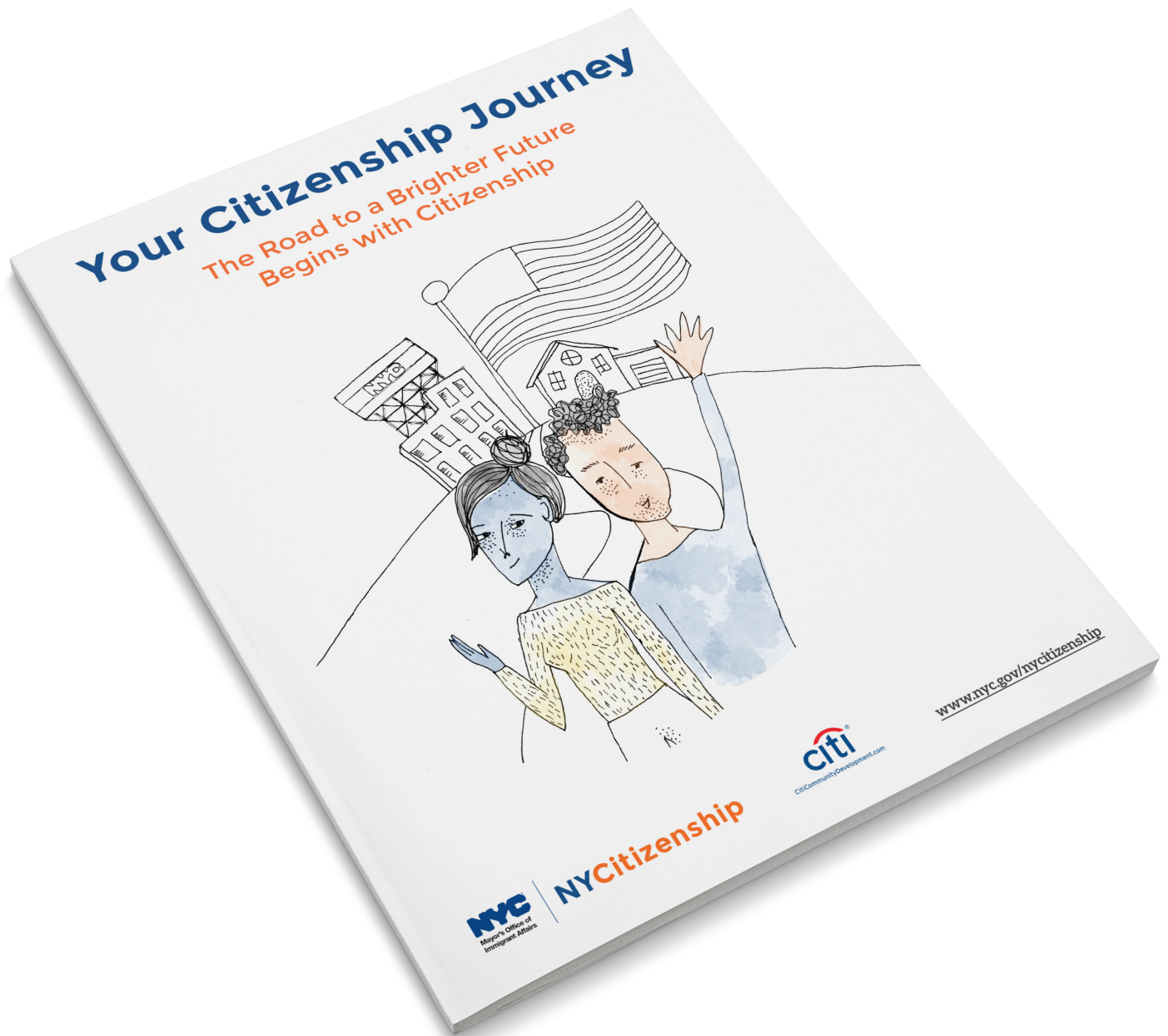


# Facilitator's Guide

for NYCitizenship Information Sessions



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NAME

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PHONE # / EMAIL

## Overview

This guide is to be used by you, the NYCitizenship attorney, to lead a 45-minute Information Session for prospective NYCitizenship clients. The goals of the Information Session are to:

1. Provide individuals with basic information about the U.S. citizenship application process
2. Identify the need for financial counseling services in connection with the process of becoming a U.S. citizen.
3. Explain the free services available through NYCitizenship
4. Have participants sign up for NYCitizenship legal and/or financial counseling appointments (and schedule appointments on the spot if time permits).
5. Prompt potential clients to organize relevant information and documents before they arrive at their first citizenship appointment.

