CUNY/NYC Citizenship Now! Volunteer Corps Guide

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May 10, 2013

Dear CUNY/ NYC Citizenship Now! Corps Volunteer:

Thank you for volunteering with the CUNY/ NYC Citizenship Now! Volunteer Corps. As a volunteer you will enjoy working face-to-face with immigrant families, helping them become Americans. The satisfaction that comes from volunteering is only one of the benefits that you will get from participating in our events. You will also get hands-on immigration experience filling out immigration forms under the supervision of our staff attorneys and accredited representatives, and you will meet others with the same interests as yours.

This Guide offers you general information about our Citizenship Application Events and your duties at the event when assigned to the different stations. Before each event, you will receive your volunteer assignment for the day. Please check this guide and read about the station that you were assigned to learn about the role you will play. This will help you come to the event ready with any questions you may have.

We have included in this Guide information about some resources for volunteers such as the Member Network, a website with various resources for those interested in immigration, and about Citizenship Now! Monthly, our volunteer newsletter.

For further information on the CUNY/NYC Citizenship Now! Volunteer Corps, please email us at cunycitizenshipnow@gmail.com.

We appreciate your joining the CUNY/NYC Citizenship Now! Volunteer Corps, and we thank you for your commitment and dedication in helping immigrants obtain their citizenship.

Sincerely,

Allan Wernick
Director
CUNY Citizenship Now!
I. Overview and Purpose of the Corps Guide

CUNY Citizenship Now! is pleased to offer you this guide to introduce you to our mission, goals, policies and procedures. This guide aims to provide you with a basic introduction to the dynamics of our Citizenship Now! application assistance events to clarify expectations and procedures before your first day of volunteering. We are excited to have you as a new member of our growing volunteer network and hope that your experience serving fellow New Yorkers will be gratifying.

II. About CUNY Citizenship Now!

A. Mission

CUNY Citizenship Now! provides free, high quality, and confidential immigration law services to help participants (individuals and families who receive our services) on their path to U.S. citizenship. Our attorneys and paralegals offer one-on-one consultations to assess participants’ eligibility for legal benefits and assist them in applying when qualified. We also coordinate community, educational, and volunteer initiatives to help expand opportunities for New York City’s immigrant population. As a volunteer member you play a significant role in achieving this goal.

III. About the CUNY/NYC Citizenship Now! Volunteer Corps

The Corps was created by CUNY Citizenship Now! and the Mayor’s Office for Immigrant Affairs (MOIA) to assist New Yorkers in becoming U.S. citizens. Citizenship Now! partners with local not-for-profit organizations, schools, libraries and elected officials to provide legal permanent residents with comprehensive assistance in completing their naturalization applications.

The Corps works with CUNY Citizenship Now! staff to provide free naturalization application assistance at Citizenship Now! events throughout New York City. Most Citizenship Now! events are held on Saturdays, but we hold weekday and Sunday events as well. These events are an exciting opportunity for volunteers to make a contribution to our society, to empower New York City’s immigrant communities, to learn about immigration law, and to network.

A. Our Volunteers

What our volunteers have been saying:

“CUNY Citizenship Now! provides us with many learning opportunities through the monthly newsletter, application assistance events and the annual Daily News Call-In training. As volunteers, these opportunities allow us to stay abreast with the latest information [about citizenship and immigration law]. This organization is truly dedicated not only to its participants, but also to its volunteers, making sure both are equipped with updated information concerning immigration.”

Cezanne Lyte (Corps Member since 2009)

"Volunteering with CUNY Citizenship Now! gave me the opportunity to meet people from all over the world with very interesting stories. I think the events reaffirm my own identification as being a part of the immigrant community. Even though I am American-born, I speak Spanish, am proud of my heritage, and try to keep some of my family’s culture. Because of this, I sometimes do not feel accepted as a “real” American. When I connect with the applicants, I see how similar we are, despite country of origin, and I know that the immigrant community is MY community."

Venus Bermudez (Corps Member since 2010)
“All it takes is being able to help one person. [CUNY Citizenship Now!] events allow me to help a lot of people in a short amount of time. It also provides me some hands on experience in immigration matters, which is what I wish to specialize in when I graduate from law school.”

Jorge Rodriguez (Corps Member since 2010)

B. Some Benefits of Volunteering

In addition to hands-on experience, our volunteers are invited to all our immigration webinars and trainings. They also receive Citizenship Now! Monthly, our newsletter exclusively for volunteers. Active volunteers are eligible to be chosen for our Volunteer of the Month section of our Members Network (www.cuny.edu/CitizenshipNowVolunteer). In addition, we are constantly working on ways to reward our most loyal and committed volunteers. So, don’t wait to come to our events. Sign up by responding to our event announcements and make sure that you don’t miss out on this very rewarding experience.

C. What we Expect from Volunteers

At CUNY Citizenship Now! we strive to deliver high quality services to our participants, the term we use for those we help. We don’t call them “clients” because ours is a pro se assistance project. This means that we assist individuals with completing their applications so that they can apply and represent themselves for the rest of the naturalization process. We look forward to ensuring a working environment that is comfortable, friendly and pleasant for everyone. For this reason, we have a few guidelines to ensure a great experience for staff, volunteers, and participants. We ask all volunteers to please abide by these rules and inform us of any irregularities.

1. Familiarity with form N-400, Application for Naturalization

As a CUNY Citizenship Now! Volunteer, we expect you to review the Citizenship Now! Guide which contains step-by-step instructions for filling out the N-400 Application for Naturalization. The Guide will provide you with the information necessary to help participants fill out all sections of the form and will enable you to provide information about challenging questions. You can find the Guide on our website (http://www.cuny.edu/about/resources/citizenship/newsevents/Publications/CitizenshipNowGuide.pdf), and is also available for participants at each event.

If after reading the Citizenship Now! Guide you have questions about the Form N-400 or the naturalization process, you can submit your questions related to citizenship or other immigration issues through the “Ask an Attorney” section of our Newsletter. All volunteers are sent the newsletter to their emails on the third Friday of every month. The same question submission form is available in our Member Network under Ask an Attorney.

We offer our volunteers various opportunities to remain current with immigration issues. Starting in February, 2013, everyone who expresses interest in becoming a Corps member by filling out the registration form on our website is required to attend a training before being able to participate in our events. A new volunteer will not complete his membership process until he/she complies with this requirement. We added this requirement to ensure quality service and a quality volunteering experience. The schedule of our monthly trainings will be available on our website’s Member Network. Invitations will be sent to all current Corps members via email. We will send aspiring members notices of our trainings.

We strongly recommend current Corps members to take advantage of our trainings, free webinars, our volunteer newsletter “Citizenship Now! Monthly” and our Member Network where we have included information on various immigration topics and resources useful for volunteers with various levels of expertise.

Please note: If at any moment during the event you have questions, please make sure to raise your hand so that a station leader can assist you. You can identify them by their red or blue sash. If you have legal questions, they can direct you to one of the more knowledgeable volunteers or staff members who can answer your questions.

We aim to ensure that participants are very clear about all matters related to their application for naturalization especially because they will be representing themselves at their interview before USCIS. During the course of the
event, volunteers may explain difficult or complex legal concepts to the participants in their native language. However, we want participants to feel comfortable with the language used on Form N-400 and communicating in English. We want to use the event as a way of practicing for the interview. For this reason, we ask volunteers to communicate with participants in English throughout the event, as much as possible. For participants who qualify for the language exception, we will assign interpreters or volunteers skilled in the participants’ languages as needed.

2. **Dress Code/ Attire**

We are often asked by our volunteers “How should I dress for an event?” We recommend that volunteers arrive to our events wearing business casual attire. We think that our presentation has an impact on the participant’s perception of the quality of the services.

3. **Pledge to Maintain Confidentiality**

Our volunteers are asked to sign and abide by the “Volunteer Confidentiality Agreement” (See the Appendices section at the end of this manual). Confidentiality is not only a legal obligation, but also one of the values that we promote at Citizenship Now! and one of the reasons that participants seek our services. Failure to comply with this agreement will result in dismissal from the Volunteer Corps.

