

Community Navigator Training

Module 1:

Background & Introduction to Community Navigators

This Community Navigator Training Train-the-Trainer Outline and Scripts were prepared by CIRI's Regional Training Team, a subcommittee within CIRI's Regional Coordination Working Group. The CIRI Regional Training Team includes staff with the AFL-CIO, National Partnership for New Americans (NPNA), New York Immigration Coalition (NYIC), People Improving Communities through Organizing (PICO), United Farmworkers Foundation (UFWF), and United We Dream (UWD). CIRI's Regional Collaboration Working Group consists of the following organizations: AFL-CIO, CASA Maryland, CHRLA, CIRC, CLINIC, FIRM, Farmworker Justice, ICIRR, MIRA Coalition, National Domestic Workers Alliance, NPNA, NYIC, PICO, UNITE Here!, UFWF, UWD, Welcoming America and World Relief. Review and edits were conducted by CIRI's Technical Assistance and Training (TAT) Working Group.

We would like to acknowledge that the outline and script builds off of the initial Community Navigator PowerPoint and detailed notes prepared by Tara Raghuvver of the National Partnership for New Americans (NPNA). Susan Schreiber and Jack Holmgren of Catholic Legal Immigration Network, Inc. (CLINIC) supplied the Immigration 101 module, based on CLINIC's 2-day immigration law training. Mayron Payes and Larry Kleinman of FIRM/NPNA provided guidance on the Defending Administrative Relief module. Patrick Taurel of the American Immigration Council (AIC) contributed to the module on Unlawful Practice of Law. Frances Valdez (United We DREAM), Courtney Tudi (World Relief), Eddie Carmona (PICO), George Escobar (CASA de Maryland), Ruth Lopez (NPNA), Camille Mackler (NYIC), Adrienne DerVartanian (Farmworker Justice), and Kelly Rodriguez (AFL-CIO) all provided additional resources and guidance. This training is based on the NPNA-United Food and Commercial Workers naturalization partnership.

Please visit adminrelief.org to access the training curriculum and additional administrative relief resources. If you are interested in standing up a Community Navigator training in your area, the aforementioned CIRI Regional Training Team is prepared to assist.

If you would like more information on the Community Navigator training and would like to be connected with CIRI's Regional Training Team, please contact Sarah Mesick of NPNA at sarah@partnershipfornewamericans.org.

Community Navigator Training
Train-the-Trainer Outline and Script
Module 1: Background and Introduction to Community Navigators
Estimated time: 45 minutes-1 hour

Educational Objectives:

- Set the framework for the training
- Introduce your organization
- Get to know the trainers and trainees
- Discuss and agree upon the goals for the day
- Introduce the role of "Community Navigator" on Administrative Relief Implementation (ARI), connect CN to the promotor/a tradition and the ladder of higher leadership

Methodology:

- This training utilizes a modified form of "popular education";
- Wherever practical, this means starting with participants' information and ideas. The facilitator adds important information not brought forth by participants and corrects misinformation.
- It is important for the facilitator to monitor the group dynamic and not let a few voices dominate the discussion.

Materials:

- Easel paper
- Markers
- Pen and paper (or post-its) for participants
- Projector and screen for PowerPoint

Community Navigator Module Power Points:

- Each module has a corresponding power point with important notes that correspond to each training topic. Please review the slides prior to your training to incorporate the detailed notes. All power points are available on adminrelief.org.

This training outline and script is intended to provide guidance through each topic. Please make this training your own by bringing in your own methodology and unique training style. This training can be shortened by reducing discussion and activities. All of the Community Navigator training material can be found and downloaded from the adminrelief.org website.