## Information Session Format & Your Role

This Information Session has been designed to help you to guide participants through the citizenship journey through the use of the *Your Citizenship Journey* video. The video contains 6 chapters:

1. Introduction
2. Step 1: Prepare your application
3. Step 2: Prepare your finances
4. Step 3: Prepare for your interview
5. Step 4: Prepare for Success as a U.S. Citizens
6. NYCitizenship can help

Each chapter of the video explains a step of the citizenship process. Participants will receive the NYCitizenship workbook at the end of the session, and will be encouraged to fill it out at home ahead of their first appointment.

Your role as a facilitator is crucial. Going through the citizenship application process can be confusing and overwhelming for clients. The Information Session breaks down the citizenship application process into smaller, digestible chunks. Your role is to guide clients through these different sections and to help them make the connection between citizenship and financial counseling. Finally, encourage clients to start making their own individual plans to help them navigate the citizenship application process.

## Plain English

We have developed the text in this guide, as well as in the video and the workbook, with attention to the use of simple language that is easy for participants who not native speakers of English to understand. We have tried to use simply constructed sentences and grammar, and to avoid idiomatic expressions (“touch base”, “rule of thumb”, etc.). While we do not expect you, the facilitator of the information sessions, to always repeat word-for-word all of the scripts in this manual, please use the text as a guide to help you to communicate, using language that is easy to understand for our immigrant audience.

# Getting Started

To host your session, you will receive the materials pictured below. Use this guide and the USB drive with videos to structure your facilitation of the Information Session. The remaining items are for you to give to the clients that attend the workshop.



# Setup Checklist

Before you host each session, make sure that you have the following items ready:

## Materials for Info Session Participants

- NYCitizenship folders and workbook
- NYCitizenship Pens

## Your Materials

- NYCitizenship video (on USB)\*
- Laptop\* (image does not represent the laptop that facilitators will use)
- Projector/Monitor\*
- Speakers\*
- Sign-in sheet(s)
- Your Business Cards

\* We highly encourage you to arrive at the info session locations early to do a technology check to ensure that the projector/monitor and speakers work correctly. Much of the session requires you to play videos, and we advise you to plan ahead to avoid any last minute technical glitches. Also, arriving early can help you to make sure that the room is correctly set up (adequate chairs and tables are present and correctly situated) and materials for participants are correctly organized.

Not all materials are pictured above

# Information Session Outline (45 Minutes Total)

## Introduction 5 Minutes

- » Introduce yourself and ask participants to sign in.
- » Explain the purpose and format of the information session.
- » Mention that you will distribute workbooks at the end of the session for participants to fill out at home.

## Overview 5 Minutes

- » Press play at the beginning of the video.
- » Review workbook pages 3-5 with participants, with time for participants to complete questions.
- » Verbally check for questions and comments.

## Step 1: Prepare Your Application 5 Minutes

- » Play video—Step 1: Prepare Your Application.
- » Verbally check for questions and comments.

## Step 2: Prepare Your Finances 5 Minutes

- » Play video—Step 2: Prepare Your Finances.
- » Verbally check for questions and comments.

## Step 3: Prepare for the Interview 5 Minutes

- » Play video—Step 3: Prepare for the Interview.
- » Verbally check for questions and comments.

## Step 4: Prepare for Success as a U.S. Citizen 5 Minutes

- » Play video—Step 4: Prepare for Success as a U.S. Citizen
- » Verbally check for questions and comments

## Wrap Up, Recap, and Appointments 15 Minutes

- » Play video—NYCitizenship can help.
- » Recap what clients learned during the session and what NYCitizenship services do and do not do. Answer last questions.
- » Check legibility of names and contact information on sign-in sheet.
- » Distribute NYCitizenship folders, Your Citizenship Journey workbooks, and pens to participants.
- » Ask each attendee to make citizenship and financial coaching appointments by indicating their preferences on the sign-in sheet.
- » Verbally check for any remaining questions.