At the event you will be handling many personal documents with identifying information on them. Volunteers should ensure that all documents with participant identifying information are disposed of properly using the shredder provided before the end of the event to protect the participant’s confidentiality and privacy. For example, if you make a mistake and need to use a new N-400 form, please make sure to shred the discarded version so that participant’s personal information is protected.

Do not discuss participants’ cases publicly during events or outside of events. We strive to ensure that all participants’ information remains private.

4. **Adherence to the CUNY Citizenship Now! Volunteer Corps Guide**

Every Volunteer Corps member is required to adhere to principles and provisions outlined in the Volunteer Corps Guide. The changes incorporated in this new version of the Guide were made to avoid misunderstandings between volunteers and Citizenship Now! and to avoid behavior that may compromise either other volunteers, participants and/or the mission and vision of CUNY Citizenship Now! Please find a summary of these changes in the appendix.

5. **Handling Referrals**

CUNY Citizenship Now! aims to provide free services to New Yorkers. For this reason, our policy regarding referrals is that volunteers and staff only refer participants to CUNY Citizenship Now! Immigration Centers, BIA recognized non-profits offering free or low cost immigration services, the New York City Bar Association Legal Referral Panel, or AILA’s Immigration Lawyer Search service. Volunteers must not refer participants to themselves, private attorneys or other for-profit service providers. Failure to comply with this requirement is grounds for dismissal from the Corps. You can use the “Free Services for the People of New York”, “New York City Council Member Immigration Centers” and sheets or Section V of the Citizenship Now Guide which is given to each event participant.

6. **Prohibition on Solicitation**

Volunteers are prohibited from distributing solicitation materials such as private business cards in or around the premises of any Citizenship Now! event. The distribution of any solicitation materials and information to participants by volunteers is strictly prohibited. Any volunteers who are found to be soliciting in violation of this policy will be asked to depart the event and will be excluded from participating in the Volunteer Corps in the future.
7. Pledge Not to Engage in Unauthorized Practice of Law (UPL)

By registering as a member of the CUNY Citizenship Now! Volunteer Corps, each volunteer attests that he/she does not engage in the unauthorized practice of law and has not violated New York State or New York City Laws limiting the provision of legal services by non-attorneys.

What is UPL?

For purposes of this guide, the “practice of law,” will include, among other actions:

- applying the law to the particular facts of an individual’s case,
- advising a person which immigration form the person should complete and/or file with the U.S. Department of Homeland Security, U.S. Executive Office for Immigration Review, U.S. Department of Labor, or the U.S. Department of State (hereinafter, “the immigration authorities”),
- advising a person how to complete and/or file a form with the immigration authorities,
- calling or writing the immigration authorities on behalf of an individual to find out the status of the individual’s case, or to otherwise make an inquiry about the individual’s case on behalf of that individual,
- representing an individual or individuals during a hearing, interview, or meeting with the immigration authorities,
- appearing in any case, either in person or through the preparation or filing of any brief or other document, paper, application, or petition on behalf of another person or client before or with the immigration authorities,
- studying the facts of a case and the applicable laws, coupled with the giving of advice and auxiliary activities, including the incidental preparation of papers, and/or
- the preparation and/or sending of correspondence to the immigration authorities on behalf of an individual.

Helping people complete the application for naturalization is the practice of law. At our events, volunteers complete the naturalization applications and fee waiver applications under the supervision of attorneys and Board of Immigration Appeals (BIA) accredited representatives, therefore, they are not engaging in UPL. However, their participation in our events does not authorize them to practice law. Non-attorneys who volunteer with the CUNY Citizenship Now! Volunteer Corps should not use their participation with the Volunteer Corps to hold themselves out as being authorized to practice law.

The immigration regulations lay out what categories of people are authorized to provide legal representation before the Department of Homeland Security (DHS) and the Executive Office for Immigration Review (EOIR). The list includes attorneys, who are licensed in at least one state of the United States and who are in good standing, and accredited representatives with Board of Immigration Appeals (BIA) recognized agencies. If you are an attorney licensed outside the United States but you are not licensed and in good standing in at least one of the states of the United States, then you are a non-attorney for purposes of the CUNY Citizenship Now! events.

Any members of the CUNY Citizenship Now! Volunteer Corps who are engaged in the unauthorized practice of law, as defined above, will be dismissed from the Corps and barred from future participation in Citizenship Now sponsored events. Any member of the CUNY Citizenship Now! Volunteer Corps who is holding herself/himself out to the public as being authorized to practice law when in fact s/he is not authorized to practice law will be dismissed from the Corps.

Volunteers who are found to be in violation of these provisions or who have lied in their attestation when they join the Corps or when they complete their event registration will be dismissed from the Corps. For more information on the unauthorized practice of law, you can watch our webinar on that topic at http://www.cuny.edu/about/resources/citizenship/news-events/WebinarSeries/Webinar7.html.

Additionally, volunteer attorneys who are suspended from the practice of law may not be allowed to volunteer at our events and may be dismissed from the Corps.
8. Handling Media Representatives

Our events may be covered by the media. If approached by a media representative, please let the Site Manager know. Though volunteers are free to speak to the media as individuals, we want to make sure statements on behalf of CUNY Citizenship Now! are made by our official spokespeople. Please help us accomplish this goal.

D. CUNY Citizenship Now! Event Guidelines

Before the Event

1. Volunteer Registration: All volunteers are required to sign-up for our events in advance. This is so we can assign volunteers to the various event stations based on factors such as their work experience, knowledge of immigration issues, time as a volunteer, and number of trainings attended, and our needs for the day. We also limit the number of volunteers at each event according to the expected participant turnout and due to space constraints. If registration is closed for an event, do not worry…we will notify you of our future events as they become available.

If you did not register to volunteer for an event, please do not show-up on the day of the event unless you receive an emergency email appealing for last-minute volunteers. Please do not bring to the events relatives or friends who are not Corps members. Rather, invite them to express their interest in becoming Corps members by visiting www.cuny.edu/citizenshipnow/volunteer, clicking “join” and completing the form that they will find there. We are trying to improve the quality of our services, and this becomes difficult if Corps members bring untrained people to our events. Also, there may be limited space available for the extra volunteers at the event.

Corps members having difficulties registering for an event should email our Database Manager, Alex Lapegna, at Alex.Lapegna@mail.cuny.edu and explain their problem.

Station assignments are sent to volunteers before the event (usually the day before). Please check your email to review your assignment and any other materials. In case you miss the email, the station assignments are also listed on the volunteer sign-in sheet at the event. We thank you for your cooperation and flexibility to help in any station, since many times we need to make last minute adjustments to the stations and change volunteer assignments.

We count on every volunteer who signs up for an event. We know that unexpected events come up that can derail plans, but we ask that you please let us know at least 24 hours in advance if you are unable to attend an event. You can cancel your attendance at an event by emailing us at cunycitizenshipnow@gmail.com. You can also leave a message at 646-783-9670.

2. Please be aware of the schedule of the event you are attending. We ask all volunteers to arrive at the event at least half an hour before we open doors to the public, unless otherwise indicated. The volunteer arrival time is indicated in the event confirmation that you receive once you sign up for an event. Please make sure to go to the volunteer registration table to sign-in upon your arrival to the event. This is important so that we are able to track your participation for future rewards. We began maintaining records of volunteer participation in 2010.

3. We serve a light breakfast and provide a brief orientation on event procedures before the event, so it is very important that you arrive early to listen to these important guidelines. Volunteer departure time will change depending on the station a volunteer is assigned, and event needs (e.g. check-out volunteers are expected to stay to the end of the event).

4. Familiarity with N-400 form: As a CUNY Citizenship Now! Volunteer, we expect you to review the Citizenship Now! Guide, which contains step by step instructions for filling out the N-400 Application for Naturalization and to attend the monthly trainings offered. The Guide will provide you with information necessary to help participants fill out all sections of the form and will enable you to deal with challenging questions. This Guide may be found on our website (http://www.cuny.edu/about/resources/citizenship/newsevents/Publications/CitizenshipNowGuide.pdf), and is also available at each event.
During the Event

5. All volunteer roles are integral to the success of this event. After signing-in and participating in the orientation, volunteers should go to their assigned station. The station leader will go over the tasks you will be performing, and will answer any questions you may have regarding your role.

