responsibility

- No social media posts are allowed that violate client privacy or give specific details of activities.
 - Ex: Posting the day and time of family dropoffs, posting pictures of families, posting client stories.
- Do not post pictures of yourself at the Welcome Center or tag yourself or others onsite.
- Do not add clients on social media, or pressure them to add you.

These rules are for the safety of everyone at the center, and can be grounds for no longer being able to volunteer if violated.

News Media

- For the safety and security of the families we serve, no one is authorized to speak to media on behalf of the Welcome Center without explicit approval from the IRC.
- Media representatives must be approved and scheduled to enter the Welcome Center upon approval, and will not be permitted to tour the facility if families are present.
- If a media representative tries to get you to speak about the Welcome Center or supports we provide:

“I am not authorized to speak on behalf of the IRC. If you want to provide your name and contact info, I can pass it on to the appropriate person.”

Case 1

You are assisting a family at the Welcome Center, and they tell you that they are very worried about not having a cell phone for their journey to their sponsor family. They ask if you can help them exchange their non-US money, drive them to a store, and help them buy a cell phone.

- What do you do next?
- What issues exist around fulfilling this request?

Case 2

You are at the bus station helping a family, and a reporter approaches you with a few questions about how members of the community can become volunteers and support asylum-seeking families.

- What do you do next?
- Who needs to know what?
- What issues exist around fulfilling this request?

Safety Protocols

Safety Protocols

- The doors from the lobby should **always** be locked, and all visitors, staff, and volunteers **must** check in and get a nametag at the front desk.
- All Welcome Centers volunteers will be given a name tag and a sign-in code.
- Please do not invite friends or family members who have not been through an orientation.
- Volunteers are asked to sign up for specific shifts so staff and security know who to expect.



Safety Protocols cont'd



- There is the possibility of anti-immigrant protesters attempting to harass staff, volunteers, and families onsite.
- Maintain situational awareness at all times- watch for strange vehicles or suspicious behavior by people, do not hold open the lobby doors for anyone unless they have been checked in already at the front desk.
- If you are approached by agitators- do not engage, enter the center as quickly as possible, and alert security.
- The goal of agitators is to get an emotional reaction- stay calm, get away, let us know if you need emotional support.

Safety Protocols cont'd



- If you suspect someone is following you while you are driving, pull over in a public place, and call 911.
- Call 911 for any serious emergency or dangerous situation. If you are unsure if it is an emergency, ask IRC staff onsite.
- Contact an IRC staff member if you feel unsafe or unsure about any situation onsite or in transit with a family, or if you are aware of social media posts that may pose a danger to anyone at the Welcome Center.

Case 1

You are a volunteer who is arriving to your scheduled shift. Two people are waiting outside the lobby when you arrive, and they enter with you. When you sign in, they say that they forgot their name tags, and ask if you can let them pass the locked lobby doors with you.

- What do you do next?
- What processes should be in place in the front lobby to ensure that visitors are allowed to enter?

Case 2

You arrive at the Welcome Center with a car full of donations. As you pull up and park, you notice a small crowd of people outside the building. You think it may be volunteers, so you get out of the car and start carrying in your first load of donations. Suddenly, you are surrounded by the group, who turn out to be protesters. They yell things at you and try to take the items out of your arms.

- What do you do next?
- Who needs to know what?
- What could have been done differently in this scenario?

Questions?

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