



NATURALIZATION SCREENING PROJECT VOLUNTEER HANDBOOK

Minneapolis | St. Cloud | Willmar

Minnesota Disability Law Center

111 N Fifth Street | Suite 100 | Minneapolis MN 55403

612.332.1441

Table of Contents

- I. Volunteer Forms
 - a. Registration
 - b. Confidentiality
- II. Relevant MMLA Policies
 - a. MMLA Racial Justice Values Statement
 - b. MMLA Policy on Conduct of Clients, Prospective Clients, and Others
 - c. MMLA Workplace Harassment Policy and Optional Reporting Form
- III. Project Specific Materials – Naturalization Screening Project
 - a. Training Slides
 - b. Screening Clinic Materials
 - i. Volunteer Script
 - ii. Client Intake Form
 - iii. Naturalization Screening Worksheet
 - iv. Cautionary Situations Questionnaire
 - v. Sample Reading & Writing Test
 - vi. N-400 Client Questionnaire
 - c. Required and Optional Releases
 - i. USCIS Grant Release and Authorization
 - ii. General Self Release of Information
 - 1. [Anoka. Co. Benefits Release.docx](#)
 - 2. [Henn. Co. Benefits Release.docx](#)
 - d. Working with Interpreters
 - i. Dialogue One Call In Information
 - ii. 11 Tips for Working with A Phone Interpreter
 - e. MMLA Eligibility Screening Resources
 - i. List of Cities in Anoka County
 - ii. List of Cities in Hennepin County
 - iii. Federal Poverty Guidelines for 2023
 - f. Screening Closing Documents
 - i. Screening Summary Form
 - ii. Volunteer Closing Procedure

I. Volunteer Forms

Registration	1-3
Confidentiality Agreement	4

Mid Minnesota Legal Aid: Volunteer Registration
Non-attorney

Name: _____
(Full Name)

CONTACT INFORMATION:

Employer/School Name: _____

Employer/School Street Address: _____

Telephone Number: (____) _____ Fax Number: (____) _____

Email Address: _____

CONTACT INFORMATION TO BE PROVIDED TO CLIENTS:

Street Address (optional): _____

Telephone Number: (____) _____ and/or: (____) _____

Email Address: _____

Fax Number: (____) _____

Special Interests/Areas of Law:

Memberships (ex. MSBA) or Board Positions:

Language Proficiencies: _____

Please note: By signing this form, you are agreeing to abide by the terms and conditions included in the MMLA/MDLC pro bono policy.

Signature: _____

Date: _____

Welcome to the Pro Bono Projects of Mid Minnesota Legal Aid and thank you for joining us!

For over 100 years, Mid Minnesota Legal Aid (Legal Aid) has helped Minnesota's most vulnerable citizens gain access to their basic rights for safety, shelter, food, health care and education. Our program provides direct legal services to address the basic needs of low-income Minnesotans across twenty counties, while also representing individuals across the state of Minnesota in disability related legal issues. Legal Aid staff attorneys and pro bono volunteers provide high quality legal help to clients, thereby giving a voice to some of the most vulnerable families and individuals in the community. Through client representation, active involvement in policy and system change, and the creation and utilization of technologies that more efficaciously allow clients to interact with the judicial system, our staff and volunteers work hard and change lives.

Legal Aid's current pro bono opportunities are as diverse as the people we serve. Each pro bono project was developed by staff attorneys after the identification of a critical legal need. The pro bono project's overarching goal is providing outstanding legal service to indigent client groups through the recruitment and training of legal professionals- attorneys, paralegals, interpreters, and law students. The projects offer training, mentorship, and supervision for legal professionals while providing indigent clients with an avenue to resolve civil legal issues.

Compliance with the policies discussed in this document is mandatory. Those failing to comply will not be covered under MMLA malpractice insurance.

Pro Bono Legal Professional Obligations

Legal professionals who provide legal assistance to pro bono clients are held to the same ethical and professional standards as those providing legal assistance to paying clients.

Participants in Pro Bono projects are under the following obligations:

You must sign and return a completed volunteer registration form to the Pro Bono project prior to completing task assignments related to legal matters for Legal Aid.

You agree to update your volunteer registration form information (contact information, bar information, etc.) as soon as changes are known.

You agree to periodically speak with the pro bono director regarding the status of the case, and to submit your hours and a case summary at the conclusion of the pro bono matter.

You may not charge the client for the legal services provided pursuant to the pro bono representation.

You will protect client information as required by the [Rules of Professional Responsibility](#). You understand that you have an ethical and legal obligation to keep the information confidential and not discuss it with anyone outside of Legal Aid/Legal Aid's pro bono project, or for any purpose other than providing legal assistance, unless specifically permitted to do so by the client.

Non-Discrimination Policy

It is the policy of Legal Aid, its directors, officers, employees, and agents, not to discriminate on the basis of:

- Age
- Color
- Creed
- Disability
- Familial status
- Gender expression
- Gender identity
- Marital status
- National/ethnic origin
- Public assistance status
- Race
- Religion
- Sex
- Sexual orientation
- Veteran status, or
- Any other class protected in in

in the provision of services to applicants or clients of Legal Aid.

I have read and understand the Pro Bono policy. I agree to abide by the guidelines as stated above. If I have any questions about the Pro Bono policy or my obligations as a volunteer with the Pro Bono program, I know that I am free to speak with the Pro Bono Director. The Pro Bono Director is available (612) 746-3765 or by e-mail at probono@mylegalaid.org.

Signature

Date

**Mid-Minnesota Legal Aid
Volunteer Confidentiality Agreement**

I, _____, agree to serve as a volunteer for Mid-Minnesota Legal Aid (MMLA).

I understand that as a volunteer I may be permitted access to private, privileged, and/or confidential information regarding clients or potential clients of MMLA. I agree to preserve the confidentiality of such information, including the fact that a client or potential client sought services from MMLA, and will not share such information with anyone outside of MMLA staff without informed consent from the person in question.

I understand that the duties and responsibilities set forth in this agreement extend after I am no longer serving as a volunteer of MMLA.

By placing my signature below, I hereby indicate that I have reviewed this agreement in its entirety, fully understand its content, and agree to the terms of this undertaking.

Signature of Volunteer

Date

II. Relevant MMLA Policies

Racial Justice Values Statement	6
Policy on Conduct of Clients, Prospective Clients, and Others	7-10
Workplace Harassment Policy and Optional Reporting Form	11-13

Racial Justice Values Statement



Diversity, inclusion, and equity are core values for Mid-Minnesota Legal Aid, and it is critical that we incorporate these values into all aspects of our work. We recognize the particular and highly detrimental impact of racism — and Minnesota’s racial disparities — on MMLA’s clients and staff. We will therefore devote special attention to issues of racial justice.

WE COMMIT TO

Ensuring our work is rooted in the communities which we serve.

Strengthening MMLA’s organizational capacity through increased racial diversity, inclusion, and equity.

Developing and applying a racial equity lens to our work with clients.

Advancing the cause of racial justice in our client representation and policy advocacy work.



MMLA Policy on Conduct of Clients, Prospective Clients, and Others

Mid-Minnesota Legal Aid (“MMLA”) has a policy of assisting eligible persons who qualify for its legal services in a professional and respectful manner. MMLA prohibits discrimination and harassment based on race, color, place of origin, national origin, ethnicity, ancestry, citizenship, religion, creed, age, disability, familial status, marital status, sex, gender identity, or sexual orientation. In furtherance of this policy, MMLA does not assign staff to evaluate eligibility for its legal services, or allocate resources and deliver those services, based on race, color, place of origin, national origin, ethnicity, ancestry, citizenship, religion, creed, age, disability, familial status, marital status, sex, gender identity, or sexual orientation.

