

WORKSHOP MODELS

MAKING THE BEST OF THE WAIT

APRIL 1, 2016

MEET YOUR PRESENTERS FOR TODAY



Jeff Chenoweth
Director
Capacity Building
Section
CLINIC



Nathaly Perez
Field Support
Coordinator
CLINIC

MEET YOUR PRESENTERS FOR TODAY



Elisa Sequeira

Director of National Civic
Engagement Programs
NALEO Educational Fund



Zach Shultz

Citizenship
Coordinator
Catholic Migration
Services

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

Format	Scope	Purpose
1 Day	Pro se	Public Education
		Document Collection
2 Day	Full representation	Pre-screening
		Application Assistance

```
graph LR; F1[1 Day] --- S1[Pro se]; F2[2 Day] --- S2[Full representation]; S1 --> P1[Public Education]; S1 --> P2[Document Collection]; S1 --> P3[Pre-screening]; S2 --> P4[Pre-screening]; S2 --> P5[Application Assistance];
```

POLL

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



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

NATURALIZATION ELIGIBILITY CHECKLIST

	YES	NO
BASIC REQUIREMENTS (has applicant...)		
• Been a lawful permanent resident of the US for at least 5 years?	<input type="checkbox"/>	<input type="checkbox"/>
• Been a lawful permanent resident of the US for at least 4 years and been married to and living with the same US citizen for the last 3 years?	<input type="checkbox"/>	<input type="checkbox"/>
• Lived in the state/US District for at least 3 months?	<input type="checkbox"/>	<input type="checkbox"/>
• Is one or more of applicant's parents/grandparents US citizen?	<input type="checkbox"/>	<input type="checkbox"/>
• Did applicant qualify for Selective Service?	<input type="checkbox"/>	<input type="checkbox"/>
Selective Service System # _____ Date Registered _____		
WAIVERS		
• Will applicant be requesting a fee waiver?	<input type="checkbox"/>	<input type="checkbox"/>
• Does applicant receive a means tested benefit?	<input type="checkbox"/>	<input type="checkbox"/>
If no, please share a regional sheet & 7-212 eligibility bar		
• Does applicant qualify for English Exam Exemption?	<input type="checkbox"/>	<input type="checkbox"/>
50 yrs old 20 as LPR, 55 yrs old 15 as LPR, 185 yrs old 20 as LPR (Simplified Exam)		
• Will applicant be requesting a medical waiver for English/Greek? (N-448)	<input type="checkbox"/>	<input type="checkbox"/>
IF ANY ANSWERS ARE YES, PLEASE SPEAK TO AN ATTORNEY		
ABSENCE has applicant...		
• Taken any trips more than 1 year outside of the US?	<input type="checkbox"/>	<input type="checkbox"/>
• Taken any trips for more than 6 months less than a year outside the US?	<input type="checkbox"/>	<input type="checkbox"/>
• Worked outside of US?	<input type="checkbox"/>	<input type="checkbox"/>
DETENTION		
• Has applicant ever been detained by Border Patrol?	<input type="checkbox"/>	<input type="checkbox"/>
• Has applicant ever been detained briefly at border or airport?	<input type="checkbox"/>	<input type="checkbox"/>
• Did applicant get interrogated or sign anything when detained?	<input type="checkbox"/>	<input type="checkbox"/>
IMMIGRATION HISTORY (IMMIGRATION)		
• Ever been or is now in immigration process/back to front Immigration Judge?	<input type="checkbox"/>	<input type="checkbox"/>
• Ever been detained and returned Entry Without Inspection (unlawful)?	<input type="checkbox"/>	<input type="checkbox"/>
• Ever been deported, and returned Entry Without Inspection (unlawful)?	<input type="checkbox"/>	<input type="checkbox"/>
How much time period?		
• Ever been ordered deported and never left?	<input type="checkbox"/>	<input type="checkbox"/>
• Ever been granted Voluntary Departure and never left?	<input type="checkbox"/>	<input type="checkbox"/>
• Ever applied for any kind of relief from deportation (asylum, etc.)?	<input type="checkbox"/>	<input type="checkbox"/>
Why?		
CRIMINAL		
• Has applicant ever been cited/received traffic tickets?	<input type="checkbox"/>	<input type="checkbox"/>
• Has applicant ever been arrested by the police?	<input type="checkbox"/>	<input type="checkbox"/>
• Has applicant ever been charged with violating any law?	<input type="checkbox"/>	<input type="checkbox"/>
• Has applicant ever been convicted of a crime or offense?	<input type="checkbox"/>	<input type="checkbox"/>
• Has applicant ever been in jail?	<input type="checkbox"/>	<input type="checkbox"/>
• Is applicant currently on probation/parole?	<input type="checkbox"/>	<input type="checkbox"/>
FRAUD		
• Did applicant fail to reveal applicable assets when applying for residency?	<input type="checkbox"/>	<input type="checkbox"/>
• Has applicant had committed fraud to receive public benefits?	<input type="checkbox"/>	<input type="checkbox"/>