Community Navigator Train-the-Trainer Outline

Module 1: Background and Introduction to Community Navigators (4 PAGES)

Topic, Time & PPT Slide(s)	Goals	Facilitator's Role and Key Points	Suggested Activities and Discussion Prompts (Refer to the training script for further details and key answers to questions.)
<p>Welcome and Introductions (10-15 minutes) Slide(s): 1-4</p>	<p>Get to know trainers/trainees & discuss and agree upon goals for the day.</p>	<p>Introduce yourselves and explain what brought you to the training</p> <p>Facilitate discussion among training participants to get a sense of:</p> <ul style="list-style-type: none"> - Who is in the room (name, where they're from)? - What brought them there (An organization? A personal connection to the issue?) - What they hope to get out of the training? <p>Discuss goals/objectives of the training, receive feedback on goals from participants (i.e. Building an immigrant path to power)</p>	<p>Write answers to the questions above on paper, put it up on the wall. Return to these answers during and at the end of the training. Add to the list of goals as necessary throughout the day.</p> <p>(This option is ideal when you are working with a large crowd and going through everyone's answer would be time-consuming.)</p>
<p>Background, Organization and Mission (5-15 minutes) Slide(s): 5-8</p>	<p>Introduce trainees to your organization and mission; and, describe the movement and how we got to this political moment</p>	<p>Share the organization's history and leadership</p>	<p>Group sharing: Ask if anyone in the room participated in marches, civil disobedience, rallies, etc., have trainees share stories.</p> <ul style="list-style-type: none"> - Perhaps prep several people before the training to share. Ask trainees if they have been involved with the organization and in what capacity - Uplift the fact that our movement is diverse and there are different organizations with people of different backgrounds that are all fighting towards a common goal.

Topic, Time & PPT Slide(s)	Goals	Facilitator's Role and Key Points	Suggested Activities and Discussion Prompts (Refer to the training script for further details and key answers to questions.)
<p>Community Navigators (CN) (15 minutes) Slide(s): 9 - 11</p> <p>Community Navigators (CN) (15 minutes) Slide(s): 9 - 11</p>	<p>Introduce concept of Community Navigators and highlight need for CNs.</p> <p>History of CNs and how they have been crucial in the success of implementing other services. Show the role that CNs have in DACA/DAPA implementation.</p>	<p>Describe the need for navigators</p> <p>- 5 million immigrants could be eligible for relief under the President's executive action. As a field, we don't have capacity to provide traditional legal services at that scale. Demand may lead to price hikes or "notarios" who engage in fraudulent or unlawful practice of law.</p> <p>Give facts specifically about the state where the training is held. (i.e. Texas has XX people potentially eligible for DACA/DAPA and only XX legal advocates.) Show how and where CNs have been needed previously.</p> <p>Describe the workflow, the types of organizations involved.</p> <p>Describe the continuum for navigators.</p> <p>Describe the model being used around across the country</p>	<p>Facilitation questions:</p> <p>Discussion on additional benefits of navigators (vs. legal service providers, etc.)</p> <p>Group sharing: "Who has heard of Community Navigators?"</p> <p>Group sharing: "What do you imagine that a "Community Navigator" does?"</p> <p>Group sharing: "What do you imagine that a "Community Navigator" <u>doesn't or shouldn't do</u>?"</p> <p>Group sharing: "What do you imagine that a "Community Navigator" <u>doesn't or shouldn't do</u>?"</p>

Topic, Time & PPT Slide(s)	Goals	Facilitator's Role and Key Points	Suggested Activities and Discussion Prompts (Refer to the training script for further details and key answers to questions.)
<p>What does it mean to be a Community Navigator? (10 minutes) Slide(s): 11</p>	<p>Lead brainstorming around qualities of Community Navigators.</p>	<p>Facilitate discussion on traits and the value Community Navigators bring.</p>	<p>Group sharing: "What personal qualities should a Community Navigator have?"</p> <p>In what ways do navigators add value beyond the individuals assisted?</p> <p>(Optional) Group Activity: Top 5 Most Important Qualities of a Community Navigator</p>
<p>What can you do now? (10 min) Slide(s): 12</p>	<p>Lead brainstorming in what Community Navigators can do in their community.</p>	<p>Facilitate discussion about what Community Navigators can do now.</p>	<p>Group sharing: "How do you imagine Community Navigators working in the community?" (i.e. informational sessions after mass, organizing in the community to defend the President's actions, reporting victimization.)</p>
<p>Evaluation and Closing (5 minutes)</p>	<p>Listen to how trainees are feeling at this point of the training. Facilitate evaluation form if appropriate at the time.</p>	<p>Wraps up Module 1 to lead into Module 2: Immigration 101 Facilitator passes out evaluation form for all participants to complete (If this is not the last module of the training, wait until the very end of the training.)</p>	<p>Brief evaluation of Module 1 with everyone saying "one word" how they feel and/or one thing they learned from the training module.</p>

