



U.S. Citizenship
and Immigration
Services

Electronic Form I-589 Review & eSignature in Global

Remote Telework to Office (RTO) PILOT

DRAFT – Last Updated June 22, 2021



Changes from Prior Version



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- Prior Version: April 20, 2021 | Current Version: June 22, 2021
- Changes from Prior Version:
 - Slides 15-16 – added slides to allowing information from Supplement B to be entered into its respective section during Data Entry if all requirement information is present
 - Slide 23 – added guidance on Demonyms, Acronyms, Initialisms, and common spelling variations (not errors)
 - Slide 30 – added guidance for Free Form Dates
 - Slide 40 – added slide with larger example image
 - Slide 44 – added slide with links to Asylum Division procedures.
 - Slide 52-55 – added slide and updated screenshots to reflect newer Review Changes screen and features

Training Agenda

1. Intro to Form I-589
Review & eSignature
2. Pre-Interview Data Entry
3. Performing Form Review
4. eSignature Capture
5. Required
Documentation
6. Appendix – iPad and App
Switching
7. Pilot Feedback
8. Demo

Background



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- Electronic Form I-589 Review (now)
 - Replaces paper-based process
 - Cases will require pre-interview data-entry
 - Aside from electronic workflow, **all standard procedures apply** (as specified in the Intro to the Non-Adversarial Interview LPs; Asylum Interview Basics-Intro Forms, 589, Conclusion_11_1_2019 PPT; and other training resources)
- eSignature (now)
 - For I-589 Part F signatures, Applicant Oath, and Attorney Waiver
- Online I-589 Filings (future)
 - Both Electronic Form Review and eSignature were originally developed for Online I-589 Filings
 - RAIO is releasing the digital and electronic signature technology early due to COVID-19 to support video interviews

Background



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- Electronic Form Review Pilot Participants
 - ZOL interviewing affirmative I-589 cases (8/2020 – 1/2021)
- Remote Telework to Office (RTO) Pilot Participants
 - Limited Pilot – ZOL + ZNK + ZSF + ZNY (3/2021 – 7/2021)
 - Expanded Pilot – All Asylum Division field offices (7/2021 – Present)
- RTO Pilot Timeframe
 - Expanded pilot begins 7/2021
- Goals
 - Help streamline video interviews
 - Learn from Global users to improve software

Background



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- Major parts of the Electronic Form Review and eSignature processes in Global:
 1. Data entry on the Application tab
 2. Form review through the Adjudication tab
 3. Electronic signatures captured in Global Interview
 4. Printed documents go in the A-file

Data Entry

Case Selection Before Data Entry



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- Cases should be carefully selected by Asylum Offices to help ensure successful data entry.
 - Any application with updated information after initial filing but before interview, such as an address or phone number change, is ineligible for electronic form review in Global and should be removed from the Pilot before the interview.
 - Choose recently filed (LIFO) cases, as they are less likely to have address updates between I-589 filing and the day of interview.
 - Avoid cases with inconsistent or incomplete information, e.g., a child in the U.S. but no information provided on the form about their status or manner of entry.
 - Do not select cases that have already undergone Form I-589 review (e.g., re-interviews) because they are not suitable for the Pilot.
 - Avoid cases with illegible handwritten responses.

Data Entry – Pre-Interview



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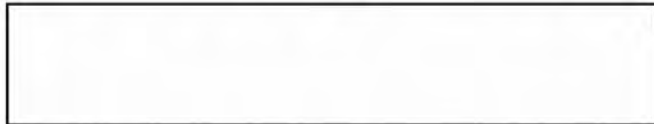
- Information from the entire Form I-589 will be input into the Global Application tab by the asylum office.
 - Parts A through E and Supplements A & B, if included
 - The Application tab will serve as a copy of the Form I-589 data in Global
- Data on Application tab must match the paper Form I-589 exactly, even if the applicant's responses on the paper form contain an error or typo.
 - Do not infer, amend, or interpret the responses when typing them into Global, unless using the specified Data Entry Substitutions methods or other guidance that follows.
- If pre-interview data entry is not possible, remove the case from the RTO Pilot.

Data Entry – Pre-Interview



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(b)(6)



Initial Interview Scheduled
Clock Running 1 Day Elapsed

SUMMARY ENTRY CHECKS ADJUDICATION DOCUMENTS APPLICATION CASE LOG

Information About You
Spouse and Children
Background
Information About Your Application
Additional Information About Your Application
Signature
Additional Responses

Data Entry Substitutions

PART	QUESTION #	PAPER I-589 RESPONSE	GLOBAL DATA
Information About You			
<input type="checkbox"/>	Applying for withholding of removal under the Convention Against Torture	Filing Date * 02/11/2021	New A File * <input type="radio"/> Yes <input type="checkbox"/> No

EDIT

Data Entry – Pre-Interview



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- Pre-Interview Data Entry
 - The Application tab will be pre-populated with the limited information entered into Global's Entry tab by Service Center at time of filing.
 - Fields with red asterisk must be completed prior to saving work .
 - If you need to pause, click Save. Then, click Edit again to continue data entry.
 - The Application tab will time out after 20 minutes.



Data Entry – Pre-Interview



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- Certain Global fields have formatting requirements

- Dates

- If paper form indicates “Present” or “Current” in any date field on p. 4, Global allows you to leave the To Month and To Year fields empty

Province *	Postal Code *	From Month *
ALBERTA	20011	March
From Year *	To Month	To Year
2018		

- Children and Spouses

- Some information will be pre-populated by Service Center
 - Make sure to add all spouses and children, even those not included on the application as dependents.



ADD CHILD (INCLUDED) ADD SPOUSE (INCLUDED) ADD CHILD (NOT INCLUDED) ADD SPOUSE (NOT INCLUDED)

Data Entry – Pre-Interview



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- No response on paper I-589 but field in Global is required
 - Fields in Global may be required, as indicated with a red asterisk – *
 - If the applicant did not provide a response on the paper I-589, and that response is required in Global, enter a hyphen (-). This hyphen allows data entry to proceed even if a required field was left blank.

City of Birth *

Data Entry – Pre-Interview



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- Contact info
 - Leave e-mail address field blank (not currently collected on the 8/25/2020 version of Form I-589)
- Place of Entry into United States (question 19.c on the paper Form I-589)
 - Select "Other" if the typeahead does not contain a matching value from applicant's form and then type the place of entry in the text box.
- Race, Ethnic, or Tribal Group (question 16 on the paper Form I-589)
 - Select "Other" if the dropdown menu does not contain a matching value from applicant's form and then type the race/ethnic/tribal group in the text box.
- Religion (question 17 on the paper Form I-589)
 - Select "Other" if the dropdown menu does not contain the value from applicant's form and then type the religion in the text box.

Data Entry – Pre-Interview



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- Supplement B
 - If an applicant provides information in Supplement B as additional responses to Question 19C on Page 1, Part A. I. or any Question from Page 4, Part A. III., s and includes all required fields, this information can be data entered into the relevant section of the Application Tab.
 - Additional Entries to the U.S. (Page 1, Part A. I., Question 19C)
 - Addresses (Page 4, Part A. III., Questions 1 and 2)
 - Education (Page 4, Part A. III., Question 3)
 - Employment (Page 4, Part A. III., Question 4)
 - Parents and Siblings (Page 4, Part A. III., Question 5)

Data Entry – Pre-Interview



- Here, the applications additional Education History and Siblings can be added to their respective sections during Data Entry.

Supplement B, Form I-589

Additional Information About Your Claim to Asylum	
A-Number (if available) N/A	Date
Applicant's Name	Applicant's Signature

NOTE: Use this as a continuation page for any additional information requested. Copy and complete as needed.

Part A.III

Question 3,5

3. Education History (cont.)

Name of School	Type of School	Location	Attended
	High School		
	High School		
	Secondary School		
	Primary School		
	Primary School		

5. Siblings (cont.)

Name	City/Country of Birth	Current Location

Data Entry – Pre-Interview



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- Nonstandard responses on the paper Form I-589
 - Sometimes the applicant may provide a nonstandard response on the paper I-589, containing either a typo, omission, or other nonstandard response.
 - While nonstandard responses are simple for an AO to address using paper and red pen, such responses pose a challenge for data entry because Global adheres to USCIS data standards by imposing a structure on certain fields.
 - For instance, some fields require that you select a predefined response from a dropdown menu (status at entry, country of birth, etc.).
 - When an applicant provides a nonstandard response to a structured field, you may use Data Entry Substitutions to translate the nonstandard response to be Global appropriate, facilitating Electronic Form Review.

Data Entry – Pre-Interview



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- Data Entry Substitutions
 - In Global, Asylum staff record:
 - 1) the nonstandard response from the paper form and
 - 2) the data-entry substitution that was needed to record this response in Global.
 - During form review, the applicant will review, and confirm or correct, all data entry substitutions in addition to the rest of their I-589.

