



**Hybrid Workshops:  
Exploring Workshop  
Innovations and  
Considering the Future of  
the Group Application  
Assistance Model**  
**May 25, 2022**

---

---

---

---

---

---

---

---

1

**Meet Your Presenters**

Ben Brokaw  
Project Coordinator  
Capacity Building Section  
CLINIC  
[Bbrokaw@cliniclegal.org](mailto:Bbrokaw@cliniclegal.org)



[cliniclegal.org](http://cliniclegal.org)

---

---

---

---

---

---

---

---

2

**Guest Speakers**

Karlene Maxwell-Williams, Citizenship Coordinator  
Florida Immigrant Coalition



Crystal Ortega, Managing Attorney  
Catholic Charities Archdiocese of Galveston-Houston



[cliniclegal.org](http://cliniclegal.org)

---

---

---

---

---

---

---

---

3

### Guest Speakers

Anastasia DelCarpio, Managing Attorney –  
Naturalization Program Immigration Legal Services  
Lutheran Family Services Rocky Mountains



[cliniclegal.org](http://cliniclegal.org)

4

---

---

---

---

---

---

---

---

### Agenda

- Review of In-person and Virtual Workshop Models
- Hybrid Workshop Models
- Florida Immigrant Coalition
- Catholic Charities of the Archdiocese of Galveston Houston
- Lutheran Family Services Rocky Mountains
- Resources
- Q&A

[cliniclegal.org](http://cliniclegal.org)

5

---

---

---

---

---

---

---

---

### Poll Question #1

Does your organization regularly participate in naturalization workshops or other group application assistance workshops?

- A. Yes
- B. No

[cliniclegal.org](http://cliniclegal.org)

6

---

---

---

---

---

---

---

---

### Poll Question #2

What type of workshops does your organization participate in?

- A. In-person
- B. Virtual
- C. We participate in virtual and in-person events

cliniclegal.org

7

---

---

---

---

---

---

---

---

### Group Application Assistance Workshops

A Group Application Assistance Workshop is a one-day community event that brings professionals and trained volunteers together to assist groups of immigrants in completing an application to USCIS.

cliniclegal.org

8

---

---

---

---

---

---

---

---

### In-person Workshops

- **Advantages**
  - Holding workshop in-person puts applicants at ease and makes them feel more confident
  - Workshops in a physical location promotes your organization, encourages naturalization, and can attract more clients to your office or next workshop
  - Usually results in a large number of applications completed in a single day.
- **Disadvantages**
  - Significant time, resources, and coordination needed to plan
  - Bad weather, location problems, or poor coordination can result in low turnout or cancellation

cliniclegal.org

9

---

---

---

---

---

---

---

---

### Virtual Workshops

- Advantages
  - No physical logistical planning needed
  - Volunteers and applicants can join from the comfort of their own home
  - Participants can join from anywhere in the country
- Disadvantages
  - Attendance and success of applicants at workshop is heavily dependent on access to and ability to use technology
  - Applications tend to take more time to complete than in-person

cliniclegal.org

10

10

---

---

---

---

---

---

---

---

### Hybrid Workshops

A hybrid workshop is a workshop where some number of applicants, volunteers, or staff member attend the workshop in-person at a designated physical location, while others join virtually via video conferencing platform or the phone.

cliniclegal.org

11

11

---

---

---

---

---

---

---

---

### Guest Speaker

Karlene Maxwell-Williams,  
Citizenship Coordinator  
Florida Immigrant Coalition



cliniclegal.org

12

12

---

---

---

---

---

---

---

---



## HYBRID CITIZENSHIP DRIVE

Karlene Maxwell-Williams  
Citizenship Coordinator

13

---

---

---

---

---

---

---

---

### PREPARATION FOR HYBRID DRIVE

Activity	How do they contact?	Who do they speak with?	What is done?	Outcome
Applicants Registration	By Phone	Hotline	Sent links for registration	List of applicants
Volunteer Registration	By phone	Coordinator/Host	Events sent with information and links	List of Volunteers Confirmed
Walk ins	In Person	Coordinator	Pre-Screening on site with an attorney	Applicants eligible to complete N-400 application

- Tools Needed:**
- Excellent WIFI service
  - Zoom account
  - Laptop
  - Headphones with microphones
  - Printer

