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Telling a Story, Changing the World: California Rural Legal Assistance

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Telling a Story, Changing the World: California Rural Legal Assistance



Front view of CRLA building located in Salinas, California. ©Jonathan Chavez

Jonathan Chavez

HCOM 475: Senior Capstone

Division of Humanities and Communication

Spring 2017

Telling a Story, Changing the World: California Rural Legal Assistance



Inside view of CRLA building located in Salinas, California. © Jonathan Chavez

Jonathan Chavez

HCOM475: Senior Capstone

Pre-Law Concentration

Internship

Professor Jennifer Fletcher

Division of Humanities and Communication

Spring 2017

Dedication

This is to all of the attorneys at California Rural Legal Assistance who fight to end injustices that migrant workers and others in the community face every day.



CRLA attorneys and Interns from California State University, Monterey Bay. © Jonathan Chavez

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Senior Project Proposal

Internship Project Proposal
HCOM 475: Senior Capstone
California State University, Monterey Bay
Professor Fletcher
Spring 2017

“Every story has to have a beginning, and the best place to begin is with what the audience already understands” – Ken Ward

1. Jonathan Joseph Chavez Humanities and Communication Concentration: Pre-law

2. **Internship Site:** California Rural Legal Assistance Inc. (CRLA) 3 Williams Road Salinas, California, 93905

I chose to work with California Rural Legal Assistance (CRLA) because they are a non-profit organization that is dedicated to serving low-income individuals and communities. CRLA represents the community of Salinas, particularly with the cases of migrant workers who have been treated unfairly at their job site. Being non-profit, and assisting the public directed me to choose CRLA as my site because of all the potential stories I will be uncovering and experiencing during my time there.

3. **Internship Description:** California Rural Legal Assistance is a non-profit that seeks to help individuals in need. My duties as an intern at CRLA would be to provide a professional and positive role in respecting the clients of CRLA. As an intern, I will be given the opportunity to sit in during case reviews to learn of ongoing issues that Agricultural workers are facing, translate documents, and to conduct research and investigations with attorneys. With the immense amount involvement, I chose CRLA because I believe that I will be experiencing meaningful work that can benefit me in the future.

4. **Common Theme:** Stories tell and allow ourselves to observe the world from different perspectives. Stories and the power of telling stories allows us to have a better understanding of ourselves, the world, and how they can be used to create change. Stories can provide many benefits. Andy Goodman says it best. Goodman states that in a two-hour speech, people will remember the two-minute story. This is the power of story. The theory of mirrors and windows as stated in the work by Katie Cunningham is another great example. The system of mirrors and windows creates this environment in which individuals are able to look out in the world and see the stories of others as well as being able to reflect on themselves and the stories they may hold. Stories surround us on a daily basis. It is important that we make an emotional connection before we feed facts to an audience. Stories have the capacity in doing so. Without stories the world would be dull. With the overall objective of my internship site and the theme of the course being important, I believe that my internship site aligns well with the theme of the course because I will learn how stories are seen and heard not only in text but other fields such as technology, and in the workplace. Being said, this connects with the theme of our

course because many of our assigned reading will require us to analyze how stories are told through the examination of digital stories, narratives as rhetoric, and other forms.

5. **Internship Supervisor:** Maria E Vizzusi Directing Attorney/Salinas Migrant Unit
3 Williams Road Salinas Ca, 93933 Phone: (831)757-5221 Email: mvizzusi@crla.org
6. **Goals and Expectations:** The goals that I have for myself and my internship is being able to make my time at the site meaningful. I plan on reaching this goal by ensuring that I demonstrate professional work ethic in all tasks the organization assigns. Examples include taking initiative when appropriate, working well with others, and providing professional critiques and/or suggestions when serving clients. This will be possible by documenting how each day turned out, and how I can improve and learn more. One expectation is by creating a journal that will record the outcome for that day, as well as the areas that need improvement. This journal will record goals that I have set for the days at the site. Having a journal to reflect on the days I am at the site will be beneficial on my behalf because I will be able to use this for my final synthesis essay near the end of the course. Lastly, it is expected that I inform my advisor that as evaluation of my work at the site is to be completed.
7. **Next Steps:** The steps that I must pursue is scheduling dates and times that will result in completing at least 40 hours by the end of the term. This will be done by contacting the supervisor of the site either through email or phone. Once the scheduling is set, I then will ensure that it is a pre-approved site that CSUMB has approved for students. This will be checked by making sure that I communicate with the professor and that I use the S4 database that the professor had advised to use for the process of confirming that it is a pre-approved site by CSUMB. Lastly, I must follow up with my professor and wait until all paper work is processed before I can start my hours. This will involve having patience with faculty and staff who are in the process of improving the approval process for students. Once approval has been granted, I will then begin my internship at the site.
8. **Timeline:**
 - Provide a progress report of time at internship – March 6
 - Have a title and Abstract for the purpose of Internship – March 13
 - Meet with Professor for consultation – March 15
 - (Spring Break) work on Essay outline/other
 - Plan and develop an outline for analytical essay – March 27
 - Seek help if needed
 - Have reasonable number of hours completed – Beginning to end of March
 - Work on project (draft conferences) – April 5
 - Reflect on daily journal entries and provide another progress report at site – April 10
 - Meet with professor for consultation – April 12
 - PAPA analysis/ Draft due. Hours for internship should be near complete – April 24
 - Begin working on portfolio draft and revise essay – April 24

- Work on project (portfolio review/ revision conferences) – April 26
- Have a small number of hours left to complete – beginning to end of April
- Have a developed/ revised Resume/CV for professional Development Plan completed before May 1st by attending workshops– April 25-May 1
- Work on project (revise portfolio, Essay)/ Consultation with professor – May3
- Finish full length of Internship – May 5
- Request Evaluation by site supervisor – May 5-8
- Finalize analytical essay and portfolio due– May 8
- Capstone Rehearsals – May 15, May 17
- Capstone Festival – May 19

Reflective Journals



Office of CRLA Attorney. © Jonathan Chavez

2-24-2017

Journal 1

My first day at CRLA was amazing. With the theme of storytelling being in mind, I wanted to see what experiences would have some sort of story. Stories are all around our daily lives and are definitely here at CRLA. As I walked around and in the offices of the attorneys, you could instantly see how many stories are shared and accomplished. Seeing them walk back and forth making copies and answering the phones all surround a story. I felt that the phone calls gave the attorneys a short summary of what they needed help with. Kind of like what they needed to end a chapter in their life. Being familiar with staff beforehand made my first day much easier. I knew that being comfortable would make my time here meaningful. But before going into CRLA I wanted to make sure that I had a goal for myself. One goal that I had in mind was what stories would I be able to tell and complete working alongside the attorneys here at CRLA. Stories create change and have the power to create a better understanding of ourselves, the world, and others. Having this in mind, I wondered how CRLA would help me fulfill this goal. Being introduced to all the staff and listening to their daily tasks and purpose to come to work every day was very heartwarming. One experience that I was honored to be a part of was when I was given the opportunity to sit in on a case that an attorney had decided to work on. This was very exciting. I thought that this was exciting because I was about to hear a story and how this story can be completed with the help of CRLA. This made the light bulb in my head turn on. It made me realize that, not only would I be surrounded by a story being told, but also, I would be around multiple forms of stories and how telling one's story can create a drastic change in one's life.

