

# **BEST PRACTICES TOOLKIT**

## *Using Volunteers in Naturalization Workshops*

*A toolkit in the Group Processing Workshops Series*

### **BEST PRACTICES DEFINED**

Best practices are operating processes that produce consistently better results than other techniques. We glean best practices from the good practices of frontline organizations and leaders, and improve them through reflection, feedback, and experimentation. Best practices may be born through the efforts of one community and transformed when they are adopted by others in a new context, but the underlying understanding of their utility remains constant and is always measured against desired results.

### **ABOUT THIS SERIES**

Identifying and spreading best practices requires a learning network for peer-to-peer exchange of ideas. This toolkit series serves as one mechanism for us to share and build on best practices.

### **ABOUT THIS TOOLKIT**

Volunteers are a critical component of efficient naturalization service delivery, especially in group processing workshops, which the New Americans Campaign (NAC) promotes. This toolkit provides recommendations for organizations on how to recruit, train, retain, and effectively use volunteers at group processing workshops.

### **EFFICIENCY GAINS THROUGH VOLUNTEERS**

Though naturalization is a legal matter, not all aspects of the process must be administered by attorneys or BIA accredited representatives. Similarly, while naturalization group processing workshops require much planning, outreach, and other logistics, not all of it must be done by paid staff. Using volunteers in lieu of paid staff enables the New Americans Campaign to significantly reduce personnel costs, while still providing high quality naturalization services. These savings enable the Campaign to serve more lawful permanent residents (LPRs) with less funding, an approach that is important to increasing the scale of naturalization work, as well as critical in preparing for the large numbers of immigrants eligible for services through Comprehensive Immigration Reform or future DACA expansion or administrative relief.

## PART 1: RECRUITING VOLUNTEERS

### Volunteer qualifications

Ideal volunteers for naturalization events are helpful, reliable, honest individuals who listen well to directions, treat all applicants with respect, and volunteer out of a desire to help the community; not out of anticipation of personal gain. They may also possess mastery of another language, depending on the needs of the applicant community that they will serve. Volunteers who will be assisting with applications should have a passion for detail, and clear handwriting if they will write the applications by hand. Volunteers with immigration experience, especially immigration attorneys or BIA representatives, bring great value to the event, as long as they also meet the other attributes.

### Unsuitable volunteers

Occasionally, a collaboration may notice a volunteer who should not be serving at an event. Any volunteer who is engaging in the unauthorized practice of immigration law, not following the confidentiality agreement, soliciting clients for his or her own practice, or ignoring directions from station leaders, should not continue volunteering at the event. It is best for collaborations to clearly define procedures for how to deal with unsuitable volunteers in advance, so that there is no question of protocol once the issue occurs. Many collaborations will include notations in a volunteer tracking system and removal from volunteer recruitment lists as part of their process.

### How many volunteers?

Each workshop should have an appropriate number of volunteers, which is determined by how many applicants are expected to attend. At most events, volunteers are used at between a 1:2 and 1:4 ratio, which for some events may include staff of partner organizations. When registering volunteers, NAC collaborations anticipate a 25%-50% cancellation rate, just as they do with applicants attending a workshop. It is better to schedule too many volunteers than too few.

### Who will recruit and train volunteers?

This issue depends on the structure and skills of each collaboration. Some collaborations divide responsibility for volunteer recruitment among all agencies participating in the workshop. Others assign volunteer recruitment and training to one organization, while assigning other tasks (LPR outreach, space procurement, etc.) to the remaining partners. An agency particularly suited for volunteer recruitment and training would have strong connections to the communities of potential volunteers, as well as good presentation and organizational skills among staff.

*“Working with partners that help in the recruitment and training of volunteers, outreach and promotion of the event, and service delivery, allow[s] us to spread the responsibilities more evenly and work more effectively.”*

*– LA partner*

## Volunteer recruitment materials

Though volunteer recruitment occurs through many channels (see next page), all outreach requires printed or electronic descriptions of the event, which are best prepared in advance. These should include, at minimum, the details of the event at which volunteers will serve as well as training opportunities (dates, times, locations, descriptions), and volunteer registration information (through web, email or phone). A sample online volunteer registration form is at the end of this toolkit, as is a workshop flyer with a Quick Response (QR) code that directs volunteers to an online registration page.

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**TIP:** Naturalization events can be advertised for free on the national [NAC Events Calendar](#), which is synched with the [¡Ya Es Hora, Ciudadanía! calendar](#) and hotline. The event listings also include a section for volunteer registration.