6. We ask that all volunteers interact in a professional and respectful manner with other volunteers, participants and staff.

7. During any Citizenship Now! event or activity, volunteers MAY NOT engage in any of the following activities:
   - The use of discriminatory or racist statements and behaviors.
   - Sexual harassment, including jokes, innuendos, insults, sexist remarks, the display of inappropriate photographs or material, leering, touching or kissing.
   - The use of alcohol or illegal drugs.
   - Damaging the physical property of the building in which the event takes place.
   - The removal of any property of Citizenship Now! (materials, food, etc.), unless otherwise authorized by the event supervisors.
   - Any other unlawful and/or inappropriate activity.

8. During and after the event, volunteers must maintain the confidentiality of all personal information of the participants they assist, regardless of the subject of the information. This information may include but is not limited to: names, addresses, phone numbers, legal status, marital status and any other personal information that program participants provide through the application process.

E. Volunteer Dismissal

Volunteers MAY BE dismissed from the Volunteer Corps if they engage in any of the following:
   - Persistently not following guidance from CUNY Citizenship Now! staff members
   - Not complying with the standards and guidelines set forth in this Guide
   - Not following CUNY Citizenship Now! policies and practice standards

Volunteers WILL BE dismissed from the Volunteer Corps if they have engaged in any of the following:
   - Disclosure of confidential information
   - Referral of participants to individual private attorneys or for-profit service providers
   - Unauthorized practice of law
   - The use of alcohol or other inappropriate substances during an event
   - Involvement in any illegal activity
   - Accepting money or gifts for immigration services provided from CUNY Citizenship Now! participants they have assisted. This prohibition remains in force both during and after volunteering with CUNY Citizenship Now!

Lateness

If a volunteer registers for an event and is running late, we ask that he/she notifies the Volunteer Coordinator by calling 646-783-9670. This phone number will be listed in the e-mail outlining station assignments before each event. Please make sure that you add this phone number to your list of contacts to notify us of any changes. This will help us make necessary arrangements to accommodate the stations.
Volunteer Feedback

If any member of the Volunteer Corps has any concerns, questions about appropriate behavior during an event, the code of conduct or any expectations of him or her from Citizenship Now! before or after the event, or has any concern regarding the event, program participants, other volunteers or staff members, they should talk with the Station Leader immediately. Volunteers can also contact CUNY Citizenship Now’s administrative office at 646-344-7245.

IV. Citizenship Eligibility

Completing and submitting form N-400, Application for Naturalization is the first step for a permanent resident seeking to become a U.S. citizen. Many lawful permanent residents have been eligible to apply for naturalization, but have not applied. This can be because they do not know they are eligible, do not know where to begin the process, or cannot afford to hire a legal expert, among many other reasons. CUNY Citizenship Now! aims to fill the gap for this need. As a volunteer with us, you play an essential role in providing this vital community service.

Before providing assistance, Volunteers at the Screening and N-400 application assistance stations, should remind applicants that when applying for naturalization, the United States Citizenship and Immigration Services (USCIS) will review their entire immigration and criminal history. If an applicant has any reason to believe that USCIS may question their eligibility to become a U.S. citizen or to remain in the United States, volunteers must advise the applicant to speak with the Supervising Attorney before proceeding. Below you will find a discussion of the requirements for Naturalization and the special areas of concern when completing the application form.

A. Basic Eligibility Requirements for Naturalization

- The applicant has continuously resided in the United States as a permanent resident for the last five years. An applicant can qualify after only three years of permanent residence if he or she is married to and living with the same U.S. citizen spouse, while a permanent resident, for the past three years;
- The applicant has been physically present in the United States for at least half of the five (or three) years;
- The applicant has resided for at least three months in the state in which the naturalization application will be filed;
- The applicant is a person of good moral character;
- The applicant has a basic knowledge of U.S. government and history (with exceptions for some disabled permanent residents);
- The applicant is able to read, write, and speak basic English (with exceptions for some older, long-time lawful permanent residents and for some disabled permanent residents);
- The applicant is at least 18 years old;
- The applicant is willing to renounce allegiance to her/his home country and express allegiance to the United States.

Volunteers at application assistance and checkout should make sure that applicants see their Station Leader in any of the situations listed above when the case notes section of the applicant’s intake sheet does not reflect that the matter was addressed during screening.

Try to address all issues, if possible, at the time you encounter them. Do not forward the participant (and the problem) along unresolved to the checkout station. If the issue is too complex to be resolved by you, please raise your hand to speak to your station leader. If the issue is too complex for the station leader, the leader will seek guidance from one or more of the immigration attorneys. Please clearly identify all issues in the case notes section of the intake sheet before forwarding the participant to the next station. Please also clearly identify yourself in the appropriate column for your station on the pink Case Notes form.

If you determine that an issue makes the participant ineligible for naturalization, please explain this in the case notes, put a red dot sticker on the intake sheet, explain the issue to the participant, retain the intake sheet, and refer the participant to one of CUNY Citizenship Now! immigration centers for more information.
B. Red Flags

- The applicant has ever been arrested or convicted of a crime.
- The applicant is a male who lived in the United States at any time between his 18th and 26th birthdays and failed to register with the Selective Service.
- The applicant ever failed to support his/her dependents or to pay alimony.
- The applicant has ever lied to any immigration officer, consular official, or government official and that information was not revealed when he or she applied for permanent residence.
- The applicant married solely to obtain permanent residence.
- Since becoming a lawful permanent resident, the applicant has been absent from the United States for long periods of time, especially continuous periods of more than six months.
- The applicant failed to file an income tax return for any year since becoming a lawful permanent resident unless he or she was not required to file.
- One of the applicant’s parents became a U.S. Citizen before the applicant turned 18. He/she may already be a U.S. citizen.
- There is anything else about the applicant’s case that he or she does not want disclosed to USCIS.

C. Citizenship Now! Event Flow

At each event there are generally seven stations that participants will have to go through in order for them to complete their application. In addition to those stations, there are other locations and roles explained in the next section which volunteers may be assigned to help. On the next page is the diagram of the stations a participant will go through in order to walk out of the event with a completed application packet. The solid arrows indicate stations most participants will go to, while the dotted arrows indicate optional stations.
APPLICATION ASSISTANCE EVENT
FLOW CHART

REGISTRATION

WAITING AREA

SCREENING

GREEN STICKER

BLUE STICKER

RED STICKER

REFERRAL

FEE WAIVER

APPLICATION ASSISTANCE

CAMERA STATION and PHOTOCOPIES

CHECKOUT

PASSPORT REVIEW
D. Citizenship Now! Volunteer Roles

Before each event you will receive a confirmation email which also lists your assignment for the event. Please take a moment to read the section below that corresponds to your assignment so you are prepared for the event.

1. Event Flow

Volunteers and staff will:
- Prevent bottleneck at the various stations and take appropriate measures to correct it if it happens (i.e. arrange new waiting area in coordination with site manager and other station leaders, etc.)
- Direct participants to the different stations throughout the event
- Answer questions about the flow of the event

2. Volunteer Registration

Volunteers and staff will:
- Greet volunteers and thank them for coming to the event.
- Help with station set up.
- Ensure volunteers sign-in and provide them with name tags. They will sign-in using a form we prepared beforehand which includes all volunteers registered for the event. Please note that volunteers who have not signed up for the event, in general, will have to be sent back home with a big thanks for wanting to help, and with an invitation to please register for our events next time.
- We also have some procedures that the station leader may ask you to help with, to ensure that all volunteers who come to an event are recognized for their efforts.
- Sometimes, persons who are not Corps Members but who are sent by our sponsors to help will come to an event. Please ensure that they complete and sign the “One Time Volunteer Registration Form” and “Volunteer Confidentiality Agreement and Attestation on the Unauthorized Practice of Law.”
- Hand out thank you cards to volunteers as they enter the event.
- Once volunteers have signed-in and noted their station assignment, direct them to have breakfast and await the general and station orientations by our staff members.