This was one key moment because I was able to see the power of storytelling and how it can be interpreted to create change. Discussing the case with the attorney made it even better. My first day at CRLA was exciting and made me think about the future assignments I would be given and be a part of that may involve creating change and possibly telling a story. I am hopeful and optimistic that my time here at CRLA will be worth it. Some goals that I have for myself is to have a better understanding of story and storytelling. I also hope that I am able to create a positive view of myself by the way I present myself and perform the tasks that I have been assigned. I am excited to see how I develop through this experience.

2-28-2017

Journal 2

After having a great first day at CRLA, I was excited to see what the next days would bring with them. Last week was all about what stories I was seeing and how I could see the future stories. This week On Tuesday February 28th I was assigned to help my supervisor at CRLA with a case that she has been working on. I was anxious and excited to be a part of such a big role in such a short time. I didn't think I would be this involved so fast. With the involvement of others in the case, I was excited to start helping with the case because I wanted to show the staff and the lead attorney of the case that I can handle assignments and deadlines. The task that I was assigned was that I had to examine and input wages for two individuals who have not been paid the full number of hours they worked for by the company they work for. Receiving all the time sheets it was important that I knew how to use Microsoft excel and basic computer skills to perform this task. Once my colleagues and I received our assignment we were told to start as soon as possible. Heading to my desk, I had to make sure that I received all time sheets for both employee's I was assigned. After some difficulties retrieving their information I was finally able to begin working. Working on the first employee, there were many occasions where I was confused about the dates in which this person worked. At first I was just going to move on and continue as much as I can because I was shy. But once I began to see others who were working on it getting up and asking for clarification, I knew I had to ask for help. Being sure to communicate at times of confusion is important to do. Not only did I get the answer to my question, but I also was able to feel comfortable with others and felt that we were all at the same level. I learned that communication is key in this type of environment. Anytime a person is confused or is unsure about what they are looking at, it is always good to seek help. This was

beneficial to me because I know that this is a learning process that everyone goes through. Doing as much as I can, I was able to complete the majority of the work given to me and reported back to the lead attorney of the case. She was very thankful that myself and the others involved were helping her with this big case.

3-3-2017

Journal 3

Continuing on my work from the previous day, I knew that I had to complete my task before I left. It was March 3rd and I still had plenty of work on my hands. Being organized was key to working on this assignment. If I was not organized I wouldn't have finished on time. Working on my last assigned employee, inputting their wages and noting any discrepancies on the spreadsheet was very tedious. I had to make sure that I paid attention to the hours noted on the spreadsheet and had to confirm the total hours worked equaled the amount given to us. This was a long process to do. There were still moments where I would have to ask questions, but I wanted to make sure that I was doing the same as everyone else. Being confident to ask for help definitely made it better to work on because I felt that I was showing the staff that I was serious about my job and of the quality of work I will present to them.

After finally completing the task I was given, I felt that my experience working on this first stage of the project connected to the theme of my capstone project. The theme being about the power of storytelling, I felt that this stage of the project connected very well. I believe that this moment connected really well because while I was working with all of these numbers, I realized that these numbers I was inputting into the spreadsheet were telling a story. One reading that I believe ties this moment to the theme of storytelling is the chapter of “Numbers That Tell a Story” in *Minds Made for Stories* by Thomas Newkirk. Newkirk states that numbers tell a story and that, a story is revealed to us when we watch a simple game of baseball or really any sport that involves numbers. I felt that the numbers I was working with did exactly that. It showed me a story. A story of how significant data can be and how accurate it is with the case of wages. It showed me that numbers can prove how accurate or inaccurate a persons' story is. This fits the

theme of storytelling because these employees give the attorneys at CRLA a story to follow and analyze to determine how to assist them. As my time at CRLA continues, I hope that I will be able to see how stories are important and how CRLA has a big impact in telling these stories.

3-7-17

Journal 4

For being at the site for four days, things have been off to a good start. Looking back at the previous days, I believe that today made me think about how I am changing. I believe that since I am focused on how stories are important that I am focused on making sure that each day I am trying to find whether there is anything that ties story into it. So, with working on the same assignment, I am still surrounded by numbers. I knew that I was still surrounded by a story. A story of how workers weren't being paid fairly. Moving on into my assignment, I was assigned to input and review wages of two more employees who work for a company that have been paid unfairly. Since I completed my previous two employees, I had examples to follow. Asking questions, the first time prepared me for this second set of employees because after completing one of the employees, I didn't run into any roadblocks. After finishing this second set of employees I wanted to confirm the way I inputted their information was correct. So, before I submitted these employees to my supervisor, I decided to discuss my concern with another attorney who is working on the case with me. Having different outcomes, we both decided to speak with the lead attorney and she confirmed that both ways are correct. Knowing that I successfully completed my tasks felt great. It felt like pieces to the story were finally coming together. As I begin to have more assignments and am involved in more activities, I believe that I will have a better understanding of how the attorneys here at CRLA piece together a story and how diverse stories can be. In order to do this, I plan on reflecting on the people and their experiences around me with a critical mindset so that I can fully understand the power and purpose of story and storytelling.

3-10-17

Journal 5

At my site, things were really slow. The lead attorney and other attorneys who were working on the same case as I was left the office to attend a mediation meeting regarding the outcome and progress of the case. Hearing this was exciting. The reason why I felt that this was exciting was because it was a case that the lead attorney who supervises my daily activities was working on. Not only that, but I was also excited because it was a case that I worked on. Sitting at my desk, one of our attorneys at CRLA, Irma, came to my desk and shared the news that the case that myself and fellow attorneys working it was being reviewed and that we would have the results of the meeting in a few days. When she gave me direct contact and told me this, I felt that she wanted to assure me that my hard work is going to pay off. I felt that she was letting me know that I would receive this same message from the lead attorney. At this moment, I felt proud that I contributed to this case and the outcome of it.