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## Recruitment strategies

Collaborations and organizations should be prepared to spend time recruiting volunteers. Volunteers that are associated with an organization, school, or pro bono project may need to be recruited through a targeted presentation either to them or to the head of the agency.<sup>1</sup> If volunteers have questions or need more information, they will want to connect with someone by email or phone. Some volunteers may seek out experiences that they find in online postings or physical flyers. Volunteers who had a positive experience at an event may also encourage their family and friends to serve. Volunteer matching systems, such as [volunteermatch.com](#) or the tool described in Part 4, can also be helpful recruiting mechanisms.

## Sharing volunteers

Some NAC collaborations find that the best way to recruit and retain volunteers is by sharing them among partners. This streamlines recruitment efforts, reduces training needs, and increases volunteer opportunities, but requires a high level of collaboration among partners. Organizations that share volunteers also often share tracking systems (see Part 4).

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**TIP:** Tips for sharing volunteers in a collaboration *From the East Bay Naturalization Collaborative*

1. Appoint one to two partners to lead the process
  2. Create a centralized volunteer database
  3. Provide access to the volunteer database to all partners
  4. Develop rules/protocols for managing and using the volunteer database
  5. Designate one to two points of contact to streamline volunteer communications
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## Sources of volunteers for workshops

Collaborations can recruit volunteers from many sources, depending on the need for each type of assistance for an event.

### Attorneys or BIA Representatives

- American Immigration Lawyers Association (AILA)
- Pro bono programs at law firms
- In-house counsel of local businesses
- Ethnic bar associations
- Local bar associations
- Local immigration legal services agencies

### Other Legal Volunteers

- Local law schools (including clinical programs and student groups)
- Paralegal programs at local colleges and universities

### General Volunteers

- Former clients or applicants (especially useful for language capacity)
- Friends of current volunteers
- Members of religious institutions (especially if the event is held there)
- Community-based organizations
- Colleges and universities (ethnic student organizations, MSW or MPP/MPA programs, international studies, political science, or pre-law departments)
- High schools (especially government classes and student organizations)
- Unions
- Non-partisan groups such as the League of Women Voters
- Employers (may encourage employees to volunteer or have a volunteer engagement department)
- Community members who respond to announcements, advertisements, or listings on volunteer websites such as [volunteermatch.com](https://volunteermatch.com)
- Adult schools or other groups that provide civics or ESL classes
- Collaboration partners who pledge to provide volunteers from their organizations

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**TIP:** One collaboration partners with its local Pro Bono Joint Initiative – a group of law firms and in-house lawyers that aims to expand local lawyers’ participation in pro bono activities.

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*“We recruit retirees who are already volunteers with our agency. They love CitizenshipWorks and are eager to help at our small in-house events.”*  
– Charlotte partner

*“Although it’s not the same students each year, we partner with local law schools’ student groups to give a consistent flow of students to regular and larger clinics.”* – LA partner

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**TIP:** Asking each volunteer to bring a friend or relative will not only expand the volunteer base, but also encourage both volunteers to fulfil their commitment and come.

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*“We reach out to BIA-accredited agencies in the area. They provide trained staff to participate at events. In return, we’re including their organizations on our referral sheets and flyers. They’re also doing client and volunteer outreach.”* – San Jose partner

*“Even though a lot of the former participants are done [with the naturalization process], they come back and help us help more people like them.”* – Houston partner

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**TIP:** One collaboration speaks at oath ceremonies to ask newly naturalized citizens to be “Ambassadors for Citizenship” and promote naturalization in their ethnic communities.

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## Using long-term volunteers or interns at workshops

Interns or long term volunteers can be assets to collaborations because they are more cost effective than staff, yet reliable, experienced, and longer-serving than casual volunteers. These types of volunteers stay with an organization for a quarter, a year, or more, and can become experts at particular tasks during that time.

Interns can be recruited from university programs, AmeriCorps, AmeriCorps VISTA or Public Allies programs, or through standard volunteer recruitment methods. NAC collaborations have used them in creative ways, such as:

- Workshop planning
- Applicant outreach, registration, and confirmation of attendance
- Logistical support at events
- Screening and completing applications
- Volunteer outreach and recruitment
- Follow-up with participants after workshops

*“We have recruited and trained ten law students and graduate students as part of our summer intern program. Having the interns focus heavily on mastering all aspects of naturalization allowed us to more efficiently and effectively serve our clients in a group processing setting. This, in turn, led to higher-quality applications as well as an increase in the number of clients we were able to serve.”* – Dallas partner

## Communication with volunteers

Clear, consistent communication with new and recurring volunteers helps them come to events they sign up for and perform their best once there. Once a volunteer expresses interest in working at an event, it is crucial to ensure that they know the requirements for the day of the event, as well as for training before the event, including how long they should be there, and what their role will be.