14

---

---

---

---

---

---

---

---

### FLOW OF HYBRID CITIZENSHIP DRIVE

Step 1	Host arrive and Create Breakout Rooms to receive applicants in Zoom and coordinator arrive at location.
Step 2	Volunteers Join zoom and receive introductions/training
Step 3	Applicants Arrive in Person at location Applicants is review by Attorney on site
Step 4	Rename Volunteers and Applicants in zoom
Step 5	Applicants & N-400 Volunteer Paired and Placed into Breakouts by the in person coordinator
Step 6	Volunteers Use Citizenship works or USCIS to complete the N-400
Step 7	Host support Volunteers with Questions
Step 8	Volunteer email N-400 to coordinator at the in person location
Step 9	N-400 review and printed for applicants Fee waiver completed in person if applicant is qualify
Step 10	Exit applicants

15

---

---

---

---

---

---

---

---

### PROS AND CONS

PROS

- Flexible option for volunteers
- Higher capacity is able to be reached if in-person volunteer coverage is not enough

CON

- Technological issues occurring may cause a fragmented flow

16

---

---

---

---

---

---

---

---

### Guest Speaker



Crystal Ortega, Managing Attorney  
Catholic Charities Archdiocese of  
Galveston-Houston

[cliniclegal.org](http://cliniclegal.org)

17

---

---

---

---

---

---

---

---

### Hybrid Workshop Model Development

Cabrini Center for Immigrant Legal Assistance

Crystal Ortega, Managing Attorney



18

---

---

---

---

---

---

---

---

### About Us

- Catholic Charities of the Archdiocese of Galveston-Houston
- Largest social services agency in Houston
  - Serving an eleven-county area

- Cabrini Center for Immigrant Legal Assistance
- Providing services for over twenty years
  - Approximately 90 staff



19

---

---

---

---

---

---

---

---

### NAC Program

- Average applicant
- Staffing
- Scope of activities



20

---

---

---

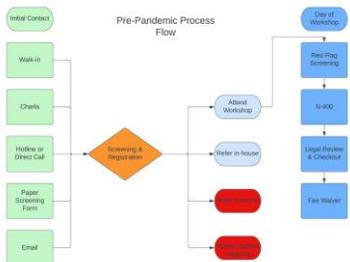
---

---

---

---

---



21

---

---

---

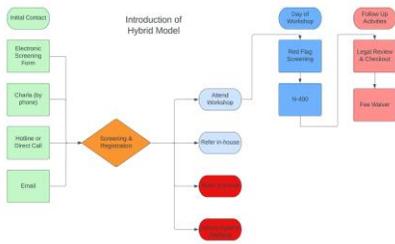
---

---

---

---

---




---

---

---

---

---

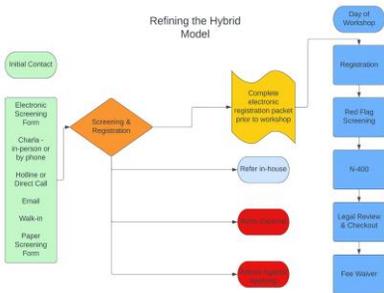
---

---

---



22




---

---

---

---

---

---

---

---



23

### Changes at a Glance

**Pre-Pandemic**

- Initial screening offered over the phone
- Registration packets provided through postal or email
- All other activities conducted in-person
- All applicants and volunteers attended group processing workshops in-person

**Current and Future**

- Electronic registration packet and limited legal services agreement available
- Volunteer training over Zoom and in-person
- Both applicants and volunteers may choose remote workshop attendance

---

---

---

---

---

---

---

---



24

### Benefits of Hybrid Workshops

- Applicant and volunteer convenience
- Reach more applicants
- Implement technology across programs



25

---

---

---

---

---

---

---

---

### Observations

- Applicants require firm deadlines
- Reminders help lower the rate of no-shows
- Ensure that applicants understand the scope of the service provided
- Have backup plans
- Be aware of organizational protocols



26

---

---

---

---

---

---

---

---

### Guest Speaker



Anastasia DelCarpio, Managing Attorney  
 Naturalization Program Immigration Legal Services  
 Lutheran Family Services Rocky Mountains

[cliniclegal.org](http://cliniclegal.org)

27

27

---

---

---

---

---

---

---

---



## HYBRID NATURALIZATION WORKSHOPS

During mandatory quarantine in the early days of COVID-19, LFSRM created a fully virtual legal services program, including for naturalization legal services.

As COVID numbers decreased and safety measures allowed it, we started meeting with clients again in-person. But we've continued to offer the virtual option as well because it works better for some clients and/or meets some clients' safety needs better than in-person.