This was on my mind the entire day I was. It felt as if the story that we were uncovering was about to be revealed with a great outcome. Knowing that some stories don't end in a good outcome, I knew that this one would. As Irma left and assigned me things to do, I was given the chance to help another attorney with a case she is working on. For this attorney, she asked if I can help her write a formal letter to a client she has been working with. When I got this, I thought it was a piece of cake. But I was wrong. In the letter, I had to be very specific and had to make sure that this client would be able to understand what she is receiving. Going off the notes the attorney gave me, I started to write the letter and had a sample letter to refer to if I got stuck. After writing the letter I wanted to make sure it sounded professional by reviewing and changing words. After a couple of minutes, I felt that it was ready to be reviewed. Jessica, the attorney

who needed help was very delighted with the letter, and stated that she would revise it one more time just to ensure it was perfect. This was difficult because there were moments where I forgot that this letter was not being written on my behalf, but on the behalf of Jessica and CRLA. I felt great about doing this for Jessica.

After helping Jessica with the letter, she also needed help with calculations of items that a client purchased but lost due to reasons I cannot write about. I wish I could write about this client's situation but I must respect the confidentiality of all cases I work on. Calculating these items reminded me of the work I was doing with the case I was assigned to. The numbers I managed to receive had a meaning and I wanted to make sure that the totals I received were clear for Jessica. Reviewing the total, I met with Jessica and we both analyzed how the totals we were looking at fits in the story and case of this client. We learned that these numbers would be a big help with Jessica and the client's situation. I felt that I was a big help to Jessica today. She was really stressed and needed the help that I gave her.

As a new day begins at CRLA, I notice that I am changing in the way I see the environment. I believe that I am changing throughout the days I am at CRLA because I notice that I am very critical when I notice situations that connect to my capstone theme. I think this is a big improvement from where I started because honestly at first I didn't have a clue on how to connect my theme for capstone to the assigned activities I was given. But now that I am able to do so, I believe that I will begin to notice even more. This all I have to say about today's experience. I can't wait to hear the news of the case, the next time I am at my site.

3-14-17

Journal 6

Arriving at my site, I was eager to hear the news about the case I was working on. Last week the lead attorney and another attorney from CRLA went to mediation to agree on whether the employees affected were going to be rewarded. Saying hi to everyone and working on an assignment that was given by an attorney, I was anticipating to hear news about the mediation session. It was 9:30 and I didn't hear anything. Putting the case to the side, I began to get the assignment completed for the attorney. Around 10 am the lead attorney called for all attorneys and interns to the conference room to discuss case reviews. I had a feeling that we would talk about the case in the meeting. Going into the meeting, we didn't start right away. We began by watching a live court hearing that was being held in San Francisco. This was really exciting to not only to the attorney's but also to interns like myself. It was exciting to me because just seeing all of the attorneys' reaction to the live broadcast of the hearing just made me think that this was a case that meant a lot to them. Continuing the live broadcast, I noticed something that was very interesting. When I was watching the hearing of this case I noticed what the purpose of having court appearances were for. This was an "itch" moment as Peter Elbow would say. I noticed that going to court, representing a client, and representing yourself to the judges all tell a story. A story that seeks justice, a piece of a story that may have been missing, and many more, are all examples. Looking at the hearing, it was clear that this one was telling a story which included the work of CRLA. Watching it for a few more minutes, the broadcast ended, which then lead us to continue with announcements and case reviews. This was what I was waiting for.

The lead attorney began the discussion and began to share the results of the mediation for the case we were working on. Regardless of the outcome, I was still going to be happy with

myself and the work I put into this assignment. As the lead attorney began to talk about the case, and the results I knew that it was successful. She had informed us that the employees who were affected in the case were going to be awarded 39,000 for the unpaid wages that the company did not pay them. Hearing this was great. It was a story that ended with a happy ending. Starting from little pieces, and being able to put them back together to form a base, and then receiving a positive outcome at the end was amazing. This gave me a better interpretation of how a story creates the biggest impact when all of the pieces are present. This was a great day. I am expecting to learn more about the different types of stories as I continue with my internship site.

3-17-2017

Journal 7

For today, my time at my site we had many new cases and announcements. I was really excited to hear these updates. With the previous day having a lot of good news I was anxious to hear what other news and or assignments I would be given. Today I was assigned to do a wage claim for an employee and had to input the hours he worked into an excel spread sheet. This was similar to an assignment that I have done before. Having the whole afternoon to work on this assignment, I wanted to make sure that I also completed other assignments that I needed to take care today. For example, I had to contact CRLA technician to finish setting up my desktop in the office so that I can utilize and have access to all of the programs that all of the attorneys use. Being on the phone with the technician, went very well. He gave me access to my own CRLA email, and gave me access to spreadsheets and programs that will help me communicate with staff and complete assignments. This was helpful because before I was saving all of my work on my desktop. Thinking about how today's time at my site had any connection to story, I felt that there were some moments that did.

One story that I remember was when the lead attorney was discussing how her last month working for CRLA will be in April. I was surprised to hear this from the lead attorney. I was caught off guard because I didn't expect for her to leave CRLA so soon. Having a lot of years with CRLA, and hearing about the opportunity she is seeking, I was very happy and excited for her. This was an important moment because I began to think about what story or stories would she be leaving behind and how will CRLA change. This was on my mind because she has been involved with many cases, and has allowed the stories of her clients to be heard. As I finished the day, I congratulated her once again and told her that she would do great at her other job. I hope

to connect more moments like this to the theme of storytelling in the future days I am here at CRLA.

3-28-17

Journal 8

For today's time at CRLA was really successful. The reason why I thought today was successful was because there was a lot of storytelling. Walking in, I didn't expect to hear any type of stories due to previous days being slow and absent with stories. Every Tuesday I manage to forget that the attorneys at CRLA have case reviews. I always forget that we have these case reviews. I am glad that my supervisor reminded me and told me to join them for the case reviews. The case reviews are important for the attorneys at CRLA to do because this gives them the opportunity to review and discuss cases that they are working on or will be working on amongst each other. The case review also allows the attorneys to update each other with news that they may have regarding cases they have been working on and whether any cases have been settled. So today at our case reviews, there was a lot of conversation of cases that all of the attorneys have been working on. I was amazed by the stories each attorney had to share. I think that I was amazed because they all had a lot in common. They all shared the element of their stories being compelling enough to be heard. The fact that these stories being told were nice to hear, I knew that they all needed someone to help them get the ending they deserved. This is when CRLA comes in.