## Volunteer tracking

In order to properly assign roles at an event, it is useful to know about volunteers' language capacity, availability on the workshop day, and experience with naturalization. Most collaborations gather this information from a brief survey, either through a website form, call, email response, or in-person meeting. It is a best practice to keep this information in a spreadsheet or database, so recurring volunteers will not need to answer these questions each time they participate. The tracking system also should record when the volunteer attended a training, to ensure that all volunteers have received mandatory training. For more on tracking systems, see Part 4.

<sup>1</sup> See the [Volunteer Recruitment Strategies section](#) of NALEO's U.S. Citizenship Workshop Toolkit for a suggested presentation outline for this strategy.



## PART 2: TRAINING VOLUNTEERS

### When and why to train volunteers

It is a best practice for all volunteers to receive training prior to assisting at a workshop, regardless of their experience level with naturalization or other legal matters. Training is not only so that volunteers understand the naturalization process; it is also so that they know what will be expected of them and what they will experience at a workshop. It also acts as a screening, so that a collaboration can ensure each volunteer is attending for the right reasons. Collaborations usually prepare an agreement for volunteers that details volunteer expectations as well as confidentiality of applicant information. An example of this agreement is at the end of this toolkit. Some collaborations may accept walk-in volunteers on the day of the event, and place them in restricted roles.

Most collaborations provide training in-person, and many also offer an online training option available for those who cannot attend. Many organizations also conduct a separate training for immigration attorneys, especially those volunteering as part of a pro bono initiative whose schedules may require accommodation. Trainings should start several weeks before an event, and may even be ongoing, depending on how often a collaboration holds workshops.

*“We do two events a week sometimes and one every weekend. We offer volunteer training continually.”  
– Houston partner*

### Who will train volunteers?

Similar to sharing volunteer recruitment efforts, the volunteer training responsibility may be allocated to all partners in the collaborative or done by one organization. Where workshop set-ups are similar throughout an area, some collaborations choose standardized or shared training. This enables volunteers to be prepared for many workshops in an area without needing to attend multiple trainings by separate organizations.

*“We have found that by providing our trainings collaboratively the services provided are more consistent and our work is more effective. We work hard to ensure that people identify themselves with the collaborative not with independent organizations.”  
– East Bay Collaboration*

### Training content

In most NAC collaborations, volunteer training takes 2-3 hours. Though volunteers will be assigned to different roles during the workshop, it is a best practice to cross-train all volunteers so that they can perform all roles appropriate for their qualifications, especially the N-400 Application Completion role for general volunteers and Pre-Screening and Legal Review for lawyers and BIA accredited representatives. This is because those stations will require most of the volunteers. For more information, see Part 3 of this toolkit.

Some organizations also provide abridged training to volunteers who know they will not assist applicants with screening for or completing the N-400 Application. Other organizations accept

walk-in volunteers who will not receive advanced training for their roles. This allows volunteers quicker access to a volunteer opportunity, but requires partners to more closely monitor which volunteers are eligible to work at each station. Volunteers will also need to attend additional training if they choose to work at the N-400 station at future workshops.

*“Well-trained volunteers are often just as good at completing N-400s as attorneys.” – Miami partner*

### **Day-of orientation and station training**

Even with high quality training, volunteers often need reminders or coaching to perform their duties well. It is a best practice to provide volunteers with a station-specific orientation on the day of a workshop. This ensures that volunteers understand the flow of the workshop, as it may be several weeks since volunteers received a formal training. The orientation generally includes the layout of the areas, their responsibilities, and an introduction to the station captain of whom they can ask questions. Some collaborations also include “cheat-sheet” reminders at each station, to which volunteers can refer.

### **Enticing volunteers with extra benefits**

Volunteers are more likely to attend training when they are provided with additional benefits. One best practice is to offer CLE credit to attorneys attending the volunteer training, especially if the training qualifies for the legal ethics requirement. Certificates of completion help volunteers feel connected to the naturalization community, and snacks or beverages keep them alert during the process. For more tips, see Part 4.