Data Entry Substitutions ▾

PART	QUESTION #	PAPER I-589 RESPONSE	GLOBAL DATA	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="REMOVE"/>
<input type="button" value="+ ADD ISSUE"/>				

Data Entry – Pre-Interview



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(b)(6)

🕒 Initial Interview Scheduled

🕒 Clock Running 1 Day Elapsed

SUMMARY ENTRY CHECKS ADJUDICATION DOCUMENTS APPLICATION CASE LOG

Information About You

Spouse and Children

Background

Information About Your
Application

Additional Information About
Your Application

Signature

Additional Responses

Data Entry Substitutions ▼



PART	QUESTION #	PAPER I-589 RESPONSE	GLOBAL DATA
------	------------	----------------------	-------------

REMOVE

+ ADD ISSUE

Information About You ▼

Applying for withholding of removal

Filing Date *

New A File *

Data Entry – Pre-Interview



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- Use Data Entry Substitutions when the applicant's intended response is **clear** but does not fit into Global's requirements.
 - See examples on the following slides.
- If the applicant's intent is not clear in the nonconforming field, **do not data enter** the I-589 into the Application tab.
 - Make a note that the case is not eligible for Electronic Form Review in Global. Remove the case from the RTO pilot if discovered during data entry prior to interview.
 - If an issue is discovered during the RTO interview, perform Form I-589 review using paper and red pen.

Data Entry – Pre-Interview



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- In general, defer to decisions made by the Service Center (SC) when they receipted the case and input data on the Entry Tab
 - Example: Defer to the Service Center’s input for Name, Date of Birth, Country of Birth/Nationality, whether a spouse or child is included in the I-589, etc.
 - Carefully review the data the SC put in Global and use Data Entry Substitutions as appropriate.
- Correct errors by Service Center as appropriate.
 - Ensure the data on the Application Tab matches the Form I-589 exactly.
 - Example: if the Service Center entered China but the paper Form I-589 says Chile, input Chile on the Application tab to match the paper Form I-589. Do not use Data Entry Substitutions because Chile was the applicant’s original response.

Data Entry – Pre-Interview



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- Defer to Service Center for the Form I-589 filing date
 - The Service Center inputs the filing date into Global. Defer to the Service Center's entry, unless there is an obvious error as evidenced by the record.
 - Questions about if an application was timely filed or when it was filed are to be addressed per standard operating procedures (e.g., See One-Year Filing Deadline LP)

Data Entry – Pre-Interview



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- No Data Entry Substitutions necessary for:
 - Demonym not available in Global
 - Ex: Fijian can be data entered as Fiji
 - Acronyms or Initialisms not available in Global
 - Ex: USA can be entered as United States
 - Ex: TX can be entered as Texas
 - Common Spelling variations for Countries or States
 - Ex: Brasil can be entered as Brazil

Data Entry – Pre-Interview



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Ex. A

14. Present Nationality (<i>Citizenship</i>) Barbado ←	15. Nationality at Birth Barbados
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- Misspellings illustrate the core functionality of Data Entry Substitutions in Global.

Data Entry – Pre-Interview

Ex. A



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Data Entry Substitutions ▼

PART	QUESTION #	PAPER I-589 RESPONSE	GLOBAL DATA	
A. /	14	BARBADO	BARBADOS	REMOVE

Birth * **Present Nationality/Citizenship(s) ***

Data Entry – Pre-Interview



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Ex. B

c. List each entry into the U.S. beginning with your most recent entry. *List date (mm/dd/yyyy), place, and your status for each entry. (Attach additional sheets as needed.)*

Date 1/1/2021 Place San Ysidro, CA Status Illegally Date Status Expires N/A

Data Entry – Pre-Interview



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Ex. C

1. Have you, your spouse, your child(ren), your parents or your siblings ever applied to the U.S. Government for refugee status, asylum, or withholding of removal?



No



Yes

If "Yes," explain the decision and what happened to any status you, your spouse, your child(ren), your parents, or your siblings received as a result of that decision. Indicate whether or not you were included in a parent or spouse's application. If so, include your parent or spouse's A-number in your response.

If you were previously denied asylum by USCIS, an immigration judge, or the Board of Immigration Appeals, describe any change(s) in conditions in your country or your own personal circumstances since the date of the denial that may affect your eligibility for asylum.

My mother has an asylum application pending at ZSF.

Data Entry – Pre-Interview



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Data Entry Substitutions ▼

	PART	QUESTION #	PAPER I-589 RESPONSE	GLOBAL DATA	
Ex. A	<input type="text" value="A. I"/>	<input type="text" value="14"/>	<input type="text" value="BARBADO"/>	<input type="text" value="BARBADOS"/>	<input type="button" value="REMOVE"/>
Ex. B	<input type="text" value="A. I"/>	<input type="text" value="19C"/>	<input type="text" value="ILLEGALLY"/>	<input type="text" value="EW "/>	<input type="button" value="REMOVE"/>
Ex. C	<input type="text" value="C"/>	<input type="text" value="1"/>	<input type="text" value="NO"/>	<input type="text" value="YES"/>	<input type="button" value="REMOVE"/>
	<input type="button" value="+ ADD ISSUE"/>				

Data Entry – Pre-Interview



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- Missing day:

19. Complete 19 a through c.
a. When did you last leave your country? (mmm/dd/yyyy) 06/2012

- Missing date entirely:

19. Complete 19 a through c.
a. When did you last leave your country? (mmm/dd/yyyy)

- Global **requires** mm/dd/yyyy format for several date fields, including Date Last Left Country.
- Any [mm/yyyy], [yyyy], or Blank Response is nonstandard for Date last Left Country.
- How do we handle this field?

Data Entry – Pre-Interview



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- Utilize Free-Form Dates for Applicant Dates that do not follow MM/DD/YYYY Format.
 - Check the box to unlock a Free-Form Date Text Box
 - Enter the Date
 - Free-Form dates are not editable on the Entry Tab, only editable on the Application Tab

When did you last leave your country?

MM/DD/YYYY

Check Box to Enter Free-Form Date



When did you last leave your country? (Free-Form)

SUMMER 2001

What is your current I-94 Number?

Entries to the U.S.

Place of Last Entry *

UNK - UNKNOWN

Date of Entry

MM/DD/YYYY

Check Box to Enter Free-Form Date



Date of Entry (Free-Form)

SUMMER 2001

Status When Last Admitted *

EWI

Date Status Expires

MM/DD/YYYY



Data Entry – Pre-Interview



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- Cut-off date:

1. List your last address where you lived before coming to the United States. If this is not the country where you fear persecution, also list the last address in the country where you fear persecution. *(List Address, City/Town, Department, Province, or State and Country.)*
(NOTE: Use Form I-589 Supplement B, or additional sheets of paper, if necessary.)

Number and Street <i>(Provide if available)</i>	City/Town	Department, Province, or State	Country	Dates	
				From <i>(Mo/Yr)</i>	To <i>(Mo/Yr)</i>
			MEXICO	10/21/2009	3/05/202
			BURKINA FASO	08/20/2017	9/07/201

- Global **requires** mm/yyyy format for dates on Page 4.
- A date provide where the MM and YYYY are not clear is nonstandard on page 4.
- How do we substitute this field?

Data Entry – Pre-Interview



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- Use placeholder date of January 1900 for fields that only require a Month/Year date if the applicant's I-589 is non-conforming.
- Asylum officer will know that this field must be explored with the applicant in detail at the time of interview.

1.

Data Entry Substitutions ▾

PART	QUESTION #	PAPER I-589 RESPONSE	GLOBAL DATA
A. III.	1	3/5/202	JANUARY 1900
A. III.	1	9/7/201	JANUARY 1900

2.

From Month From Year

January - 1900 +

Data Entry – Pre-Interview



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2. Provide the following information about your residences during the past 5 years. List your present address first.

(NOTE: Use Form I-589 Supplement B, or additional sheets of paper, if necessary.)

Number and Street	City/Town	Department, Province, or State	Country	Dates	
				From (Mo/Yr)	To (Mo/Yr)
		LA	USA	11/2019	PRESENT
		LA	USA	01/2019	11/2019
		TEXAS	USA	01/2019	01/2019
TRAVELLED CROSSING	GUATEMALA AND	MEXICO TO GET TO	USA	01/2019	01/2019
			HONDURAS	04/2013	01/2019

- This case is **not eligible** for Electronic Form Review in Global.
- If the interviewing officer is not the person who did data entry, a Data Entry Substation for this applicant response may be confusing to the officer during electronic form review

Data Entry – Pre-Interview



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Part A.II. Information About Your Spouse and Children (Continued)			
1. Alien Registration Number (A-Number) <i>(if any)</i>	2. Passport/ID Card Number <i>(if any)</i>	3. Marital Status <i>(Married, Single, Divorced, Widowed)</i> SINGLE	4. U.S. Social Security Number <i>(if any)</i>
5. Complete Last Name	6. First Name	7. Middle Name	8. Date of Birth <i>(mm/dd/yyyy)</i>
9. City and Country of Birth	10. Nationality <i>(Citizenship)</i> HONDURAS	11. Race, Ethnic, or Tribal Group	12. Gender <input checked="" type="checkbox"/> Male <input type="checkbox"/> Female
13. Is this child in the U.S.? <input type="checkbox"/> Yes <i>(Complete Blocks 14 to 21.)</i> <input checked="" type="checkbox"/> No <i>(Specify location):</i> HONDURAS			
14. Place of last entry into the U.S. NO APPLICABLE	15. Date of last entry into the U.S. <i>(mm/dd/yyyy)</i> 00000000	16. I-94 Number <i>(If any)</i> 000000000000	17. Status when last admitted <i>(Visa type, if any)</i> NO APPLICABLE
18. What is your child's current status? NO APPLICABLE	19. What is the expiration date of his/her authorized stay, if any? <i>(mm/dd/yyyy)</i> 00/00/0000	20. Is your child in Immigration Court proceedings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
21. If in the U.S., is this child to be included in this application? <i>(Check the appropriate box.)</i> <input checked="" type="checkbox"/> Yes <i>(Attach one photograph of your spouse in the upper right corner of Page 9 on the extra copy of the application submitted for this person.)</i> <input type="checkbox"/> No			

Did the Service Center include this child as a dependent on the case in Global?