# Introduction

TIME: 5 MINUTES

## Steps in this Section

### 1. Introduce yourself and explain your role

"Welcome to the NYCitizenship information session. I am the NYCitizenship lawyer for \_\_\_\_\_ Library. My name is \_\_\_\_\_, I work for the New York Legal Assistance Group (NYLAG). NYLAG is a legal service organization that has partnered with the Mayor's Office of Immigrant Affairs to provide free citizenship and financial counseling services at this library. All of NYCitizenship services are free and confidential."

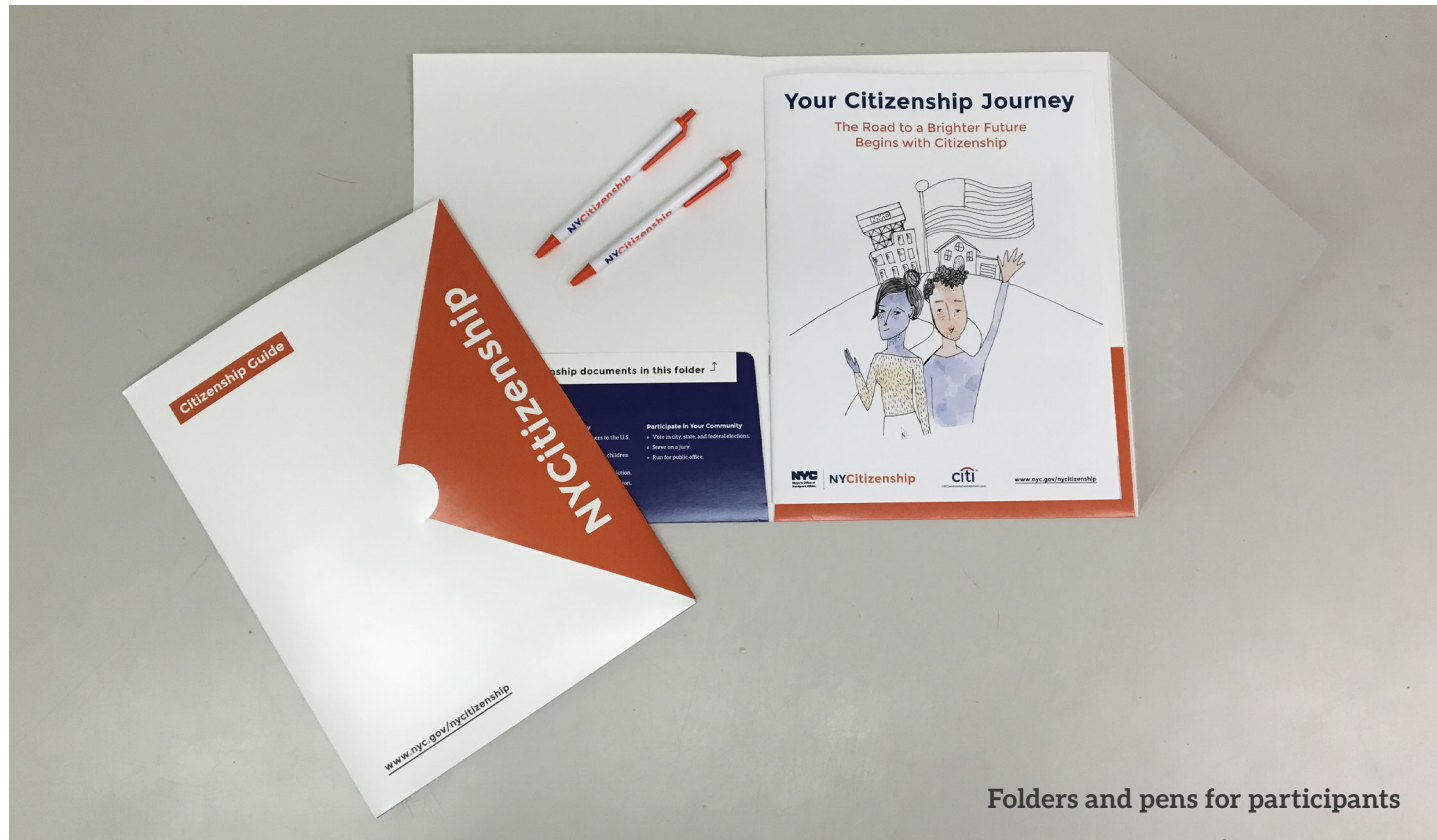
### 2. Explain the purpose of this session