Page One of 2023-2024-2025-2026-2027-2028-2029-2030-2031-2032-2033-2034-2035-2036-2037-2038-2039-2040-2041-2042-2043-2044-2045-2046-2047-2048-2049-2050-2051-2052-2053-2054-2055-2056-2057-2058-2059-2060-2061-2062-2063-2064-2065-2066-2067-2068-2069-2070-2071-2072-2073-2074-2075-2076-2077-2078-2079-2080-2081-2082-2083-2084-2085-2086-2087-2088-2089-2090-2091-2092-2093-2094-2095-2096-2097-2098-2099-2100

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**

TIP: CREATE A FEE WAIVER CHECKLIST

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.



CUNY Citizenship Now!
Administrative Office
101 West 31st Street
9th Floor, Room 900
New York, NY 10001
(646) 344-7245

City College
Immigration Center
160 Convent Avenue
North Academic Center
Room 1-206
New York, NY 10031
(212) 650-6620

College of Staten Island,
El Centro, and Project
Hospitality Immigration
Center at The Help Center
514 Bay Street
Staten Island, NY 10304
(718) 273-6737

CUNY Express
Immigration Center
560 West 181st Street
New York, NY 10033
(212) 568-4992

Flushing
Immigration Center
39-07 Prince Street
Suite 2B
Flushing, NY 11354
(718) 640-9223

Hostos Community College
Immigration Center
427 Walton Avenue, T-501
Bronx, NY 10451
(718) 518-4395

Medgar Evers College
Immigration Center
1150 Carroll Street
Room 226
Brooklyn, NY 11225
(718) 270-6292

York College
Immigration Center
Welcome Center Atrium
94-20 Guy R. Brewer Blvd.
Jamaica, NY 11451
(718) 262-2963

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 paystubs 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"

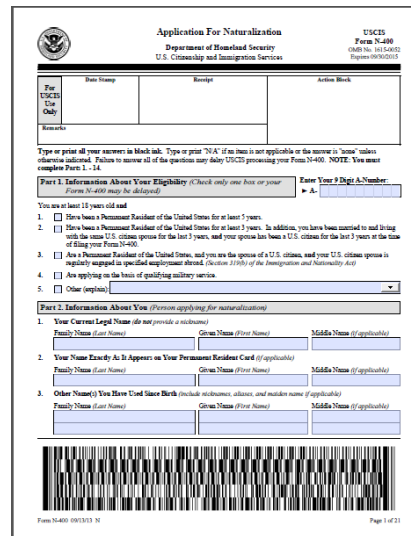
You will need to your date of birth and you must speak your name exact as it appears on your Social Security Card

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)**

STATION 3: APPLICATIONS

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.