When observing today's moments, I learned that today the stories told were all from diverse backgrounds. They all had similarities but were different when it came to coming to CRLA for assistance. I wish I could give details to these stories but I must respect the confidentiality of each case. But what I can say is that each case has a meaning. While the case review was coming to an end, I was caught in this moment where the attorneys began to talk about their previous successes and how much they have grown. This was a powerful moment because I could imagine what it was like for these attorneys who started CRLA and how they

heard stories from many people and continued to assist people as the years passed. It was amazing. I remember one attorney say “Those moments were great, we had a lot of cases that were successful and moments that showed how we take our jobs seriously and get the outcomes our clients want.” This was good to hear because while being here for a few weeks and getting to know all of the attorneys, I could see how they do their best to serve their clients. Today has made me think more about the stories CRLA will tell and how telling these stories can change the lives of people forever. No matter the background, circumstances, or story, CRLA manages to make sure that they give their clients the best advice they can.

4-4-2017

Journal 9

Today was a day that involved a lot of discussion about cases and future assignments. Every Tuesday is when migrant unit attorneys come together and do case reviews. With today being similar to the previous day I was at CRLA, I was ready to listen to the stories that were going to be told. As the meeting began, we went around and shared any news or updates to the group. We then began to talk about the current cases each attorney is working on. I felt that today reminded me a lot of last week. The reason why was because there were so many conversations and stories that were being shared about the cases and about some issues one case is causing. Hearing all of the cases and the discussions are always great to hear. I like that I get to join these meetings because I am able to see how attorneys keep each other updated and how they are all able to assist each other by taking on assignments that others might have. Going back to the conversation about the case reviews, I notice that there was one case that was a dilemma for the attorneys. I didn't understand how this case was such a dilemma for the attorneys until they shared the challenges they have faced while working on this case. This case was a dilemma because not only did it involve a client's situation, but it also involved the attorney who was working on it. The attorney who is working on it is an attorney who used to volunteer for CRLA who decided to take on a case that she wasn't fully prepared for. The issue that the attorneys here at CRLA are facing is that this attorney who is working on this case is really unorganized and isn't keeping in touch with the attorneys here at CRLA when the time is right. This was a big discussion at the meeting. I felt that today the attorneys were much stressed and had a lot on their plates and didn't want to add this to their agenda. I never seen the attorneys this stressed out. They all showed concern for this project and wanted to make sure that the attorney who was

working on the case to know that this was a very serious job to do correctly since it has CRLAs name on it.

As the meeting came to an end, the attorneys had a great plan on how to get everything situated about the case regarding the other attorney. Knowing that they would get it handled, I saw that they were all able to breathe again as we walked out. Another very moving moment about today was that today is the last day that I would be working with my supervisor since her last day working with CRLA is Thursday. It is insane how fast time has gone by. It's as if she just announced that she was leaving just yesterday. Saying my goodbyes and well wishes, she also congratulated me for all of my hard work being put into my work and for coming close to graduating from college. I was much honored that she recognized my work because it reassured me that I was doing an excellent job. With a handful of days left, I hope that I can still see the power of stories and how big of an influence CRLA has on these stories being told or solved. I am so excited to see what these last couple of days at CRLA brings.

4-7-17

Journal 10

Going to my internship site today felt really different. It was the first day without my supervisor being there and her first day working at her new job. The thought that she wasn't there made me sad because it felt that she was a big piece of the story that we were working on. But, knowing that she is successful and continuing her commitment of helping others makes me happy. Moving on with my day, I was prepared to receive news assignments given to me. My first assignment that I was given was to create pamphlets for the lobby. As I was reading these pamphlets, I noticed that they contained information of rights that individuals have and how they can utilize them when they experience any type of mistreatment. I thought that this was interesting, because I began to think about the story it could tell if it were to talk. I wondered why this pamphlet had to be made and the story it had behind it. I knew there was a reason of why it was created but didn't know if something had an impact in its creation. After creating the pamphlets, I was given my next assignment.

This assignment was highly important to the attorney I was helping, so I wanted to make sure that I was able to finish it correctly. My assignment consisted of writing application letters for two clients who were applying for U visas. This assignment required that I use my own language and at the same time incorporate her language in the letter. This reminded me a lot of the work of Newkirk and his reasoning of who is telling the story when it comes to narratives or any other style of literary text. As I began to work on these U visas it was very challenging to write these letters the way I wanted to because I had to make sure that it was stated with her words. After a while, I was able to get a better understanding of how to approach this assignment. Once I completed both letters, I was happy with the outcome because it came out the way she wanted it and reminded me of the previous letter that I had helped her with. With my

supervisor, not being with CRLA and myself approaching the final days at my internship site, I am excited to see what skills I obtain along with how I able to see how stories shape our surroundings.

4-11-17

Journal 11

Today for my time at my internship, I didn't feel that there was anything that involved a story. Going into the office and seeing the attorneys working on their cases was the only activity today that I think demonstrated any type of story. I felt that the attorneys were still sad that my supervisor is no longer part of the team. Knowing how difficult this may be for them, I continued walking and began to think about how big of an influence my supervisor was to many of her colleagues. Walking into the office of the new attorney who will supervise me throughout the remainder of my time at CRLA was interesting. As I walked in, I noticed that she looked very overwhelmed. Greeting her with a nice smile, I had asked if she had any assignments that she needed help with. Receiving the assignment of organizing a client's folder was my first assignment that she had given me. I knew that this would help her out a lot, so I made sure that I organized the folder so that when it came to her working on this case, it would be easy for her to find her work and notes she had put together. After completing the folder, I handed it back to her and saw how much a relief it was for her that it was done.

The next assignment that I was another assignment that needed to get out of the way. She needed me to make copies of a client's wages that he had turned into her and to also out the dates in order. Receiving the wage book, I proceeded to the copier machine and began to make copies. This was very time consuming because this client had over 80 sheets that recorded the days and times he worked. Copy after copy, I knew that this would eventually be used to support her clients story. After finally completing it, and realizing that I was helping made me happy because it would make the attorneys job easier when it came to telling her clients story. Finding that I had no more assignments to do, I then tallied to another attorney. Jessica always has some

assignment that she needs help with. I enjoy helping Jessica because she gets very excited to hear that I will be helping her with items that need to be done. As I asked her what she needed help with, I saw that she was in the process of gathering evidence for a case. So, continuing her work of gathering evidence I began to go through two folders she or I fed me and began to make copies and label documents that were going to be useful to Jessica. This took me quite a while. Paying close attention to what type of document I needed, I was able to finish one folder. Jessica was delighted that I was able to get one folder completed. This was the last assignment for the day. Overall, I felt that at the beginning the day was very slow, but as soon as I began to work on assignments I saw how stories were going to be told and how stories don't always come when expected.

