



**CATHOLIC LEGAL
IMMIGRATION
NETWORK, INC.**

New Virtual Workshop Models
May 12, 2021

1

Meet Your Presenters

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2

Guest Speakers

Crystal Ortega, Senior Attorney
Catholic Charities Archdiocese
of Galveston Houston



Heather Kwak
Immigration Legal Services Director
World Relief Southern California




3

Guest Speakers

Vanessa Joseph, Senior Staff Attorney
Catholic Legal Services
Archdiocese of Miami



Sydney Bright, Naturalization Manager
Catholic Charities
of the Diocese of Arlington





4

Agenda

- Traditional and virtual workshop models
- Catholic Charities of Houston
- World Relief of Southern California
- Catholic Legal Services of Miami
- Catholic Charities of Arlington
- Panel discussion
- Resources
- Q & A



5

Poll Question

Has your agency conducted or participated in any virtual workshop?

- Yes
- No



6

Poll Question

Which virtual workshop type would your agency be most interested in providing to your community?

- Naturalization
- TPS
- DACA
- Other



7

Traditional In-Person Workshop Model

- A one day community event that brings professionals and trained volunteers together to assist immigrants in completing an application to USCIS
- Typically focuses on simpler cases
- Breaks down application into stages to maximize efficiency and impact



8

Virtual Workshop Model

- Replicates impact and efficiency of in-person workshops through:
 - Potential to connect with clients anywhere
 - Increased ability and flexibility to connect volunteers
 - Applicants able to complete applications



9

Guest Speaker

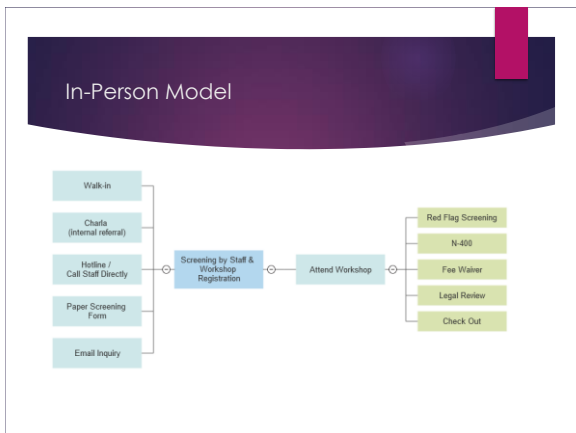
Crystal Ortega, Senior Attorney
Catholic Charities Archdiocese of Galveston Houston



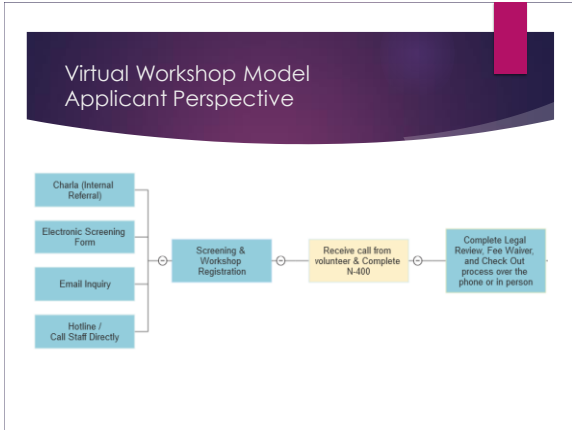
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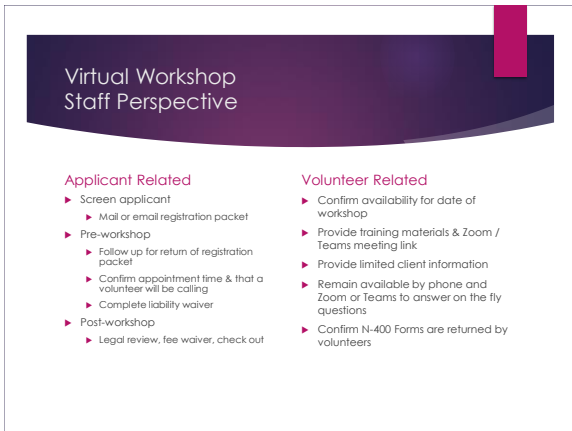
11



12



13



14



15

Observations

- ▶ Ensure that applicants are fully informed of the scope of service
- ▶ Set firm deadlines for applicants to submit documents
- ▶ Appointment reminders improve punctuality and likelihood of follow through
- ▶ No-shows – both applicants and volunteers are more common with the virtual workshop model
 - ▶ Have staff available to cover no-show volunteers

16

Guest Speaker

Heather Kwak
 Immigration Legal Services Director
 World Relief Southern California