3. Participant Registration

Volunteers will:
- Check-in participants using the Appointment List.
- Ask participants for their documents confirming they are eligible to receive services at the event as they sign-in using the document list on the sticker on the front of the folder (see appendix “What to bring to a Citizenship Now! Event”). Participants with any documents missing should be referred to Centers, City Council Offices, or another event if they cannot quickly return to the event with the necessary documents to proceed.
- Verify with the Site Manager if we can accommodate walk-ins until the stated participant number has been reached or until the doors are closed to the public at the designated time.
- Refer participants with arrests who do not have certified dispositions with them at the event to Centers, City Council Offices, or follow up events. Provide handout with instructions on how to obtain dispositions as necessary.
- Direct participants to take a seat in the waiting area.
• **Note:** General inquiries on subjects not related to the naturalization process may be received at this station. Volunteers will respond to these inquiries by providing one or more of the CUNY Citizenship Now! brochures and pointing participants to centers where we can assist them. Resource flyers will be available at this table so that applicants can be referred to Citizenship Now’s immigration centers.

4. **Interpreters**

Interpreters will:

- Float throughout the assigned station to assist participants who are having trouble communicating in English. Be sure to note from the Volunteer Sign-In Sheet the station where you will be floating as an interpreter and look for the station leader so that he/she knows that you are available to help and the languages you speak.
- Interpret for a participant with limited or no English so that they may be assisted by another volunteer or by an attorney or BIA Accredited Representative as if there were no language barrier.
- Interpret for the volunteer providing the assistance and the participant, ensuring that the meaning of the conversation is maintained.
- Be as accurate as possible and be unbiased, impartial and never interject their own words, phrases, expressions, or opinions. Do not interpret what you think the participant “meant to say.” If the volunteer assisting the participant does not understand what the participant is saying s/he can ask follow-up questions to clarify. If you paraphrase what the participant says or you tell the volunteer what you think the participant “means to say,” then you might be doing a disservice to the participant by providing inaccurate responses to the volunteer who is completing the naturalization application.

**Note:** If you don’t think you can fulfill the role of interpreter, if it is assigned to you, please let your station leader know and we will assign you another role.

5. **Waiting Area**

Volunteers will:

- Ensure participants have eligibility documents at hand using the sticker on the front of their folder to be sure they are prepared to receive assistance at the event.
- Instruct the participant to complete the yellow Participant Registration Form (PRF) while they wait for their number to be called. The PRF is in the Appendices section of this Guide. Please familiarize yourself with the questions in the form and let the Waiting Area supervisor know if you don’t know how to answer a question. It is important that you know that the PRF asks participants for demographic information that allows Citizenship Now! to obtain funding from various sources and to report back to our funders on the demographics we serve. Sometimes participants are hesitant to answer some of the questions, so you must clarify to them that we do not share their information with anyone and that it is a requirement we must meet in order to receive the funding that allows us to provide a free service.
- Also instruct the applicant to read and sign both copies of the Declaration of Understanding (DOU) that is attached to the PRF. The DOU explains to participants the scope of services they will receive at the event.
- Encourage participants to begin filling out their N-400 forms legibly and in black ink **ONLY** while they are waiting to be seen by the next available screener.
- Assist participants to list all trips taken outside of the United States since becoming an LPR, beginning with the most recent trips, on riders provided.
- Remind participants that they may experience a wait to be seen and to please be patient.

6. **Screening**

- At this station we check that applicants meet the basic requirements for naturalization, including reviewing the documents they have brought to the event. Participants with incomplete documentation should be referred to our centers. To learn about the documents we require participants to bring to our events, check
• A few recommendations for volunteers at this station:
  
  − Please refer to the “Screening Station: Reminders for Volunteers” for an overview of administrative procedures for this station and for the criteria a participant must meet to be eligible to naturalize as well as to request a fee waiver.

  − After you introduce yourself to the participant, please check their yellow PRF to see that it is completed and signed, and that the “Declaration of Understanding (DOU)” has been signed. Make sure that the person understands the DOU. You will sign both copies, and tear off the back copy to provide to the participant for their records.

  − Interview the participant following the pink “Naturalization Case Notes” form and check the appropriate answers. Explain that we ask these questions because USCIS will determine the applicant’s eligibility based on his/her answers. Also mark your initials under the corresponding column. By answering all the questions and making any other appropriate notes you will ensure that the volunteers at Application Assistance, Fee Waiver, and Check Out are aware of any important issues and/or red flags.

  − Participants who do not bring certificates of disposition when they have a criminal history or MTA Citation (even if it is only an MTA violation from years ago) will not be able to receive assistance at the event. Provide participants who do not have their certificates of disposition with them at the event with the handout on "How to obtain copies of certified dispositions" and the referral sheet that lists our immigration center locations.

  − Examine the participant’s passports to see if more than 10 trips were taken since becoming an LPR. If the participant has taken more than 10 trips since getting their green card, flag down a Passport Station Runner to obtain an envelope to fill out and place all passports inside so that trips section of the form can be completed simultaneously with the rest of screening and application assistance.

  − Passports should be inserted into the envelope and volunteers should write their name, the participant’s name, date the participant became an LPR and the number of passports on the envelope in the space provided. When the volunteers at the Passport Station are done completing the list of trips, they will return the passports to the participant.

  − Based on the participant’s responses to the questions on the case notes form, make an assessment of the person’s eligibility for Naturalization and for a Fee Waiver, if applicable, and mark her or his yellow Participant Registration Form (PRF) and the pink Naturalization Case Notes form with the appropriate sticker and direct them to the next station as follows:

    - **Green sticker:** The applicant is eligible for naturalization and is prepared with all the required documents to be seen at the event. Direct the participant to the Application Assistance Station.

    - **Blue sticker:** The applicant is eligible for a fee waiver and should be directed to the fee waiver station prior to receiving application assistance.

    - **Red sticker:** The applicant is ineligible for Naturalization at this time or we are unable to assist him/her at the event. He or she may be referred to one of the CUNY Citizenship Now! Immigration Centers. Participants who receive a Red Sticker should also be provided with an “Explanation of Why You are Not Eligible to Receive Naturalization Service’s Today” form which explains why they are unable to be assisted at this event. You should staple a copy of this form to the yellow PRF and the pink “Case Notes” form for our records. The pink Case Notes and the yellow PRF with red stickers must be kept at Screening.

  − “Screening volunteers” should address any red flag issues at the time of identifying the issue. Do not allow the participant to proceed through the event if there is a possibility they are ineligible to naturalize. If you need help ask the station leader. It is better to identify ineligible cases early on in the event than to have the participant go through the entire event only to discover at check out that s/he is ineligible.
− Stickers need to be placed on both the yellow PRF and pink Naturalization Case Notes. The pink case notes form will be taken by the participant to the rest of the stations and will be collected at the Check-Out Station.

− Please use the Screening Resource Binder, riders, status info letters, disability waivers, and blank N-400s located on the Resource Table nearby, as needed.

− Screeners should complete the “Crimes” chart of the N-400 form in Part 10.D on page 8. This should be completed ONLY if participant has certified dispositions or MTA letters on site and before the participant proceeds to the next station. Remember to inquire about traffic violations. Be sure to refer to the “Screening Station: Reminders for Volunteers” for more complete information about how to complete the “Crimes” chart of the N-400 form.

− Unless a traffic incident involved drugs or alcohol, the participant does not need to submit documentation of traffic fines and incidents that did not involve an actual arrest if the only penalty was a fine of less than $500 or points on the participant’s driver’s license. Nevertheless, if the participant was EVER been cited (i.e., received a traffic ticket), then the participant must respond “yes” to question 16 in Part 10.D on the N-400. The screening volunteer must provide the appropriate information in the “crimes” chart but does not need to provide any supporting documentation unless the traffic violation was drug or alcohol related or involved a fine of $500 or more.

− Participants who qualify for an N-648, Disability Waiver should be provided with an N-648 referral package and should receive a red sticker so they may receive further assistance at one of our centers.

− Please raise your red question mark paddle if you have any questions so that a supervising attorney can assist you.