Data Entry – Pre-Interview



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12. Date of Birth (<i>mm/dd/yyyy</i>) (b)(6)	13. City and Country of Birth NABLUS WEST BANK
14. Present Nationality (<i>Citizenship</i>) PALESTINE	15. Nationality at Birth PALESTINE

- Palestine is not an option in the Present Nationality (*Citizenship*) field.
 - Similarly, applicants may write other names that are not an option in the USCIS data standards, such as Soviet Union–Armenia, Rhodesia, or Ceylon.
- When the Service Center (SCOPS) enters limited information into Global at time of initial filing, Service Center personnel select a Present Nationality. The Asylum Office should use the same nationality that was entered by the Service Center, and review the selection with the applicant at interview.

Data Entry – Questions



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- When in doubt, send us a message.
 - If you have questions about data entry, please send us a message in the RTO Teams channel.
 - Unsure if a case is eligible for electronic form review? Have a question about using data entry substitutions? Please send us a message!
 - See the Data Entry Tab in the RTO Teams Channel for quick guidance and examples!



Data Entry



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- Quality Assurance of Data Entry
 - Supervisors or delegates to perform first-line review on 100% of data-entered cases **prior** to RTO interview.
 - Review for data-entry errors only.
 - Global Application tab must match paper I-589, using Data Entry Substitutions where appropriate.
 - Document the quantity and nature of data-entry errors as feedback to Asylum HQ for future improvements to Global.
- Following data entry but prior to form review, do not make any changes on the Entry Tab.

Form Review

Form Review - Basics



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- In Electronic Form Review, instead of making red annotations on the paper Form I-589, we will create the Record of Changes in Global.
 - The Record of Changes is a numbered list of each correction requested by the applicant at interview, and should be a true, complete, and correct record of the:
 - Originally declared information on the application
 - Changes made to the form during the interview
 - Substitutions made during data entry
 - The applicant's electronic signature and printed name
 - Asylum Officer's digital signature
 - The Record of Changes will be inserted into the A-File with the paper Form I-589 as evidence in the record.

Form Review - Basics



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CHANGES MADE TO FORM I-589 BY APPLICANT AT INTERVIEW

#	SECTION	IDENTIFIER	FIELD	RECORDED	UPDATED	
4	Entry to the U.S. Changed	-	Status When Last Admitted	EWI	B2	<input type="checkbox"/> Confirmed
5	Information About You Changed	-	Native Language(s)		SPANISH	<input type="checkbox"/> Confirmed
6	Child Changed	(b)(6)	Race, Ethnic, or Tribal Group	-	10	<input type="checkbox"/> Confirmed
7	Information About Your Application Changed	-	1. I am seeking asylum or withholding of removal based on:		Religion	<input type="checkbox"/> Confirmed

Form Review - Basics



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- Any changes made during Electronic Form Review will also be made to the Entry Tab.
 - When doing form review on paper, an AO often make updates, to fields like residential address, names, and phone numbers. The officer makes these changes on the Global Entry tab at some point after the interview, prior to generating NTAs or decision documents.
 - When doing form review in Global, changes made during Electronic Form Review carry over to relevant Entry Tab fields.
 - **Exception:** ‘Other Names Used’ added during Electronic Form Review are **not** automatically carried over by Global into the Aliases cards on the Entry Tab. AOs are responsible for ensuring aliases are recorded on the Entry Tab in accordance with security checks guidance (See BISC Quick Reference Guide)

Form Review - Basics



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- Pre-interview preparation
 - Ensure that quality review of data entry is performed prior to the interview. If a data entry error is discovered, correct it on the Application Tab **before** initiating form review on the Adjudication Tab.
 - Make sure the applicant has access to disinfectant wipes and hand sanitizer, as they will be touching the tablet.
 - Officers will be reminding the applicant to sanitize their hands prior to signing and then to wipe down the tablet after the last signature of the interview.

Form Review - Basics



- During the interview introduction, you must explain that RAIO is conducting a pilot and how the process will work
 - Updates to the I-589 will be made on the computer and then the print-out of those changes, the Record of Changes, will be placed in the A-file.
 - All changes and data substitutions to the I-589 will be displayed to the applicant and attorney on the tablet for review prior to signing.
 - The applicant will sign the Form I-589 electronically on the tablet.
 - The applicant must sanitize their hands prior to touching the tablet.
 - The applicant must disinfect the tablet after usage.
 - Explain all other standard introductory information as normal (as specified in the Non-Adversarial Interview LPs, Asylum Interview Basics-Intro, Forms, 589, Conclusion_11_1_2019 PPT, and other training resources).

Form Review - Basics



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- Aside from electronic workflow, **all standard procedures apply.**
- Please see the *Introduction to the Non-Adversarial Interview Lesson Plans; Asylum Interview Basics-Intro Forms, 589, Conclusion 11 1 2019.pptx*; and other training resources for additional information about interviewing and Form I-589 review.

Form Review



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- Open form review from the Interview card in the Adjudication Tab
 - The form review module will open in a new tab
 - Data entry must be completed before form review becomes available

Interview Details EDIT

Interview Date	Interview Time	Officer
08/11/2020	11:00 AM	
Interview Outcome	Interview Outcome Date	
	MM/DD/YYYY	
Notes		

INTERVIEW NOTES **589 FORM REVIEW** LOG INTERPRETER/MONITOR

(b)(7)(E)

You are about to start the form review process with the applicant. This will prevent any case editing until the form review process is completed and signed in Global. Do you want to proceed?

OK

Cancel

Form Review



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- IMPORTANT:
 - **Prior to Interview:** Data Entry is completed on the Application tab.
 - **Day of Interview:** Form Review happens on the Adjudication tab, from the Interview card

Form Review



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- During form review, **save frequently**.
 - The form review module will time out after 20 minutes and changes will be lost, so save frequently.

Information About You ▾

Applying for withholding of removal under the Convention Against Torture

Filing Date ⁺
07/08/2020

New A File ^{*}
 Yes
 No

A# ^{*}
(b)(6)

U.S. Social Security Num

USCIS Online Account Number

I-589 Form Review CANCEL EDITS SAVE AND KEEP EDITING SAVE AND CONFIRM WITH APPLICANT

- Revert to the paper Form I-589 review process if you cannot make a change requested by the applicant.

Form Review



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Data Entry Substitutions ▾			
PART	QUESTION #	PAPER I-589 RESPONSE	GLOBAL DATA
A.1	14	BARBADO	BARBADOS

- Data Entry Substitutions **must** be reviewed with the applicant and relevant testimony must be included in the interview record.
- The applicant and attorney must also be informed that at the end of Form Review, all Data Entry Substitutions and other changes to the applicant's application will be displayed in the Record of Changes on the tablet for confirmation and review.
- If you are unable to make the change requested by the applicant, you must revert to the paper form review process and conduct the entirety of I-589 review using paper and pen.

Form Review



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- Data Entry Substitutions are made to enable cases to be entered into Global so that they may undergo Electronic Form Review. All data entry substitutions must be reviewed with the applicant.
- The applicant must be asked what they meant by their original response on the paper I-589.
- Any correction, update, or clarification by the applicant must be recorded during Electronic Form Review.
- The Record of Changes must be an accurate record of the applicant's testimony at interview. If you are unable to make the change requested by the applicant, you must revert to the paper form review process and conduct the entirety of I-589 review using paper and pen.

Form Review



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- Check the box at the bottom of each of the Part A form review sections to confirm you reviewed all relevant data fields with the applicant.
 - Information about you (Part A.I Information About You)
 - Spouse and children (Part A.II Information About Your Spouse and Children)
 - Background (Part A.III Information About Your Background)

I confirm that I asked the applicant all of the questions in Part A.I Information About You, or clear and specific abbreviated questions, and made any and all of the changes requested by or supplied by the applicant as reflected on the Record of Changes form.



Form Review



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- Prior to collecting the applicant's signature, show the applicant the **Review Changes** screen using Teams
 - After clicking Save and Confirm with Applicant, you arrive at the Review Changes screen: share this screen with the applicant
 - Follow standard procedures from the AAPM to review and explain each change with the applicant, including Data Entry Substitutions.
 - Make sure the applicant reviews the Review Changes screen for **accuracy** and **completeness**
 - If there is a technical malfunction that cannot be corrected quickly, revert to reviewing and annotating the paper Form I-589



Review Changes



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Review Changes

USCIS ASYLUM DIVISION DATA ENTRY SUBSTITUTIONS REVIEWED BY APPLICANT AT INTERVIEW

#	I-589 PART	QUESTION NO.	I-589 RESPONSE	RECORDED	SELECT ALL
1	A.I	14	BARBADO	BARBADOS	<input type="checkbox"/> Reviewed
2	A.I	19C	ILLEGALLY	EWI	<input type="checkbox"/> Reviewed
3	C	1	no	yes	<input type="checkbox"/> Reviewed

CHANGES MADE TO FORM I-589 BY APPLICANT AT INTERVIEW

#	SECTION	IDENTIFIER	FIELD	RECORDED	UPDATED	
4	Entry to the U.S. Changed	-	Status When Last Admitted	EWI	B2	<input type="checkbox"/> Confirmed
5	Information About You Changed	-	Native Language(s)		SPANISH	<input type="checkbox"/> Confirmed
6	Child Changed	(b)(6)	Race, Ethnic, or Tribal Group	-	10	<input type="checkbox"/> Confirmed

Review Changes (cont.)