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**TIP:** One NAC collaboration created an “Introduction to Naturalization Webinar,” which qualifies for 30 minutes of self-study CLE for attorneys. Access it at <https://vimeo.com/58929720>.

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## Recommended training agenda<sup>2</sup>

### I. Introductions

*Present yourself, the organization, and ask the attendees to present themselves and why they are volunteering.*

### II. Volunteer Conduct and Confidentiality

*Review the volunteer agreement and ensure all volunteers understand and have signed it.*

### III. Purpose and Goal of the Workshop

*Explain the benefits and process of naturalization. Discuss why you assist applicants through workshops. If you are training in advance of a particular date, describe the number of applicants you expect to assist.*

### IV. Layout of Workshop and Logistics

*Review the day: volunteer check-in and orientation procedures, food and breaks schedule and location, where volunteers can leave their belongings, start of workshop, volunteer station assignments including that volunteers may be moved among stations as needed, whom they can contact with questions, process for applicants (registration, pre-screening, application assistance, legal review, check-out, etc.), how each role fits into the flow of the workshop.*

### V. Review of N-400 Naturalization Application and Requirements

*Walk through the citizenship application with the volunteers, review each of the questions and make sure to emphasize key questions. Allow time for volunteers to ask questions while going through the process. Note the process for volunteers to notify station captains of questions while completing the application.*

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**TIP:** Volunteers may complete [CLINIC's e-learning course](#), "Volunteers Helping Immigrants Become U.S. Citizens: The Naturalization Group Application Workshop" or view the [volunteer training video from the Detroit NAC](#) in lieu of, or in supplement to, this section.

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### VI. Closing

*Review important information such as arrival times, contact information if volunteers' plans change. Thank the volunteers in advance for their help.*

<sup>2</sup> Adapted from the Asian American and Pacific Islander Naturalization Network's Citizenship Workshop Toolkit.



## PART 3: USING VOLUNTEERS EFFECTIVELY

### Volunteer role assignments

Volunteers should be assigned in advance to a role commensurate with their legal training, naturalization experience, language capacity, and skill set.

The number of volunteers assigned to each station varies based on the station set-up of each collaboration's events. Generally, the N-400 Application Completion station requires the vast majority of the volunteers, followed by the Pre-Screening/Eligibility station and the Legal Review. Most of the positions for Event Support Volunteers require only a few volunteers per position, depending on the size of the event.

*"It's very rare to have many attorneys beyond those that are needed at quality control. We don't often have them filling out N-400s." – LA partner*

As the organization of each workshop in the NAC varies slightly, volunteer roles also may differ. Below are suggested assignments for volunteers, which balance efficiency and the need for legal or language support.

#### Immigration Attorneys or BIA Representatives

- ✓ Pre-Screening/Eligibility
- ✓ Attorney Consultation
- ✓ Legal Review
- ✓ Floating Consultant for N-400 Completion

#### Attorneys without Immigration Experience

- ✓ Pre-Screening/Eligibility
- ✓ N-400 Application Completion

#### Volunteers Trained on the N-400 (including law students)

- ✓ N-400 Form Completion
- ✓ Station Captain  
(more experienced volunteers only)

#### Event Support Volunteers\*

- ✓ Translator
- ✓ Volunteer Registration
- ✓ Media Check-In
- ✓ Attendee Registration
- ✓ Runner/Usher/Flow Coordinator between Stations
- ✓ Inside Crowd/Line Control
- ✓ Outside Line Coordinator/Initial Screener
- ✓ Document or Application Copies
- ✓ Passport Photos
- ✓ Selective Service
- ✓ Packaging and Check-out
- ✓ Event Photographer
- ✓ Volunteer Breakroom Coordinator
- ✓ Post-Event Applicant Follow-Up

\* These roles are also good placements for any walk-in volunteers, if the collaboration accepts them.

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**TIP:** Lawyers with criminal or tax expertise can be useful experts at the Pre-Screening/Eligibility station. They can help address issues such as obtaining background records or filing back taxes.

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Organizations should assign their staff to the role appropriate for their knowledge. While it is comfortable to use staff for management positions, someone with extensive legal knowledge may be more effective answering legal questions, rather than running a station. Properly trained long term volunteers can make effective station captains in lieu of agency staff. Some organizations use very few staff, and some put on workshops that are entirely volunteer-run.