"We have organized this information session to explain the citizenship application process. We know that applying for citizenship can often feel confusing, but it does not have to be. NYCitizenship is here to help you. In today's Information Session, you will:

- » Learn about the citizenship application process;
- » Learn about the free services that you can receive from NYCitizenship; and
- » Sign-up for appointments for legal and financial services through NYCitizenship."

### 3. Mention that you will distribute workbooks at the end of the session for participants to fill out at home.

### 4. Verbally check if anyone has any questions before moving on to the next section



Folders and pens for participants

# Journey Overview and Motivation

TIME: 5 MINUTES

## Steps in this Section

### 1. Play Chapter 1 of the video titled Journey Overview and Motivation

### 2. Check for comprehension.

"Was everyone able to follow and understand that video?"

What were the 4 steps to becoming a citizen that the characters in the video named?

Do you have any questions before I explain what will do next?"

### 3. Invite questions and facilitate discussion

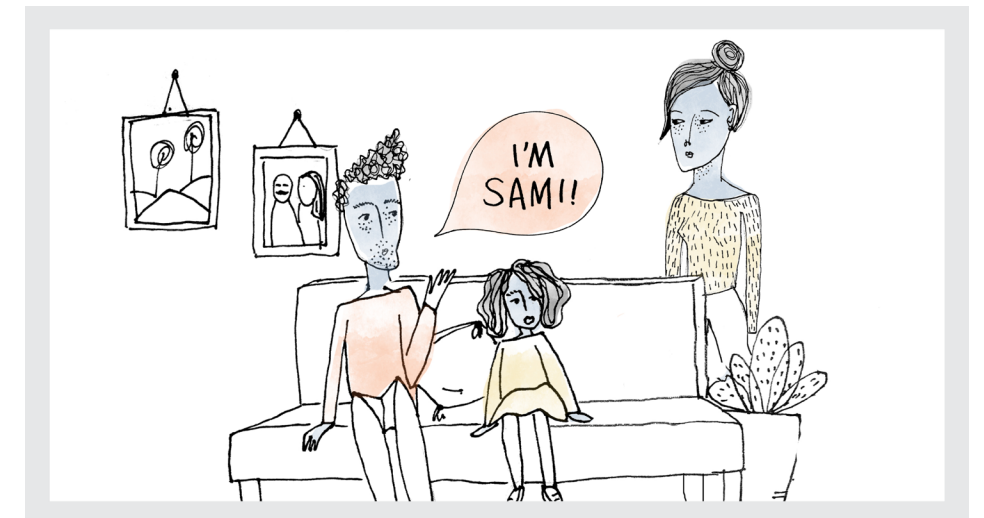
"Would anyone like to share their reasons for wanting to become a US citizen or their worries? You might realize that many people here share the same hopes and worries as you!"

Does anybody know somebody who has applied for citizenship? What was their experience?"

Does anyone have any questions before we move to the next section?"