Because MMLA prohibits discrimination, MMLA expects all persons who receive its services, or who communicate with MMLA staff for any purpose, to be respectful of, and cooperative with, all of its staff members. Persons who fail to be respectful and cooperative, including those who engage in conduct or make statements in violation of our anti-discrimination and anti-harassment prohibition, may no longer qualify for MMLA’s legal services. Any behavior and/or language exhibited or used by clients, potential clients, or others inconsistent with these principles constitutes abuse and harassment.

MMLA will communicate this policy by posting the following statement in its waiting rooms:

Welcome! MMLA is a discrimination-free zone!

We do not discriminate here. We expect the same from you.

We do not let bias or discrimination influence what cases we take or who gets your case.

We can refuse to help anyone who is abusive or disrespectful, or who acts or speaks in a biased or discriminatory way.

Internal Process

Adjustment to current policies will be made to include the following:

- ❖ A summary statement of this policy will be played on the phone when clients call in for service and are on hold in MMLA’s call queue.
- ❖ A summary statement of this policy will be included in MMLA’s retainer for legal services.

Staff Process

If MMLA staff, in performing assigned work, engages with a client, prospective client, or other person who exhibits behavior and/or language that is abusive, disrespectful, uncooperative, explicitly biased, discriminatory, or harassing in nature, staff should take appropriate actions as outlined below.

BASE Consulting, Bob-e Simpson Epps, Founder
2353 Youngman Ave. #111
St. Paul, MN 55116
bannsepps@gmail.com
952.288.3540

1. Staff may disengage from the interaction entirely. If the staff person disengages from the interaction and the individual is in the office, a supervisor must be informed about the individual's behavior and the staff person's decision to disengage from the interaction as soon as is practicable under the circumstances.

OR

2. Staff may continue the interaction. Staff who choose not to disengage and to continue the interaction may take any of the following actions to redirect the individual so that the behavior ends and the interaction may continue:

- ❖ Speak directly to the client, prospective client, or other person regarding the behavior, language, or issue;
- ❖ Refer the individual to our posted written policy;
- ❖ Provide the individual with a copy of our policy prohibiting the behavior and/or language; **OR**
- ❖ "Pause" the interaction (*e.g.*, put a caller on hold or ask the person to wait in the reception area) and consult with a deputy director, manager, or supervisor about other possible steps to redirect the person.

If despite attempts to redirect the person, the behavior continues, staff should determine appropriate action. In making this determination staff should:

- ❖ Assess if the conduct may relate to the mental health of the client, prospective client, or other individual;
- ❖ Assess if the conduct may relate to a cultural norm;
- ❖ Take the appropriate action, in consultation with a supervisor, if necessary;
- ❖ Communicate the action to the individual and any relevant third parties in a timely manner, as dictated by the circumstances;
- ❖ Document the conversation and the behavior of the individual (use specific and descriptive facts, rather than a summary);
- ❖ Complete the checklist of behavior that appears at the end of this policy; and
- ❖ Submit documentation and report the action taken to a supervisor.

MMLA deputy directors, managers, and supervisors are available to work with staff in making these determinations and deciding on appropriate next steps.

Management and Supervisory Process

Upon receiving a report of an interaction under this policy, managing or supervisory staff will take the following steps:

- ❖ Review documentation and steps taken by staff;
- ❖ Speak with staff who experienced the issue and took the action;
- ❖ Inquire about the health, safety, and well-being of the staff, as appropriate under the circumstances;
- ❖ Support the action taken by staff, as appropriate under the circumstances;
- ❖ Provide constructive comments to staff if a different action was available under the circumstances of the interaction;
- ❖ If the appropriate action is that a prospective client will not receive MMLA services, communicate this to any staff who may encounter the former prospective client;
- ❖ If the matter involves a client, determine whether termination of representation is appropriate and permitted by ethical rules and any other applicable law;
- ❖ Refer the former client, potential client, or other individual to other entities who may assist the person; and/or
- ❖ Where the interaction falls within the ambit of MMLA's grievance policy, inform the individual of the grievance procedure.

MMLA Checklist – Examples of Disruptive Behavior Covered by the Policy

- Openly racist or discriminatory comments

What were the specific comments? _____

- Erratic/aggressive behavior

Describe in detail the specific behavior observed: _____

- Cursing/loud speaking/yelling

What was said? _____
How was it said? _____

- Commenting on race/language/appearance/gender/age/disability/religion/sexual orientation

What was said? _____

- Bullying

Describe comments: _____
Describe the behavior: _____

- Threats or threatening behavior

Describe threats: _____
Describe the behavior: _____

- Rude, demeaning gestures or behavior

Describe gestures and/or behavior: _____

- Other (please describe specifically): _____

Workplace Harassment Report

The use of this form to make a report of workplace harassment is optional. An employee may instead report verbally or in writing as outlined by MMLA's Workplace Harassment Policy.

Where to submit this form: Make a copy to keep for your records and give to your supervisor or any of the individuals listed in the Workplace Harassment Policy. This can be done by hand-delivery or by email.

Today's date: _____

Your information:

Name: _____

MMLA Job Title: _____

Work phone: _____

Cell phone: _____

(if you'd like to use this number for phone calls or text messages)

Work email: _____

Preferred method of communication regarding this report:

- Phone
- Text message
- Email
- In person

Your supervisor's name: _____

Information about the person(s) you are reporting:

Their name(s): _____

Their job title (if known): _____

Their relationship to you:

- Supervisor
- Subordinate
- Co-worker
- Other: _____

Their contact information (if not an MMLA employee): _____

Information about the conduct you are reporting:

Was this person's conduct directed toward you or toward someone else?

- toward me
- toward someone else
- both
- other:

Please describe what happened. Feel free to use additional sheets of paper if necessary and attach any documents or evidence you think would be helpful. (Attaching any additional information is optional. This is not your only opportunity to do so.)

Date(s) or approximate date(s) the conduct occurred: _____

[Note: a report may be made at any time, regardless of how long it has been since the conduct occurred.]

To your knowledge, is the conduct continuing? _____

Please list the name (and contact information if not an MMLA employee) of any witnesses or individuals who you think may have information related to this report:

Do you have any safety concerns at this time?

Is there anything else you think we should know at this time?

Thank you for helping make our workplace safer. You will receive confirmation that this report has been received and you will be contacted for more information soon.

Where to submit this form: Make a copy to keep for your records and give to your supervisor or any of the individuals listed in the Workplace Harassment Policy. This can be done by hand-delivery or by email.

If you have questions, feel free to contact Lisa Cohen at 612-746-3770 or lcohen@mylegalaid.org.