### **Reassigning volunteers during the workshop**

Because attendees move through a workshop sequentially, not all stations require the same number of volunteers at all times. Moving volunteers throughout the day can help ensure that all volunteers are fully utilized. Common station shifts among NAC partners include: Eligibility/Pre-Screening to Legal Review; Registration or Crowd Control to N-400 Application Completion. It is a best practice to plan in advance which volunteers will be moved and when, though this may not always be possible. The workshop leader's flexibility and decisiveness are key to efficient management of volunteers, as any number of eventualities may occur at a workshop – from varying language needs of attendees to imbalances in the number or types of attendees or volunteers compared to expectations.

*“Thinking about how attendees’ flow during the day affects volunteer needs at each station is the big difference to leaving with every attendee and volunteer happy.” – Maryland partner*



## PART 4: RETAINING AND MANAGING VOLUNTEERS

### Retention

High-quality recurring volunteers are the largest source of efficiency gains at workshops, as volunteers who return do not need to be recruited, and they may not require additional training (depending on the procedures of the organization that trains them). Providing volunteers with a good experience during the training and event encourages them to return, as do additional reinforcements such as thank you emails or calls. It is a best practice to include some form of recognition and appreciation for volunteers.

*“We cannot help this many LPRs without the help of our volunteers. We have been able to retain [our volunteers] by giving them certificate awards, recommendation letters, thank you letters and trainings.”*  
– Dallas partner

### Suggested Volunteer Engagement Practices

#### During the Event

- Food and drink
- Regular breaks
- Swag (pens, t-shirts, branded USB drives)
- Personal connection and “thank you” from event organizers

#### After the Event

- CLE credits for attorneys (especially ethics credits for the training)
- Certificates of attendance or thank you letters – useful for school credit
- Follow-up emails describing the success of the event
- Volunteers recognized on social media or at volunteer appreciation events

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**TIP:** One NAC partner hired a full-time Volunteer Engagement Coordinator who interacts with volunteers through newsletters, hears their concerns through a Volunteer Advisory Committee, and highlights their efforts through a Volunteer Honors List. This position has yielded increased numbers of volunteers at events and more dedicated, returning volunteers attending multiple events.

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### Tracking volunteers

Organizing information about volunteers is critical to utilizing volunteers effectively, as well as to retaining volunteers. Most volunteer tracking systems in NAC collaborations are simple spreadsheets or databases, using Excel or Google Forms — a free, online, shareable spreadsheet program. Others track contact information using an email management system, such as ConstantContact. Some NAC collaborations are experimenting with more advanced uses of technology that would allow for automated matching of volunteers with opportunities, such as a Salesforce-based platform piloted in August 2014 through support of the Silicon Valley Community Foundation (<http://conec.us>).

Regardless of the platform, it is a good practice to enable volunteers to input as much of their personal information as possible into the tracking system. Online volunteer registration pages that are linked to spreadsheets (such as Google Forms) easily automate this process, and reduce staff or volunteer time required. These online forms are often easily shareable, which allows nearby partners to collaborate with each other.

*“We have a volunteer registration page on our website for volunteers to sign-up to volunteer for upcoming events. The page is also a Google Form that populates into a spreadsheet shared with all members. [It allows us] to see our volunteer needs and do additional outreach where we are short on volunteers.”*  
– **East Bay collaboration**



