WORKSHOP MODELS

MAKING THE BEST OF THE WAIT

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MEET YOUR PRESENTERS FOR TODAY

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WEBINAR GOAL

1) Identify different purposes and formats for group application workshop models

2) Implement different models used effectively to serve more people

3) Encourage nonprofits and local partners to use workshop models now in advance of any significant immigration reforms in the future
AGENDA

• What is a workshop?
• Variations in using workshops
• Q & A
• Overview of Workshop Stations
• Best practices
• Pros & cons
• Lessons learned
• Resources
• Q & A
WHAT IS A WORKSHOP?

A group application workshop is a one or two-day community event bringing professionals and trained volunteers together to assist the foreign-born in accessing information about immigration benefits and/or completing an application for a benefit with or without legal representation provided.
WHY A WORKSHOP?

Goal: serve as a flexible service delivery model leveraging more human resources in order to serve more people

Purposes:

• Public education
• Document collection and organization
• Pre-screening
• Application assistance that is benefit-specific:
  • DACA (initial, renewal)
  • Naturalization
  • Adjustment of Status (refugee)
  • Temporary Protected Status (initial/renewal)
  • Others?
STRUCTURES

• **Format:** Issues around how the design of the workshop interfaces professionals, volunteers and applicants for maximum efficiency and outcomes
  - 2 day vs 1 day
  - Registration only vs. walk-ins
  - 1 on 1 support vs. classroom
  - online assistance

• **Scope of service:** The spectrum of services provided between legal *representation* (G-28s filed and case management follow-up services) and *pro se* (in your own voice or on one’s own behalf) assistance
VARIATIONS IN USING WORKSHOPS

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<thead>
<tr>
<th>Format</th>
<th>Scope</th>
<th>Purpose</th>
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<tr>
<td>1 Day</td>
<td>Pro se</td>
<td>Public Education</td>
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<td>Document Collection</td>
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<td>2 Day</td>
<td>Full representation</td>
<td>Pre-screening</td>
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<td>Application Assistance</td>
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How many of you have used a workshop model for more than one purpose over time rather than on one day?

For example, you have used a workshop for both naturalization application assistance for LPRs and document collection for DACA eligible?

Yes or No
QUESTIONS?
OVERVIEW OF WORKSHOP STATIONS
OVERVIEW OF WORKSHOP STATIONS

1. Station 1: Registration/Orientation
2. Station 2: Eligibility (Fee Waiver)*
3. Station 3: Applications (Fee Waiver)*
4. Station 4: Passport Photo/Copies (optional)
5. Station 5: Quality Control
6. Station 6: Packaging
STATION 1: REGISTRATION AND ORIENTATION

In this station, applicants will get a glimpse of the different stations they will visit at the workshop. At this station, volunteers will:

1. Sign-in participants
2. Receive a friendly welcoming
3. Review the basic requirements to be eligible to apply for naturalization
4. Review documents required for application
5. Provide documents to fill out
STATION 2: ELIGIBILITY

In this station, participants will complete a Naturalization Eligibility Checklist or a similar screening document. The purpose of this station is for volunteers to verify that:

1. Applicant is ready to apply for naturalization

2. Any additional documents are needed to be included with the application

3. Applicant needs to speak to an attorney before proceeding with the naturalization process
FEE WAIVER (1-912) STATION

- Benefits of offering Fee Waivers
- Fee Waiver Completion: Means-tested benefits, income and financial hardship
- Incorporating Fee Waivers into other stations
- Fee Waiver Station
- Fee Waiver Referrals
FEE WAIVER STATION TIPS

• Include instructions for obtaining benefit letters as part of pre-screening process
• Keep redacted copies of letters accepted by USCIS to provide as sample letters to applicants
• Invite your local social service agencies to workshops, discuss technical details for printing on the spot letters
FEE WAIVER STATION TIPS (CONT’D)

• Create a system for dealing with incomplete I-912s
  • Referrals back to your offices
  • Detailed instruction list for obtaining letters on their own
  • Decide ahead of time capacity for fee waivers (just means tested? Income based? Hardship?)
• Cross check I-912 with other forms (N-400, taxes, benefit letters, IDs) to check for consistency
I-912 Fee Waiver Application Checklist

Procedures, filing addresses, fees, and form editions change frequently – check www.uscis.gov for up-to-date information before filing.