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CHANGES MADE TO FORM I-589 BY APPLICANT AT INTERVIEW

#	SECTION	IDENTIFIER	FIELD	RECORDED	UPDATED	
4	Entry to the U.S. Changed	-	Status When Last Admitted	EWI	B2	<input type="checkbox"/> Confirmed
5	Information About You Changed	-	Native Language(s)		SPANISH	<input type="checkbox"/> Confirmed
6	Child Changed	(b)(6)	Race, Ethnic, or Tribal Group	-	10	<input type="checkbox"/> Confirmed
7	Information About Your Application Changed	-	1. I am seeking asylum or withholding of removal based on:		Religion	<input type="checkbox"/> Confirmed
8	Information About Your Application Changed	-	Response - B.1.A. Have you, your family, or close friends or colleagues ever experienced harm or mistreatment or threats in the past by anyone?	No	Yes	<input type="checkbox"/> Confirmed
9	Information About Your Application Changed	-	Explanation - B.1.A. Have you, your family, or close friends or colleagues ever experienced harm or mistreatment or threats in the past by anyone?	-	I was arrested and beaten.	<input type="checkbox"/> Confirmed

Review Changes (cont.)



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Review Changes

USCIS ASYLUM DIVISION DATA ENTRY SUBSTITUTIONS REVIEWED BY APPLICANT AT INTERVIEW

#	I-589 PART	QUESTION NO.	I-589 RESPONSE	RECORDED	DESELECT ALL
1	A. I	14	BARBADO	BARBADOS	<input checked="" type="checkbox"/> Reviewed
2	A. I	19C	ILLEGALLY	EWI	<input checked="" type="checkbox"/> Reviewed
3	C	1	no	yes	<input checked="" type="checkbox"/> Reviewed



CHANGES MADE TO FORM I-589 BY APPLICANT AT INTERVIEW

#	SECTION	IDENTIFIER	FIELD	RECORDED	UPDATED	
4	Entry to the U.S. Changed	-	Status When Last Admitted	EWI	B2	<input type="checkbox"/> Confirmed
5	Information About You Changed	-	Native Language(s)		SPANISH	<input type="checkbox"/> Confirmed
6	Child Changed	(b)(6)	Race, Ethnic, or Tribal Group	-	10	<input type="checkbox"/> Confirmed

Form Review



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Sign and Finalize Changes

Send I-589 changes to tablet to request signatures.

REQUEST SIGNATURE

Signatures will appear below after collection and refresh of the page.

I swear (affirm) that I know the contents of this application that I am signing, including the attached documents and supplements, that they are

- all true
- not all true

to the best of my knowledge and that the correction(s) numbered **1 to 9** were made by me or at my request.

Furthermore, I am aware that if I am determined to have knowingly made a frivolous application for asylum I will be permanently ineligible for any benefits under the Immigration and Nationality Act, and that I may not avoid a frivolous finding simply because someone advised me to provide false information in my asylum application.

Signed and sworn to before me by the above named applicant.

Applicant Signature

I confirm that I reviewed the data fields in

- Part A. I Information About You**
- Part A. II Information About Your Spouse and Children**
- Part A. III Information About Your Background**

with the applicant and made all changes requested by or supplied by the applicant

Applicant Name in Native Alphabet

Officer Signature

Signature Capture

Signature - Basics



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- Instead of signing the paper form in ink, signatures will be captured in the electronic signature application for:
 - Form I-589 Part F
 - Record of Applicant Oath and USCIS Interpreter Consent During An Interview
 - Waiver of Presence of Representative

Signature - Basics



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- Applicant will sign electronically with their finger or stylus.
- Asylum Officer will sign by clicking a button that ties PIV authentication to the action.
 - In the Part F signature section of the paper I-589, the Asylum Officer will write “*See Record of Changes addendum to Form I-589*”
 - If the officer captures electronic signatures using Global, it is not necessary to collect ink signatures on the form(s).
 - The electronically signed documents will be printed from Global and placed in the A-file.

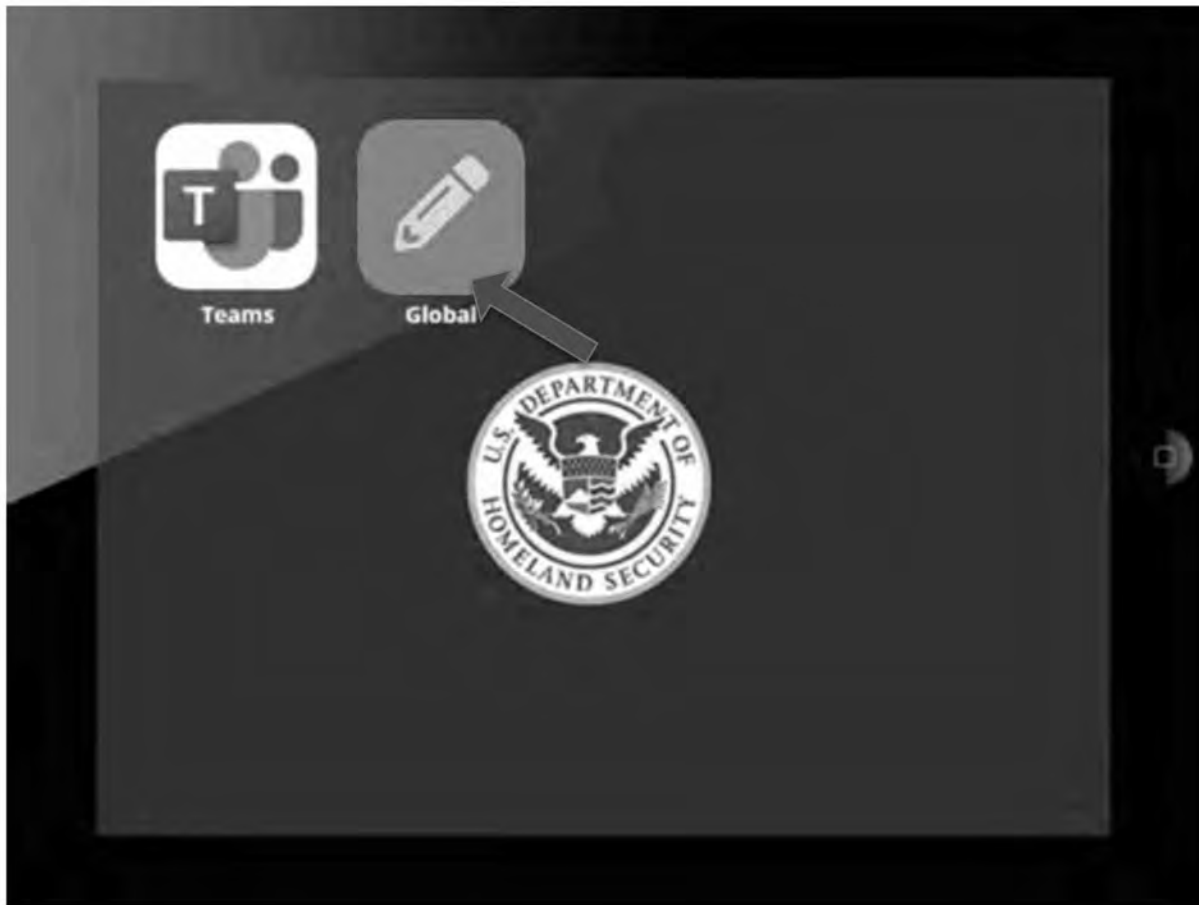
Signature - Basics



- During the Electronic Signature Process, the officer explains each form to the applicant just as they would when using paper forms
 - Narrate the signature process and steps
 - Explain the purpose of each form
 - Answer the applicant's questions



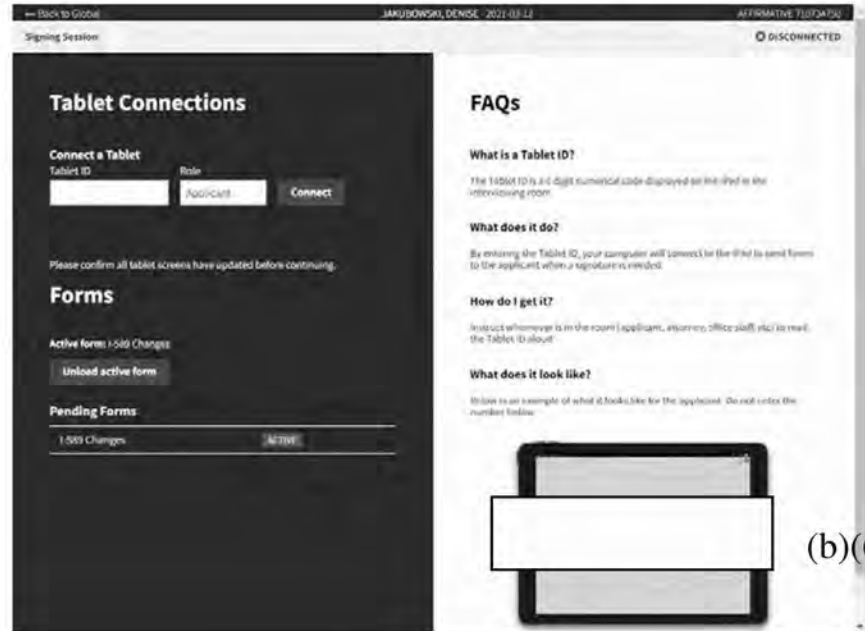
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Signature



- The applicant sees a Tablet ID and reads it to the officer.
 - Tablet ID: A six-digit unique number for that applicant in the interview.
- Officer enters the Tablet ID and clicks "Confirm" to connect their laptop to the applicant's tablet.