## AN A-TO-Z OF BEST PRACTICES:

### Recruiting, Training, and Retaining Volunteers for Large Group Processing Workshops

- **A**sk participants who come to a workshop for naturalization assistance to volunteer at the next one.
- **B**uy permanent name tags for regular or long-term volunteers.
- **C**entralize your collaboration's volunteer database via Google docs.
- **D**evelop a media recognition strategy to honor volunteers.
- **E**stablish relationships with local professors at community colleges and other schools. Ask professors to give extra credit for volunteering.
- **F**eed your volunteers well.
- **F**ind a corporate sponsor to cover the costs of acknowledgement/recognition materials.
- **G**ive a volunteer the job of creating and keeping a centralized volunteer database and acting as volunteer coordinator.
- **H**ire a collaboration-wide volunteer recruitment coordinator (e.g., from AmeriCorps).
- **I**nvide each month's 5 most active volunteers to a monthly dinner.
- **J**oint schedules of workshops and events across your collaboration let volunteers see all upcoming local events and sign up for the ones that fit their schedule best.
- **K**eep volunteers in the loop: let volunteers know when someone they helped becomes a citizen.
- **L**earning and leadership opportunities: inspire volunteers to keep coming back by assigning them to different roles and empowering them to work their way up to volunteer leader .
- **M**ake exclusive t-shirts that are ONLY available to volunteers; not even staff or leadership can get them unless they staff an event.
- **N**etwork through local Bar associations and tap into corporate law firms' pro bono work.
- **O**ffer CLE for non-immigration attorneys and proof of pro bono work for all volunteer attorneys.
- **P**artner with local law schools; offer internships or credits to law students.
- **Q**uickly provide positive reinforcement to volunteers and help them get better at their assigned task so they feel empowered to keep volunteering.
- **R**ecruit high school students who need community service hours to help with set-up, childcare, and administrative tasks.
- **R**equest elected officials give commendations to volunteers and volunteer attorneys.
- **S**elect a community-based honorary advisory board for your collaboration with a minimum time commitment.
- **S**tandardize the training process across your collaboration and use the same training tools and content.
- **S**urvey your volunteers about what they need to keep coming back.
- **T**ake the time to show your volunteers appreciation and develop personal connections at events.
- **U**se social media to build an online volunteer community: create a Facebook page, upload and tag pictures.
- **V**irtual trainings: require volunteers to go through CLINIC's free self-directed e-learning course for workshop volunteers (<http://elearning-cliniclegal.org/login/index.php>).
- **W**rite and distribute a quarterly volunteer newsletter highlighting recent events and including a calendar of upcoming volunteer opportunities.
- **E**xtend invitations to volunteer recognition events to applicants the volunteers helped become citizens, so they see their fruit of their labor.
- **Y**early celebration where volunteers can meet one another and share stories — and encourage them to bring 3 people (new volunteers!) with them.
- **Z**illions and zillions of thank-yous from staff!!!

## Volunteer Confidentiality Agreement and Attestation on the Unauthorized Practice of Law

Dear Volunteer,

Please make sure you read and understand the following disclaimers before volunteering with us today. Your signature on the sign-in sheet at this event constitutes your agreement with both statements.

Thank you!

\_\_\_\_\_

**I attest that I do not engage in the unauthorized practice of law, and that I have not violated State or City laws limiting the provision of legal services by non-attorneys.**

**I attest that I have read the *Volunteer Confidentiality Agreement* below and that I understand and agree to its terms:**

As a volunteer (attorney, paralegal, law student, community member or translator) for CUNY Citizenship Now!, I understand the importance of maintaining confidentiality.

I pledge not to disclose confidential or personal information provided by or about anyone seeking assistance from CUNY Citizenship Now! to third parties without the express consent of the individual. If I have any questions regarding confidentiality, I will consult with a Staff Attorney or a Site Manager before divulging information to any other person.

As a volunteer for CUNY Citizenship Now!, I am bound to keep all information confidential. This includes information about participants seeking assistance and volunteers serving at events. I understand that this duty to maintain confidentiality remains in force both during and after my work as a volunteer with CUNY Citizenship Now! I also understand that failure to comply with this agreement will result in dismissal from the Volunteer Corps.

**Print name** \_\_\_\_\_

**Signature** \_\_\_\_\_

**Date** \_\_\_\_\_



WORKSHOP FLYER WITH QR  
CODE FOR VOLUNTEERS

# Citizenship Workshop

## Free!



Scan this code if  
you would like to  
be part of this  
event as a  
volunteer.



**Saturday, May 31, 2014**  
**St. Luke's Catholic Church**  
**202 S. McArthur Blvd.**  
**Irving, TX 75060**  
**9:00 a.m. to 3:00 p.m.**

**Only the first 100 applicants.**

### A CITIZEN HAS...

- Increased opportunities for higher paying jobs
- Opportunity to reunite with family members
- Additional rights, including the right to vote

### INCLUDED SERVICES:

- Completion of the N-400 application
- Review of application by immigration attorneys and/or BIA accredited representatives

### FOR MORE INFORMATION:

Proyecto Inmigrante ICS, Inc.  
(888) 793-2182 Ext. 3201 Dallas | 201 Fort Worth | 208 Texoma  
[www.proyectoimmigrante.org](http://www.proyectoimmigrante.org)  
[www.yaeshora.info](http://www.yaeshora.info) (888) 839-8682

# Online Volunteer Registration Page



East Bay Naturalization Collaborative  
**HELPING PEOPLE BECOME CITIZENS**

[HOME](#)
[WHO WE ARE](#)
[EVENTS](#)
[REGISTER NOW!](#)
[VOLUNTEER!](#)
[NEWS](#)




## Contact Us

For English & Spanish:  
(888) 277-8608  
(Catholic Charities of the East Bay)

For Chinese, Vietnamese, Tagalog, Korean  
& Other Asian Languages:  
(510) 251-2846  
(API Legal Outreach)

For Farsi & Dari:  
(510) 894-3639  
(International Institute of the Bay Area)

## Citizenship Workshop Registration

Our next large citizenship workshop is in  
FREMONT on October 18th! Attend to  
receive FREE assistance with your  
citizenship application.

