*This document includes examples of services that Client Advocates or other client services staff can provide. Over time, we may identify and include additional services, and we may determine that Advocates should not handle some of the services listed below. This is a starting point; Advocate work looks different in every office.*

**Criminal Case Support**

* **Mitigation (for select cases):** When a social workeris not required (e.g., for clinical background), Advocates can conduct background interviews and research, gather documents (records, vital documents, letters of support), arrange treatment options, find family support, and prepare memorandums for attorney or court use
* Assist clients in **meeting court requirements**, such as finding community service opportunities or assisting clients in entering court-mandated (or otherwise strategically beneficial) programs
* Connect to a navigator to refer clients to **a bail project** to assist with the bail process
* Acquire information to support **applications for bail reduction** or outright release
* Support attorneys by **relaying information**, ensuring clients understand expectations and requirements, explaining court processes, etc. This does not include any information that could be mistaken for legal advice
* Advocates may help implement **Uptrust** for client communication

**Health and Benefits**

* Assist clients with **public** **benefits applications**, including Medicaid, Medicare, ACA, CHIP, SSI/Disability, WIC, SNAP, VA, etc.
* Assist clients with the acquisition of **vital documents**, such as their birth certificate, social security card, driver’s license, etc.
* **Refer to pro bono counsel** for clients contesting denial/adjustment of benefits or allegations of fraudulent use of benefits, and support pro bono counsel
* Navigate clients to **medical, mental health, and substance use treatment programs** that accept their benefits and meet court requirements (where applicable)

**Housing**

* Refer clients to **emergency housing resources**, including shelters and vouchers
* Look into client qualifications for **long-term housing resources**, including homeownership assistance and voucher programs
* Refer to **pro bono counsel** for clients who are facing **eviction proceedings or foreclosure** or who face issues such as discrimination, and support pro bono counsel
* Advocate and **negotiate informally with clients’ landlords** to prevent eviction
* Aid clients in preparing for **housing-related hearings**
* Inform clients of their **rights as tenants** and refer to outside counsel when necessary

**Family-related**

* Provide **“early advocacy” in support of family defense**, including accompanying clients to child services meetings and helping clients prepare for home visits
* Help clients **navigate “no contact” orders** (e.g., get copies of their order so they can retrieve their property from a residence, explain modifications, etc.)
* Assist clients in **finding programs** needed to comply with family court mandates (family counseling, domestic violence counseling, extracurricular activities)
* **Refer to and assist pro bono counsel** for clients navigating custody or guardianship

**Employment**

* **Advocate for clients with employers** on matters related to legal system involvement, such as:
	+ Providing employers with mitigating reasons for work absence(s) to avoid termination
	+ Explaining circumstances that might otherwise prevent employment, such as an arrest connected to an expunged conviction or an outdated background check
* Support clients in obtaining **state employment licenses**
* Support clients in **record clearance**, including eligibility screening, criminal record review, document gathering, and application preparation
* Act as a **job readiness resource**, such as providing resumé review or interview prep
* Refer to **job training** and **career placement programs**, and follow up to provide continued case management

**Education and Mentorship**

* Refer clients to **GED programs** that fit their schedule
* Help clients secure a **Regional Center** assessment and/or services
* Connect clients to educational assessment and guidance counseling for those who want to pursue **higher education**; include student loan referral guidance
* **Offer peer mentorship program referrals**, including assistance in development of community resources, especially for those impacted by gang association

**Immigration**

* Coordinate with the **immigration unit** for clients with immigration-related needs
* **Gather client documents** under the supervision of an immigration attorney
* **Prepare statements**, letters,and other mitigating and quasi-testimonial materials to **aid in client petitions**
* Ensure clients **understand their rights** pertaining to possible immigration actions or deportations

**Property**

* Assist clients in the process of **retrieving property** from the police
* **Advocate informally for clients** whose property is being wrongly held or seized
* **Prepare documents** necessary to obtain property, such as notarized letters
* **Seek and assist pro bono counsel** for clients who need to contest civil forfeiture

**Financial**

* Assist clients with issues surrounding **court fines and fees**:
	+ **Explain** the amounts the client owes and the processes by which they can pay or work off debts
	+ Informally advocate for clients to clerks and collections to set up **payment schedules**
	+ Assist clients who want to **request relief** from the court for fines they are unable to pay
	+ Assist clients in enrolling in **work referrals** (volunteering away fines)
* **Refer to pro bono counsel** for clients considering bankruptcy or those in need of other financial and consumer protection legal assistance, and support pro bono counsel efforts for these clients
* Refer to **community-based financial resources** for clients interested in understanding and improving their credit score
* Refer clients to **community credit union partners** if they are interested in opening a bank account or applying for a (non-predatory) loan