4-14-17

Journal 12

As my days are slowly coming to an end, I felt that today I was able to finally see how telling a story really matters and how important it is to share the story you may have to bring change in your life. The reason why I felt today was very eye opening was because after helping Jessica one of the attorneys organize folder for a case she was working on and seeing that she was almost done, made me realize that Jessica and myself were about to tell a client's story. This was exciting because I knew how much this meant to Jessica and to myself. Knowing that I was a part of helping this story being told made me reflect and question what other stories were told or completed that I was involved in at the beginning. I knew that one case was successful, but I wondered about the other stories that I helped tell.

As I focused back to the assignment for the day, I wondered how the clients felt when they see how their story is coming together. It made me think of the mirror and window term that Katie Cunningham discusses. Cunningham says that these mirrors we see in literature allows readers to look out in the world and see the stories of others as well as being able to reflect on themselves and the stories they may hold. At this point I wanted to step in the client's shoes and see what they were experiencing and seeing because looking at the progress from my point of view, I could say that this story is looking like a story with a promising ending. This stuck with me all day because I wanted to see whether the client was able to see how much effort CRLA is putting in to their story being told and ending well. After organizing both folders and paperwork, it was now time to wait and hope that this story would be told in our favor. I am anxious to see how this story will end. Overall, I am proud of how far I have come in recognizing the true meaning of story and how they are meaningful in all aspects of life and areas such as law.

4-18-2017

Journal 13

Going to my site today I was looking forward to new tasks that I would be given. Today knowing that I was close to my last day, I wanted to make sure that I reflected about what I have learned about stories in the field of law. But before that, the first assignment that I was given was to write closing letters for two cases that Jessica, one of the attorneys, has completed. This assignment reminded me of a previous assignment that I worked on. Knowing that I worked on a similar letter before, I wanted to make sure that I impressed Jessica again. But the hardest thing that I remember that I faced was that since I was writing a letter on her behalf, I didn't know how to use her language without using mine. After seeing what she wanted in both of her letters, I decided that I would do my best to make sure that I wrote in her voice and not mine. I found this to be hard because there were many moments where I wanted to add or change a word in a sentence, but I knew that I couldn't because I knew that this was a letter both clients that needed to sound and look professional.

After completing both letters and submitting it for approval, I learned that Jessica liked the way I structured the overall letter itself and how I was aware of any grammar that needed to be inserted. Completing these two letters was rewarding because I now know how to properly structure and write a letter for any professional situation. The next assignment that I was given was to scan and organize documents on a case that another attorney was working on. This case meant a lot to her because not only was it passed to her after my supervisor left CRLA. I knew this case is important because during our case reviews we talked about how important this case was. Telling this story was important to this attorney, so I wanted to make sure that I helped her with as much as I can. While scanning the documents and organizing them into folders, I began

to think about why this story mattered to all the attorneys working on the case. Although I was involved in the case review itself, I didn't hear why this story or case mattered. I think that I will pose this question once the case has developed even more. But, for now I could predict that this case is important to all here at CRLA because it's a story that affects many from the community and is a story that should be told because there may be others in the community who are facing this situation but don't know how to tell their story for help. With this I believe that story does have a big influence in creating change in the field of law. Stories do create change in our own lives AND in any career field!

4-28-2017

Journal 14

Today for my last day of my internship, I was given assignments that involved writing closing letters for cases and organizing files for new cases. Completing the closing letters are a lot easier than before. I remember how writing closing letters was difficult because I wanted to make sure that they sounded professional. Going off the terrific example that the attorney gave me, helped me write the letters the best I could. After submitting the several closing letters to the attorney, she acknowledged how well they were written. This made me feel good because they showed how much I have improved.

After making copies of each letter, I then was given the assignment to organize two case files of new clients that the attorney was given. Organizing files may seem easy, but the attorneys at CRLA have a specific way in filing and organizing. When organizing a new case, it's important that you organize it where the attorneys can easily access information. For example, I always have to make sure that when I organize files, the attorney's notes go on the left and that the intake paperwork from the client go to the right of the folder. So, when I began to organize the first case, I made sure that I organized all of the paperwork into two sections.

After a couple of minutes, I was ready to label and prepare the folder. When I began to input all of the paperwork into the folder I began to think about how I organized and prepared these files to become completed. I thought about this because a lot of the files that I previously did were all completed and each required a closing letter that I wrote. I wondered whether or not organization influences the outcome of cases. With this on my mind I asked the attorney what she thought about a case and its organization. After hearing that organization is important when

working on a case I felt honored to be organizing the folders because I knew that having them organized for the attorneys was a big help. Walking away from this experience, I am definitely going to miss working with the attorneys and on the cases, they assign me. But, I will always be grateful that they gave me this opportunity to see how a single story can make the biggest impact just by reaching out to others to listen. I felt that this was seen here at CRLA. The clients did just that, they reached out to someone to listen to their story and received an answer to their story. This will be one of memorable experiences I will always hold on to.

Analytical Essay



Photo of Attorneys discussing cases during case reviews. © Jonathan Chavez

Jonathan Chavez

8 May 2017

HCOM 475

Professor Fletcher

The Power of Story

Today in the world we are all surrounded by some sort of story or stories. From the news we watch in the morning, to the conversations we have with friends and what we see and share on social media, we all are surrounded by stories. Stories are the heartbeat of humanity because they convey the music of what happens. All stories remind us that we are all the same. From the beginning of our lives up until any pivotal moments, we all have the same story, but once something changes the equilibrium of our stories, that is when people begin to see the differences in being the same. A story always has a beginning, middle and end, which is very satisfying to us, since we don't know how our own personal story will turn out to be. As we tell our own stories and experience the stories that surround us, we can often see why these stories matter. We tell stories to transform ourselves, to learn about our history, and to make a difference in our world. The work done by Thomas Newkirk, Andy Goodman, and Katie Cunningham are great examples of why stories matter and what their primary function is.

When looking we look at how our own stories are told, I have decided to experience and record how stories form and are told in the field of law. In this essay, I will provide my experiences and observations at my internship site, as well as connect my experiences to the seminar discussions and the readings I have completed. Before I begin, I would like to ask my

readers a question. How have you shared your story? This is a question that we all must ask ourselves as we experience and see the importance of stories.