Signature



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Signing Session Connected to 1 tablet Disconnect All

✓ Notice
Tablet connected successfully

Tablet Connections

● Tablet #98-527 is connected as Applicant. Disconnect

Connect another Tablet

Tablet ID	Role
<input type="text"/>	<input type="text"/>

Connect

Please confirm all tablet screens have updated before continuing.

Forms

Click on a form name below to load it on the connected tablets.

Pending Forms

- Record of Changes

FAQs

What is a Tablet ID?
The Tablet ID is a 6 digit numerical code displayed on the iPad in the interviewing room.

What does it do?
By entering the Tablet ID, your computer will connect to the iPad to send forms to the applicant when a signature is needed.

How do I get it?
request whenever in the room (applicant, attorney, office staff, etc.) is near the Tablet ID stand.

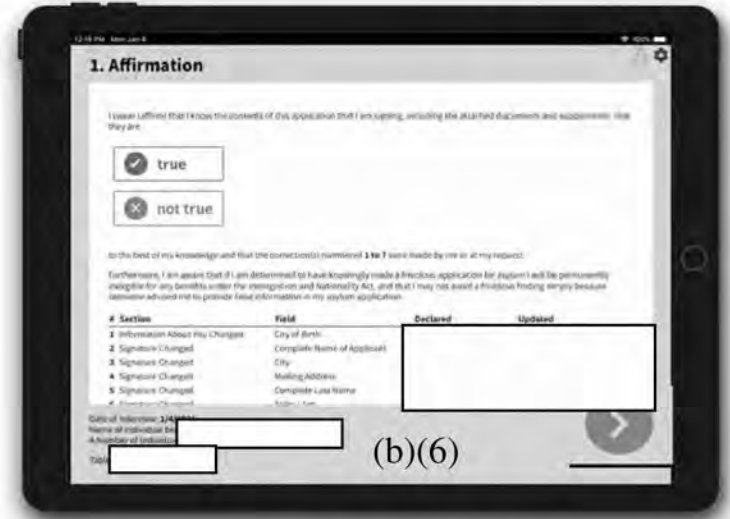
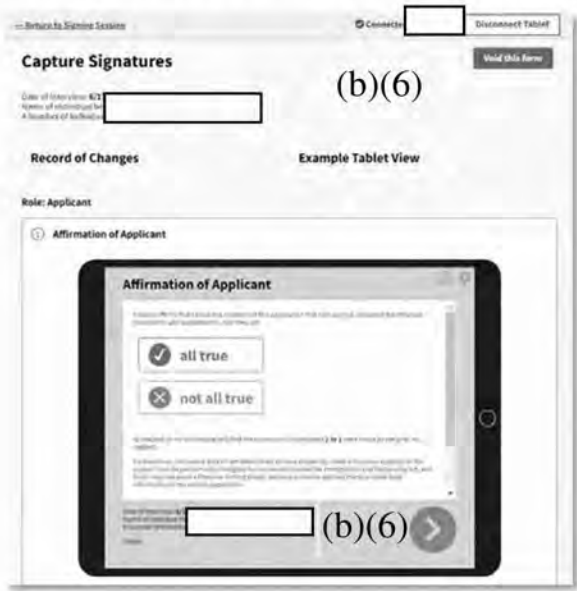
What does it look like?
Below is an example of what it looks like for the applicant. Do not enter the number below:

Officer's screen. Officer selects the I-589 form to be signed.



Applicant's screen.

Signature



The officer reminds applicant of the changes they discussed moments earlier.

The applicant sees the attestation language and summary of changes on their tablet.

Officer view is what the applicant sees on their tablet.

Signature

② Signature of Applicant



Officer's view.



Applicant signs electronically & clicks grey arrow which load's their inputs on the AO's screen.

Signature

③ Printed Name of Applicant in Native Alphabet



Officer's screen.



Applicant prints their name using stylus and clicks grey forward arrow which loads their inputs on the AO's screen.

Signature



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All Participants

④ **Review**

Applicant and officer should both review form data and signature for accuracy.

Review Complete

- AO reviews the corrections made on the application, applicant's signature and applicant's printed name in their native alphabet with the applicant for accuracy.
- AO requests that the Applicant and any other signing party review their completed form, including signature and content. Once the signing parties confirm the contents, the AO clicks Review Complete to progress the signature process.

4. Review

true

In the field of your knowledge, and that the person(s) reviewed it for accuracy.

I understand that I am responsible for accurately making corrections to my application for a system I will be responsible for my level of knowledge and accuracy when I sign and that I may not submit a final form if I am not satisfied with the information provided in my application.

CHANGES MADE TO FORM I-559 BY APPLICANT AT INTERVIEW

#	Section	Kind	Recorded	Updated
1	Information About You (Citizenship)	Differ: Religion		OK/OK
2	Information About You (Citizenship)	Race, Ethnic, or Tribal Group		OK/OK/NA
3	Information About You (Citizenship)	Religion		OTHER

Signature _____ Printed Name _____

Date of Interview: 1/1/2021
Name of individual in a household: [Redacted]
Phone: [Redacted]

(b)(6)

- The applicant reviews what they have just signed including the changes made on their application and confirms the form's accuracy to the AO.

Signature



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[Return to Signing Session](#)

Connected to

(b)(6)

Disconnect Tablet

Capture Signatures

Void this form

Date of Interview: 4/15/2021

Name of individual being interviewed

A Number of Individuals

(b)(6)



- If at any time during the signature process the applicant or the AO notice a mistake in the form itself (I-589 changes/corrections), the AO can void the form by clicking the Void this form button at the top of the screen.
- Voiding the form will require the AO to return to Global or the Interview app to re-initiate the form for signature.
- AO will get the following warning.

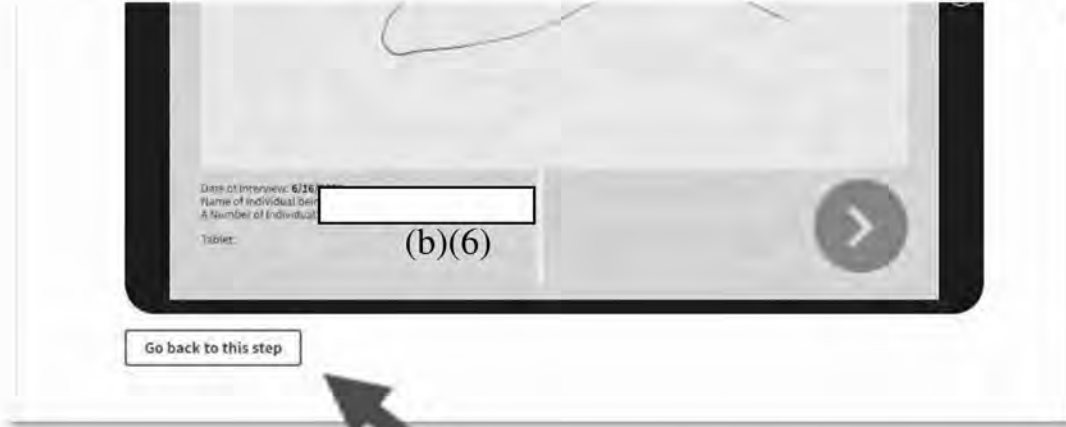


(b)(7)(E)

Warning! Voiding this form is permanent. Applicant will be required to sign a new copy of the form. Are you sure you want to continue?

OK Cancel

Signature



- If at any time during the signature process where the applicant makes a mistake in signing, the AO can go back a step in the signature process by clicking **Go back to this step**.
- AO can click **Go back to this step** to return to any step in the signature workflow. This does not void the form, like the Void this form button on the previous slide.

Signature



- Officer then signs the I-589 digitally via PIV card authentication, capturing officer's name and exact time of signature.
- Note, Officer cannot sign until the applicant reviews their form and provides officer with verbal confirmation. Officer must then click Review Complete prior to being able to sign.
- If multiple parties are in the applicant's room as they sign, the officer must verify that the applicant is the one who signed.

Prior to AO signing:

⑤ Officer Signs & Finalizes Changes

I affirm that the above was sworn to and signed by the applicant during the interview.

I confirm that I asked the applicant all of the questions, or clear and specific abbreviated questions, in:

- Part A. I Information About You
- Part A. II Information About Your Spouse and Children
- Part A. III Information About Your Background

and made any and all of the changes requested by or supplied by the applicant as reflected on the Record of Changes form.