Community Navigator Train-the-Trainer Script

Module 1: Background and Introduction to Community Navigators

- I. Welcome and Introductions (10-15 minutes)
Slide(s): 1-4

Goals:

- Get to know trainers/trainees
- Discuss and agree upon goals for the day

Facilitator:

- Introduce yourselves and explain what brought you to the training
- Facilitate discussion among training participants to get a sense of:
 - Who is in the room (name, where they're from)
 - What brought them there (An organization? A personal connection to the issue?)
 - What they hope to get out of the training

[Optional] Write answers to the questions above on paper, put it up on the wall. Return to these answers during and at the end of the training. Add to the list of goals as necessary throughout the day. (This option is ideal when you are working with a large crowd and going through everyone's answer would be time-consuming.)

- Discuss goals/objectives of the training, receive feedback on goals from participants
 - i.e. Building an immigrant path to power

- II. Background, Organization and Mission (5-15 minutes)
Slide(s): 5 - 8

Goals:

- Introduce trainees to your organization and mission
- Describe the movement and how we got to this political moment

Facilitator:

- Describe your organization and mission
- Share the organization's history and leadership

Group sharing: "How Have You Participated?" [Slide 8]

- Ask if anyone in the room participated in marches, civil disobedience, rallies, etc., have trainees share stories

- Might want to circulate the room before the training to round up the folks that would want to share, as they might not want to be put on the spot but might share if you give them some time to think about it
- Ask trainees if they have been involved with the organization and in what capacity
- Uplift the fact that our movement is diverse and there are different organizations with people of different backgrounds that are all fighting towards a common goal.

III. Community Navigators (CN) (15 minutes)

Slide(s): 9 - 10

Goals:

- Introduce concept of Community Navigators
- Highlight need for Community Navigators
- Discuss history of CNs and how they have been crucial in the success of implementing other services. Show the role that CNs have in DACA/DAPA implementation.
- Show the role that CNs would have in DACA/DAPA implementation

Facilitator:

- Describe the need for navigators [Slide 9]
 - 5 million immigrants are eligible for relief under the President's executive action. As a field, we don't have capacity to provide traditional legal services at that scale. Demand may lead to price hikes or "notarios" who engage in fraudulent or unlawful practice of law.
 - Give facts specifically about the state where the training is held. (i.e. Texas has XX people potentially eligible for DACA/DAPA and only XX legal advocates.)
- Open up discussion on additional benefits of navigators (vs. legal service providers, etc.)
 - Examples: Community navigators are also liaisons between their community, legal service providers, social service organizations, and government representatives. They are often advocates, educators, mentors, and interpreters in their communities.
- Mention the long history of success
 - This is not a new model of service delivery. Most recently, navigators were central to the Affordable Care Act enrollment process.
 - Community Navigators have also been essential in serving DACA applicants.
- Group sharing: "Who has heard of Community Navigators?"

- “You’ve heard the term “Community Navigator” here today and you’ve been invited to learn about how to be or become one. Through this training we are going to learn the roles of Community Navigators and the value they bring to our communities.”
- Describe the workflow, the types of organizations involved [Slide 10]
- Describe the continuum for navigators
 - The hope is that this becomes a pathway for personal and leadership development as well
 - What’s next after navigator training? Perhaps BIA accreditation, job skills training, GED classes
- Talk about how this is a model that is being used across the country. Thousands of people are being trained to be best prepared for implementation of administrative relief.
- Group sharing: “What do you imagine that a “Community Navigator” does?”