Video Chapter 1



# 1

## Prepare Your Application

TIME: 5 MINUTES

### Steps in this Section

1.  Play Chapter 2 of the video titled *Prepare your Application*

2. Check for comprehension

*“Was everyone able to follow and understand that video?”*

*Can someone tell me some of the things you will need to do to complete your citizenship application?”*

3. Mention that you will distribute workbooks at the end of the session that can help with collecting documents.

*“Notice that the document checklist instructs you to prepare your Address History, Employment History, and Travel History for the last 5 years. This can feel overwhelming. At the end of this session, you will receive a workbook to take home that will help you organize your address, employment, and travel information.*

*Don’t forget to bring your workbook to your first appointment with the NYCitizenship lawyer.”*

4. Invite questions and facilitate discussion

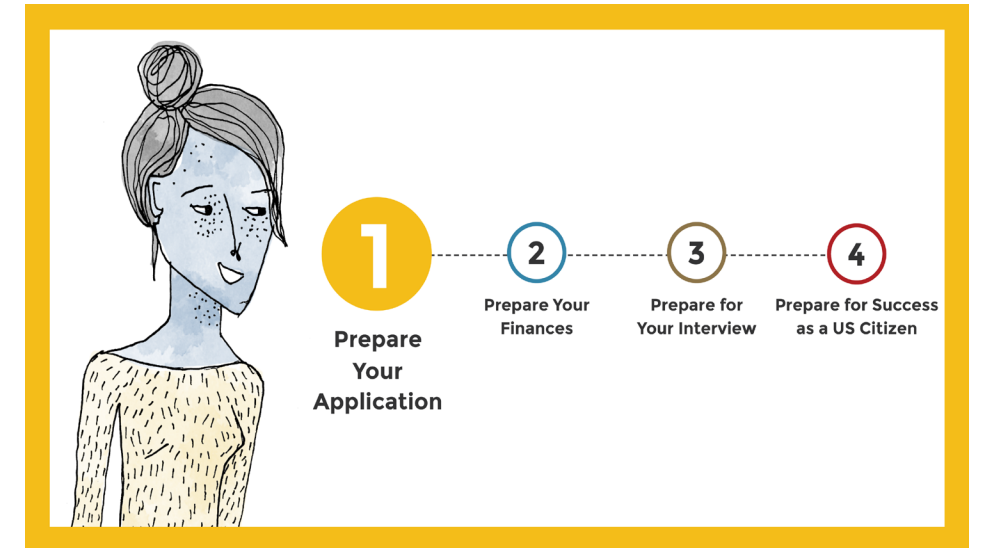
*“Would anyone like to share their experience of watching the video?”*

*Did you realize that you needed a service you weren’t aware of before?”*

*Does anyone have any questions before we move to the next section?”*



Video Chapter 2



## The Citizenship Journey

1

Prepare your Application

2

Prepare your Finances

3

Prepare for your Interview

4

Prepare for Success as a Citizen

# 2

## Prepare Your Finances

TIME: 5 MINUTES

### Steps in this Section

1.  Play Chapter 3 of the video titled *Prepare your Finances*

2. Check for comprehension

*“Was everyone able to follow and understand the video?”*

*What is a fee waiver and how do you get one?*

*How can a financial counselor help you?*

3. Invite questions and facilitate discussion

*“Before we move on, does anyone have any questions or thoughts to share with the group?”*

*How are you planning to pay the application fee?*

*How many of you have a credit card?*

*How many of you pay to cash checks somewhere that is not a bank?*

*How many of you have a bank account?*

*How many of you send money to people in other countries?*

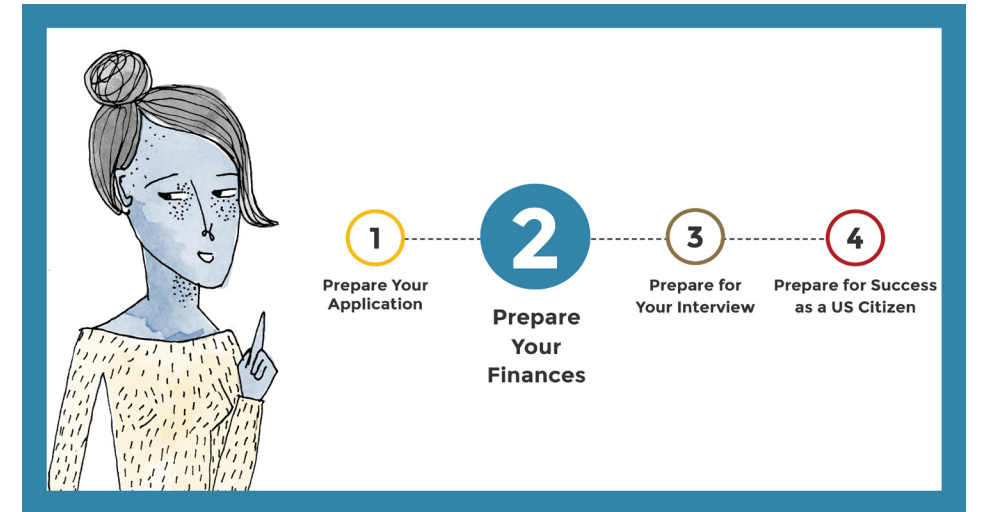
*Has anybody gotten any money from the Earned Income Tax Credit?*