Warning: This will finalize I-589 changes and cannot be undone.

Sign & Finalize

Signature



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Officer's screen will redirect to Global to show finalized Record of Changes after clicking Sign and Finalize.



Applicant's screen on tablet indicating the signature process is complete. The applicant's iPad should automatically app switch back to MS Teams. If it does not, please instruct the applicant to switch back.

Signature



- The Signature App will automatically redirect the officer's screen back to global after Signing and Finalizing the form review.
- After finalization, the officer should navigate back to the Signature app to disconnect the tablet from the Signature App. This should only be done if there are no more forms to sign in the Signature App.
- Do this by navigating back to the Signature App via Global Interview Notes or by remembering to copy the Signature App URL before signing the form review.

In Global Interview Notes (upper right menu):

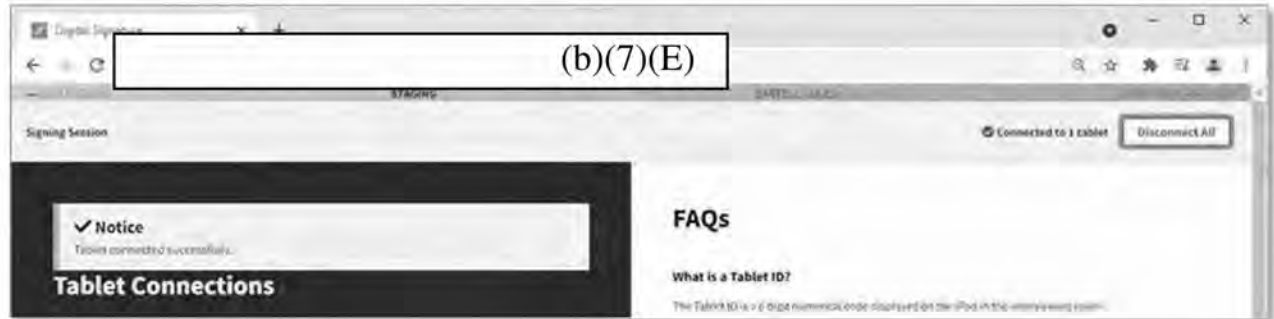
Copy the URL from your eSignature session:



Electronic Signature

Open or start a connection with the applicant's iPad to capture their signature digitally

Electronic Signature



Signature



- Officer returns to the Record of Changes in Global after being redirected or clicking the button on the Interview Card in the Adjudications Tab.

Signatures and Attestation

I swear (affirm) that I know the contents of this application that I am signing, including the attached documents and supplements, that they are

- all true
- not all true

to the best of my knowledge and that the correction(s) numbered **1 to 1** were made by me or at my request.

Furthermore, I am aware that if I am determined to have knowingly made a frivolous application for asylum I will be permanently ineligible for any benefits under the Immigration and Nationality Act, and that I may not avoid a frivolous finding simply because someone advised me to provide false information in my asylum application.

(b)(6)

Applicant Signature

(b)(6)

Applicant Name in Native Alphabet

Signed and sworn to before me by the above named applicant,

I confirm that I reviewed the data fields in

- Part A. I Information About You
- Part A. II Information About Your Spouse and Children
- Part A. III Information About Your Background

with the applicant and made all changes requested by or supplied by the applicant.

06/17/2021 01:25 PM
Officer Signature

Signature – Back to Edits



- If the officer or the applicant needs to amend the changes to the I-589 at any point in the signature process before Sign and Finalize, the officer should navigate to the Review Changes screen and click **BACK TO EDITS**, on the lower left part of the card containing Changes Made to Form I-589 By Applicant At Interview.
- If edits are made, applicant must review the Review Changes screen again for **accuracy** and **completeness** (see slide 51.)

8 Information About Your Application Changed - Response - B.1.A. Have you, your family, or close friends or colleagues ever experienced harm or mistreatment or threats in the past by anyone? No Yes Confirmed

9 Information About Your Application Changed - Explanation - B.1.A. Have you, your family, or close friends or colleagues ever experienced harm or mistreatment or threats in the past by anyone? - I was arrested and beaten. Confirmed

BACK TO EDITS



Signature - Back to Edits (cont.)



- When back in Form Review, Global provides the following warning that your signatures will be voided if you proceed with edits.
- If you make edits, you will need to obtain signatures again on a new Form I-589 Changes and that the previous form was voided.

(b)(7)(E)

Editing at this point will make the signatures you have collected void. You will need to collect signatures again. Would you like to proceed with editing?

OK Cancel

Forms

Active form: I-589 Changes

Unload active form

Click on a form name below to load it on the connected tablet.

Pending Forms

I-589 Changes

Voided Forms

I-589 Changes VOIDED March 05, 2021 18:45 ACTIVE

Signature



- When you click Sign & Finalize, it is FINAL
 - You cannot go back, you cannot re-enter any data, and you cannot make additional changes.
 - Only **one** Form Review module can be completed per interview card.
 - If the form review is finalized in error, a SNOW ticket **must** be submitted and a Global Team Member will have to fix the case.
 - If the form review is finalized in error, you **must** to revert to reviewing and annotating the paper Form I-589.

CAUTION

⑤ Officer Signs & Finalizes Changes

I affirm that the above was sworn to and signed by the applicant during the interview.

I confirm that I asked the applicant all of the questions, or clear and specific abbreviated questions, in:

- Part A. I Information About You
- Part A. II Information About Your Spouse and Children
- Part A. III Information About Your Background

and made any and all of the changes requested by or supplied by the applicant as reflected on the Record of Changes form.

Warning: This will finalize I-589 changes and cannot be undone.



Sign & Finalize

Signature – Other Forms



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- The eSignature workflow for Oath Forms and the Attorney Waiver is the same as the Electronic Form Review workflow:
 - Oath and Waiver do not require applicant to print name in native alphabet, which is consistent with the paper forms.
 - Links to the Oath and Waiver are located inside the Global Interview Application.

Signature – Attorney Waiver



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Located Inside
Interview App:

1. Introduction
2. Attorney
3. Attorney is not Present
4. Continue Without Attorney
5. View Representative Waiver

Heading Q&A Note Paste Here Suggestions & Guides

Suggestions Guides

Introduction ← 1

I-589

Claim

Mandatory Bars

Conclusion

Introduction Suggestions

Procedures

- Interview Start Time
- Purpose
- Verify IDs
- Procedures
- Language
- USCIS Interpreter/Monitor
- Applicant Provided Interpreter
- Interpreter Guidance
- Attorney ← 2
- Oath

Tags Barbados

Attorney on G-28 is same as interview

New Attorney on case

Attorney on G-28 is not present ← 3

No Attorney

We have a form in your file called a G-28. This form means that you are being represented in these proceedings by an attorney. You have the right to have that attorney present with you today during the interview. Do you wish to continue today without your attorney?

Yes ← 4

No

Representative Waiver Signature Required

View Representative Waiver ← 5

Representative Waiver Signed

Signature – Oath



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Located Inside
Interview App:

1. Introduction
2. Language (Native and Interview Languages)
3. USCIS Interpreter/Monitor
4. Oath

The screenshot displays the 'Suggestions & Guides' section of the Interview App. At the top, there are navigation options: 'Heading', 'Q&A', 'Note', 'Paste Here', and 'Suggestions & Guides'. Below this, there are two tabs: 'Suggestions' and 'Guides'. Under the 'Suggestions' tab, there is a list of categories: 'Introduction', 'I-589', 'Claim', 'Mandatory Bars', and 'Conclusion'. An arrow labeled '1' points to the 'Introduction' category. To the right, under the 'Introduction Suggestions' section, there is a list of procedures: 'Interview Start Time', 'Purpose', 'Verify IDs', 'Procedures', 'Language', 'USCIS Interpreter/Monitor', 'Applicant Provided Interpreter', 'Interpreter Guidance', 'Attorney', and 'Oath'. Arrows labeled '2', '3', and '4' point to 'Language', 'USCIS Interpreter/Monitor', and 'Oath' respectively. There is also an 'Associated Tags' section on the right side of the interface.

Signature – Oath



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To properly initiate the Oath Form and ensure it includes all relevant interview information, you must input all details in the Interview App Menus before entering the eSignature App.

1. **Language** (Native and Interview Languages)
 - Select applicable languages
2. **USCIS Interpreter/Monitor**
 - Select Interpreter or Monitor, Asylum Office, Interpreter Service, Start Time, Monitor ID, and Interpreter Under Oath
3. **Oath**
 - Select View Oath Form with USCIS Provided Interpreter

Required Documentation and Close Out

A-File Documentation



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- Left side:
 - Form I-589, Application for Asylum and for Withholding of Removal (paper filing with applicant’s signature on p. 9)
 - On p. 1, the Asylum Officer completes the Action/Decision box
 - On p. 10, the Asylum Officer writes “See Record of Changes addendum to Form I-589” in the “Signature of Applicant” area of Part F.
 - *Record of Changes Made to Form I-589 by Applicant at Interview Before an Asylum Officer* (printed screen from Global)
 - Standard Memo to File Regarding *Socially Distanced Asylum Interview*
 - *Applicant Oath and Attorney Waiver*

A-File Documentation



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- Standard Memo to File Regarding *Socially Distanced Asylum Interview*
 - Memo put in A-file when electronic Form I-589 review and eSignature are utilized.
 - This Memo serves as notice and guidance to anyone looking in the A-file, explaining the process and clarifying that the Record of Change contains the corrections and updates to the applicant's form I-589 made in Global during the asylum interview.