Key answers:

 - Gives accurate information about Administrative Relief (DAPA and DACA), other forms of relief, ____ (add additional topics if CNs are being trained on additional areas)_____
 - Warns about how to avoid being defrauded
 - Volunteers at education and application assistance sessions or in an organization’s offices.
 - Helps potential applicants to get the documents they need as evidence for their application
 - Invites community members to take active roles in defending DAPA, DACA, and “Administrative Relief” from attacks by those who oppose them.

Other possible answers:

 - Helps people
 - Reports activities of *notarios*
 - Tells people whether they qualify for DAPA or DACA [**note:** facilitator should state that this is, in fact, *not correct* as will be clarified below]
- Group Activity/Sharing: “What do you imagine that a “Community Navigator” doesn’t or shouldn’t do?”

Key answers:

 - Claim to be a lawyer or licensed
 - Tell potential applicants that they do or not qualify, even if the Community Navigator thinks s/he knows [this topic engaged more fully later in the training]
 - Tell potential applicants that they should or shouldn’t apply.
 - Charge money

IV. What does it mean to be a Community Navigator? (10 min)
Slide(s): 11

Goals:

- Lead brainstorming around qualities of Community Navigators.

Facilitator:

- Facilitate discussion on traits and the value Community Navigators bring.
- Group Activity/Sharing: "What personal qualities should a Community Navigator have?"
 - Key answers:
 - Honest
 - Respectful
 - Good listener
 - Encourages people to make their own decisions
 - Dependable
 - Willing to advocate for others
 - Motivated by values of service and community advancement
 - Known/trusted in the community or within his/her social network
 - Accountable to a team and willing to take direction
 - Discreet (maintains confidentiality)
 - Believes in the cause of immigrants' rights
 - Willing to ask others to take part in immigrants' rights activities
- Group Activity/Sharing: "In what ways do Community Navigators add value beyond the individuals assisted?"
 - Key answers:
 - Help those doing legal review be more efficient (spending their time reviewing applications that are more complete)
 - Help carry out a service that draws in new members and encourages current members to pay dues, contributing to sustaining our organizations and strengthening community ownership of our organizations

(Optional) Activity: Top 5 Most Important Qualities of a Community Navigator (7 minutes)

Facilitator: Now that we have talked about who Community Navigators are, let's take time to "vote" on the top five most important qualities.

One way to choreograph the vote is to have folks write their five on a piece of paper, then read off each quality and ask for a show of hands of those who have that quality on their list, and record that number. Time permitting, a short

discussion could follow ("Do these seem like the most important qualities?"). Trainer should clarify that it's simply a sense of the group, not a "mandate" or decision.

V. What can you do now? (10 minutes)
Slide(s): 12

Goals:

- Lead brainstorming in what Community Navigators can do in their community

Facilitator:

- Facilitate discussion about what community navigators can do now
- Group sharing: "How do you imagine Community Navigators working in the community?"
 - Organize community to defend the President's actions
 - Spread awareness of the new programs and eligibility requirements
 - Educate community members about self-screening tools to determine eligibility
 - Participate in mass workshops and clinics
 - Assist with document and application preparation
 - Help identify individuals who may qualify for better forms of relief
 - Direct community members find competent, trusted legal help
 - Report victimization, fraudulent or unlawful practice of law

VI. Evaluation and Closing (5 minutes)

Facilitator:

- Wraps up Module 1 to lead into Module 2: Immigration 101
- Facilitator passes out evaluation form for all participants to complete.
(The evaluation form can also wait until the end of the training.)
- (Optional) Brief evaluation of Module 1 with everyone saying "one word" how they feel or one thing they learned from the training.