17

DACA Renewal Virtual Workshop Model

Presentation by:
 Heather Kwak, Office Director
 DOJ Accredited Representative

world relief[®]
 SOUTHERN CALIFORNIA

Last updated
 04/29/2021

18

- Step 1: Registration
- Step 2: Pre-Screening
- Step 3: Virtual Pro Se Application Assistance Workshop
- Step 4: Post Workshop Instructions

19

1. Create registration link
 - Google Forms
 - Microsoft Forms
 - Turn into bitly (bitly.com)
 Example:
bit.ly/wrsocaldacarenewals



2. Screen for red flags

Please Contact Our Office Directly

Based on your answer, we recommend you make an appointment with our legal team to discuss your matter in a one on one consultation.

Call us at (760) 225-4733 ext 49 Monday- Thursday, 9 AM - 5 PM or go to legal@wrsocal.org

You can print a copy of your answer after you submit

Back Submit Page 11 of 11

20

2. Registration questions:
 - Do you agree to a group setting?
 - Name
 - Phone #
 - Email
 - Will you DACA expire after 09/05/2016?
 - When does your DACA expire?
 - Travel?
 - Have you ever been arrested, charged, convicted of a crime?
 - Have you ever been a member of gang?
 - Have you ever severely injured anyone?
 - Have you ever killed person?
 - Terms of Agreement

Terms of Agreement

16. Please read the following and acknowledge this statement by writing your full name below:

"I understand World Relief SoCal (WRSocal) will help me prepare my DACA application but will not be representing me and submitting my application to the United States Citizenship and Immigration Service (USCIS). WRSocal does not have funding to cover the \$495 application fee. I am responsible for providing this fee. I also understand that through my completion of this form, WRSocal is not agreeing to take my case and represent me, and is only providing me an assessment of my eligibility for my DACA renewal and helping me assemble my package for fee services under WRSocal's grant through the State of California. A WRSocal legal Representative will call me to assess eligibility and will email me the zoom details if I qualify."

Enter your answer

21

Step 4: Post Workshop Instructions

DACA Renewal Workshop- Self Filing

NEXT STEPS...

Thank you for joining us at our workshop today. We hope it was thorough and all your questions were answered. Below is a list of next steps.

1. Review your application carefully, make sure you signed both forms.
 - a. FORM D-1145
 - b. FORM I-526 (sign page 5)
 - c. FORM I-526 (sign page 5)
 - d. FORM I-752009*
2. Copy of each parent/guardian (black and white)
 - a. Check/money order/cashier's check for \$465
3. Make a copy of the front and back of your work permit to include with your application. If you need it, you can also use your last approval notice (Form I-797)
4. You need a personal check, money order, or cashier's check made payable to **U.S. Department of Homeland Security** in the amount of \$465.00
5. Make a copy of your (D-1145) application packet for your records (yes, also a copy of your payment)
6. We recommend that you pay for 2 day tracking with either USPS or FedEx/UPS. Mail to:

I live in	For U.S. Postal Service (USPS):	For FedEx, UPS, and DHL deliveries:
Arizona	USCIS Phoenix Lockbox Facility	USCIS Phoenix Lockbox Facility
California	USCIS 715 Third Street Phoenix, AZ 85004-0001	USCIS 600 N. 3rd St Phoenix, AZ 85004

6. 4-6 weeks (approximately) after USCIS receives your application, you will receive a text message with receipt confirmation, later one you will receive those notices in the mail.
7. Biometrics (ASC) appointment. USCIS could choose to re-use previously obtained Biometrics. They will notify you. This is the appointment for your fingerprints and photo. **IF REQUIRED TO GO, DO NOT MISS THIS**
8. A Decision Notice will be sent out by USCIS. This is taking over 3 months. Expect delays.
9. If your DACA renewal application is approved, your EAD (Employment Card) will arrive, usually at the same time or a few days after your approval notice arrives. Make a copy of the document, or take a picture of both sides and keep somewhere safe.
10. SAVE the filing receipts and approval notice.
11. Carry your updated EAD with you at all times.
12. If you move, make sure to notify USCIS. You can change your address online through <https://www.uscis.gov/e-notify>
13. If you want a one on one immigration Consultation: <https://worldreliefsocal.org>

Thank you!

25

For more information and to make an appointment visit our website at:
<https://worldreliefsocal.org/>

Stay connected to us on social media:



@World Relief Southern California



@wrsocal

26

Guest Speaker

Vanessa Joseph, Senior Staff Attorney
 Catholic Legal Services
 Archdiocese of Miami



27

Virtual TPS Workshops

Miami, Florida
Vanessa Joseph



28

The Process

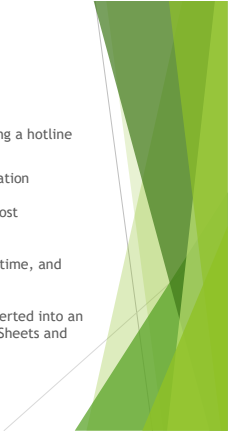


29

In the beginning ...