*How might your life change if a financial counselor is able to help you with these things?*

*The NYCitizenship financial counselor can help you to learn about all of these things and find the safest ways to save and prepare to pay for your citizenship application, and help you meet your future financial goals.”*



Video Chapter 3



## The Citizenship Journey

1

Prepare your Application

2

Prepare your Finances

3

Prepare for your Interview

4

Prepare for Success as a Citizen

# 3

## Prepare for the Interview

TIME: 5 MINUTES

### Steps in this Section

1.  Play Chapter 4 of the video titled *Prepare for the Interview*

2. Check for comprehension

*“Was everyone able to follow and understand the video?”*

*What happens at the citizenship interview?”*

3. Encourage questions and comments

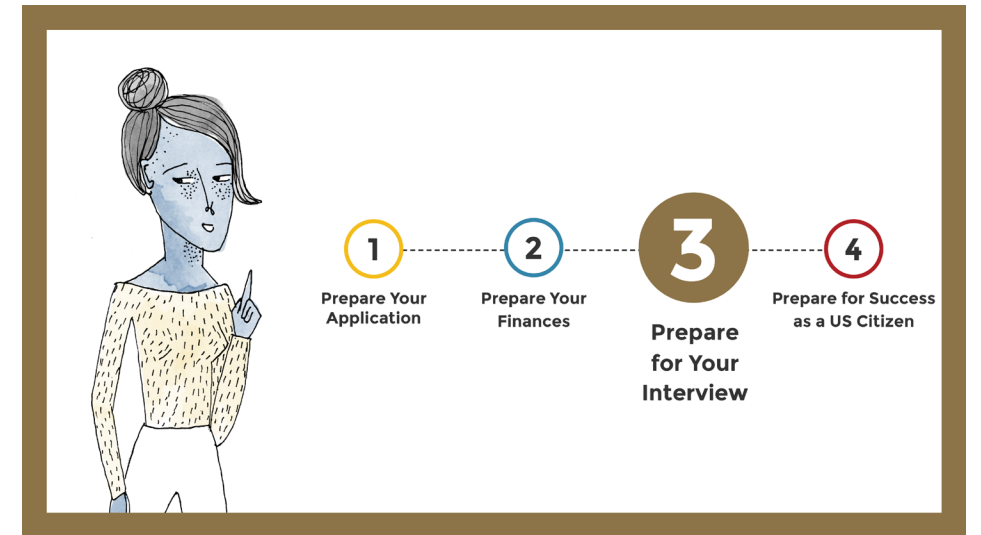
*“Has anybody taken an English as a Second Language or Citizenship Civics class at the library or somewhere else?”*