III. Project Specific Materials – Naturalization Screening Project

Training Slides	15-30
Screening Clinic Materials	31-46
Required and Optional Releases	47-49
Working with Interpreters	50-52
Eligibility Screening Resources	53-55
Screening Closing Documents	56-57

United States Citizenship

MID-MINNESOTA LEGAL ASSISTANCE
NATURALIZATION SCREENING VOLUNTEER TRAINING

1

Presentation Goals

- Understand basic immigration process leading to naturalization
- Identify eligible applicants for naturalization
- Understand and screen for “red flags”
- Develop confidence in screening naturalization applicants

2

Overview of Immigration Systems

- Primary US Departments / Regulatory Agencies overseeing the legal immigration systems
 - United States Citizenship and Immigration Services
 - × Immigrants
 - × Non-Immigrants
 - State Department
 - × Visas
 - Office of Refugee Resettlement/ Resettlement Agencies
 - × Humanitarian Resettlement (Refugees, Asylees, Relatives)

3

Other Important Immigration Agencies

- Customs and Border Protection (CBP)
- Immigration and Customs Enforcement (ICE)
- Executive Office of Immigration Review (EOIR)
- Bureau of Immigration Appeals (BIA)

4

Immigration Terminology

- Citizen
- Non-Citizen
 - Immigrant
 - ✦ Refugee, Asylee, Immediate Relative/Family Member
 - Non-Immigrant
 - ✦ Student, Employee, Transit
 - Undocumented

5

Two Paths to Citizenship

- **BLOOD/ BIRTH**
 - Born in United States
 - Born to a United States Citizen outside of the United States
 - ✦ VARIETY of requirements, to include:
 - Date born
 - Whether mother or father is USC
 - History of mother and father in US (when/ how did parent become a USC, when did parent reside in US and for how long)
 - Recognition of child by parent (when/how)
- **STATUTE**
 - Naturalization
 - Child Citizenship Act

6

Focus: Naturalization Pathway- N-400 Process

- ONLY Immigrants, people with intent to remain in the United States permanently, are permitted to apply for Permanent Residency (green card).
- ONLY ELIGIBLE Permanent Residents are allowed to apply for CITIZENSHIP through the NATURALIZATION process. An individual cannot apply for citizenship without first becoming a permanent resident.

7

Legal Permanent Residents

- LPRs are noncitizens that make the United States their home, have authorization to work in the U.S., and may stay in the United States indefinitely. They should not depart the United States for more than 6 months at a time (*exceptions*) and are removable if in violation of certain immigration laws. See INA §237.

8

Pathways to Residency

- **Humanitarian**
 - Refugee/ Asylee
- **Family**
 - Immediate Relative of US Citizen
 - Visa Petition (family members of USC/ LPR)
 - ✦ Quota/ Visa Bulletin
- **Other**
 - VAWA (abused spouse/child/parent); Widow/er
 - SIJ
 - Diversity Lottery
 - Employee
 - Etc.

9

Why become a Citizen?

Benefits to citizenship

- Right to Vote
- Cannot be removed (deported)
- Can travel for an indefinite amount of time
- Eligibility for public assistance (i.e. SSI)
- Superior petitioning rights for family members still abroad
- LPR children under 18 automatically become U.S. citizens

10

Which Permanent Residents are eligible for Naturalization?

- Anyone who was lawfully admitted as a permanent resident under the immigration and nationality act is prima facie eligible for citizenship.
- **HOWEVER**, the application can be denied for a number of factors including:
 - Age
 - Residence Requirements
 - Physical Presence Requirements
 - Language/ Comprehension Requirements
 - Biography: Crimes, employment, military service/ group membership, family relationships
 - Desirability (Good Moral Character)

11

Overview of Naturalization Requirements

- **AGE:**
 - The applicant must:
 - ✦ Reach the age of 18 by the time the application is filed (INA § 334(b))
 - ✦ **OR**, may be eligible for N-600 process if all the following is true:
 - Under 18, lives with or under control of a parent who is/becomes a citizen of the United States, is a permanent resident, and resides in the U.S.

12

Overview of Naturalization Requirements

- RESIDENCE and PHYSICAL PRESENCE:
 - Continuous residence in the U.S. for the statutory period (INA §316)
 - ✦ Absences of less than 180 days do not break continuous residence
 - Physical presence in the U.S. for the statutory period
 - ✦ Standard applicant must show 30 months of physical presence; spouse of USC must show 18 months
 - Residency inside state where application was filed for the last 3 months before filing the application

13

Overview of Naturalization Requirements

- Language and Comprehension Testing
 - Ability to speak, read, and write basic English;
 - ✦ Exception: Age + time as LPR.
 - 55 years old + 15 years as LPR
 - 50 years old + 20 years LPR
 - Then can have interpreter in native language (non-family member)
 - Ability to pass the history and civics exam.
 - ✦ Exceptions:
 - Medical Disability (submit Form N-648)
 - 65 years old + 20 years LPR = simplified exam

14

Overview of Naturalization Requirements

- Good moral character for the statutory period
 - Standard is that of the average citizen of the community in which the applicant resides
 - The statute does not specifically define who has good moral character but does set forth classes of persons generally ineligible to show good moral character

15

Naturalization Eligibility Worksheet

	True	Not True	
1. I am at least 18 years old.	<input type="checkbox"/>	<input type="checkbox"/> STOP	You are not eligible to apply for naturalization. Exception: You do not need to be at least 18 years old for military naturalization under section 329 of the INA.
2. I am a Permanent Resident of the United States, and I have been issued a Permanent Resident Card (formerly called Alien Registration Card).	<input type="checkbox"/>	<input type="checkbox"/> STOP	
3. I have been a Permanent Resident for:	<input type="checkbox"/>	<input type="checkbox"/> STOP	You are not eligible to apply for naturalization.
five years or more*	<input type="checkbox"/>	<input type="checkbox"/> STOP	
three to five years*	<input type="checkbox"/>	<input type="checkbox"/> STOP	
See Attachment A on Page 3			
less than three years	<input type="checkbox"/>	<input type="checkbox"/> STOP	

	True	Not True	
4. During the last five years, I have not been out of the United States for 30 months or more.	<input type="checkbox"/>	<input type="checkbox"/> STOP	For exceptions, see Attachment B on page 3.
5. During the last five years (or the last three years if I qualify under Attachment A), I have not taken a trip out of the United States that lasted one year or more.	<input type="checkbox"/>	<input type="checkbox"/> STOP	For exceptions, see Attachment C on page 3.
6. I have resided in the district or state in which I am applying for citizenship for the last three months.	<input type="checkbox"/>	<input type="checkbox"/> STOP	You must wait until you have lived in the state or district for three months to apply.
7. I can read, write and speak basic English.	<input type="checkbox"/>	<input type="checkbox"/> STOP	For exceptions, see Attachment D on page 4.
8. I know the fundamentals of U.S. history and the form and principles of the U.S. government.	<input type="checkbox"/>	<input type="checkbox"/> STOP	For exceptions, see Attachment E on page 4.

Go to Question 9.
*Naturalization applicants may file their applications 90 days before they have satisfied the "continuous residence" requirement.

16

Red Flags

- Applicant has been arrested, charged or convicted of a crime (CIMT/ Aggravated Felony)
- Applicant violated an Order For Protection (OFP)
- Applicant is currently serving probation or has unpaid fines
- Applicant has not filed federal income taxes and was required to do so or currently owes money to the IRS
- Applicant failed to support dependents who are under 18
- Knowing and willful failure to register for the Selective Service

17

Red Flags- Continued

- Applicant has been married to more than one person at the same time
- Applicant committed adultery and the marriage ended as a result
- Applicant committed fraud to receive public benefits
- Applicant helped someone enter the United States illegally
- False claims to US citizenship
- Voting or registering to vote

*Although the lack of good moral character is not a specific ground of inadmissibility or removal, some of the grounds set forth in §101(f) have counterparts under INA §212 and §237.