− Volunteers should ensure that all discarded participant documents with identifying information are shredded and disposed of properly before the end of the event to protect the participant’s confidentiality and privacy.

− If the screener determines that the participant is eligible for naturalization AND is eligible for a fee waiver, then the participant should proceed first to the Fee Waiver Station. After completing the Fee Waiver application, the participant will then proceed to the Application Assistance Station.

6. Fee Waiver

Volunteers will:

Make sure that participants only proceed to this station if they have a blue sticker on their pink “Naturalization Case Notes” form, as indicated above.

• Refer to the “Fee Waiver Station Guide” for detailed information on how to prepare participant’s fee waiver applications with supporting documentation and the administrative procedures and documents we use to make the event run smoothly.

• Review the various types of New York State benefits participants may be receiving such as food stamps (SNAP), Social Security or SSI, Medicare or Medicaid, or Section 8 Housing Assistance.

• Copy all budget or award letters and benefit cards stating when the participant started receiving stated benefits. These documents demonstrate the financial need of the participant.

• Help the participant fill out USCIS Form I-912, Request for a Fee Waiver. If you have difficulty filling out any section of the form, please notify your station leader, who will help you determine the next step.

• When applicants are finished at this station, they should be directed to the Application Assistance Station.

• Participants who qualify for the fee waiver based on hardship should be referred to a Center or Council member office to make an appointment for further assistance because they need more assistance than can be provided at an event. To be clear, if the participant claims that the basis for requesting a fee waiver is financial hardship (i.e., Section 3, line 8.c on the Form I-912 “I have a financial hardship.”), then we cannot help the person complete the Form I-912 at the event. Use the “Fee Waiver Checklist” to provide the participant with information about what documents to bring to their appointment at a Center to prove hardship.
• If the participant claims that the basis for requesting the fee waiver is either (a) that s/he or a relevant member of her/his household is receiving a means-tested benefit or (b) her/his household income is less than 150% of the federal poverty level guidelines, then we will be able to assist the participant to complete the Form I-912.

• Fee Waiver Resources are available in the file box on a table nearby.

• If the participant is missing any information or documents, write them down on the blue “N-400 Checkout List and Next Steps” document. Volunteers at the other stations will use this same document to remind participants of any missing information so it is all in one place.

• Volunteers should ensure that all discarded participant documents with identifying information are shredded and disposed of properly before the end of the event to protect the participant’s confidentiality and privacy.

• Direct participant’s to the Application Assistance Station

7. N-400 Application Assistance

Volunteers at this station will:

• Read and follow the “Application Assistance Reminders” document to assist with their review and completion of the N-400 form. Volunteers must ensure that the appropriate fields of the form are properly filled out. Sometimes there’s not enough room to include all the information, so we have included the riders we use at our events which are available in the blue bins near the Application Assistance Station. (See appendix 1 through 5)

• If you cannot answer the applicant’s questions, or notice any of the Red Flags from above, or have any other questions, raise your red question mark paddle to speak with your station leader who can be identified by a red or blue sash. We recommend that you watch the webinar “Challenging Issues on Citizenship Applications” (http://www.youtube.com/watch?v=Tsfl8aKbFzJA), and read our CUNY Citizenship Now! Guide (http://www.cuny.edu/about/resources/citizenship/news-events/Publications/CitizenshipNow Guide.pdf) for you to become familiar with Red Flags and learn how to complete difficult sections of the form.

• Participants who do not have a green sticker on their pink Case Notes form may have missed the Screening Station. If you see participants at application assistance without a green sticker, direct them back to the Waiting Area Supervisor so they can be screened.

• When you are ready to see a participant, raise your green thumb paddle. Raise the red question mark paddle for supervisor assistance.

• After you introduce yourself to the participant, ask to examine the participant’s passports to see if more than 10 trips were taken since they received their green card. (This is just in case that the screener may have missed this task). If the participant has taken more than 10 trips since getting their green card, flag down a Passport Station Runner to obtain an envelope to fill out and place all passports inside so that the trips section of the form can be completed simultaneously while you are assisting the participant with completing their N-400 Form.

• Passports should be inserted into the envelope and application assistance volunteers should write their name, the participant’s name, date the participant became an LPR and the # of passports on the envelope in the space provided. When the volunteers at the Passport Station are done completing the list of trips, they will return the passports to the participant. Volunteers should continue working with participants on the rest of the N-400 form while the trips section is being completed. Volunteers will write “See attached rider” on the “Trips” section on page 4 the N-400 form.

• If the participant has taken less than 10 trips since they received their green card, then volunteers should use the participant’s passports to complete the trips section of the form on page 4 of the N-400 Form. Work backwards on Part 7 of the form by first completing Section C, then B, then A. If any trip is longer than 6 months or if the total number of days in Section A is more than 912 for participants applying under the five years of continuous residence rule (or 545 days if based on three years of continuous residence), raise your red question mark paddle for supervisor assistance.
• If participant’s answers to any of the questions on the N-400 form require extra space, use the corresponding riders we provide in the blue bins near the application assistance station. (Examples of the riders we use are found in Appendix 1-5.) Be sure to note “see attached rider” in the appropriate section of the N-400 form.

• If the participant is missing any information or documents, write them down on the blue “N-400 Checkout List and Next Steps” document. Volunteers at the other stations will use this same document to remind participants of any missing information so it is all in one place.

• When the N-400 form has been completed, complete the certified mail return receipt and write the participant’s return address on the envelope provided inside the participant’s folder.

• Remind participants to make a copy of the application for their own records before they mail the application to USCIS.

• Fee waivers should be completed prior to receiving Application Assistance, but if a participant requests one at this point, send them back to the fee waiver station for further assistance.

• If applicants are unable to complete the process at the event, Volunteers should raise their red question mark paddle for Supervisor assistance. For instance, the applicant needs to obtain a certificate of disposition, or if they didn’t bring necessary records/documents to fill out their application completely, the Station Leader may advise the participant to follow up at a CUNY Citizenship Now! Center.

• Volunteers should ensure that all discarded participant documents with identifying information are shredded and disposed of properly before the end of the event to protect the participant’s confidentiality and privacy.

• When you have completed the participant’s N-400 form and any attached riders, addressed the envelope and the certified mail return receipt and made any notes about missing information on the blue “N-400 Checkout List and Next Steps” document, then you can direct participants to Photo/Copy station.

8. Passport Station

The purpose of this station is to complete the trips section of the N-400 form for participants who have taken more than 10 trips since they have received their green card. Remember: it is not just trips in the past five years! The N-400 instructions specifically ask for trips since becoming a lawful permanent resident. This happens at the same time as the participant is finishing screening and working with an application assistance volunteer to complete the rest of their N-400 form.

Volunteers will:

• Serve as Passport Station Runners who will provide volunteers at Screening and Application Assistance with marked envelopes to place the participant’s passports and deliver them to the Passport Station volunteers OR will complete the trips section of Form N-400 using our computer program.

• Volunteers using the computers should use the “Passport Station Reminders” for instructions on how to use the computer program and how to complete and verify that the printed rider is accurate.

• Once the departure and return stamps are inputted into the computer program, a printed rider is generated. Volunteers at application assistance will write “see attached rider” on the “Trips” section of the form. If you have any questions about any of the trips taken by the participant, raise your red question mark paddle and the station leader will further assist you.

• If any trip is longer than 6 months or if the total number of days in Section A is more than 912 (or 545 if based on three years of continuous residence), raise your red question mark paddle for supervisor assistance.

• Once all trips have been inputted into the computer, the rider has been completed and printed, collect the participant’s passports and replace them into the designated envelope and a runner will return them to the participant before they are seen at the Check-Out Station.

• Volunteers should ensure that all discarded participant documents with identifying information are shredded and disposed of properly before the end of the event to protect the participant’s confidentiality and privacy.
9. Camera/Photocopies

Volunteers will:

- Take the photographs required of the applicant (two passport style photos).
- Ensure that the applicant’s name and A# (the number on the Legal Permanent Resident card) are written on the back of the photos in pencil or lightly in pen.
- Place the pictures into the small envelope provided and note the participant’s name and A# on the envelope as well.
- At this station volunteers will also make copies of the front and back of the applicant’s green card to be mailed with their N-400 form.
- Once the participant has taken their photos and had their green card copied they can move on to the Check-out Station.
- Volunteers should ensure that all discarded participant documents with identifying information are shredded and disposed of properly before the end of the event to protect the participant’s confidentiality and privacy.