*How was the class?”*

*Does anyone have any questions or comments before we watch the next video?”*



Video Chapter 4



## The Citizenship Journey

1

Prepare your Application

2

Prepare your Finances

3

Prepare for your Interview

4

Prepare for Success as a Citizen

### Steps in this Section

1.  Play Chapter 5 of the video titled *Prepare for Success as a U.S. Citizen*

2. Check for comprehension

*“Was everyone able to follow and understand the video?”*

*What happens after you send in your citizenship application?*

*What do we mean by “success as a US Citizen”?*

3. Encourage questions and comments

*“Would anyone like to share their experience of watching the video?”*

*Did you realize that you needed a service you were not aware of before?*

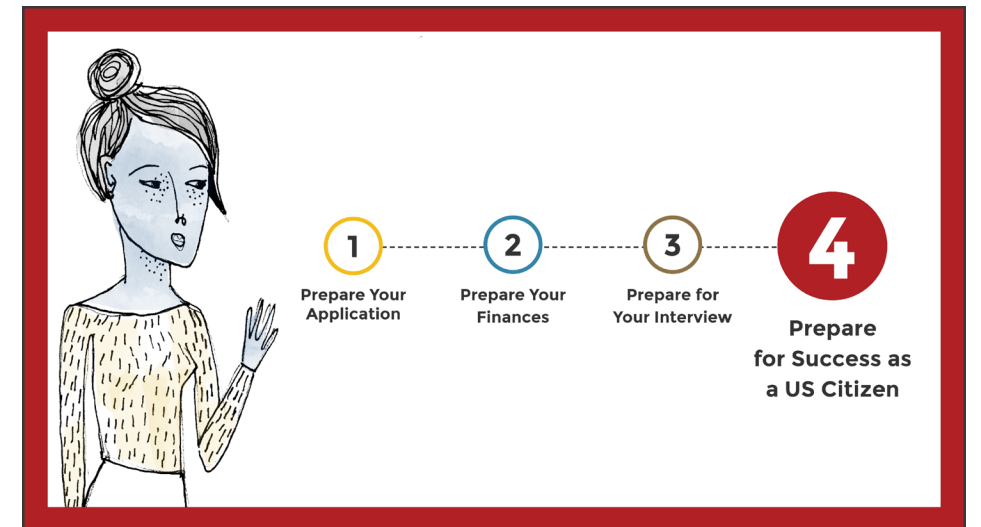
*What are some things you would like to do once you are a US citizen?*

*How can the NYCitizenship financial coach help you to do those things?*

*Does anyone have any questions before we move on to the next section?”*



Video Chapter 5





# Conclusion: Recap and Appointments

TIME: 15 MINUTES

## Steps in this Section

### 1. Conclude by reviewing what clients did during this session and why it is important

*"We have talked about a number of the benefits of becoming U.S. citizens. Some of you have shared with the group about your own reasons for wanting to naturalize and become U.S. citizens. After today's presentation, we hope that you understand more clearly the things you need to do to apply for citizenship."*

*Now that you know that there is help for you each step of the way, we hope that you believe that you can become U.S. citizens. We think you can do it!*

*Applying for citizenship and meeting with a financial counselor to create an individualized plan are important ways for you to get closer to the future that you would like to create for yourself and your family."*

### 2. Final questions

*"Does anyone have any final questions about the application process, financial counseling, or the information we learned today?"*

### 3. Distribute workbooks

*"I am handing out workbooks for you to fill out at home and bring to your first NYCitizenship appointment. These workbooks will help you prepare your documents and information to apply for citizenship."*

### 4. Legibility check and appointment sign up

*"I am going to come around now and check with each of you to make sure I can read your name and contact information. Please mark next to your name if you want a legal and/or financial counseling appointment."*

*Remember that you and anybody you know who is interested in NYCitizenship services can always make an appointment by calling 311 and saying "citizenship appointment".*

*(If you have time, let participants know that you will stick around for a few minutes to schedule legal appointments and answer questions).*

### 5. Hand out NYCitizenship bookmarks, and flyers about library ESOL and Citizenship Civics resources.

### 6. Thank the group and close.

*"Thank you for your time."*

*Here is my business card. If you have any questions I will be happy to speak with you more.*


*Do not forget to tell any family members, friends and coworkers about these free citizenship and financial counseling services available at the library."*

Sign Up Sheet

## Make an appointment with NYCitizenship today!

Date \_\_\_\_\_ Location \_\_\_\_\_

Attorney Name \_\_\_\_\_

Before you go home, make sure your information is correct and legible. The NYCitizenship lawyer will give you a call within 2-3 days to schedule an appointment. 

Name \_\_\_\_\_ Schedule Appointment for:  
 Legal Counseling  
Phone Number \_\_\_\_\_ Email \_\_\_\_\_  Financial Counseling

Name \_\_\_\_\_ Schedule Appointment for:  
 Legal Counseling  
Phone Number \_\_\_\_\_ Email \_\_\_\_\_  Financial Counseling

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