To begin, we are exposed to stories at a very young age. When our parents read us those bedtime stories, we are being exposed to stories, tacitly teaching us the structure and meaning of stories. I believe that story allows us to break away from the routine nature of life. Life we hope, is long, and can quite often let a lot of time pass when important events happen. For example, during these times we wash dishes, do laundry, brush our teeth, and go to work, all of which aren't that very interesting. But, a story drops these events that may seem uninteresting, and allows us to take our minds somewhere else. It's what links us to our past, and provides a depiction of the future. This is essential as we grow as individuals in society. Stories play an important role in all aspects of life. This is true when we look at stories that are told and perceived in the field of Law.

The stories the field of law shows can be seen from multiple point of views. Stories can be seen when clients speak to a lawyer, when individuals make a police report, and even when individuals appear in front of the judge and testify at a trial. These situations all involve the act of telling and showing a story and all explain why stories matter. We use stories to not only learn but also to pose questions and then find solutions. This is clear to how the field of law functions. Experiencing this first hand is a remarkable experience because every day at my internship site, there were many instances where I witnessed how stories are gathered and told. Beginning with my first day at my site, I wanted to make sure that I saw what experiences would have some sort of story.

When I was choosing where to do my internship, I wanted to make sure that I selected a site that would align with the theme of storytelling. After thorough research of my options, I

decided that I wanted to work with a site that fell into the category of assistance and law. I believe that choosing a site that evolved around law would be the right choice because I wanted to see how storytelling is practiced and how this experience may benefit me in the future. Coming to a decision, I decided that I would be working with a non-profit legal organization located in Salinas, California. The site that I selected is in a perfect area to experience how stories are told and what kind of stories they tell since the organization is surrounded by a large community of migrant workers and agricultural fields. California Rural Legal Assistance is a non-profit organization that is dedicated to serving low-income individuals and communities. CRLA is nationally known as a leader for their leadership roles in farmworker and migrant service through community activism, and direct legal service. CRLA's mission is to "fight for justice and individual rights alongside the most exploited communities of our society" (CRLA). One element that is important to mention is that CRLA doesn't only serve farmworker and migrant communities, but all communities in California. CRLA represents the community of Salinas, particularly with the cases of migrant workers who have been treated unfairly at their job site.

Being non-profit, and assisting the public directed me to choose CRLA as my site because of all the potential stories I will be uncovering and experiencing during my time there. Knowing that I would be experiencing a wide range of stories, I prepared myself for all of the incredible ways that stories are told. The first day at my site was by far one of the memorable days because when I entered, I quickly saw how important storytelling is an influence for change. As I walked into the office I was immediately surrounded by the feeling of hard work and determination as I watched many of the attorneys walking to make copies, answering the phones, and sitting down with clients as they told their story. The fact that I experienced the

power of story on my first day was astounding and motivating because I knew that as I continued further I would see how stories are shared and told.

Continuing with my experience on the first day, one incident that took my attention to the meaning of storytelling was when one of the attorneys had invited me to sit in on a client's case review. I was honored to be welcomed into the team with open arms on the first day because it made me feel comfortable when I began to work with the staff on future assignments. As I sat in on the case review and saw how the attorney handled her clients issue, I was astonished by how the client began to feel comfortable. She looked like she could breathe again. The fact that she was telling her story to the attorney made it seem that she trusted that her story would end with a good outcome with the determination of CRLA of assisting their clients. As I was sitting in on the case review, I began to anticipate how I would see storytelling in other assignments as I continued my time at CRLA. This moment reminded me of the "Itch and Scratch" literary form defined by Peter Elbow (36).

In *Minds Made for Stories* Thomas Newkirk discusses how this literary form "Itch and Scratch" is used when writers build excitement and enjoyment of a piece that keeps the readers engaged or need to read on. For example, in chapter three of *Minds Made for Stories* Newkirk states, "even more formal academic essays must establish some problem, itch, or need to read on. Engaging writing often creates the impression (or illusion) discovering what he or she wants to say in the act of writing, an experience many writers attest to" (38). This "itch" that I experienced coincides with what Elbow discusses because seeing how I reacted to this experience, I had this "itch" that made me want to witness and experience new stories. I felt that this connection that I made was significant because it made me wonder what engages the attorneys at CRLA to stay committed to helping clients. As I continued my days at CRLA, I

wanted to make sure that I reflected on moments that gave me this itch to go further and when I would see how storytelling is practiced.

As my days continued at CRLA, I thought about how I would encounter ways in which storytelling is best practiced. But before I did that, I wanted to see why it was important to tell a story. I believe that storytelling is important because it allows us to educate, and share our experiences to others. Storytelling is vital because depending on how powerful our story is, our story can allow us to connect with our audience, and persuade change. Applying storytelling to the work that CRLA does, I believe that there are many instances where CRLA demonstrates this. One example that can apply was when a handful of clients came to CRLA asking for help in receiving unpaid wages that they did not receive from the company. Being able to have confidence to come into CRLA and ask for help was the first step that these individuals did. As they sat down and told their story to the attorneys at CRLA, it was at this moment when CRLA was persuaded enough to take action and help these individuals. This was the first assignment I was given. Being a part of this assignment, I remember how detailed and organized the attorneys and me had to be when reviewing the wages for the individuals. Reviewing each work week and recalculating the hours, it was shocking to see that these workers were being unpaid unethically. This reminded me of the tips that Andy Goodman states in *Storytelling as Best Practice*.

In *Storytelling as Best Practice*, Andy Goodman provides his readers with tips to consider when trying educate and persuade others the importance of stories. One of the thoughts that Goodman provides is how that stories bring the invisible and abstract to life. Goodman says that issues or stories that aren't told or invisible are usually the ones that bring the most out and may influence change. For example, Goodman states that stories such as "how we are treating the planet, how we treat each other are small enough stories that can illuminate larger issues.

(Goodman). This is true when it came to working on the wage claims for the individuals. I didn't know that things like this happened and reminded me of an "invisible story" that was brought to attention to CRLA. After seeing how the "itch and scratch" and Goodman's description of telling a story, I have learned how important all stories are regardless of how big or small they may be because of how influential it can be to create change.

