Week 4 Study Guide

Week 4 Notebook

- The Clinic Fellow and Clinic Lawyer are both available to take questions during an intake interview
    - Ask procedural questions to the clinic fellow
        - Come to clinic sessions 30 minutes early to receive instructions and training from the clinic fellow
    - Ask legal questions to the clinic lawyer
- After a prospective client's case is accepted by NOMAS, you will continue working with the client through the Clio Portal
    - A link will be sent to your NOMAS email
    - The Clio portal functions as a secure chat or email thread where you can communicate with the client and upload important documents.
    - Remember that sensitive and personal information should only be sent via the Clio Portal - not through email or other communication channels

N-400 Intake Interview Steps

1. Arrive at the clinic 30 minutes early for instructions and training from the clinic fellow, and to set up your computer and note-taking device.
2. Wait in your assigned room until a prospective client is directed to join you.
3. Help the prospective client feel welcomed and comfortable.
4. Introduce yourself by name and title (Volunteer Legal Representative).
5. Help the prospective client understand the purpose of the intake interview and your role as a volunteer legal representative.
6. Wait for the clinic fellow to send you the intake form. While you wait:
    - Ask for and take note of the prospective client's name and contact information
        - You may not be able to access this information from the intake form after it is submitted, so make sure you record it somewhere you can access it later.
    - Ask the prospective client to begin telling you their story
        - Taking notes might be helpful for filling out the form later and for asking them follow up questions.
7. Once you have received the intake form (sent to your NOMAS email), open the form on your computer and review each field with the prospective client.
    - Some fields will already be filled in. Make sure you confirm pre-filled field information with the prospective client.
8. After the form is completely filled out, take a moment to reflect on whether you have a good enough understanding of the prospective client's case to review it with the lawyer. If not, ask follow up questions (preferably open-ended) until you do.

9. Review the completed form with the prospective client. Make sure every field is filled out correctly and completely.
10. Before submitting the form,
    - Confirm the prospective client's contact information (making sure you have it recorded separately from the form itself).
    - Confirm that the prospective client has the NOMAS contact information (info@nomaslegal.org and/or 801-938-8390)
    - Remind the prospective client that they will be hearing from NOMAS and you in about a week with a decision about whether NOMAS can take their case.
    - Thank the prospective client for coming and sharing their story with you.
11. At the end of the intake interview, submit the form, notify the clinic fellow you have finished, and are ready to do another intake.
12. At the end of the clinic, meet with the clinic lawyer to review all of your cases.
13. Return home and wait for an email from NOMAS notifying you and the prospective clients if NOMAS can take the prospective client's case.

N-400 Case Denial

- If NOMAS cannot represent the prospective client, you and the prospective client will receive an email notification.
- Reach out to the prospective client to ensure that they received the email and are aware of the resources and references that NOMAS included in the email of other sources they can look to for help.

N-400 Case Acceptance

1. If NOMAS can represent the prospective client, you and the prospective client will receive an email notification and an electronic letter of acceptance to sign.
2. Open the letter of acceptance and fill out the indicated fields with your information.
3. Reach out to the prospective client to ensure that they received the email and are able to fill out the letter of acceptance.
4. Once you and the client have both signed the letter of acceptance, you will each receive an invitation to a secure Clio Portal through your email.
    - Use the Clio Portal for future communication between you and the client.
5. The Clio Portal will have a message from the clinic fellow with an attached evidence list.
6. Help the client collect the evidence by suggesting a few documents at a time that the client can collect and upload. Guide the client at a pace that they feel comfortable with.
    - You may need to help the client gather the necessary evidence. Clients may need help scanning and uploading documents.
    - These steps will be covered in other lessons. You can also ask the clinic fellow for assistance.
7. Once most of the evidence has been uploaded, the clinic fellow will add a link to the Citizenship Questionnaire to the Clio Portal.

8. Fill out the questionnaire with the client. You can schedule an in-person meeting during the next clinic session near you or in another public location OR you can meet through a video conference call. Do not meet in a private location, such as one of your homes.
9. Once the questionnaire is finished and all of the necessary evidence is uploaded, notify the clinic fellow that the case is ready.
10. The clinic fellow will review the documents collected so far and notify you if there is any information that is missing or documents that need to be reuploaded.
11. Work with the client to address any concerns brought up by the clinic fellow.
12. Arrange a final in-person meeting with yourself, the client, and an interpreter (if the client is not fluent in English). Coordinate with the clinic fellow to bring the client's file. Ensure that the client knows to bring the following to the meeting:
    - A money order or cashier's check
    - Any physical documents that need to be added to the case file
13. At the meeting, review the entire case with the client (through the interpreter, if necessary)
    - Ensure the information is correct. Mark any corrections that need to be made on the case files and bring them to the attention of the clinic fellow.
    - Show the client where physical signatures and dates (MM/DD/YYYY) are necessary (use BLACK ink ONLY)
    - If necessary, have the interpreter also sign and date where appropriate
14. Collect physical documents from the client
    - Money order or cashier's check
        - **Must** be written out to "U.S. Department of Homeland Security" **exactly.**
    - Passport pictures, sealed medical exam, notarized official documents, etc. as needed
15. Give the completed case file to the clinic fellow

N-400 Case: After Submission

- After the case is filed, it is still your responsibility to guide the client through the immigration process.
- Answer questions that the client may email you. If you are unsure about the answer, ask the clinic fellow or clinic lawyer for clarification.
- Help the client understand that the immigration process is long and that there will be times that you are just waiting until USCIS reaches out.
    - The client can check the status of their case (They need their receipt number).
    - The client can check case processing times (They need their I-797C receipt notice)
- When USCIS does contact the client, the clinic secretary will forward a copy of the notice to the client and to you.
    - Read the notice that the clinic secretary sent.
    - Reach out to the client to ensure that they received the paper notice and the scanned copy sent by the clinic secretary.
    - Do not summarize the contents of the notice for the client.

- Continue to correspond between NOMAS and the client for the duration of the immigration process.

Resources and References

- Revisit the Week 4 Case Walk-through
- Checking the Status of a Case
- Checking Case Processing Times