All of our naturalization programs (workshops, interview practice sessions) are hybrid now, with applicants deciding how they want to attend. LFSRM's attorneys and DOJ representatives are usually at the event in-person, but the flexibility of this model allows us to continue holding events even when a staff member has to quarantine due to COVID exposure/positive test.

28

---

---

---

---

---

---

---

---

---

---



## Hybrid Naturalization Service Model

### Initial Contact and Eligibility Screening

- Applicants reach out to LFSRM via phone, at an in-person event like a free legal information session, or by starting an N400 application through the LFSRM Citizenshipworks portal link.
  - If they reach out via phone, we call applicants back via phone to ask them the screening questions.
  - If they are at an in-person event, we screen them in-person.
  - If they fill out their N400 on Citizenshipworks, we review it to screen them. We then reach out by phone to ask any follow up questions and schedule them for an appointment.
- If they are eligible for an appointment, we tell them at the end of the screening. We then send them an email through our case management software (INSZoom) with the date, time, place of the appointment and a list of documents to bring. The email has a link where they can securely upload documents before the appointment.
- We confirm over the phone whether they plan on attending in-person or virtually. If they are attending virtually (or are unsure) we include a link to our secure, virtual meeting software: Microsoft Teams. We have a unique link to every workshop/appointment (we do not re-use links). Best if links have an option to call in (audio only).

29

---

---

---

---

---

---

---

---

---

---



## Hybrid Naturalization Service Model

### The Appointment – Full Representation (G28) Workshops

- The attorneys and DOJ representatives running the workshop are usually at the event in-person. But if necessary, these LFSRM staff members can attend virtually so long as other LFSRM staff members are there to greet the in-person attendees and set up the computers.
- We log-in to Microsoft Teams at the same time we start greeting in-person attendees. All virtual attendees are using the same Teams link at this stage, as we need them all in one room.
- We make copies of all in-person attendees documents. Anyone who has not filled out their N400 can fill out pages 1-11 during this time (we prefer people who have not completed the N400 by hand or in Citizenshipworks to come in-person).
- We start a group presentation – speaking to the in-person and virtual attendees at the same time.
  - Group presentation goes over 1. logistics, 2. our contract, and 3. the yes/no questions on the N400 form. No personal information from clients is shared during this part of the workshop.

30

---

---

---

---

---

---

---

---

---

---



### Hybrid Naturalization Service Model

**The Appointment – Full Representation (G28) Workshops**

- After the group session, each attendee meets privately with an attorney or DOJ accredited representative - to review their N400 application and their documents, to discuss any eligibility concerns and missing documents, and to formally accept their case.
- Applicants attending virtually meet with an attorney or DOJ representative virtually. This creates flexibility – our attorney in Utah regularly helps review cases during N400 workshops, thereby expanding our capacity.
  - Every applicant gets a second Teams link for their private appointment. This ensures no one else has access to the meeting and no one else can join nor see the documents/information in the chat.
- Applicants attending in-person meet with an attorney or DOJ representative in-person. Rarely we have had in-person attendees get their application reviewed by a virtual attorney. That requires another staff member, present in-person, to set up the computer, scan all of the documents to the attorney, and help the client with signature pages/copies of additional documents, etc.
- Volunteers not often used with this model.

31

---

---

---

---

---

---

---

---

---

---



### Hybrid Naturalization Service Model

**The Appointment – Limited Representation (non-G28) Workshops**

- The attorneys, DOJ representatives, and non-attorney volunteers running the workshop are usually at the event in-person. But additional attorneys, conducting review of the completed N400s only, often attend virtually.
- We log-in to Microsoft Teams at the same time we start greeting in-person attendees. All virtual attendees have their own assigned non-attorney volunteer and their own, unique Microsoft Teams link.
- An LFSRM staff member explains the limited services agreement to all attendees at the same time, speaking to the in-person and virtual attendees simultaneously.
- Each attendee works with their non-attorney volunteer to complete the N400 and any fee waivers. Then each attendee meets with an attorney or DOJ representative for legal review.

32

---

---

---

---

---

---

---

---

---

---



### Hybrid Naturalization Service Model

**Final Steps: Copies, Study Materials, Signatures**

- Applicants who attend in-person sign all their applications that day. They are given a paper copy of their completed application, a list of any missing information/documents needed to complete their application, and paper study materials for the civics/reading/writing tests.
- Applicants who attend virtually get follow up emails:
  - Our contract to sign, via DocUSign
  - Their N400 application, study materials for the civics/reading/writing tests, a list of missing information with a link they can use to safely and securely upload it to our case management software (INSZoom).
- Applicants who attend virtually also get follow up mail:
  - Their signature pages, with sticky-notes showing where they need to sign, and a self-addressed stamped envelope so they can mail them back to us.
  - If they are a limited representation client, we mail them their final N400 and a priority mail envelope with the USCIS address on it so they can sign it and file it themselves.