"In a two-hour speech, people will remember a two-minute story" (Goodman 2). Stories are important and one writer who argues for this is Katie Cunningham. Katie Cunningham discusses why stories matter, what they give teachers, and what they provide to students in *Story: still the heart of Literacy Learning*. A Story to Cunningham "Moves us, informs us, confirms or expands our memories and identities, and calls us to action" (6). As we tell or read stories, Cunningham states that stories must give us mirror and windows in order to further discover ways stories can help us grow as readers, writers and people. The term mirror and window is used to describe how readers can see themselves and their future in the books they read. One example that shows how many students struggle is when students are unable to see themselves or their life experiences in a book. I believe that having mirror and window experiences in literature and in our lives because it gives us a sense of belonging. Seeing this first hand at my internship site was remarkable because I was able to see how the attorneys were able to see their clients through other clients they've assisted before. Many clients saw themselves in other people's experiences and having the courage to speak out about their own obstacles showed how powerful the concept of mirror and windows is.

Our stories and our learning from them honors and respects our ancestors and us. They can awaken future generations to their potential. CRLA displays this quite well. After serving communities for over 50 years, CRLA has connected stories of the past to the present and to the

future and has shown future generations the potential they have to telling more stories than ever before. CRLA has shown me that stories are meaningful to tell and listen to because regardless of how long a story may be, a story can make the most impact on one's life through the first two minutes of it being told. There's this saying that in a two-hour speech, people will remember a two-minute story." This is true when I put myself in the shoes of the attorneys at CRLA. As the attorneys sit and listen to the issue their client has to share, the attorneys only have to listen to the two-minute story they tell to begin working on completing and or rewriting their clients story. This is a very powerful tool that we as a society all have. Seeing this first hand goes to show that any story in any situation is important. CRLA and their dedication to telling stories and changing the world is something we all as a society should follow so that we can emotionally feel what other human beings feel that we have felt, and to confirm our own humanity.

In the final analysis, storytellers learned early on that people like to hear stories with a beginning, a middle, and an end. Beyond just speculation about what might happen, we use stories to answer the great unanswerable questions. Why am I here? What is the purpose of my life? What does it mean to be human? Stories bring order and meaning to the chaos and randomness of life. Thomas Newkirk, Andy Goodman, Peter Elbow and Katie Cunningham provide an in-depth view of whose stories matter and how stories give us this itch to continue to listen and tell stories. As we tell our own stories and experience the stories that surround us, we can often see why these stories matter. Stories matter because they influence change. A single story isn't the only story that matters, essentially all stories do. Stories can be a learning used to define why stories can be beneficial to life. California Rural Legal Assistance is one example. Being an intern at CRLA has shown me that whether a client tells a two-minute story or a two-hour story, the attorneys at CRLA are influenced to create change in the lives of their client.

Being open and willing to embrace the itch brings change to future clients who may need the same assistance. All in all, stories matter because they give individuals the voice they never had to tell their story. CRLA and what they do is one example of how powerful and influential stories are.

Works Cited

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Goodman, Andy. *Storytelling as Best Practice: how stories strengthen your organization, engage your audience, and advance your mission*. Los Angeles, CA: A. Goodman, 2010. Print.

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Internship site evaluation



Certificate of Appreciation award given to CRLA. © Jonathan Chavez

EVALUATION of SL Student Performance BY AGENCY*
 *Service Learning student delivers this form to the placement site supervisor then returns completed original to their faculty /instructor. The student is responsible for making and distributing copies to their site supervisor for her/his own records.

Student Name: Jonathan Chavez Date: 5-5-17
 Agency: California Rural Legal Assistance Student's Supervisor: Maria Vizcusi / Jessica Melgac
 Evaluation Period: 01/2017 - 05/05/2017 Approximate # of Hours Worked: _____
 Course Name: HCOM475: Senior Capstone Instructor Name: Jennifer Fletcher

Please rate the service learner's performance in the following areas: (1-Unsatisfactory, 2-Needs Improvement, 3- Satisfactory, 4- Commendable, and 5- Outstanding):

1. Fulfillment of Learning Agreement Goals & Objectives.....1	2	3	4	5	NA
2. Sensitivity toward people with whom s/he worked.....1	2	3	4	5	NA
3. Responsibility for regular attendance.....1	2	3	4	5	NA
4. Responsibility for regular punctuality.....1	2	3	4	5	NA
5. Quality of performance of service activities.....1	2	3	4	5	NA
6. Commitment to completing tasks?.....1	2	3	4	5	NA
7. Adaptability to changes (i.e. scheduling, agency needs, etc.).....1	2	3	4	5	NA
8. Respect for confidentiality.....1	2	3	4	5	NA
9. Awareness of agency mission & role in the community.....1	2	3	4	5	NA
10. Enthusiasm for service activities.....1	2	3	4	5	NA
11. Benefit of service provided to agency.....1	2	3	4	5	NA

B. Please explain any less than satisfactory ratings (i.e. rating of 1 or 2).
N/A

C. Please comment on the student's greatest strengths and any areas for improvement that may assist the course instructor in evaluating the student's ability to enter, participate in and exit your community agency responsibly and sensitively. Also, is there anything this service learner did that was particularly creative or noteworthy? Feel free to continue comments on other side of form.

Student has a very positive outlook on no matter the task. He grew professionally and learned to adapt to the legal profession's demands in terms of timelines, tasks, and deadlines.

Please complete and return this evaluation to the student so he/she can deliver it to the relevant faculty no later than the last week of classes of a semester. This evaluation will be considered in assessing the student's performance in his/her service learning course. If you have any questions, contact the Service Learning Institute at (831) 582-3644. Thank you!

Signature of Student Supervisor: _____ Signature of Student Service Learner: _____ Date: 5/5/17
 Eval of SL Student Perf by Agency 8.10.11 CSUMB Service Learning Institute



CALIFORNIA RURAL LEGAL ASSISTANCE, INC.

FIGHTING FOR JUSTICE, CHANGING LIVES

May 4, 2017

RE: Jonathan Chavez – Evaluation

To Whom It May Concern:

My name is Jessica Melgar and I am attorney with California Rural Legal Assistance, the Basic Unit. I have been working with Jonathan since the beginning of his internship with our organization. Please consider this letter a formal evaluation of his time with our organization.

To provide some background as to organization, CRLA is a non-profit legal aid organization. We provide free legal services to qualifying clients in a variety of different areas such as housing, employment, immigration, education, and public benefits. Our interns are provided with case specific assignments and/or projects such as collecting information or updating our resources.

I, along with other attorneys and advocates in the office, have assigned Jonathan a variety of case specific projects. Throughout his internship, he has worked on demand letters, wage and hour calculations, closing letters, a U-Visa immigration application, and administrative matters within in the office.