18

Red Flags - other

- Applicant travelled outside of the U.S. for more than 6 months at one time
- Applicant has been outside the U.S. for more than half of the statutory period
- Applicant moved to another country after receiving their residency
- Applicant was previously deported
- Applicant lied to USCIS or committed immigration fraud
- Applicant committed a removable crime
- Applicant cannot take the oath of allegiance

19

The Application Process

- Form N-400 Application for Naturalization
- Fee
 - \$640 (Add \$85 biometric fee for a total of \$725, where applicable.); or,
 - Reduced Fee (Form I-942) of \$305 + \$85 biometric fee = \$405; or,
 - × Income between 150% and 200% FPG, need tax return/proof of income
 - Request for Fee Waiver (Form I-912)
 - × Income below 150% FPG or receive means tested benefit or have financial hardship, need tax return/proof of income or proof of receipt of public benefits
- Copy of LPR card
- Copy of marriage certificate, divorce decree or death certificate if married/divorced/widowed

20

Language, Literacy, and Civics

- Must speak, read, and write basic English unless eligible for exemption
 - Interview conducted in English
 - ✦ If over 65+ LPR over 20 years, simpler test in native language
 - ✦ (Comparison= 55/15; 50/20 allows same test in native language)
 - Requirements:
 - ✦ Read a sentence in English aloud (i.e., Who lives in the White House?)
 - ✦ Write a sentence in English dictated by USCIS officer (i.e., The President lives in the White House)
 - ✦ Take oral test on U.S. history and government (Must answer 6 out of 10 questions correctly of the list of 100)
- What happens if the applicant fails this portion of the test?
 - Retest at a later date
 - Medical waiver available if unable to meet this requirement

21

Eligibility for MMLA Services

- Hennepin or Anoka County Resident
 - Look at handbook, page 53 - 54 for list of cities in each county
- Income Eligible
 - Under 200% FPG
 - Under 125% FPG after deductions
 - Less than \$10,000 in assets
 - ***No income restrictions for seniors over 60 years old
- Does not already have a filed and pending N-400
- Is not already represented by another attorney
- Not a conflict
 - ***The conflict check will be done by MMLA staff before referring them to a staff or volunteer attorney.

22

Income Screening

- **Step One: Determine Household Size**
 - Household includes anyone living there and who either the client is responsible for economically, or who is economically responsible for client (looking at who is listed as dependents on tax returns is a good indication)
 - If someone is living in a roommate type situation where they split bills, then the roommates are likely not part of the household
 - Count number of people over 18 and number of people under 18 and add together

- **Step Two: Income must be under 200% FPG for the household**
 - Income from any source – employment, SSI, retirement, alimony, etc.

- **Step Three: Income must be under 125% of FPG for the household after deductions are taken**
 - Allowable Expenses include: Taxes (can take a standard 20% deduction), medical expenses, work related expenses (uniform, transportation, or childcare), business equipment loans, other fixed expenses (such as child support)

- **Step Four: Is income likely to change in the near future?**
 - Example: Is client a seasonal worker who will be ending employment when the season changes? If so, figure out income for the time period client works and then extrapolate that to annual income.

- **Step Five: Value of Assets**
 - Must have less than \$10,000 in assets

23

QUESTIONS?

24

Working with Interpreters

- There may be in person and/or phone interpreters at the screening clinic.
- Volunteers should remind interpreter that all information they hear is confidential.
- Volunteers should confirm that client and interpreter can hear and understand each other before going through the screening.
- Speak in short, clear sentences and allow pauses for interpretation. Do not use idioms.

25

Working with Interpreters

- We contract with Dialog One to provide on-demand phone interpreting. Refer to page 51 - 52 in volunteer manual for call in information.
- When given the options for type of interpretation service, choose “legal.”
- You will need to use your own phone for this purpose.

26

At the Clinic: Process

- **Community Presentation.**
 - Prior to the screenings, a MMLA staff attorney will give a brief 20 minute overview of the naturalization process and benefits of naturalization.
- **Screening.**
 - After the presentation, interested individuals will be invited to meet one-on-one with volunteer screeners.
- **Review and Next Steps Letters**
 - A staff member will review the screening materials and help you determine which next step letter and resources to provide the client before they leave.
- **Volunteer Check Out**
 - Complete the required steps before leaving the screening clinic.

27

At the Clinic: Screening

- **Complete the following documents:**
 - USCIS Release of Information Form (we need to have A# to count)
 - Client Intake Form
 - Naturalization screening worksheet
 - Red Flags Review
 - English testing if applicable
 - Optional: N-400 Questionnaire
 - Optional: General release (Important if client is applying for a fee waiver or if MMLA will have to request additional documents to finalize the application. This may not be determined until later in the screening/application process.)
- **Copy Documents (if they have them):**
 - Permanent Resident Card (aka "greencard")
 - Optional - If MMLA could take the case:
 - × Criminal records
 - × Name change or other biographic change (new marriage, divorce)
 - × Travel history- do we need a copy of the passport

28

At the Clinic: Screening Tips

- **Interviewing:**
 - Establish rapport with individual
 - × First meeting with a legal professional.
 - × May be insecure about language ability (Do not expect that clients will be able to easily read/ comprehend handouts.)
 - Review confidentiality with each applicant carefully
- **Explain to the applicant that if after reviewing the applicant's information, if the attorney feels they are ineligible for naturalization, they will be advised not to file.**
 - Attorneys have an obligation to notify USCIS if information is determined after filing that would make an applicant ineligible for naturalization.
- **Review each red flag issue with the applicant**
 - Ask about "encounters" with the police, instead of convictions or "problems"

29

At the Clinic: Review and Next Steps

- **Review**
 - After you have completed all the screening steps, have MMLA staff attorney review to confirm you did not miss anything.
 - Can ask for attorney review/help during the screening process too.
 - MMLA staff can help you determine which next steps letter client should receive.
- **Next Steps Letter and Resources**
 - Every client who is screened will get a next steps letter.
 - There are 5 possible letters:
 - × 1) You are ineligible to apply
 - × 2) You are over-income, refer to private bar
 - × 3) You are outside of service area, refer to other legal services providers
 - × 4) You need a Form N-648 before you can continue
 - × 5) You will be referred to MMLA staff for an appointment with an attorney
 - These letters and the corresponding resources will be printed and available for you at the clinic.
 - We will also have a few other relevant Law Help MN Fact Sheets and resources available for individuals who attend the screening clinic.

30

At the Clinic: Volunteer Check Out

- **Give All Documents to MMLA Staff**
 - You will receive a manila file folder for each client that you screen.
 - Complete the Screening Summary Form
 - Paper clip the completed Screening Summary Form to the top of the client's completed documents and place in the manila folder.
 - Give the manila folder to MMLA staff.
- **Complete Volunteer Sign Out Sheet**
 - Verifies your attendance at the clinic
 - Tracks the time you spend volunteering with us
 - This will be printed and at the staff table for you to complete before you leave the clinic location.

31

QUESTIONS?

32



Naturalization Screening Project

VOLUNTEER SCRIPT AT BEGINNING OF SCREENING

Hello. My name is _____. I am a volunteer with Mid-Minnesota Legal Aid. You are meeting with me to help you know if you are eligible for naturalization, that is citizenship.

[If applicable: I am not an attorney, and I cannot give you legal advice. An attorney will review the information and answer any other questions you have when we are done talking.]

I will be asking you a lot of questions today. You do not have to answer my questions. But, the information you give me will help us decide if you are eligible for naturalization. It will also help us decide if a free lawyer can help you with your case. If you do not tell us the truth, we cannot give you good advice and we might have to stop helping you.

