Group Application Workshop for Refugee Adjustment of Status Applications
June 1, 2017

*CLINIC's Citizenship Navigator and Text4Refugee Projects are funded through the Department of Health and Human Services, Administration for Children and Families, Office of Refugee Resettlement, Grant # 90RB0051-01-00. The contents of this publication do not necessarily reflect the views or policies of the funders, nor does mention of trade names, commercial products or organizations imply endorsement by the U.S. Department of Health and Human Services. This resource may be duplicated for noncommercial uses without permission.
Meet Your Presenter for Today

Helen Chen, Esq.
Field Support Coordinator
hchen@cliniclegal.org
Objectives For Today

• Identify different purposes and formats for group application workshop models
• Learn how to implement different workshop models
• Encourage programs to use workshop models to effectively serve more people
Agenda

• What is a workshop?
• Variations in using workshops
• 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 the representation of a legal representative.
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 with Refugee Adjustment of Status applications as well as other immigration benefits such as naturalization.
Workshops for Resettlement Orgs?

- Great way to offer authorized legal services to your community even if your organization isn’t DOJ R&A
- Great way to establish new partnerships with legal organizations
- Great way to meet new volunteers who might provide services to your clients pro bono
- Great way to bolster your legal services referral list
- Great way to step into the legal realm to see if it’s a good fit for your organization
- Great way for your staff to gain more experience with immigration legal services.
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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OVERVIEW OF WORKSHOP STATIONS
Overview of Workshop Stations

Station 1: Registration/Orientation
Station 2: Eligibility
Station 3: Application
Station 4: Passport/Copies
Station 5: Quality Control
Station 6: Packaging

* For each station, designate a station captain
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 for eligibility
4. Review documents required for application
5. Provide documents to fill out
Station 2: Eligibility

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

1. Applicant is ready to apply
2. Any additional documents are needed to be included with the application
3. Applicant needs to speak to an attorney before proceeding with the application process
Station 3: Applications

• In this station, volunteers will assist participants by filling out the 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.
Station 4: 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 and supporting documents.
Station 5: Quality Control

Experienced legal representatives should be in this station to review the application. They 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 6: Packaging

- Application should be packaged with all supporting documentation.
- Volunteers assigned to this station need to have a good understanding of all documentation required. (A checklist is beneficial)
- Volunteers make sure applicant send original application to USCIS and keep a copy of everything sent for themselves.
Game Plan for Workshop Day

- 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 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
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, DOJ 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

Some tips/lessons learned from workshop implementers

• Have a game plan
• Manage your registrations based on volunteer capacity
• Screen your participants ahead of time
• Provide clear instructions to your volunteers
• Make signage clear
• Collaboration – develop strategic partnerships
• Targeted outreach based on LPR community
• Incorporate ways for applicants to participate and take ownership of the process
• Create a tight system for follow up appointments and referrals
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
Questions
Program Management Resources

- Manual: *Managing an Immigration Program: Steps for Creating and Increasing Legal Capacity*
- Immigration Legal Program Management Self Assessment Tool
- Toolkits: CM, BIA Recognition & Accreditation
- Archived Webinars: *Top 5 Transition Issues in Program Management and Sub-Offices*

[https://cliniclegal.org/category/issues/program-management](https://cliniclegal.org/category/issues/program-management)
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