Documentation



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- The paper Form I-589, as filed by the applicant, will remain in the A-file.
- The paper Form I-589 and the electronically created Record of Changes are the basis for adjudicative analysis that will be conducted on cases undergoing Electronic Form Review.

Documentation



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Finalized I-589 changes found on the Interview Card in the Adjudication Tab

 **INTERVIEW NOTES**

 **589 CHANGES FINALIZED**

LOG INTERPRETER/MONITOR



Documentation



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Record of Changes

Record of Changes made to Form I-589 by Applicant at Interview Before an Asylum Officer

I swear (affirm) that I know the contents of this application that I am signing, including the attached documents and supplements, that they are

- all true
 not all true

to the best of my knowledge and that the correction(s) numbered 1 to 4 were made by me or at my request.

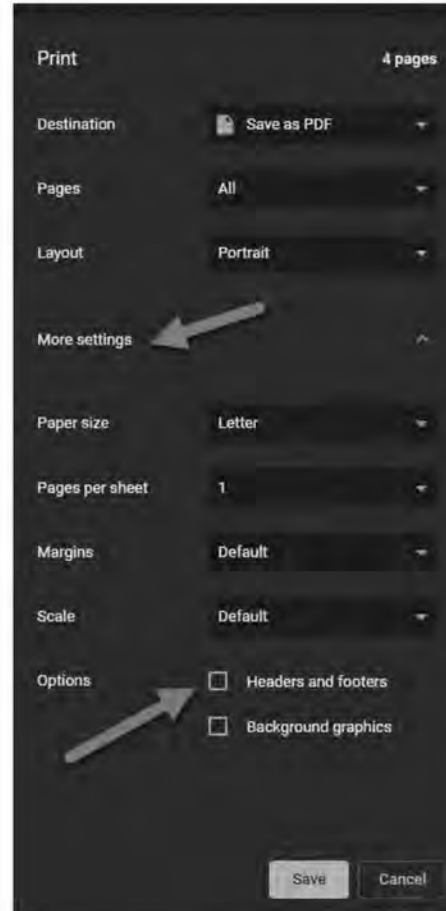
Furthermore, I am aware that if I am determined to have knowingly made a frivolous application for asylum I will be permanently ineligible for any benefits under the Immigration and Nationality Act, and that I may not avoid a frivolous finding simply because someone advised me to provide false information in my asylum application.

CHANGES MADE TO FORM I-589 BY APPLICANT AT INTERVIEW

#	SECTION	FIELD	RECORDED	UPDATED	UNCONFIRM ALL
1	Information About You Changed	Citizenship(s) at Birth	PERU	BOLIVIA	<input checked="" type="checkbox"/> Confirmed
2	Information About You Changed	Race, Ethnic, or Tribal Group	KURD	CHINESE	<input checked="" type="checkbox"/> Confirmed

Documentation

- When printing the Record of Changes from Global, make sure to turn off headers and footers, to remove the header “For Official Use Only (FOUO) - Law Enforcement Sensitive”



The image shows a print settings dialog box with a dark background. At the top right, it says "Print" and "4 pages". The settings are as follows:

Setting	Value
Destination	Save as PDF
Pages	All
Layout	Portrait
More settings	^
Paper size	Letter
Pages per sheet	1
Margins	Default
Scale	Default
Options	<input type="checkbox"/> Headers and footers <input type="checkbox"/> Background graphics

At the bottom, there are "Save" and "Cancel" buttons. Two grey arrows point to the "More settings" and "Options" sections.

Form Review



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- When closing out the Interview card, help us track electronic form review cases
 - In the comments section of the interview card, it is **required** that you insert the following note:
 - “RTO Pilot”
 - This will help us find the cases using SMART and keep track of pilot cases

Form Review



- Post-interview, Supervisors must review:
 - Review the Record of Changes for legal sufficiency
 - It should be a **true, complete, and correct** record of the:
 - Originally declared information on the application and Data Entry Substitutions
 - Changes made to the form during the interview
 - The applicant's electronic signature and printed name in their native alphabet
 - AO's digital signature
 - If the Record of Changes is not legally sufficient, revert to completing form review with paper and pen

Appendix – App Switching

I. THE STICKER

- 1 Applicant presses **the American flag sticker** on the side of the iPad.
- 2 Applicant presses **the blue pencil** on the screen.
- 3 When done signing, applicant press **save** and then the **blue video button**

1



2



3



I. THE STICKER SETUP

ONETIME

1

Y'all got some stickers!



EVERY TIME

1

Go into applicant room before interview.

2

Switch to Teams; connect to interview call.

3. THE GHOST BUTTON

- 1 Applicant presses **the white button** in the upper right-hand corner of the screen.
- 2 Applicant to press the **white square (Global)**.
- 3 Applicant presses **the white button** and then choose the **video square (Teams)**.



3. THE GHOST BUTTON SETUP

1

2

3

(b)(7)(E)

EVERY TIME

1

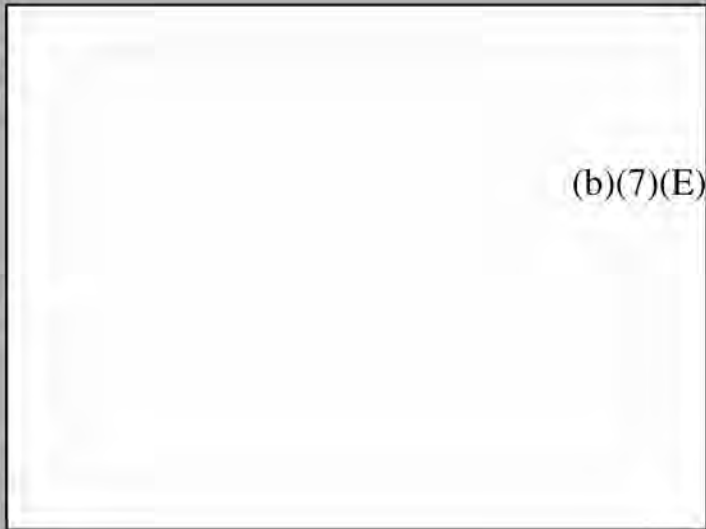
Go into applicant room before interview.

2

Switch to Teams; connect to interview call.

3. THE GHOST BUTTON SETUP

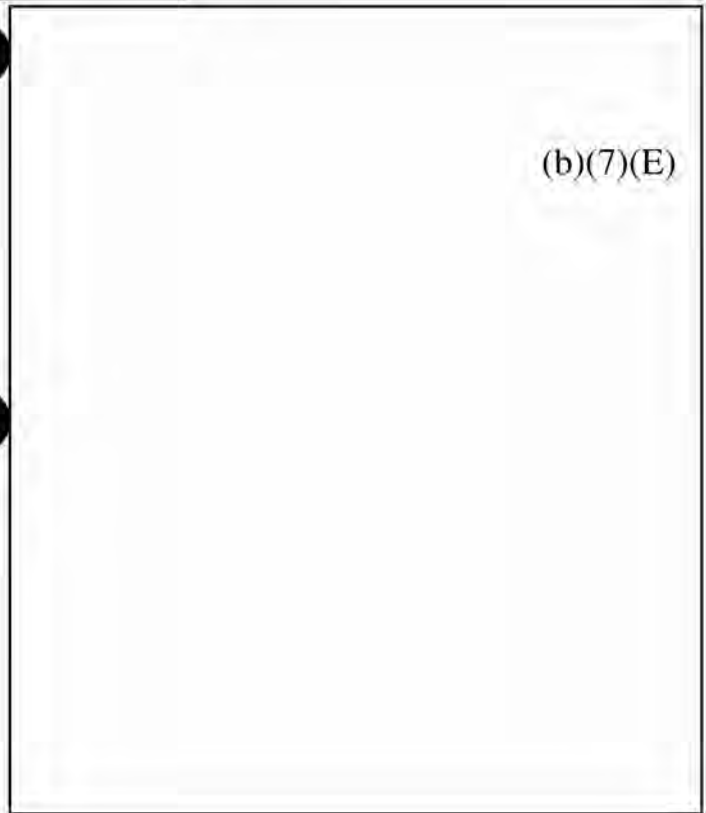
1



2

3

1



2

APP SWITCHING STRATEGY

```
graph TD; A[APP SWITCHING STRATEGY] --> B[The Ghost Button]; B --> C[The Sticker]; C --> D[Assist applicant];
```

The Ghost Button

The Sticker

Assist applicant

Feedback

Feedback



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- **Teams Channel**

- Please post feedback on the training materials and/or the software to the Form Review and eSignature team in Microsoft Teams
 - *“I need a way to...”*
 - *“I wish the software could...”*
 - *“Can you change the software so that it can...”*

- **Bugs**

- Log in to Service Now to submit a ticket

Changes from Prior Version



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- Prior Version: March 16, 2021 | Current Version: April 7, 2021
- Changes from Prior Version:
 - Clarified guidance on removing a case from the RTO pilot if data entry is not possible – Slides 8-9, 18
 - Added guidance on deferring to Service Center data entry for certain fields and correcting Service Center data errors – Slides 19-20
 - Clarified guidance on 100% quality review of data entry prior to the interview – Slide 32
 - Clarified pre-interview preparation guidance for AO, who should ensure quality review of data entry was performed prior to the start of the interview – Slide 36
 - Added note not to make any changes on Entry Tab following data entry – Slide 32
 - Added instructions on how to remove the header/footer when printing the Record of Changes – Slide 76

Changes from Prior Version



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- Prior Version: April 7, 2021 | Current Version: April 20, 2021
- Changes from Prior Version:
 - Slide 27-29 – modified guidance for MM/DD/YYYY placeholder dates and added guidance for MM/YYYY placeholder dates. Any Substitutions for unclear dates should be 1/1/1900 or 1/1900.
 - Slide 39 – added requirement to mention that applicant/attorney will view the form review substitutions and changes on tablet prior to signing.
 - Slide 43 – added requirement that the applicant is told during interview that a Record of Changes, including Data Entry Substitutions and other I-589 changes, will be displayed on the tablet for the applicant.
 - Slide 60 – edited slide on new Review Complete button, which gives the AO control of progressing the signature workflow after applicant or other signer confirms the form's accuracy and content.
 - Slide 61, 62 – added slides about the **Void this form** and **Go back to this step** buttons.
 - Slide 91 – added the Changes from Prior Version slide from the 4/7/2021 slideshow.