The image shows the front page of the N-400 Application for Naturalization form. At the top, it is titled "Application for Naturalization" and includes the USCIS logo and the Department of Homeland Security logo. The form number is N-400, and it includes the OMB No. 1615-0047 and Form 99000002. The form is divided into several sections. The first section is for the USCIS Case Only, with fields for Date Recv, Receipt, Action Block, and Remarks. Below this is a section for "Part 1. Information About Your Eligibility" with five numbered questions and checkboxes. The second section is "Part 2. Information About You" with three numbered questions and checkboxes, each followed by fields for Family Name, Given Name, and Middle Name. At the bottom of the form is a barcode and the text "Form N-400 (05/13) N Page 1 of 21".

Volunteers should not give any legal advice and should flag an attorney if any legal questions should arrive.

STATION 4: QUALITY CONTROL

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

Well Composed Photo Composition Examples



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.

Instructions for Filing N-400 Application Packet

Thank you for attending our citizenship workshop and allowing us to assist you with your N-400 Application for Naturalization. When you meet all requirements to become a U.S. citizen and have completed Form N-400 to apply for naturalization, you will need to make a copy of your completed packet in the order indicated below. This is very important in case you receive a Request for Evidence ("RFE") from USCIS and need to provide copies of any document they request. Please PAPER CLIP (do not staple) all documents and supporting evidence together.

Make check or money order payable to: US Department of Homeland Security	MAIL your application, photographs, documents, and fees to: USCIS Lockbox Facility P.O. Box 21251 Phoenix, AZ 85036
--	---

WHAT TO INCLUDE:

- Cover Letter(s)
- 2 passport-style photos (attached on first page)
- Check money order for \$680 (\$595 for anyone 75 years and older) OR 1-012 Fee Waiver with supporting documentation
- Completed and signed Form N-400
 - Note: USCIS may ask for additional information if your application is incomplete. This will delay the processing of your application. Collect the necessary documents to demonstrate your eligibility for naturalization. If you receive a "Request for Evidence" (RFE), it is very important that USCIS receives your response before the deadline. Once your application is received, USCIS will mail you a notice scheduling an interview.
- Copy of your Legal Permanent Resident card (both sides)
- If applicable, Form N-648, Medical Certification for Disability Exceptions
 - If you are seeking an exception from the English and/or civics requirement for naturalization because of a physical or developmental disability or a mental impairment, we recommend you submit Form N-648 with your packet. Note: this form can only be completed by the applicant's primary care or specialist doctor.
- Any additional evidence demonstrating your eligibility for naturalization

Here is a list of **MISSING INFORMATION** or **DOCUMENTS** necessary to complete your application:

After submitting the Naturalization application:

- ✓ Approx. 2-4 weeks – USCIS will send you a Receipt Notice
- ✓ Approx. 4-8 weeks – USCIS will send you a Biometric Appointment Letter
- ✓ Approx. 4-6 months – USCIS will send you an Interview Appointment Letter
 - Take your Government Issued ID, Legal Permanent Residency Card, and Social Security Card
 - Please take any other additional documents USCIS requested or you failed to provide when you mailed your N-400

After your interview, USCIS will mail the decision to you. If you passed the interview and exam you will receive a final notice to take the Oath of Allegiance. If you did not pass, you will be rescheduled for another interview/exam within 60 days. USCIS allows for two opportunities.

Please note: You are not a U.S. citizen until you take the Oath of Allegiance at a Naturalization Ceremony. You will receive your Certificate of Naturalization after taking the Oath of Allegiance.

If you move after filing your Form N-400, you must notify USCIS within 10 days by filing Form AR-11, Change of Address. For more information, go to the USCIS website at www.uscis.gov/addresschange or call Customer Service at 1-800-375-5283.

Once your application is filed, you can check your case online here: <https://cevs.uscis.gov/casestatus>. You will need your receipt number (found on the receipt notice mailed to you by USCIS) to check the status of your case.