10. Checkout

- Attorneys and BIA accredited representatives will conduct a final review of the application and its supporting documents, to determine if they are complete and ready to be mailed by the applicant to the Department of Homeland Security, U.S. Citizenship and Immigration Services.
- If there are errors on the form, the attorney or BIA Accredited Representative will make corrections.
- Volunteers here should read and follow the “Check-Out Station Reminders” which provide some tips on how to conduct a final review of the N-400 application, I-912 Fee Waiver form, and supporting documents as well as guidelines for packaging the application for the participant.
- If the participant is missing any information or documents, write them down on the blue “N-400 Checkout List and Next Steps” document. Volunteers at the other stations will have made notes on this same document to remind participants of any missing information so it is all in one place. Review this document front and back with the participant to be sure they are aware of any missing information and of what to expect after they mail their application.
- At this station, instruct the participant to purchase a money order or to include a personal check payable to “U.S. Department of Homeland Security” in the amount of the filing fee unless a fee waiver request will be included with the application. The participant should be instructed to write his or her name and A# on the money order or personal check.
- Review Fee Waiver and supporting documentation, if there is one, for accuracy and completion.
- If a participant is found ineligible for services, two copies of the “Explanation of Why You are Not Eligible to Receive Naturalization Service’s Today” form must be completed stapled to the pink Case Notes and a Red Sticker should be placed on the top.
- Use Resource Binder, riders, status info letters, disability waivers, and blank N-400s located in the blue bins at the Check-Out Station, as needed.
- If this task was not completed at Application Assistance, help the participant prepare the envelop to be mailed.
- Instruct the participant to make a complete copy of the application to keep for their records.
- Volunteers should ensure that all discarded participant documents with identifying information are shredded and disposed of properly before the end of the event to protect the participant’s confidentiality and privacy.
11. General Observations for all Volunteers

- If you foresee any difficulties staying for the whole event, please let us know when you register to volunteer so that we can fill your spot.

- To ensure that you receive emails from us, make sure to add cunycitizenshipnow@gmail.com to your e-mail address book.

- We want to stay in touch with you. Please let us know if you change your contact information. You can do so by clicking on the “Update Profile” link that is included at the bottom of all the communications that we send you.

- We want your experience to be as pleasant as possible. If you have any ideas, suggestions or complaints, send us a comment to our Suggestion Box at http://www.formstack.com/forms/?1095539-j6tkMv1rNJ or via email to cunycitizenshipnow@gmail.com.

Thanks for volunteering with CUNY Citizenship Now!
V. Appendices
Appendix 1: Rider – Form N-400 Part 6, Section B

RIDER – N-400 Application for Naturalization

Applicant: _____________________________________________________________

This is the continuation to Part 6, Section B. “Employment for Past Five Years”

<table>
<thead>
<tr>
<th>Employer or School Name</th>
<th>Employer or School Address (Street, City and State)</th>
<th>Dates (mm/dd/yyyy)</th>
<th>Your Occupation</th>
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Signature _____________________________________________________________ Date ___________________________
This is the continuation to Part 7, Section C. “Trips Outside the United State since becoming a lawful permanent resident (not just the past five years!)”

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<thead>
<tr>
<th>Date You Left the United States (mm/dd/yyyy)</th>
<th>Date You Returned to the United States (mm/dd/yyyy)</th>
<th>Did Trip Last 6 Months or More?</th>
<th>Countries to Which You Traveled</th>
<th>Total days Out of the United States</th>
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Signature ______________________________________ Date ___________________________
Appendix 3: Rider – Form N-400 Part 8, Section F

RIDER – N-400 Application for Naturalization

A#__________________________________________

Applicant: _____________________________________________________________

This is the continuation to Part 8, Section F. “Information about Applicant’s Prior Spouse”

1. Prior Spouse’s: Family Name (Last Name) ____________________________________________

   Given Name (First Name) _________________________________________________________

   Full Middle Name _____________________________________________________________

2. Prior Spouse’s Immigration Status:  □ U.S. Citizen

   □ Lawful Permanent Resident

   □ Other ____________________________________________________________

3. Date of Marriage (mm/dd/yyyy): ________________________________________________

4. Date Marriage Ended (mm/dd/yyyy): ____________________________________________

5. How Marriage Ended:  □ Divorce □ Spouse Died

   □ Other ________________________________________________________________

Signature ___________________________________________________________ Date _________________________
Appendix 4: Rider – Form N-400 Part 8, Section G

RIDER – N-400 Application for Naturalization

A# __________________________________________

Applicant: _____________________________________________________________

This is the continuation to Part 8, Section G. “Information about Applicant’s Current Spouse”

1. Prior Spouse’s: Family Name (Last Name) ________________________________________________
   Given Name (First Name) _________________________________________________
   Full Middle Name _______________________________________________________

2. Prior Spouse’s Immigration Status:
   □ U.S. Citizen
   □ Lawful Permanent Resident
   □ Other __________________________

3. Date of Marriage (mm/dd/yyyy): ________________________________________________

4. Date Marriage Ended (mm/dd/yyyy): __________________________________________

5. How Marriage Ended: □ Divorce □ Spouse Died
   □ Other __________________________

Signature ___________________________________________________________ Date ___________________________
RIDER – N-400 Application for Naturalization

Applicant: _____________________________________________________________

This is the continuation to Part 9, Section B. “All of applicant’s sons and daughters”

<table>
<thead>
<tr>
<th>Full Name of Son or Daughter</th>
<th>Date of Birth (mm/dd/yyyy)</th>
<th>USCIS “A” number (if child has one)</th>
<th>Country of Birth</th>
<th>Current Address (Street, City, State and Country)</th>
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Signature __________________________________________________________ Date ___________________________
Appendix 6: Rider – Form N-400 Part 10, Section G, Question 33

RIDER – N-400 Application for Naturalization

A# ____________________________________

Applicant: _____________________________________________________________

This is my explanation for my answer to Part 10 Section G, Question 33. “Selective Service Registration”

33. I am a male who lived in the United States at a time between my 18th and my 26th birthdays, but I did not register with the Selective Service because I was not aware of my obligation to do so. Had I known of the requirement, I would have registered.

Signature _________________________________________________________ Date ___________________________
Appendix 7: Citizenship Application Assistance Event Document Check List

N-400 APPLICATION CHECKLIST:

Screeners: Please make sure participants have all documents below. Participants without these documents whom you believe to be qualified for naturalization should be referred to one of our immigration centers and not allowed to the next station.

☐ Green card or I-551 stamp in passport
☐ All passports since obtaining green card
☐ Certified Dispositions for each criminal court case or MTA letters for all MTA cases, if the person has criminal or MTA history.

FEE WAIVER APPLICATION CHECKLIST:

Volunteers: Please make sure that participants have as many of these items as applicable to them. We will not be assisting participants with fee waiver preparation if waivers are based on financial hardship. Instead, please refer them to one of our immigration centers for help with the fee waiver. They can still receive assistance at the event with completing their N-400.

1. If the participant is receiving a public benefit from a state or federal agency:
   ☐ Copy of public benefit “budget” letter, Food Stamp award letter, copy of Medicaid card, shelter allowance, Section 8 award letter) or other official document from the state or federal agency granting the benefit.