I do not work for the government. I do not have to tell the government what you tell me today. Everything you tell me is confidential and will not be shared with anyone other than Mid-Minnesota Legal Aid Staff unless you give us permission to share with someone else. If you choose to answer my questions and share information with me, we will only use that information to help you.

Service Area: <input type="checkbox"/>
Income: <input type="checkbox"/>
Grant: <input checked="" type="checkbox"/> USCIS



2023

CLIENT INTAKE FORM

Date: _____

Biographic Information:

Name: _____	Preferred Name: _____
Email: _____	Telephone: _____
Address: _____	
Date of Birth: _____	Country of Birth: _____

Immigration Information:

Current Status: _____	Nationality: _____
A#: _____	Preferred Language: _____
SSN: _____	Needs Interpreter: Y / N
Date Became LPR: _____	How Entered the U.S.: _____
Ever Filed for Citizenship Before: Y / N	Is the application still pending? Y / N
Do you already have an attorney? Y / N	

Income Information:

How many people over 18 live in the household? _____

How many people under 18 live in the household? _____

Income of all household members (weekly, monthly, or annually)? _____

Source of income (employment, SSI, alimony, retirement, etc.)? _____

Does client have any allowable expenses? Y / N

Taxes (take standard 20% off of income): _____

Employment costs (daycare, transportation, uniform): _____

Medical expenses and bills: _____

Other fixed expenses (child support payments, debt payments, etc.): _____

Is anyone in the household receiving public benefits? Y / N

What type of benefits (food, medical, housing, cash)? _____

Who is receiving (self, spouse, or child)? _____

Which county administers the benefit? _____

Does the client have any assets (bank accounts, rental property, second home, boat, stocks/bonds, etc.)? Y / N

Total value of assets: _____

Documents Completed:

- USCIS Grant Release of Information
- Naturalization Screening Form
- Red Flags Situations Questionnaire
- [Optional – *complete if referring to MMLA*] N-400 Questionnaire
- [Optional – *complete if referring to MMLA & person receives public benefits*] General Self Release
- Screening Summary

Naturalization Eligibility Worksheet

Instructions

What Is the Purpose of This Worksheet?

The attached "Eligibility Worksheet" will help you decide if you are eligible to apply for naturalization. **Do not send the completed worksheet to U.S. Citizenship and Immigration Services (USCIS).**

Who Should Complete This Worksheet?

If you are 18 years of age or older and are thinking about applying for naturalization based on your years as a Permanent Resident, you should complete this worksheet.

Who Should Not Use This Worksheet?








You **should not** use this worksheet to decide your eligibility to apply if you are:

- Under 18 years of age and want to apply for naturalization based on your parents' or adopted parents' citizenship (see Questions 25 and 26 on pages 13-15 in *A Guide to Naturalization* for information on how to obtain citizenship).
- A Permanent Resident whose spouse was a U.S. citizen who died while on active duty in the U.S. Armed Forces (see pages 18 and 19 in *A Guide to Naturalization* for information on your naturalization requirements).
- Applying for naturalization based on active duty service in the U.S. Armed Forces (see pages 18 and 19 in *A Guide to Naturalization* for information on your naturalization requirements).
- A spouse of a U.S. citizen who is (a) a member of the U.S. Armed Forces, (b) an employee or contractor of the U.S. Government, (c) an employee of an American institution of research, (d) an employee of an American owned firm, (e) an employee of a public international organization, or (f) a clergy member (see pages 20 and 21 in *A Guide to Naturalization* for more information).

Directions for the Eligibility Worksheet:

1. Answer the questions on the worksheet by checking "True" or "Not True." If you answer "Not True" to certain questions, you may be asked to answer additional questions on pages 3 and 4. Most applicants will **not** need to answer the questions on pages 3 and 4.
2. If you have completed the worksheet and believe you are eligible for naturalization, please call the USCIS Forms Line (**1-800-870-3676**) to request an application (Form N-400), or download the form from the Internet at **www.uscis.gov**.
3. If you have completed the worksheet and you still have questions regarding your eligibility, you should read *A Guide to Naturalization*. You may also wish to get advice from an immigrant assistance organization or immigration attorney.

Naturalization Eligibility Worksheet

	True	Not True	
9. I am a person of good moral character.	<input type="checkbox"/>	<input type="checkbox"/>  →	You are not eligible to apply for naturalization.
10. One of the following is true:	↓		
(a) I am female, or	<input type="checkbox"/>	<input type="checkbox"/>  →	You are not eligible to apply for naturalization.
(b) I am a male registered with the Selective Service, or	↓		
(c) I am a male who did not enter the United States under any status until after my 26th birthday, or	↓		
(d) I am a male who was in the United States between the ages of 18 and 26 but who did not register with the Selective Service, and I will send a "Status Information Letter" from the Selective Service explaining why I did not register with my application.	↓		
(e) I am a male who was in the United States between the ages of 18 and 26 as a lawful nonimmigrant.	↓		
11. I have never deserted from the U.S. Armed Forces.	<input type="checkbox"/>	<input type="checkbox"/>  →	You are not eligible to apply for naturalization.
12. I have never received an exemption or discharge from the U.S. Armed Forces on the grounds that I am an alien.	<input type="checkbox"/>	<input type="checkbox"/>  →	You are not eligible to apply for naturalization.
13. I am willing to perform either military or civilian service for the United States if required by law. (NOTE: If your religious teachings and beliefs prohibit you from performing military service, you must be willing to perform non-military service.)	<input type="checkbox"/>	<input type="checkbox"/>  →	You are not eligible to apply for naturalization.
14. I will support the Constitution of the United States.	<input type="checkbox"/>	<input type="checkbox"/>  →	You are not eligible to apply for naturalization.
15. I understand and am willing to take an oath of allegiance to the United States.	<input type="checkbox"/>	<input type="checkbox"/>  →	You are not eligible to apply for naturalization.
	↓		

STOP HERE: You are probably eligible to apply for naturalization. Please call the Forms Line (1-800-870-3676) for an "Application for Naturalization" (Form N-400) and be sure to read *A Guide to Naturalization*.

Attachment A - Naturalization Eligibility Worksheet

I have been a Permanent Resident for three to five years

I am married to, and living with, a U.S. citizen.

True

Not True



You are not eligible to apply for naturalization.

I have been married to that U.S. citizen for at least the past three years.



You are not eligible to apply for naturalization.

My spouse has been a U.S. citizen for at least the past three years.



You are not eligible to apply for naturalization.

During the past three years, I have **not** been out of the country for 18 months or more.



You are not eligible to apply for naturalization.

If you answered "True" to all four questions, go to Question 5 on page 1.

Attachment B

I have been out of the country for 30 months or more

I am: (a) A person who has served on board a vessel operated by or registered in the United States, **or**

(b) An employee or an individual under contract to the U.S. Government, **or**

(c) A person who performs ministerial or priestly functions for a religious denomination or an interdenominational organization with a valid presence in the United States.

True

Not True



You are not eligible to apply for naturalization.

If you answered "True," see pages 20 and 21 in *A Guide to Naturalization* to get more information and go to Question 5 on page 1.

Attachment C

I have been out of the country for one year or more

Since becoming a Permanent Resident, I have not taken a trip out of the United States that lasted for one year or more without an approved "Application to Preserve Residence for Naturalization Purposes" (Form N-470).