Before the workshop ...

- ▶ Potential applicants register online or by calling a hotline
 - ▶ Asked a series of basic screening questions
 - ▶ Eligible applicants then complete registration
- ▶ Applicants choose the date and time that is most convenient
- ▶ Receive an email confirmation with the date, time, and next steps for the clinic
- ▶ Registration information is automatically converted into an excel spreadsheet that is accessed via Google Sheets and shared with TPS buddies



30

TPS Buddies

- ▶ TPS buddies are assigned a list of applicants
- ▶ TPS buddies call applicants to complete secondary screening to ensure eligibility for the clinic
 - ▶ If eligible, buddy guides applicant through next steps to ensure that they have everything they need before the clinic
- ▶ TPS buddies stay connected with applicants to ensure
 - ▶ That they have all of their documents ready
 - ▶ They have the information they need to access the clinic
 - ▶ They are ready to participate in the clinic
- ▶ TPS buddies provide any relevant notes within the Google Sheets document

31

But at the same time ...

While client registration and onboarding is taking place ...

- Potential volunteers register online
- Potential applicants choose the date and time that is most convenient
- They receive an email confirmation with the selected volunteer dates, times, and next steps for the clinic
- Registration information is automatically converted into an excel spreadsheet that is accessed via Google Sheets and shared with Legal Captains
- They receive e-mails containing a tip sheet and training information
- They are asked to join a WhatsApp group where all volunteers can request assistance or ask questions of Legal Captains

32

During the clinic...

Do not panic...

- All participants log onto Zoom
 - Coordinators and captains log on 30 minutes in advance
 - Legal volunteers log on 15 minutes in advance
 - Applicants log on at the shift time
- Pre-recorded video is played for legal volunteers, then they are assigned to breakout rooms
 - Reminders of how the event will flow
 - Expectations
 - Where to find assistance
- Pre-recorded video is played for applicants, then they are assigned to breakout rooms to meet the preparer

33

During the clinic...

Do not panic...

- Throughout, volunteers are able to request assistance through WhatsApp chat and a legal captain will pop in to address the situation
 - Volunteers can request
 - Technical assistance
 - Interpretation
 - Legal consultation
 - Review of applications
- In advance, volunteers receive files contained pre-filled and pre-signed copies of the relevant forms

34

During the clinic...

Do not panic...

- Once the service is complete, the preparer completes an exit form on Google Forms
 - Enter client information
 - Upload documents
 - Include relevant notes
 - Submits everything to a central Google drive link created for the series of clinics
- Then, the preparer e-mails documents and relevant information to the client and copies the central e-mail address created for this purpose

35

After the clinic...

We cry ...

- We debrief as a team
 - Pluses
 - Deltas
- We develop solutions for future clinics – no matter how near or far
- We prepare for the next clinic
 - Update registration form
 - Promote the clinic
 - Recruit volunteers
 - Train legal captains

36

Pluses and Deltas



37



Pluses...

Like fine wine, we get better with time ...

- ▶ Easier to provide services to more people regardless of location
- ▶ Easier to recruit volunteers – more volunteers, different parts of the country
- ▶ Assistance is easier to provide
- ▶ Less client drop off
- ▶ Less volunteer drop off – sometimes
- ▶ All you need is stable internet, Zoom, and a functioning computer



38



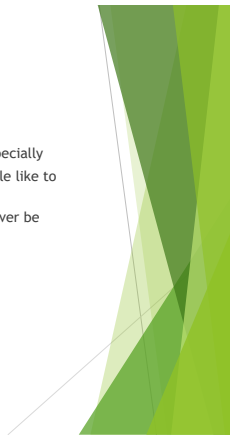
Deltas...

It's all good until it's not ...