2. If the participant’s household income is at or below 150% of the Federal Poverty Guidelines at the time of filing:
   ☐ Copy of IRS federal tax returns for the most recent tax year (for each person in the household who works and files taxes)
   ☐ Copies of paystubs for the past month or a statement from your employer
   ☐ Copy of receipt of Unemployment Benefits, Workers Compensation, Social Security Disability Insurance (SSDI)
   ☐ Copies of bank statements
Appendix 8: Passport Photo Requirements

- Color Photo
- Printed on photo quality paper
- 2 x 2 inches (51 x 51 mm) in size
- Sized such that the head is between 1 inch and 1 3/8 inches (between 25 and 35 mm) from the bottom of the chin to the top of the head.
- Taken within the last 30 days to reflect your current appearance
- Taken in front of a plain white or off-white background
- Taken in full-face view directly facing the camera
- With a neutral facial expression and both eyes open
- Taken in clothing that you normally wear on a daily basis (but remove earrings):
  - Uniforms should not be worn in your photo, except religious clothing that is worn daily.
  - Do not wear a hat or head covering that obscures the hair or hairline, unless worn daily for a religious purpose. Your full face must be visible, and the head covering must not cast any shadows on your face.
  - Headphones, wireless hands-free devices or similar items are not acceptable in your photo.
  - If you normally wear prescription glasses, a hearing device or similar articles, they may be worn for your photo.
  - Dark glasses or non-prescription glasses with tinted lenses are not acceptable unless you need them for medical reasons (a medical certificate may be required)
  - Glare on glasses is not acceptable in your photo. Glare can be avoided with a slight downward tilt of the glasses or by removing the glasses or by turning off the camera

Excerpt from the Department of State: http://travel.state.gov/passport/pptphotoreq/pptphotoreq_5333.html
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 ________________
Appendix 10: Screening Station Reminders for Volunteers

Station Overview

A screener is like a gatekeeper. The screener’s role is to ensure that only participants who are eligible for naturalization and who are sufficiently prepared to complete an application proceed through the event to receive assistance. To do this, the screener carefully reviews each case and determines if the applicant meets the requirements for naturalization. It’s also up to the screener to determine if the applicant may be eligible to receive the USCIS fee waiver.

Administrative Procedures

1) When you are ready to see someone, hold up the giant thumb sign. We’ll send the next participant over.

2) Introduce yourself to the participant and ask to see his or her YELLOW Participant Registration Form (PRF). This form should have been completed by the participant before he or she sits down. If it’s missing information, please send the participant back to the waiting area to complete it.

3) Check that the participant has read and signed the Declaration of Understanding (DOU). You must sign and date both copies of this agreement. Remove the second copy of the DOU and give it to the participant for his or her records. Set the YELLOW PRF aside for now; you’ll need it later.

4) Take a new PINK Naturalization Case Notes Form from the stack on your table. This form is designed to help you determine eligibility for naturalization by breaking down information into basic questions and checklists.

5) Ask to see the participant’s green card. If they’ve lost it, a copy or a legible I-551 passport stamp with the participant’s A-number is acceptable. Record the participant’s name and A-number in the space provided at the top of the pink form, along with the date and the name of the event.

6) Next, record the participant’s response to each question on the case notes form. As you do this, ask the participant to show you documentation to support his or her answers.

7) If you are unsure about how to proceed at any point, raise your question mark sign and our supervising attorney will come help you. Please keep in mind the following:

- Please complete all of the questions on the case notes form unless it is immediately apparent that the participant is ineligible to proceed (i.e. participant is not an LPR).
- If the participant has a criminal history, be sure to complete Part 10, Section D of the N-400 Form (Good Moral Character) in addition to the case notes before allowing the participant to proceed to the next station.
- Make sure to screen the participant for fee waiver eligibility and ensure all supporting documentation is present.

8) When you’ve finished screening, print your name and sign in the boxes labeled ‘screener’ at the bottom of the form.
9) Place the appropriate sticker in the upper right-hand corner of both the PRF (YELLOW sheet) and the Case Notes form (PINK sheet). You will find a guide to sticker codes on your table. Follow the directions below depending on the outcome of your screening.

- **Applicant is eligible to apply for naturalization and has the necessary documents, OR**
  - **Applicant is eligible to apply for naturalization and may also be eligible for the USCIS fee waiver.**

- □ You may instruct the applicant to proceed to application assistance/fee waiver. Remind him or her take the PINK case notes form with them to each station, and to leave it with the attorney at checkout.
- □ ALWAYS collect the YELLOW PRF and place it in the box on your table. DO NOT allow the participant to leave with this form. We need this form because it contains information relevant to our funders.

- **Applicant is ineligible to apply for naturalization, OR**
  - **Applicant may be eligible to apply, but is missing the documents necessary to receive assistance at the event.**

- □ Write a complete explanation of your decision in the blank area on the reverse of the case notes form, and provide a verbal explanation to the participant of the reason(s) he or she does not qualify. Also complete two copies of the “Ineligible for Services” form, and give one of these copies to the participant.
- □ Collect and staple the PRF, the second copy of the “Ineligible for Services” form and the PINK case notes sheet. Place these documents in the box on your table. If the case requires a follow-up appointment, make sure the participant is aware that each folder contains a sheet with contact information for the Citizenship Now! Immigration centers before he or she leaves.

**Completing the Case Notes Form: A Step-by-step Guide**

**Naturalization**

1) **How did the applicant get his or her LPR status?**
   - The purpose of this question is to assess whether the applicant has committed fraud or is likely to commit fraud in the future.
   - The **category of admission** is found on the front of the green card and should be examined in connection with the participant’s answer to the question. In addition to the answer, please look up and record this code.

2) **Did his/her parents naturalize when he or she was under 18?**
   - This question helps us ascertain whether the applicant **may already be a citizen** by operation of law.

3) **Number of years in LPR status.**
   - You must determine whether the applicant meets the requirement for **continuous residence**. In addition to the number of years, record the date that the applicant became a permanent resident.

4) **Has the applicant ever applied for naturalization before?**
   - If a previous application was denied, determine the basis for denial and record it on the reverse of the form.

5) **Has the applicant ever been out of the U.S. for over 6 months/1 year?**
   - This question helps us establish **physical presence** in addition to continuous residence.
   - If the participant has traveled, he/she must have all passports since becoming a permanent resident. If passports are missing, only allow him/her to proceed if travel has been minimal and they can recall the approximate dates of each and every trip.
6) **Ever arrested/detained? Subway ticket? Cert. of disposition/MTA letter?**
- The applicant’s record can determine **good moral character** or deportability.
- The participant must have all dispositions of arrest, even if the arrest did not result in charges or if resulting charges were expunged, dismissed or dropped. If dispositions are missing, refer the participant to a center.
- Complete **Section 10, Part D** of the **N-400 Form** concurrently with this question, but only if dispositions are on-site.

7) **Any children under 18 not living with the applicant? Child support?**
- If an applicant has failed to support dependents, he or she may not be considered a person of **good moral character**.

8) **Has the applicant filed taxes every year he/she was required to?**
- Unless income is not taxable or the applicant receives public assistance, he or she is obligated to file taxes in order to establish **good moral character**.
- If applying under the 3 year rule, applicant must be filing as ‘married’ and NOT as ‘single’ or ‘head of household’.

9) **Does the applicant owe taxes?**
- If yes, the applicant cannot be in arrears and must be able to show evidence of a payment plan with the IRS or appropriate tax agency.

10) **Has the applicant ever registered to vote? Has the applicant ever voted in the US?**
- Voting (or anything that constitutes a false claim to U.S. citizenship) can make it difficult to establish **good moral character** and is a deportable offense. Raise your question mark sign if you encounter this situation.

11) **If male, here between ages of 18 and 26? Registered with Selective Service?**
- All young men, unless present in the United States on a valid nonimmigrant visa, are obligated to register with the Selective Service.
- Applicants who failed to register must explain that failure was not knowing or willful, and should wait until the failure to register is past the qualifying period. You can check an applicant’s registration status at [www.sss.gov](http://www.sss.gov).

12) **Does applicant speak, write and read basic English? If no, is the applicant eligible for an exemption?**
- Applicants must show basic proficiency in English unless they meet the **55/15, 50/20 exemption** or qualify for a disability waiver, **Form N-648**.
- Do not allow applicants to proceed if they cannot speak basic English and do not qualify for one of these exemptions.

**Fee Waiver:** The participant must have documentation with him or her at the event that fulfills at least one of these criteria.

1) **Are you receiving a public benefit from a state or federal agency?**
- If the applicant submits proof that he/she receives a means-tested benefit, no further information is required.