33

---

---

---

---

---

---

---

---

---

---

 **LUTHERAN FAMILY SERVICES**  
 Hybrid Naturalization Service Model

**Training Volunteers**

- Volunteers include non-attorney volunteers who help applicants fill out their N400 through Citizenshipworks and volunteer attorneys for legal review.
- Volunteers are typically trained virtually
  - We email them some documents to review ahead of time:
    - The tasks check-list they will have in front of them the day of the workshop.
    - Their confidentiality agreement and nonattorneys' promise not to give legal advice agreement
  - We then meet virtually using Microsoft Team or Zoom in the evening about a week before the workshop. The LFSRM attorney reviews the two above documents to make sure everyone understands them and no one has questions.
  - The LFSRM attorney shares her screen and shows them what their checklist tasks (helping applicants fill out their N400 in Citizenshipworks OR doing legal review of an N400 application in Citizenshipworks) actually looks like.
  - The only technology the volunteers have to learn is Microsoft Teams and Citizenshipworks

34

---

---

---

---

---

---

---

---

---

---

 **LUTHERAN FAMILY SERVICES**  
 Hybrid Naturalization Service Model

**PROS AND CONS**

- Pros:
  - Flexible. Allows us to keep events scheduled even when staff or clients are having to quarantine last minute due to illness, COVID exposure, or positive COVID results.
  - Accommodates clients' unique safety needs. Clients running late more likely to still join (virtually) when sent link as event starts. Works better for clients with other needs like small children and no childcare.
  - More efficient than purely virtual and increases number of applicants who attend.
- Cons:
  - Time-consuming. Doubles the steps staff have to take in a single workshop.
  - Easier for steps to fall through the cracks when you have two separate processes going on simultaneously.
  - Requires more training for staff and volunteers. Can be confusing, leading to mistakes.

35

---

---

---

---

---

---

---

---

---

---

**Resources**

- New Virtual Workshop Models Webinar  
<https://cliniclegal.org/training/archive/new-virtual-workshop-models>
- AILA Citizenship Day Virtual Clinic Best Practices  
<https://www.youtube.com/watch?v=VwTXNYTLIAI>
- Citizenshipworks  
<https://www.citizenshipworks.org/en>
- New Americans Campaign  
<https://www.newamericascampaign.org/>



36

---

---

---

---

---

---

---

---

---

---

Questions



cliniclegal.org

37

---

---

---

---

---

---

---

---

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](#).

cliniclegal.org

38

---

---

---

---

---

---

---

---

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](#).

cliniclegal.org

39

---

---

---

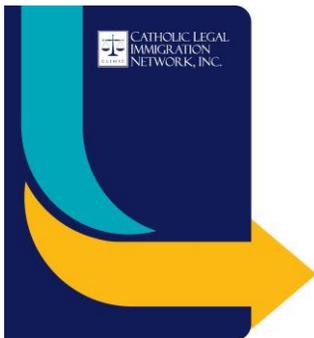
---

---

---

---

---



### CLINIC's Mission Statement

Embracing the Gospel value of welcoming the stranger, CLINIC promotes the dignity and protects the rights of immigrants in partnership with a dedicated network of Catholic and community legal immigration programs.

40

---

---

---

---

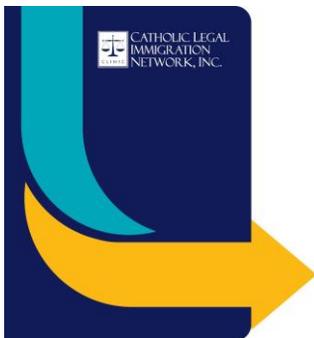
---

---

---

---

40



**National Office**  
8757 Georgia Avenue, Suite 850  
Silver Spring, MD 20910

**Main Phone**  
(301) 565-4800

**Main Fax**  
(301) 565-4824

[cliniclegal.org](http://cliniclegal.org)

[bit.ly/3ev5pwZ](https://bit.ly/3ev5pwZ)

[fb.com/cliniclegal](https://fb.com/cliniclegal)

@cliniclegal

---

---

---

---

---

---

---

---

41