- ▶ Not everyone is tech savvy – volunteers, especially
- ▶ No matter how easy you make it, some people like to complicate things
- ▶ No matter how much good you do, it may never be enough



39



Guest Speaker

Sydney Bright, Naturalization Manager
Catholic Charities of the Diocese of Arlington



40

A virtual approach to naturalization assistance

By
Sydney Bright
CCDA-HOGAR



41

Initial Steps Remote Workshop Flow



42

Our Naturalization Team

- Nancy Schmelter- Naturalization Volunteer
- Jesus Garcia- Naturalization Intern
- Stephanie Cangialosi- Pro-Bono Coordinating Attorney
- Sydney Bright- Naturalization Manager
- Stacy Jones- Program Director



43

Initial Steps – Remote Workshop

CLIENT CONTACT

- Step 1: Client contacts Hogar
- a. Calling our main line- 703-534-9805
 - b. Texting us- 703-940-2851
 - c. Visiting our website- www.cdda.net/HogarLegal



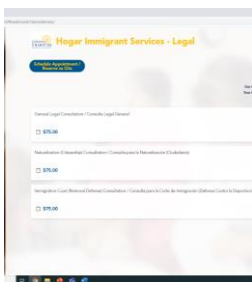
44

Initial Steps – Remote Workshop

BOOKING AN APPOINTMENT

Step 2: Client books initial consultation on our website. Client also pays through our website

Internally:
 Client is added to our legal software.
 Client is sent two emails- one with the contract and intake sheet and the other with instructions on our process.
 Volunteer assist client in completing the intake sheet and gather documents.



45

Initial Steps – Remote Workshop

ATTENDING AN APPOINTMENT

Step 3: Client attends consultation with Staff attorney via

- a. Telephone Call
- b. WhatsApp Video Call
- c. Zoom Call

Internally after consult:

- a. Attorney share with naturalization manager if client is workshop eligible
 - a. If client is not, then client may be referred to another organization or may continue with staff attorney.
 - b. If client is eligible, then client receives our next steps email with access to Citizenshipworks (CW).
- b. Naturalization Team stays in constant communication.



46

Initial Steps – Remote Workshop

COMPLETING THE N-400: CITIZENSHIPWORKS

Step 4: Completing the N-400

Client received Next Steps email with the Natz team b/cc

Client creates and completes application on Citizenshipworks (CW)

The Next Steps! Email is a template we use to tell clients how to get to CW, when the review date is and who to contact if they need assistance.

Internally:

The Natz team is in constant communication on how many clients are moving onto the review day and who needs the most assistance ahead of the review day. This is also when we brief our pro-bono partners on how many clients we will have.



47

Initial Steps – Remote Workshop

DAY OF THE WORKSHOP REVIEWING THE N-400: CITIZENSHIPWORKS

Step 5: Client meets with Pro-Bono attorney.

Internally:

- We pair clients and pro-bono attorneys and share client contact information with pro-bono attorneys.
- Pro-bono attorney volunteers will introduce themselves to client and provide client instruction on joining the review call.
- During the call, Naturalization Manager and Pro-bono Coordinating Attorney are available to answer questions.



48

Initial Steps - Remote Workshop

PRINTING AND SIGNING N-400

Step 6: Printing and Signing N-400
Client can choose

- a) come to the office to signature with payment options
- b) mail their signature pages with the payment options

Internally:

Naturalization Manager contact Preparer to gather signatures and review completed application package.



49

Initial Steps - Remote Workshop

SUBMITTING THE N-400

Step 7: Submitting N-400

Client receives a copy of the application, a study guide and what to expect in the next months with tracking number.

Internally:

Naturalization Manager contact Preparer to gather signatures and review completed application package, updates client file on software.



50

Initial Steps - Remote Workshop

ADMINISTRATIVE LOGISTICS- CLIENT ASSISTANCE

- We've learned that clients need more assistance getting started with an all-online registration and intake as well as completion.
- Clients have multiple staff support throughout the entire process via call, text and email.



51

Remote Workshop

COLLABORATION WITH THE PRO-BONO PROGRAM

- 2-3 Months advance planning with the law firm
- 1 ½ months of client outreach
- 1 ½ months of screening
- 3 weeks of screening, completing the N-400 via Citizenshipworks
- 1 day of review with the pro-bono law firm



52

Panel Questions

- Advantages and Challenges?
- Continuing Virtual Models?
- Hybrid Models?
- Future of Workshops?



53

Resources

- AILA Citizenship Day Virtual Clinic Best Practices
<https://www.youtube.com/watch?v=VwTXNYTLIAI>
- Citizenshipworks
<https://www.citizenshipworks.org/en>



54

Questions



Thank You for Learning with Us!

- CLINIC envisions a country where every immigrant has access to affordable, quality immigration legal services.
- For the latest immigration happenings, CLINIC trainings, and newest resources, we invite you to sign up for [e-news updates](#).

Thank You for Learning with Us!

- Follow us on [Facebook](#) and [Twitter](#), visit our homepage for featured [blogs](#) and [resources](#), and check our [calendar of events](#) to stay informed.
- **Support CLINIC.** To support CLINIC's mission and foster welcoming communities, make a donation at cliniclegal.org/donate.





58



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59

59