The decision to waive the filing fee is made by USCIS. In the event the fee waiver request is rejected, please contact one of our immigration centers for further assistance.

Please bring the following documents in support of your fee waiver:

- Budget Letter for Food Stamp or Public Assistance Cases (See Handout)
- Medicaid Confirmation Letter (See Handout)
- SSI Award Letter issued within the last 6 months *
- Copies of IRS Federal Tax Return with W-2 for the most recent tax year (for each person in the household who works and files taxes)
- Copies of 2-3 most recent pay stubs or a statement from your employer on business letterhead showing salary or wages paid
- Copy of Marriage Certificate
- Copies of Birth Certificates for each member of the tax household, including spouse and dependent children
- Copies of child support letter or spousal support (alimony)
- Copy of receipt of Unemployment Benefits (in English)
- Copy of receipt of Workers Compensation Benefit
- Copy of Social Security or Social Security Disability (SSDI) Award Letter issued within the last 6 months * and most recent bank statement for account to which payments are made
- Section 8 Award Letter, Copy of Current Lease, and Copy of Most Recent Rent Payment
- Copies of all recent utility bills (gas, electric, internet, phone)
- Copy of lease, rental agreement, or mortgage payments
- Copy of last 3 bank statements for each checking and/or savings account
- Proof of all other expenses (including medical bills, insurance and credit card payments)
- Other:

To obtain current proof of benefits from the Social Security Administration (SSA):

Call SSA Automated Hotline 800-772-1213 (TTY 800-325-0778) and request "Benefits Verification" or "Proof of Income"

You will need to your date of birth and you must speak your name exact as it appears on your Social Security Card
FEE WAIVER
RESOURCES

- Instructions for Form I-912: http://www.uscis.gov/i-912
- USCIS Policy Memo, March 13, 2011 (PM-602-0011.1)*
- Tips for Filing Form I-912 *
- Email the lockbox and ask questions! lockboxsupport@uscis.dhs.gov
- Email me with questions! (zshultz@catholicmigration.org)
In this station, volunteers will assist participants by filling out the N-400 application. If the participant is unable to complete an application, they should be provided with a referral sheet.

Volunteers should not give any legal advice and should flag an attorney if any legal questions should arrive.
Immigration attorneys with naturalization experience should be in this station to review the N-400 application. Attorneys should look out for:

1. Accuracy
2. Any remaining red flags
3. Make sure the application is legible and any concerns on the application are properly addressed.
4. Make sure the applicant has all documents completed correctly
STATION 5: PASSPORT PHOTOS AND COPIES

In this station applicants will have two (2) standard, passport-style, color photographs taken. The applicant will need to submit these photos with their application.

Volunteers will also assist participants by making copies of their application supporting documents:

• Driver’s License or State Issued I.D.
• Residency Card (front and back)
• Social Security Card
• N-400 Application
STATION 6: PACKAGING

In this station, the application should be packaged along passport pictures and any necessary additional documents.

• It is important that volunteers assigned to this station have a good understanding of all documentation required.

• Volunteers also need to make sure there is a copy of the application and all necessary documents and make sure to tell applicant original needs to be sent out to USCIS.
WORKSHOP DAY
GAME PLAN

• Review volunteer assignments
• Provide a quick orientation/training to volunteers
• Run through a workshop timeline with key volunteers
• Have a plan if turnout is too high/ too small
• Have a referral system in place
SMALL SCALE GROUP PROCESSING EVENTS

Criteria:

• 20 – 75 attendees
• 1:3 volunteer/applicant ratio
• 1:7 attorney/applicant ratio
SMALL GROUP PROCESSING EVENTS

Volunteer assignments by Station

*Registration/Orientation:* 2-3 volunteers
*Eligibility:* 6-15 volunteers
*Applications:* 6-24 volunteers
*Quality Control:* 2-20 attorneys
*Copies and Passport Photos:* 1-4 volunteers
*Packaging:* 2-10 volunteers
Sample Layout
Total Volunteers: 11
Total Attorneys: 3
Total Tables: 13
Totals Chairs: 80-90

*This is only an estimate. On the date of the event these numbers may change.