2) **Is your household income at or below 150% of the Federal Poverty Level at the time of filing?**
- Refer to form I-912 P, 2011 HHS Poverty Guidelines. Applicants must be able to document household size and income.

3) **Do you face financial hardship (recent unemployment, high medical expenses, and/or other large unexpected expenses) that you want USCIS to consider when determining your eligibility for a fee waiver?**
- Financial hardship must be described and well-documented. Include proof of large expenses that USCIS should consider.
Appendix 11: Participant Registration Form (PRF)
### Appendix 12: Naturalization Case Notes

**COLLECT AT CHECKOUT**

**NATURALIZATION CASE NOTES**

(This page to be completed by Citizenship Now! Volunteer Screeners and Staff)

<table>
<thead>
<tr>
<th>Date</th>
<th>M</th>
<th>D</th>
<th>Y</th>
<th>Participant's Name</th>
<th>LAST NAME</th>
<th>First Name</th>
<th>Center/Event Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALIEN #</td>
<td>A</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** Case notes should be taken for EVERY PARTICIPANT BY EVERY SCREENER.

<table>
<thead>
<tr>
<th>Case Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) <strong>How</strong> did the applicant get his/her LPR Status?</td>
</tr>
<tr>
<td>2) Did his/her <strong>parent(s)</strong> naturalize when he/she was under 18?  <strong>Yes</strong>  <strong>No</strong></td>
</tr>
<tr>
<td>3) Number of <strong>years</strong> in LPR status?</td>
</tr>
<tr>
<td>4) Has the applicant ever applied for naturalization before?  <strong>Yes</strong>  <strong>No</strong></td>
</tr>
<tr>
<td>5) <strong>Travel</strong>? Has the applicant ever been out of the U.S. for over 6 months/over 1 year?</td>
</tr>
<tr>
<td>6) Ever <strong>arrested/detained</strong>?  <strong>Yes</strong>  <strong>No</strong></td>
</tr>
<tr>
<td>Subway Ticket?  <strong>Yes</strong>  <strong>No</strong></td>
</tr>
<tr>
<td>Cert. of Disposition/MTA Letter?  <strong>Yes</strong>  <strong>No</strong></td>
</tr>
</tbody>
</table>
| 7) Any children under 18 not living with the applicant?  **Yes**  **No**  
Child Support?  **Yes**  **No**  |
| 8) Has the applicant filed **taxes** every year he/she was required to?  **Yes**  **No**  |
| 9) Does the applicant owe taxes?  **Yes**  **No**  |
| 10) Did the applicant ever **register to vote**?  **Yes**  **No**  
Has the applicant ever **voted** in the U.S.?  **Yes**  **No**  |
| 11) If male, here between ages 18-26?  **Yes**  **No**  
Registered with **Selective Service**?  **Yes**  **No**  |
| 12) Do you speak, write, and read basic English?  **Yes**  **No**  
If No, is the applicant eligible for an exemption?  **55/15 Exemption**  **59/20 Exemption**  **69/20 Exemption**  **Not Eligible**  |

**FEE WAIVERS**

| 1) Are you receiving a public benefit from a state or federal agency?  **Yes**  **No**  |
| 2) Is your household income at or below 150% of the Federal Poverty Guidelines at the time of filing?  **Yes**  **No**  |
| 3) Do you have a financial hardship situation (such as recent unemployment, high medical expenses, and/or other unexpected large expenses) that you want USCIS to consider when determining your eligibility for a fee waiver?  **Yes**  **No**  |

<table>
<thead>
<tr>
<th>SCREENER (PRINT NAME)</th>
<th>SCREENER (SIGNATURE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FEE WAIVER ASSISTANT (PRINT NAME)</td>
<td>FEE WAIVER ASSISTANT (SIGNATURE)</td>
</tr>
<tr>
<td>APPLICATION ASSISTANT (PRINT NAME)</td>
<td>APPLICATION ASSISTANT (SIGNATURE)</td>
</tr>
<tr>
<td>CHECKOUT (PRINT NAME)</td>
<td>CHECKOUT (SIGNATURE)</td>
</tr>
</tbody>
</table>
LIMITED SCOPE LEGAL SERVICES

DECLARATION OF UNDERSTANDING OF SERVICES RENDERED

CUNY Citizenship Now! is a 'pro se' project ('pro se' means 'on one's own behalf'). We provide information and advice regarding the law and how the law applies to your situation. We assist you in filing your own application/petition(s). The assistance we provide to you is based solely on complete and truthful information you provide to us.

You, the participant, are representing yourself in your case. Neither CUNY nor any CUNY Citizenship Now! staff member is representing you in any capacity whatsoever. We assume no responsibility for the outcome of your case and we cannot guarantee results.

You are responsible for all aspects of your legal matter, including, but not limited to, paying the filing fees, mailing the forms, meeting all filing deadlines, preparing your case for any interview or hearing, and appearing at all immigration interviews and/or court appointments. You are responsible for notifying USCIS and/or the Immigration Court of any change of address.

We reserve the right decline legal assistance if we have a conflict of interest; if your matter is not within the scope of the legal services provided by our program; or for any other reason set forth in the New York Rules of Professional Conduct.

The information you provide is confidential and will not be disclosed except where disclosure is required by law. Our services are provided free of cost by funds from CUNY and grants from NY City and State. Demographic information is collected solely for funding purposes and to ensure our services remain free. We ask that you keep us informed on the status of your case and most importantly, of the outcome.

I have read and agree to the terms of the above Declaration of Understanding.

-----------------------------------------------------------
Participant's Signature                                   Staff Member's Signature

-----------------------------------------------------------
Date                                                      Date

☐ This statement has been read/translated to me in ____________, a language in which I am fluent, by ________________, and I understand this statement to the best of my ability.
DECLARACION DE ENTENDIMIENTO (ACUERDO) POR SERVICIOS PROVISTOS

¡Ciudadanía Ya! de CUNY es un proyecto “pro se” (“pro se” significa “por cuenta propia.”) ¡Ciudadanía Ya! brinda información y consejo legal, y le aconseja acerca de cómo la Ley se aplica en su caso. También lo ayudamos con la preparación de su(s) aplicación(es)/petición(es). La asistencia que le damos se basa solamente en la información completa y verdadera que usted nos da a nosotros.

Usted, el participante, se está representando a sí mismo en su caso. Ni CUNY, ni ningún miembro del personal de ¡Ciudadanía Ya!, lo está representando a usted en ninguna manera. No asumimos responsabilidad por el resultado de su caso y no podemos garantizar los resultados del mismo.

Usted es responsable por todos los aspectos de su caso legal, incluyendo, pero no solamente, el pago de los costos de cada aplicación/petición, el costo de envío de formularios, el cumplir con todas las fechas límites, la preparación de su caso para cualquier entrevista o audiencia, y la asistencia a todas las entrevistas de inmigración y/o audiencias en la Corte de Inmigración. Usted es responsable de notificar al Servicio de Inmigración (USCIS) y/o a la Corte de Inmigración de cualquier cambio de dirección.

Nos reservamos el derecho de no proveerle asistencia legal si tenemos un conflicto de interés, o si su caso no está dentro de los servicios legales provistos por nuestro programa, o por cualquier otra razón dictada por las Reglas de Conducta Profesional del Estado de Nueva York.

La información que usted nos proporcione es confidencial y no será divulgada excepto cuando sea requerido por la Ley. Nuestros servicios son provistos gratuitamente gracias a fondos de CUNY y a ayuda económica de la Ciudad y del Estado de Nueva York. Colectamos su información demográfica solamente para obtener ayuda económica para el proyecto y para asegurar que los servicios continúen siendo gratuitos. Le solicitamos que nos mantenga informados del estado de su caso, y aún más importante que esto, que nos informe del resultado de su caso.

He leído esta declaración y estoy de acuerdo con los términos de la Declaración de Entendimiento.

________________________________________________________________________
Firma del Participante

________________________________________________________________________
Firma del Representante del Proyecto

________________________________________________________________________
Fecha

________________________________________________________________________
Fecha