NOTE: Only certain persons can use Form N-470. See Pages 18-21 in *A Guide to Naturalization* for more information.

If you answered "True," go to Question 6 on page 1.

True

Not True



You are not eligible to apply for naturalization.

Attachment D - Naturalization Eligibility Worksheet

I cannot read, write or speak basic English

I am over 50 years old and have lived in the United States for at least 20 years since I became a Permanent Resident, **or**

I am over 55 years old and have lived in the United States for at least 15 years since I became a Permanent Resident, **or**

I have a disability that prevents me from fulfilling this requirement and will be filing a "Medical Certification for Disability Exceptions" (Form N-648) completed and signed by a doctor with my application.

NOTE: Only certain people can use this exemption. See pages 26 and 27 in *A Guide to Naturalization* for more information.

True



Not True



You are not eligible to apply for naturalization.



You are not eligible to apply for naturalization.



You are not eligible to apply for naturalization.

If you answered "True" to one of these questions, go to Question 8 on page 1.

Attachment E

I have a disability that prevents me from fulfilling the civics requirement

I have a disability that prevents me from fulfilling the civics requirement, and I will be filing "Medical Certification for Disability Exceptions" (Form N-648) completed and signed by a doctor with my application.

NOTE: Only certain people can use this exemption. See pages 26 and 27 in *A Guide to Naturalization* for more information.

True



Not True



You are not eligible to apply for naturalization.

If you answered "True" to the question, go to Question 9 on page 2.



Naturalization Screening Project

CAUTIONARY SITUATIONS

1. You made trips out of the U.S. for more than six (6) months: **YES NO**
2. You were outside of the U.S. over half of the last 5 years: **YES NO**
3. You moved to another country after receiving your green card: **YES NO**
4. You are in deportation or removal proceedings – or – you were previously ordered deported: **YES NO**
5. You didn't file federal income taxes when you were required to file: **YES NO**
6. You owe money to the IRS: **YES NO**
 - a. If yes, you are on a payment plan: **YES NO**
7. You haven't supported your children who are under 18: **YES NO**
8. You are male, and were in the United States between the ages of 18 and 26, but did not register for the Selective Service: **YES NO**
 - a. If yes, you are now older than 31 years of age: **YES NO**
9. You are on probation or parole for a criminal conviction: **YES NO**
10. You still owe money on a criminal fine: **YES NO**
11. You have contradictory information on any of your previous immigration applications: **YES NO**
12. You lied or committed fraud to get your green card or you weren't actually eligible for your green card when you got it: **YES NO**
13. You have been arrested or convicted of a crime or you have committed a crime: **YES NO**
14. You lied or committed fraud to receive or to continue to receive public benefits: **YES NO**
15. You helped another person enter the U.S. illegally, even if it was a relative: **YES NO**

16. You were married to more than one person at the same time while living in the U.S.:

YES NO

17. You told someone that you are a U.S. citizen even though you are not: **YES NO**

18. You have been charged with committing domestic violence, child abuse, or child neglect: **YES NO**

19. You voted illegally in the U.S.: **YES NO**

20. You have made a living by illegal gambling: **YES NO**

21. You have been involved in prostitution: **YES NO**

22. You have been a habitual drunkard, a drug abuser, or a drug addict: **YES NO**

23. You have sold or transported controlled substances or illegal drugs: **YES NO**

24. You were a member of or provided material support to a designated terrorist organization: **YES NO**

25. You previously filed a Form N-400 and it was denied: **YES NO**

a. Why was it denied? _____

(individual reads): Where does the President live?

(screener reads and has the individual write on the bottom half of this page):

The President lives in the White House.



Naturalization Screening Project

N-400 QUESTIONNAIRE

PLEASE FILL OUT THIS FORM WITH AS MUCH INFORMATION AS YOU CAN. IF YOU NEED MORE SPACE, PLEASE WRITE ON THE BACK.

- **NAME:** _____
Last, First Middle
- **OTHER NAMES YOU HAVE USED:** _____
Last, First Middle

• **RESIDENCES:**

Where have you lived during the last five years?

Street Address/Apt #	City/State/Zip	Move-in Date	Move-out Date

• **WORK AND SCHOOL:**

Where have you worked during the last five years? If you've been a student in the last five years, where have you gone to school?

Employer or School Name	Employer or School Address (<i>Street, City and State</i>)	Date you started working	Date your job ended	What did you do at this job?

• **YOUR PARENTS:**

Are either of your parents citizens of the United States? If so, please complete information about your parents, **if not, please continue to questions about your marriages.**

FATHER'S NAME _____
Last, First Middle

FATHER'S DATE OF BIRTH: _____
MM/DD/YYYY

FATHER'S PLACE OF BIRTH: _____
City, Country

DATE FATHER BECAME A UNITED STATES CITIZEN: _____
MM/DD/YYYY

MOTHER'S NAME: _____
Last, First Middle

MOTHER'S DATE OF BIRTH: _____ MOTHER'S PLACE OF BIRTH: _____
MM/DD/YYYY City, Country

DATE MOTHER BECAME A UNITED STATES CITIZEN: _____
MM/DD/YYYY

- Are you single, married, divorced or widowed? _____
- How many times have you been married? _____

• If married, please complete the following:

SPOUSE'S NAME: _____
Last, First Middle

OTHER NAMES USED BY SPOUSE: _____
Last, First Middle

DATE OF MARRIAGE: _____ DATE OF BIRTH: _____
MM/DD/YYYY MM/DD/YYYY

LOCATION OF MARRIAGE: _____
City/State/Country

SPOUSE'S IMMIGRATION STATUS: _____

SPOUSE'S ALIEN #: A- _____

SPOUSE'S ADDRESS: _____
City/State/Country

SPOUSE'S COUNTRY OF CITIZENSHIP: _____

HAS YOUR CURRENT SPOUSE BEEN MARRIED TO ANYONE ELSE? _____

HOW MANY TIMES? _____

NAME OF YOUR SPOUSE'S PREVIOUS SPOUSE _____

- If your spouse has ever been married before, give the following information about your current spouse's prior marriage:

PRIOR SPOUSE'S NAME: _____
Last, First Middle

DATE OF PRIOR MARRIAGE: _____
MM/DD/YYYY

HOW PRIOR MARRIAGE ENDED: _____
Divorce/Death/Other

DATE PRIOR MARRIAGE ENDED: _____
MM/DD/YYYY

PRIOR SPOUSE'S DATE OF BIRTH: _____
MM/DD/YYYY

PRIOR SPOUSE'S IMMIGRATION STATUS: _____

- If you have been married before or if you are divorced or widowed please complete the following:

PRIOR SPOUSE'S NAME: _____
Last, First Middle

DATE OF PRIOR MARRIAGE: _____
MM/DD/YYYY

HOW PRIOR MARRIAGE ENDED: _____
Divorce/Death/Other

DATE PRIOR MARRIAGE ENDED: _____
MM/DD/YYYY

DATE OF PRIOR SPOUSE'S BIRTH _____
MM/DD/YYYY

PRIOR SPOUSE'S IMMIGRATION STATUS: _____

• **YOUR CHILDREN:**

Provide the following information about all of your sons and daughters, including adult children and minor children, alive and deceased children, biological, adopted, and stepchildren.

First, Middle, Last Name	Date of Birth	Alien Number (if child has one)	Country of Birth	Current Address (Street, City, State and Country)

- **TIME OUTSIDE THE U.S:**

List below all the trips you have taken outside of the United States since arriving.