Jonathan is a very good communicator. He always makes sure to ask plenty of questions to ensure the assignment or task is completed correctly. He takes notes and stays organized with his assignments. Jonathan is always on time and available to work on all tasks. He does not shy away from subject matter he is unfamiliar with but rather makes sure to get as much information as he can so that he complete the task.

Jonathan is very easy to work with as he is very respectful and polite with all staff. He responds well to constructive criticism and takes note of any edits on assignments. He is very pleasant, has often stayed beyond his scheduled hours, and always keeps us informed of any changes to his hours.

It has been a pleasure working with Jonathan over the past few months. If you have any questions or would like more information, please feel free to contact me at jmelgar@crla.org or you may call us at 831-757-5221.

Sincerely,
CALIFORNIA RURAL LEGAL ASSISTANCE, INC.


Jessica N. Melgar
Staff Attorney

3 Williams Road · Salinas, CA 93905 · Phone: (831) 757-5221 · www.crla.org



Synthesis Essay



Photo of field workers. © California Rural Legal Assistance

Jonathan Chavez

8 May 2017

HCOM 475

Professor Fletcher

Final Synthesis Essay

As the semester has come to an end, it is important to reflect on the achievements and insights we have gained. As a student in HCOM 475, senior capstone, I have learned how stories play an important role in our lives. With the senior capstone theme being focused on storytelling, it was important that students were able to reflect on why they matter. Stories are a big part of our lives that we must be aware not only to love them, but that they are needed. Storytelling is practiced among many fields such as business, law, STEM fields, and even in the arts and humanities. Reflecting on my experience in capstone, I would like to mention how my experience has allowed me to deepen my understanding of story and storytelling. The process of beginning my project was the most challenging aspect of the capstone experience. I felt that it was challenging because I didn't know how I would combine the theme of storytelling and my capstone project into a product that would show how storytelling is important. But after deep thought, I knew that by combining both of them would create something great that will show how important stories are.

First, after choosing what I wanted to do my capstone on, I was motivated to see what insights I would learn about me and the theme of storytelling. Choosing the internship option was the best choice for me because I wanted to get a more in-depth and hands on experience of our theme of storytelling. I am glad that I chose to do the internship option because it gave me

new perspectives on life and on the stories that I carry. For example, I learned that life is all about sharing and connecting our stories with others, and that life is more enjoyable when we have stories to tell and to reflect upon. Looking back at my internship experience, I have learned that stories influence change in society. I believe that stories influence change in society because they allow us to share what we have faced whether good or bad to others and sparks how they can create change. Another reason why stories are important is that they can benefit future generations. Stories connect the past and the present to the future. Our learnings from our stories allows us to show future generations the potential they have with sharing stories.

When working with others, it allowed me to see how stories form. For example, in preparation for our group seminar discussions it was important that my group partners and I were well prepared to lead the class discussion of our chapter. Organizing who reads what, and how we would approach the seminar discussion with the class, to me showed that we created a story of how we worked together to do well on our seminar discussion. Also, when looking at the experiences at my internship site, such as completing letters, that indicated a story was near completion or in the process of being formed. Seeing how stories played out during case reviews and assignments, I wanted to see how I would be able to see the importance of story in any assignment I was given. One day, I remember that I reflected on an assignment that had been in its final stages of being completed.

Furthermore, there were also a moment that required me to work independently. The first instance that required me to work independently was when I had to prepare a closing letter for a case that was being closed. This moment showed my ability to work on an assignment on my own because it was a letter that the attorney told me to write using my own writing skills as well as making sure it sounded professional. This assignment was very challenging and influential

because I knew that this was going to be a letter that was going to be sent out to the client with the attorneys' name on it. So, when I began to write the letter, I decided to look at the example letters that the attorney had given me so that I was aware of what the letter should include and sound like. I was cautious with how I wrote the letter even though I had the examples to refer to because I was implementing my voice into a letter that was being written for someone else. This reminded me of the seminar discussions that we were assigned. Reading the assigned chapters, I wanted to make sure that I reiterated what the reading meant to me and how I would be able to present it to the class.

After finally completing the letter, I sent it for review to the attorney and waited for adjustments that needed to be made. After hearing that I just had to fix the format of the paragraphs, I was happy because I knew that I did an exceptional job that didn't require her to make any big improvements. I felt proud of myself because she trusted me with this assignment. I also felt that it reminded me of the narrative voice that Wayne Booth calls an artificial device. I felt this connection was important because I knew that I was applying what I was reading and discussing in our seminar discussions to my internship experience.

Overall, I believe that this demonstrated my ability to work independently because it showed that I like to have to have everything in order and completed correctly. It also shows how determined I am to finish assignments because this letter was due at the end of the day on top of other projects I was working on. As a result, one take away that I have gained from this experience is that I must have confidence in the work that I do and that I should ask for assistance when I am stuck in any dilemma.

In conclusion, after thorough examination of my performance, I believe that I have met all criteria and standards given for my project. The criteria's I believe I met are the mechanics,

and the substance. I believe that I met all of the standards for the mechanics of my capstone project because I delivered all expectations in a clear manner in regards to my internship site, I met all deadlines in a timely manner including my reflective journals, progress reports, analytical essay, and synthesis essay, completed the 40 hours at my site, and made sure that my choice of internship site clearly shared the topic of the capstone seminar and deeply enhanced my understanding of the theme.

I also believe in terms of substance I met all standards because all documentation that has been submitted shows my expansion of knowledge, and skills, and shows how I have expanded on solving problems ethically and effectively. For example, during our group seminar discussions and during my own seminar, I made sure that the class was actively involved by asking questions regarding the readings. I made sure that I provided my thoughts to the readings and allowed others to share as well. When being in the audience for others seminars, I also participated by sharing my thoughts and by also connecting to the readings we have covered. Seminars that focused on the power of stories, storytelling as best practice, and Minds Made for stories were among the few themes of seminars that I enjoyed sharing my thoughts on. Reflecting on the improvements I have made, I believe that I have improved on my professional, teamwork, organizational, and work ethic skills. Having many due dates and projects near one another, for example, was usually difficult to manage, but with the experiences I've had at my site, and in the course, I have learned how to manage my schedule efficiently and how to make wise choices when working with others. One assignment that was really important to me was making sure that I completed 40 hours by the end of April. After successfully completing the required amount, I believe it has shown how responsible and dedicated I have been throughout the semester to complete this assignment because I decided to go beyond the 40 hours required to

experience even more. Walking away from this experience, I am definitely going to miss working with the attorneys, as well as the very informative and deep seminar discussions I have been a part of in the course in HCOM 475.

Resume



Photo of CRLA client waiting to be assisted in lobby. © Jonathan Chavez