[Register Now!](#)

## Volunteer!

We're looking for volunteers with all levels of experience to help out at these free citizenship workshops. This is a great opportunity to help your friends and neighbors become citizens. We will provide basic training materials.

If you are ready to volunteer for one of our workshops or would like to sign up to get more information, please fill out the form below. We will be periodically updating this form with more workshop dates, so please check back frequently.

If you have any questions, please contact Jean Yamasaki at [jean \[at\] eastbaysanctuary \[dot\] org](mailto:jean@eastbaysanctuary.org) or Shiori Akimoto at [shiori \[at\] eastbaysanctuary \[dot\] org](mailto:shiori@eastbaysanctuary.org).

**\* Required**

First Name \*

Last Name \*

Email \*

**Would like to be on our EBNatz volunteer listserve and receive periodic notifications regarding volunteer opportunities? \***

We will only email when we have new information or new clinics scheduled. You can unsubscribe from the listserve at any time by emailing "unsubscribe to ebnatz " to [jean \[at\] eastbaysanctuary \[dot\] org](mailto:jean@eastbaysanctuary.org) or [shiori \[at\] eastbaysanctuary \[dot\] org](mailto:shiori@eastbaysanctuary.org).

- ☐ Yes, please add me to the EB Natz listserve
- ☐ No, not at this time
- ☐

# Online Volunteer Registration Page (continued)

## Tell Us More About Yourself

### What languages do you speak?

Please check all that apply

- ☐ Cantonese
- ☐ English
- ☐ Farsi
- ☐ Hindi
- ☐ Japanese
- ☐ Korean
- ☐ Mandarin
- ☐ Portuguese
- ☐ Russian
- ☐ Spanish
- ☐ Tagalog
- ☐ Vietnamese
- ☐ Other:

### Experience \*

Please check all that apply

- ☐ Immigration Attorney
- ☐ BIA Representative
- ☐ Attorney
- ☐ JD
- ☐ Law Student
- ☐ Community Advocate
- ☐ Translator
- ☐ Other:

### Naturalization Clinic Experience

Please check all that apply

- ☐ Naturalization expert
- ☐ Completed fee waivers, disability waivers and/or dealt with criminal issues re: naturalization
- ☐ Completed a naturalization application before
- ☐ Volunteered at a naturalization clinic before
- ☐ Worked with monolingual clients before
- ☐ No experience
- ☐ Other:

## Sign-Up To Volunteer At A Workshop

We will make periodic updates to this page with more information including new clinic dates and locations. Please check back often.

### Fall 2014

- ☐ 10/18/2014 Fremont Citizenship Workshop @ Fremont Family Resource Center, 39155 Liberty Street, Fremont, CA at 9:30 a.m.
- ☐ Other:

### Questions or comments?

What is 16 + 19 ?\*

SUBMIT





# APPLICATION ASSISTANCE Reminders for Volunteers

## STATION OVERVIEW:

Volunteers at the Application Assistance Station are responsible for assisting applicants with completing the N-400 form, ensuring that all fields are properly filled out, and reviewing the form in its entirety before sending the applicant to the next station. If you cannot complete part of the form, have any questions, or if you notice any “red flags,” raise your **RED** stop-sign paddle to speak with a Station Supervisor.