Date You Left the United States	Date You Returned to the United States	Countries to Which You Travelled

- **CITATIONS AND ARRESTS:**

List below each time you have been arrested or given a ticket by the police.

Date	Location	Reason For The Citation or Arrest

RELEASE OF INFORMATION
USCIS Citizenship and Integration Grant

I, _____, authorize Mid-Minnesota Legal Aid (Legal Aid), the Minneapolis Public Schools Adult Education Program (MPLS AEP) and the Metro North Adult Basic Education Program (Metro North ABE) to provide information about me to the USCIS Citizenship and Integration Grant Program. This information includes my Alien Number, country of birth, information about my attendance in citizenship classes (if any), and information related to my application for naturalization (if any). This information is stored in an Excel spreadsheet and maintained by Legal Aid, MPLS AEP and Metro North ABE

I authorize Legal Aid, MPLS AEP and Metro North ABE to share information between them regarding my eligibility to naturalize.

I understand that I will have a client and/or student file with Legal Aid, MPLS AEP and/or Metro North ABE. I understand that they will make a copy of my Lawful Permanent Resident card (or “green card”) and store it in my student and/or client file. I understand that my client file at Legal Aid will include a copy of my naturalization application, documents filed with USCIS, and documents received from USCIS about my case. I understand that my client and/or student file may be reviewed by USCIS Citizenship and Integration Grant Program staff in order to verify that Legal Aid, MPLS AEP and Metro North ABE are providing services as required under the grant.

I understand that Legal Aid, MPLS AEP and Metro North ABE staff cannot release information disclosed by this form to anyone other than each other and the USCIS Citizenship and Integration Grant Program.

I have been informed of my right to refuse to release this information. I understand that if I refuse to sign this release of information that Legal Aid, MPLS AEP and/or Metro North ABE may be limited in their ability to provide the services that I am requesting.

Date: _____

Signature

AUTHORIZATION FOR RELEASE OF INFORMATION

I, _____, hereby authorize Anoka County Economic Assistance Services (HSPHD) to release any and all information regarding myself in its possession to Danielle Hendrickson, Attorney, and **Mid-Minnesota Legal Aid**, 111 N 5th Street, Suite 100, Minneapolis, Minnesota 55403.

All information gained through this release will only be used by Mid-Minnesota Legal Aid to assist in its present efforts on my behalf.

This authorization shall remain in effect no longer than one year from the date it is signed.

“X” _____
Date

“X” _____
Signature

“X” _____
Case Number

AUTHORIZATION FOR RELEASE OF INFORMATION

I, _____, hereby authorize Hennepin County Human Services and Public Health Department (HSPHD) to release any and all information regarding myself in its possession to Danielle Hendrickson, Attorney, and **Mid-Minnesota Legal Aid**, 111 N 5th Street, Suite 100, Minneapolis, Minnesota 55403.

All information gained through this release will only be used by Mid-Minnesota Legal Aid to assist in its present efforts on my behalf.

This authorization shall remain in effect no longer than one year from the date it is signed.

“X” _____
Date

“X” _____
Signature

“X” _____
Case Number



OVER THE PHONE INTERPRETING CALLING CARD

DIAL:

PIN #:

QUICK DIAL

FOR: PRESS: 1
FOR: PRESS: 2
FOR: PRESS: 3
FOR: PRESS: 4
FOR: PRESS: 5
FOR: PRESS: 6

Language	Code	Language	Code	Language	Code	Language	Code
Afrikaans	237	Cambodian (Khmer) *	226	Flemish (Dutch)	353	Hakka *	425
Albanian	252	Cantonese	226	French	373	Hebrew *	432
Amharic	264	Canadian French	226	Fulani	385	Hindi	446
Anyuak	269	Catalan	228	Garre	427	Hmong	466
Arabic	272	Cebuano	232	Gbandi	422	Hunanese (Xiang)	486
Armenian	276	Chaldean (Neo-Aramaic)	242	Georgian	436	Hungarian	486
Arsi	277	Chin (Hakha Chin)	244	German	437	Igbo	442
Assyrian	277	Chinese	244	Gio (Dan)	446	Ilocano (Ilokano)	456
Azerbaijani	293	Chuukese	248	Goethe	463	Indonesian	463
Bari	227	Croatian	276	Gola	465	Italian	482
Bangla	226	Czech	293	Grebo	473	Japanese	527
Basque	227	Danish	326	Greek	473	Kapangpangan	527
Basaa	227	Dari	327	Gujarati	485	Karen	527
Bengali	236	Demambai	336	Haitian Creole	424	Karenni	527
Berber	237	Dutch	388	Hakha-Chin	425	Khmer (Cambodian)	546
Bhojpuri	246	English	364	Hakka Chinese	425	Kinyanwanda	546
Bosnian	267	Estonian	378	Hausa	428	Kirundi	547
Bulgarian	285	Farsi (Persian)	327	Hawaiian	429	Kisii	547
Burmese	287	Filipino	345	Hebrew	432	Kurdish	587
Belarusian	235	Finnish	346	Hawaiian *	429	Konkani	566

Language	Code	Language	Code	Language	Code	Language	Code	Language	Code
Kongo	566	Malay	625	Persian (Farsi) *	737	Tagalog	824	Xhosa	946
Korean	567	Mandarin	626	Polish	765	Taiwanese	824	Yoruba	967
Kosraen	567	Mandingo	626	Pohnpeian	764	Tamil	826	Yue	983
Kpelle	573	Mano	626	Portuguese	767	Trddim	873	Yugoslavian	984
Kpelle	573	Marathi	627	Punjabi	786	Telugu	835	ZuLu	985
Krahn	572	Marshallese	627	Romanian	766	Teddim	833	ASL (Video Only)	275
Krio	574	Mien	643	Russian	787	Thai	842		
Kurdish *	587	Mende	636	Samoan	726	Tibetan	842		
Laotian	526	Mon	666	Sango	726	Tigrinya	844		
Latvian	528	Mongol (Mongolian)	666	Sarpo	727	Tongan (Tonga)	866		
Liberian English	542	Nepali	637	Serbian	737	Turkish	887		
Lingala	546	Nigerian	644	Serbo-Croatian	737	Twi	894		
Lithuanian	548	Norwegian	667	Shanghaiese	742	Ukrainian	857		
Llocano (Ilocano?) *	556	Nuer	683	Singhalese	746	Urdu	873		
Lorma (Loma)	567	Oromo	676	Slovak	756	Uzbek	892		
Luo	586	Pakistani	725	Somali	766	Vai	824		
Maay	622	Pangasinan	726	Spanish	772	Vietnamese	843		
Macedonian	622	Papiamentu (Papiamentu)	727	Swahili	792	Visayan	847		51
Mai Mai	624	Pushto	787	Swedish	793	Waray (Waray-Waray)	927		
Malagasy	625	Pele (Ata)	735	Swiss-German	794	Wolof	965		

11 Helpful Tips for Working with an Over-the-Phone Interpreter

1. **BRIEF THE INTERPRETER** - Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained and let him/her know whether you need help with placing a call. If you need the interpreter to help you place a call to the limited English proficient (LEP) customer, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.
2. **SPEAK DIRECTLY TO THE CUSTOMER** - You and your customer can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the customer's response directly back to you.
3. **SPEAK NATURALLY, NOT LOUDER** - Speak at your normal pace, not slower.
 - **SEGMENTS** - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
 - **CLARIFICATIONS** - If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or to clarify what the statement meant.
4. **ASK IF THE LEP UNDERSTANDS** - Don't assume that a limited English-speaking customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand, but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.
5. **DO NOT ASK THE INTERPRETER FOR THEIR OPINION** - The interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.
6. **EVERYTHING YOU SAY WILL BE INTERPRETED** - Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.
7. **AVOID JARGON OR TECHNICAL TERMS** - Don't use jargon, slang, idioms, acronyms or technical medical terms. Clarify unique vocabulary and provide examples if they are needed to explain a term.
8. **LENGTH OF INTERPRETATION SESSION** - When you're working with an interpreter the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.
9. **READING SCRIPTS** - People often talk more quickly when reading a script. When you are reading a script, prepared text or a disclosure, slow down to give the interpreter a chance to stay up with you.
10. **CULTURE** - Professional interpreters are familiar with the culture and customs of the limited English proficient (LEP) customer. During the conversation the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question. You may or ask the interpreter to help you to get the information in a more appropriate way.
11. **CLOSING OF THE CALL** - The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the interpreter for his or her efforts at the end of the session.