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

Workshop for 30 participants



30 Chairs
2 Volunteers

SAMPLE Layout
Total Volunteers: 11
Total Attorneys: 3
Total Tables: 13
Totals Chairs: 80-90

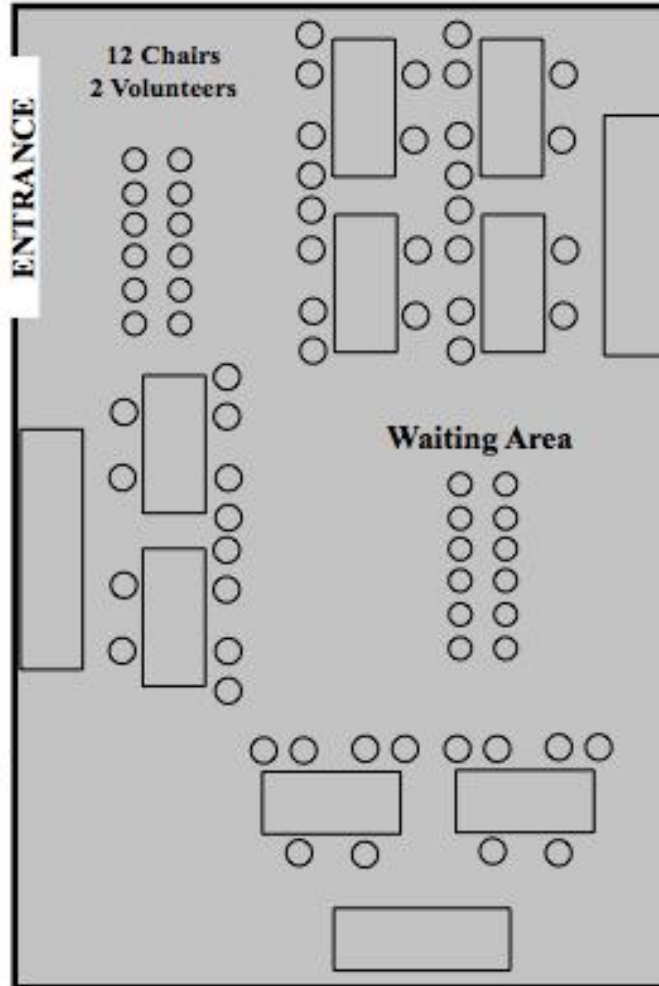
**This is only an estimate. On the date of the event these numbers may change*

Waiting Area
STATION 1:

Welcome/Orientation



STATION 6:
Passport Photos & Study
Materials
1 Table
1 Volunteer

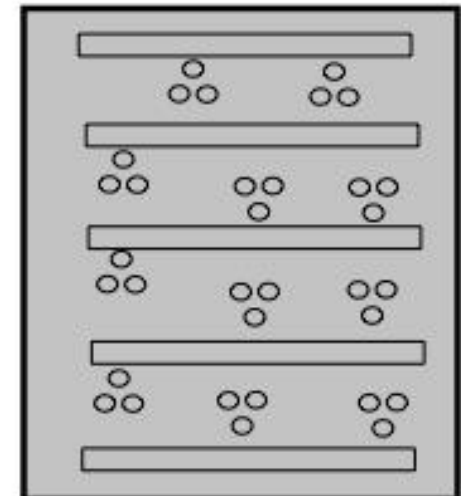


STATION 2
Eligibility
4 Tables
24 Chairs
8 Volunteers

STATION 3
Application
11 Computers
8 Volunteers
1 Attorney

STATION 5:
Packaging
2 Tables
4 Staff

STATION 4:
Quality Control
2 Tables
4 Chairs
2 Attorneys



LARGE GROUP PROCESSING EVENTS

Criteria:

