



# Legal Resource Information



## I Need to Call Someone For Help:

**United Nations High Commissioner for Refugees (UNHCR) U.S. hotlines:** For refugees or asylum-seekers in need of assistance in the United States.

**From ICE Custody: 1-888-272-1913**, you can call **Mondays, Wednesdays, and Fridays from 2 PM to 5 PM EST**. Telephonic interpretation is available. You may have to call again if you do not get through the first time.

**From U.S. Communities: 1-202-461-2356** to leave a message at any time. You will receive a call back during normal business hours. Inquiries can also be made **by email** at [usawainq@unhcr.org](mailto:usawainq@unhcr.org).

## ICE Detention Reporting and Information Line (DRIL): 1-888-351-4024.

Available from 8 AM to 8 PM EST Monday-Friday (except federal holidays). **Language assistance, including Spanish-speaking operators, is available.** *Immigration and Customs Enforcement (ICE) Enforcement and Removal Operations (ERO) operates a toll-free service that provides a direct channel to communicate with ERO to answer questions and resolve concerns about topics such as requests for basic case information, reports of sexual or physical assault or abuse in custody, separation of minor child or other dependent and parental related issues, and assistance with legal access issues when your local ERO field office is unable to assist.*

**Church World Service Resource Call Center: 1-800-375-1433**, available Monday-Friday 9AM-5PM EST English, Spanish, Haitian Creole. Call for referrals to service providers across the U.S. who can provide local support through housing, legal and other services (including refugee resettlement offices, church congregations, shelter networks, or medical services). Voice mail messages are checked 24 hours a day, 7 days a week. Call backs are available in additional languages.



## I Need to Find a Lawyer:

**Department of Justice Executive Office for Immigration Review (EOIR)** maintains a list of attorneys or legal service organizations that provide **pro bono (free) legal services**: <https://www.justice.gov/eoir/list-pro-bono-legal-service-providers>. Please note this list is updated quarterly. This is also included in your Legal Resource Packet.

**Immigration Advocates Network (IAN) National Immigration Legal Services Directory** maintains a national directory of non-profit organizations that provide free or low-cost immigration legal services. <https://www.immigrationadvocates.org/nonprofit/legaldirectory/>.

**American Immigration Lawyers' Association (AILA) Immigration Lawyer Search** allows you to search for immigration lawyers near you who are approved members of the association. <https://www.ailalawyer.com/english/default.aspx>



## I Need Information About My Legal Rights and Immigration Options:

**The American Bar Association (ABA) developed a "Know Your Rights" manual**, which covers many immigration topics and outlines the rights of individuals in removal proceedings. Attached is the section on **What You Need to Know** and **Notice to Appear (NTA)**. The entire manual can be downloaded in several languages listed below: [https://www.americanbar.org/groups/public\\_interest/immigration/projects\\_initiatives/know-your-rights/](https://www.americanbar.org/groups/public_interest/immigration/projects_initiatives/know-your-rights/) or by using the links below:

العربية/Arabic [PDF](#) | 中文/Chinese [PDF](#) | English [PDF](#) | Français/French [PDF](#) | Português/Portuguese [PDF](#) | Español/Spanish [PDF](#) | Tiếng Việt/Vietnamese [PDF](#)

**ABA's Free Legal Answers (income eligibility requirements)** provides a website to ask questions regarding immigration law. *It operates like a virtual walk-in clinic, where users sign into a secure, confidential website and post a question. Volunteer attorneys respond through the website by providing basic legal advice, but they do not provide long-term representation.* <https://abafederal.freelegalanswers.org/>

**EOIR's Legal Orientation Program (LOP)** provides a number of legal materials and topical handouts. They are available for download in **over 30 languages** through this website: <https://www.vera.org/ITAC>



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### I Need Information About Immigration Court:

The Executive Office for Immigration Review (EOIR) has a **phone system** to provide individuals with immigration court information in English and Spanish. Users can dial 1-800-898-7180 (toll-free) to obtain case status information 24 hours a day, 7 days a week. Information can also be obtained through the **automated case information on the following websites:**

(English) <https://portal.eoir.justice.gov/InfoSystem/Form?Language=EN>

(Spanish) <https://portal.eoir.justice.gov/InfoSystem/Form?Language=Es>

You can get the following information by dialing **1-800-898-7180**:

- *Next hearing date, time, and location;*
- *Case processing information;*
- *Immigration judge decision outcome and date;*
- *Board of Immigration Appeals (BIA) case appeal information, including appeal due date, brief due date, decision outcome and date; and*
- *Filing information.*

To access case information, callers must use the **alien registration number**, which begins with the letter A and is followed by an 8- or 9-digit number. This number is printed on all Department of Homeland Security and EOIR correspondence. After entering the automated phone system, when directed by the voice prompt, enter the 9 digits (but not the letter A) to retrieve case information. If the A number has 8 digits, please enter zero (0) followed by the 8 digits.

**Locate an Immigration Court:** [justice.gov/eoir/eoir-immigration-court-listing](https://www.justice.gov/eoir/eoir-immigration-court-listing)

**How to Change Your Address for Immigration Court:** If you change your address while your immigration case is pending, you will need to complete a change of address form with EOIR. A flyer on how to do this is included in your Legal Resource Packet. Every Immigration Court has their own form, you can access it by going to: <https://www.justice.gov/eoir/form-eoir-33-eoir-immigration-court-listing>

**Watch a video on the Immigration Court Process:** *What Happens When I Go To Immigration Court?* videos and handout available at: <http://www.womensrefugeecommission.org/research-resources/what-happens-when-i-go-to-immigration-court/>

"*What Happens When I Go To Immigration Court?*" is an educational video produced to orient children who are placed in immigration proceedings and must appear in immigration court before the Executive Office for Immigration Review (EOIR). The video uses child-centered techniques to familiarize the child with these administrative legal proceedings. It also helps put the children at ease and begins to foster the trust and openness needed for representing the child during the immigration court proceeding.

- **English** - <https://www.youtube.com/watch?v=bSGnLvqhQnk>
- **Français** - <https://www.youtube.com/watch?app=desktop&v=LVk35qr5hyl>
- **Español** - <https://www.youtube.com/watch?v=FaffUr1VU9M>
- **Kreyòl Ayisyen** - <https://www.youtube.com/watch?v=0QudEf59too>
- **中文** - <https://www.youtube.com/watch?v=xwKIMadewnU>