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096

Cities and Townships in Anoka County

Andover

Ramsey

Anoka

Spring Lake Park

Bethel

St. Francis

Blaine

Centerville

Circle Pines

Columbia Heights

Columbus

Coon Rapids

East Bethel

Fridley

Ham Lake

Hilltop

Lexington

Lino Lakes

Linwood Township

Nowthen

Oak Grove

Cities in Hennepin County

Hennepin County is made up of the following 45 cities:

Bloomington	Long Lake	Robbinsdale
Brooklyn Center	Loretto	Rockford
Brooklyn Park	Maple Grove	Rogers
Champlin	Maple Plain	St. Anthony
Chanhassen	Medicine Lake	St. Bonifacius
Corcoran	Medina	St. Louis Park
Crystal	Minneapolis	Shorewood
Dayton	Minnetonka	Spring Park
Deephaven	Minnetonka	Tonka Bay
Eden Prairie	Beach	Wayzata
Edina	Minnetrista	Woodland
Excelsior	Mound	
Golden Valley	New Hope	
Greenfield	Orono	
Greenwood	Osseo	
Hanover	Plymouth	
Hopkins	Richfield	
Independence		

2023 Poverty Guidelines: 48 Contiguous States (all states except Alaska and Hawaii)

Per Year

Household/ Family Size	25%	50%	75%	100%	125%	130%	133%	135%	138%	150%	175%	180%	185%	200%
1	\$3,645	\$7,290	\$10,935	\$14,580	\$18,225	\$18,954	\$19,391	\$19,683	\$20,120	\$21,870	\$25,515	\$26,244	\$26,973	\$29,160
2	\$4,930	\$9,860	\$14,790	\$19,720	\$24,650	\$25,636	\$26,228	\$26,622	\$27,214	\$29,580	\$34,510	\$35,496	\$36,482	\$39,440
3	\$6,215	\$12,430	\$18,645	\$24,860	\$31,075	\$32,318	\$33,064	\$33,561	\$34,307	\$37,290	\$43,505	\$44,748	\$45,991	\$49,720
4	\$7,500	\$15,000	\$22,500	\$30,000	\$37,500	\$39,000	\$39,900	\$40,500	\$41,400	\$45,000	\$52,500	\$54,000	\$55,500	\$60,000
5	\$8,785	\$17,570	\$26,355	\$35,140	\$43,925	\$45,682	\$46,736	\$47,439	\$48,493	\$52,710	\$61,495	\$63,252	\$65,009	\$70,280
6	\$10,070	\$20,140	\$30,210	\$40,280	\$50,350	\$52,364	\$53,572	\$54,378	\$55,586	\$60,420	\$70,490	\$72,504	\$74,518	\$80,560
7	\$11,355	\$22,710	\$34,065	\$45,420	\$56,775	\$59,046	\$60,409	\$61,317	\$62,680	\$68,130	\$79,485	\$81,756	\$84,027	\$90,840
8	\$12,640	\$25,280	\$37,920	\$50,560	\$63,200	\$65,728	\$67,245	\$68,256	\$69,773	\$75,840	\$88,480	\$91,008	\$93,536	\$101,120
9	\$13,925	\$27,850	\$41,775	\$55,700	\$69,625	\$72,410	\$74,081	\$75,195	\$76,866	\$83,550	\$97,475	\$100,260	\$103,045	\$111,400
10	\$15,210	\$30,420	\$45,630	\$60,840	\$76,050	\$79,092	\$80,917	\$82,134	\$83,959	\$91,260	\$106,470	\$109,512	\$112,554	\$121,680
11	\$16,495	\$32,990	\$49,485	\$65,980	\$82,475	\$85,774	\$87,753	\$89,073	\$91,052	\$98,970	\$115,465	\$118,764	\$122,063	\$131,960
12	\$17,780	\$35,560	\$53,340	\$71,120	\$88,900	\$92,456	\$94,590	\$96,012	\$98,146	\$106,680	\$124,460	\$128,016	\$131,572	\$142,240
13	\$19,065	\$38,130	\$57,195	\$76,260	\$95,325	\$99,138	\$101,426	\$102,951	\$105,239	\$114,390	\$133,455	\$137,268	\$141,081	\$152,520
14	\$20,350	\$40,700	\$61,050	\$81,400	\$101,750	\$105,820	\$108,262	\$109,890	\$112,332	\$122,100	\$142,450	\$146,520	\$150,590	\$162,800



NATURALIZATION SCREENING SUMMARY

- Eligible for naturalization, referred to MMLA for follow up

**Notes for attorney:

- Eligible but over income, referred to private bar
- Eligible but out of service area, referred to other legal services providers
- Possibly eligible, but needs N-648 first
 - Gave client blank N-648 and instructions letter
- Not eligible because:

Name of Screener: _____

Date of Screening: _____



Naturalization Screening Project

VOLUNTEER CLOSING PROCEDURE

When you have completed the screening and all associated documents, please take the following steps:

1. Have MMLA Staff review to make sure that you covered everything and to answer any outstanding client questions.
2. Determine which outcome is appropriate for the individual.
3. Give individual the applicable closing or next steps letter.
4. Complete the Screening Summary Form.
5. Return all completed documents to MMLA Staff.
6. Complete the Volunteer Sign Out Sheet.

After completing these steps, you are free to leave. Thank you for your amazing assistance in this project. We rely on volunteers like you to help us increase our capacity to help community members in need.

If you have any questions, concerns, or feedback about the Naturalization Screening Project, please feel free to contact us at probono@mylegalaid.org.

ADDITIONAL RESOURCES

- Form N-400 and Instructions, <https://www.uscis.gov/n-400>
- USCIS Policy Manual, Volume 12 – Citizenship and Naturalization, <https://www.uscis.gov/policy-manual/volume-12>
- *Naturalization Screening Packet*, Immigrant Legal Resource Center (ILRC), **SEE RED FLAGS CHECKLIST WITH ANNOTATIONS PAGES 3 – 18**, https://www.ilrc.org/sites/default/files/resources/naturalization_field_guide-20181221.pdf
- Naturalization Test Resources - <https://www.uscis.gov/citizenship/find-study-materials-and-resources/study-for-the-test>
- *Thinking About Applying for Naturalization?* Guide from USCIS, <https://www.uscis.gov/sites/default/files/document/guides/G-1151.pdf>
- Law Help MN Self-Help Resource Library, <https://www.lawhelpmn.org/self-help-library/immigration>