Workshop for 30 participants

Station 1: Welcome/Orientation

Station 2: Eligibility
- 4 Tables
- 24 Chairs
- 8 Volunteers

Station 3: Application
- 11 Computers
- 8 Volunteers
- 1 Attorney

Station 4: Quality Control
- 2 Tables
- 4 Chairs
- 2 Attorneys

Station 5: Packaging
- 2 Tables
- 4 Staff

Station 6: Passport Photos & Study Materials
- 1 Table
- 1 Volunteer
LARGE GROUP PROCESSING EVENTS

Criteria:

• 75+ attendees
• 1:2 volunteer/applicant ratio
• 1:6 attorney/applicant ratio
LARGE GROUP PROCESSING EVENTS

Volunteer Assignments by Station

1. Registration/Orientation: 2-6 volunteers
2. Eligibility: 12-24 volunteers
3. Applications: 24-36 volunteers
4. Quality Control: 8-20 attorneys
5. Copies: 2-4 volunteers
6. Packaging: 10-16 volunteers
SAMPLE LAYOUT – LARGE SCALE
PLANNING RECAP

- Space, equipment, tools
- Staffing (includes attorneys, BIA reps, volunteers, interpreters, childcare (if applicable))
- Partners (churches, community orgs, libraries, law firms, schools, government entities)
- Outreach
  - Advertisement (media, social networks, client databases, other social service agencies, etc.)
- Referrals (before, day-of, after the workshop for complicated cases, GED programs, ESL/Citizenship Classes, Embassies, etc.)
- Evaluation (SWOT)
BEST PRACTICES

- Maintaining confidentiality
- Having language access
- Sharing outcome and thanking volunteers
PROS AND CONS

Pros:
Large number of folks served in one-two days
Collaboration with community partners and volunteers
Reaching those otherwise unable to come to office hours (if conducted on evening/weekend)
Generate excitement and press attention for citizenship efforts

Cons:
Requires planning and coordination well in advance
Turnout can vary
Staff burnout (especially for weekend events)
Emphasis on quantity means complex cases referred out
LESSONS LEARNED

NALEO’S TOP 5
1. Have a game plan
2. Manage your registrations based on volunteer capacity
3. Screen your participants ahead of time
4. Provide clear instructions to your volunteers
5. Make signage clear

CMS’s Top 5
1. Collaboration – develop strategic partnerships
2. Targeted outreach based on LPR community
3. Pre-screen applicants to be better prepared ahead of time
4. Incorporate ways for applicants to participate and take ownership of the process
5. Create a tight system for follow up appointments and referrals
POLL

Which workshop model purpose with format/scope will you try now?

1. One-day pro-se naturalization application assistance
2. One-day community education and document collection
3. One-day prescreening
4. Two-day document collection and application assistance with G28s
5. Two-day community ed/prescreening and application assistance with G28s
CLINIC RESOURCES

“Mega” Group Application Workshop Webinar
https://cliniclegal.org/resources/mega-group-application-workshop

Naturalization Workshop Toolkit
https://cliniclegal.org/toolkit/naturalizationworkshop

DACA Workshop Toolkit
https://cliniclegal.org/resources/toolkit-deferred-action-childhood-arrivals-daca-workshops

Prezi on Large-Scale Immigration Legal Service Delivery Model for Administrative Relief
https://cliniclegal.org/resources/large-scale-immigration-legal-service-delivery-model-administrative-relief

Rapid E-learning course on the N-400
https://cliniclegal.org/n400
ADDITIONAL RESOURCES

NALEO Educational Fund
http://www.naleo.org/

Administrative Relief Resources Center
http://www.adminrelief.org
QUESTIONS?