- 75+ attendees
- 1:2 volunteer/applicant ratio
- 1:6 attorney/applicant ratio



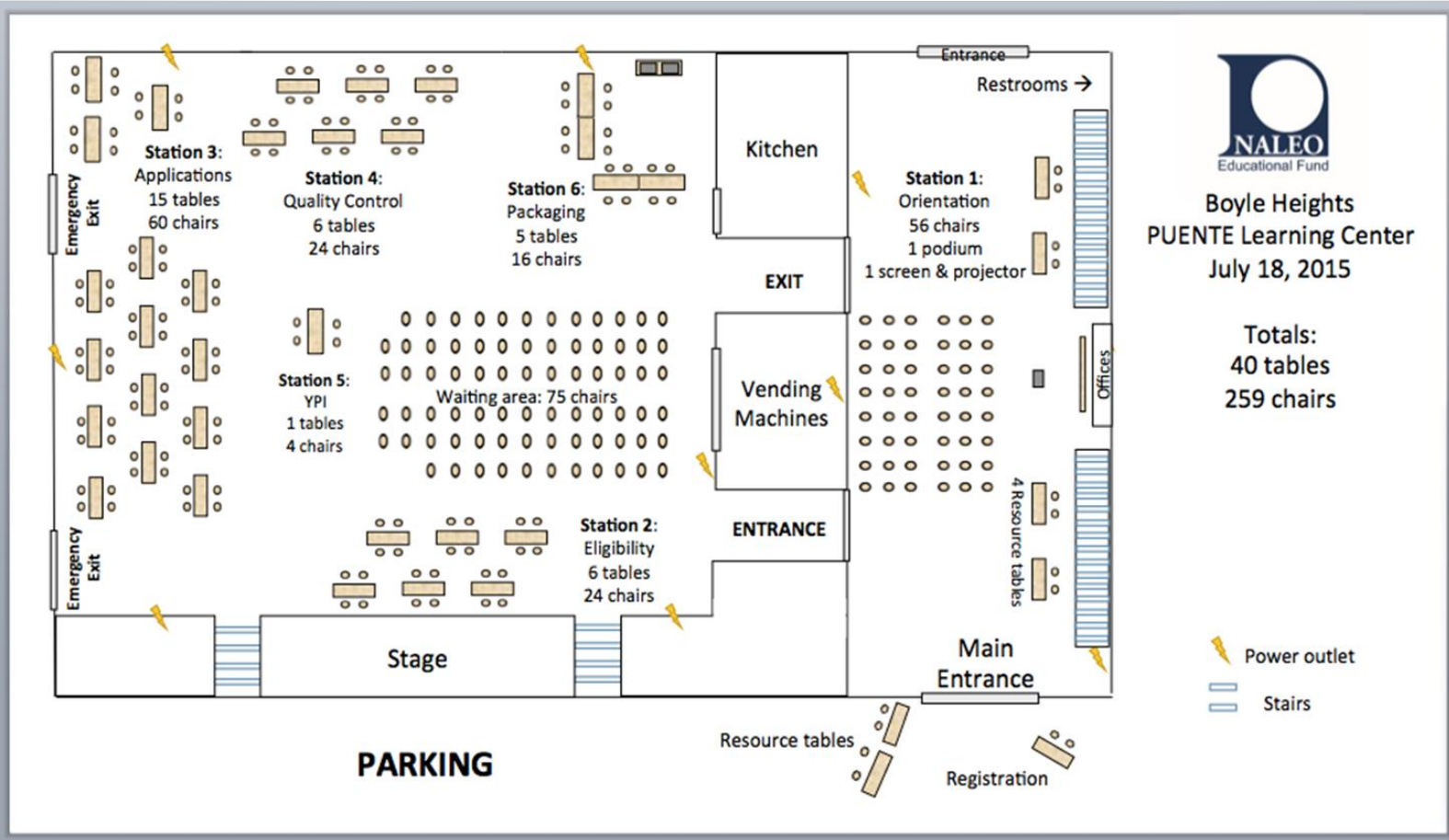
LARGE GROUP PROCESSING EVENTS

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



Boyle Heights
PUENTE Learning Center
July 18, 2015

Totals:
40 tables
259 chairs

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?





ADMINISTRATIVE RELIEF

RESOURCE CENTER

www.adminrelief.org