## BEFORE YOU BEGIN:

- When you are ready to see someone, hold up the giant thumb paddle. We'll send the next participant over.
- Introduce yourself to the participant and ask to see his/her **PINK** “Naturalization Case Notes” form. The form should have the participant's personal information filled in at the top.
- Review the notes the Screener made on the **PINK** “Naturalization Case Notes”
- Check that there is a **GREEN** or **BLUE** sticker in the upper right-hand corner of the applicant's **PINK** “Naturalization Case Notes” form. If there is no sticker, send the participant back to screening.
- Print your name and sign in the boxes labeled “Application Assistant” at the bottom of the form.
- Before you get started with completing the N-400 Form, determine how many trips the participant has taken outside the U.S. **in the past 5 years**. If the participant has taken **10 or more trips**, send his/her passports to the **Passport Station** (while you continue to assist with the N-400):
  1. Place the participant's passports in the small manila envelopes provided. Write your name, the participant's name, their A#, and the date of permanent residence on the envelope.
  2. Hand over the envelope to an Event Flow volunteer who will deliver it to the **Passport Station** and return it with the passports upon completion of the trips section. (If you finish assisting the participant before the passports return, ask an event flow volunteer to direct the participant to the passport station waiting area).
- Be sure to complete the N-400 form legibly with **BLACK ink**. Do not write in the margins of the N-400 or make any stray marks. **Do not skip any questions**.
- If the participant is missing information needed for the application, make a note on the **BLUE** “N-400 Check-out List and Next Steps” document in their folder and explain what is missing. Also be sure to note any missing information on the **PINK** “Naturalization Case Notes” for Check-Out.

## COMPLETING THE FORM:

### Part 2: Information About You

Ensure participant included his/her current legal name (found on birth certificate or passport unless changed by legal action such as marriage or divorce).

Be sure all other names used since birth are listed.

If the participant qualifies for the **50/20** or **55/15** English language exemption, or the **65/20** “special consideration” of the civics test, be sure the appropriate box is checked for Question 12.

### Part 4: Information About Your Residence

Confirm that the applicant has resided for at least three months in New York State.

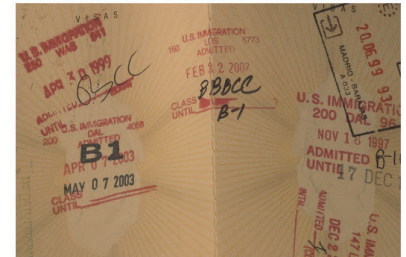
If you need more space, use the ‘Information About Your Residence’ Rider from the blue resource bin.

# APPLICATION ASSISTANCE

## Reminders for Volunteers (continued)

### Part 8: Time Outside the United States

- Section C asks about all trips in the past 5 years. It is easiest to begin with Section C and list all the trips, and then calculate Sections A and B.
- If any trip outside of the United States lasted longer than six months, consult a Station Supervisor.
- If the participant spent more than **913** total days outside of the United States within the last five years (or **548** under the 3-year rule), consult a Station Supervisor.
- If you need more space, use the 'Time Outside the United States' Rider from the blue resource bin.



### Part 10: Information About Your Children

- You must list all of the applicant's sons and daughters, including those who are missing, deceased, adopted, or stepchildren, born in or out of wedlock, even if they are U.S. citizens, adults, married, or live outside the United States.
- If you need more space, use the 'Information About Your Children' Rider from the blue resource bin.

### Part 11: Additional Information

- All questions should be reviewed in English unless the applicant qualifies for a waiver (Question 12).
- **Question 46:** All young men, unless present in the United States on a valid non-immigrant visa (F1 students, H1B workers, etc.), are obligated to register with the Selective Service. This includes undocumented individuals, permanent residents or citizens.
  - If the participant is male and is not yet 26 years old, he must register with Selective Service before filing the N-400. Check registration status at [www.sss.gov](http://www.sss.gov) and complete Question 46 B.
  - If he is 26 or older, he must submit an affidavit explaining his failure to register, (See Rider for Part 11, Question 46 C) and a 'Status Information Letter' from Selective Service. If the participant does not have a status information letter at the event, provide a "Request for Status Information" packet from the blue bins. Advise the participant to mail the 'Status Information Letter' with their N-400 form.

### WRAPPING UP/ APPLICATION PACKAGING:

- For all **riders used**, write the applicant's name and A-number in the space provided, and be sure that he/she signs and dates each rider. Attach the riders with paperclip to the N-400 form.
- Be sure the applicant's A-number is written neatly and accurately in the upper right-hand corner of each page of the N-400, where indicated.
- Have the applicant sign and date Part 12.
- Skip Part 13 through 17 UNLESS the participant qualified for the language exemption, then complete part 14.
- Complete the certified mail and return receipts with the mailing address of the applicant and affix them to the mailing envelope provided.
- Ensure that all participant documents with identifying information are shredded.
- Once you have completed the N-400 application, addressed the envelope and certified mail and return receipts and affixed them to the mailing envelope, organize the participant's application package and send the participant to the **Photo/Copy Station**.

## Toolkit compiled for the New Americans Campaign by the Immigrant Legal Resource Center

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### *Thanks to those who contributed to this document:*

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NALEO’s [Volunteer Assignments and Description of Duties](#) and  
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