Remote Telework to Office (RTO) Training

Dry Run Checklist

Participants:

- Adjudicator
- Applicant
- Interpreter Service (optional)
- Support Staff (optional)

Instructions: This checklist will be used to practice the procedural steps required to conduct RTO interviews. The **Adjudicator** will use [Global Staging](#) to complete the interview using electronic form review and eSignature, while the **Applicant** will use a specified tablet with the staging version of the eSignature application. Officers being trained to conduct RTO interviews should play both the Adjudicator and Applicant roles to gain full familiarity with the process as well as perspective into the applicant's experience.

The **Interpreter Service** and **Support Staff** roles are optional; however, officers should be familiar with the steps required to call interpreters within a Teams meeting and anticipate additional coordination with support staff for document collection and troubleshooting tablet issues. For additional guidance relating to each checklist item, click on the step number listed in the first column.

Checklist:

Step	Procedure	
A.1	Adjudicator should configure audio/video settings when joining the Teams meeting. To obscure telework setting, use a DHS/USCIS background	<input type="checkbox"/>
A.2	Adjudicator will coordinate with Support Staff to connect tablet to MS Teams meeting upon Applicant's arrival and identity verification	<input type="checkbox"/>
A.3	Adjudicator should use the participant panel in Teams to connect the Interpreter Service to the meeting	<input type="checkbox"/>
A.4	Adjudicator will coordinate with Support Staff to escort Applicant to the interview room, then begin introduction and notetaking	<input type="checkbox"/>
A.5	Adjudicator will ask about attorney's absence, and use eSignature to obtain a signed <i>Waiver of Presence of Representative from the Attorney</i> card (Print & Save as PDF)	<input type="checkbox"/>
A.6	Adjudicator will conduct oath and use eSignature technology to obtain <i>Record of Applicant Oath and USCIS Interpreter Consent</i> (Print & Save as PDF)	<input type="checkbox"/>
A.7	Applicant will present an additional supporting document to the Adjudicator , who will coordinate with Support Staff to obtain a copy	<input type="checkbox"/>
A.8	Adjudicator will complete Electronic Form Review with the Applicant , making 3-5 corrections (e.g. middle name, date of entry, class of admission, etc.)	<input type="checkbox"/>
A.9	Adjudicator will run through a truncated interview of Applicant's claim (this step may be skipped if time is limited)	<input type="checkbox"/>
A.10	Adjudicator will conduct a truncated conclusion and use eSignature technology to certify and finalize changes to Form I-589 (Print & Save as PDF)	<input type="checkbox"/>
A.11	Adjudicator will disconnect tablet and coordinate with Support Staff to end the interview, providing Applicant with a Mail-Out notice (signature not required)	<input type="checkbox"/>

FOUO

Scenario A Step-by-Step Guide

For additional guidance regarding the procedural steps listed in the checklist, please reference the detailed step-by-step instructions below.

A.1 (configure audio/video)

[Return to Checklist](#)

Adjudicator: Before connecting, save [this image file](#) to your desktop to use as your background. If you wish to use a headset or another audio device, make sure the appropriate hardware is selected in your audio settings:



Step A.2 (connect tablet)

[Return to Checklist](#)

Adjudicator: Imagine the applicant has checked in. Message **Support Staff** to let them know that you're ready to begin. Then, wait for the applicant's tablet to be connected to the meeting.

Step A.3 (connect to interpreter)

[Return to Checklist](#)

Adjudicator: Once you and **Support Staff** can see and hear each other, connect with the **interpreter** by calling them directly from the participant panel. During a real interview, be sure to use the Teams-specific phone number, available in the new [Asylum Division interpreter services guide](#).



(b)(6)

FOUO

Step A.4 (bring applicant to interview room)

[Return to Checklist](#)

Once everyone is connected, **Support Staff** should bring **Applicant** to the interview room to begin the asylum interview. **Adjudicator** should begin notetaking using the Interview Notes app or by using their preferred notes template. During the introduction, the officer should explain the pilot process:

- Updates to the I-589 will be made on the computer, then printed and placed in the A-file
- The applicant will sign forms electronically on the tablet.
- The applicant must sanitize their hands prior to touching the tablet.
- The applicant must disinfect the tablet after usage.
- Explain all other standard introductory information as normal

Step A.5 (attorney waiver form)

[Return to Checklist](#)

Adjudicator: In the Interview Notes app, add the attorney card and select "Attorney on G-28 is not present." Click through to "View Representative Waiver" to load the *Waiver of Presence of Representative During an Asylum Interview* form.

The screenshot shows the Interview Notes app interface. On the left, there are fields for Interview Date (08/23/2020), Interview Time (14:20:00), Interview Outcome, and Interview Outcome Date. Below these are fields for Notes and a 'Notes' section. At the bottom, there are three buttons: 'INTERVIEW NOTES', 'I-589 FORM REVIEW', and 'LOG INTERPRETER/MONITOR'. On the right, a modal window is open with the following content:

- Attorney on G-28 is same as interview
- New Attorney on case
- Attorney on G-28 is not present
- No Attorney

Below the radio buttons, there is a text box: "We have a form in your file called a G-28. This form means that you are being represented in these proceedings by an attorney. You have the right to have that attorney present with you today during the interview. Do you wish to continue today without your attorney?"

Below the text box, there are two radio buttons: Yes and No.

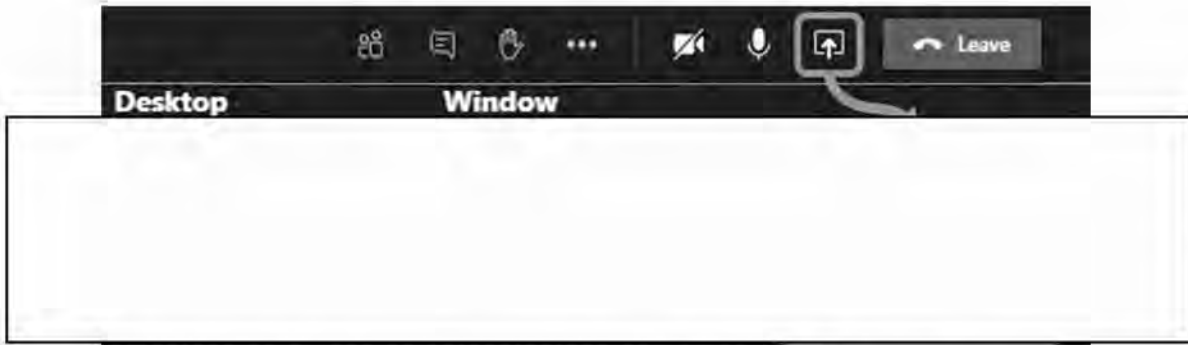
Below the radio buttons, there is a section titled "Representative Waiver Signature Required" with a button labeled "View Representative Waiver".

Adjudicator: Once the signing session has loaded and you see the "Connect to Tablet" screen, instruct **Applicant** to hit the home button on the tablet, then click on the pencil icon to load the eSignature app. For this dry run, the **Applicant** will click on the staging version of the app titled "GLOBAL-Staging". **Adjudicator** will then ask the **Applicant** for the six-digit code that appears on their screen. Enter it and click "Connect." The attorney waiver form will be listed under "Pending Forms". Click on this form to review it with the applicant and obtain their signature.

The screenshot shows the "Connect to Tablet" screen. At the top, there is a field "Enter Tablet ID" and a "Connect" button. Below this, there are two icons: "Team" and "Global". The "Global" icon is highlighted. Below the icons, there is a "Forms" section with a "Pending Forms" subsection. Under "Pending Forms", there is a button labeled "Waiver of Presence of Representative". A tablet is shown in the foreground, displaying a screen with a redacted area labeled "(b)(6)".

FOUO

Best Practice Tip: Some applicants have difficulty understanding the two-step process of switching apps by clicking on the home button and then the pencil icon. If you anticipate that your applicant will have difficulty following your instructions, open this gif in your browser and briefly share your screen with the applicant for added visual guidance.



(b)(6)

(b)(7)(E)

Adjudicator: Run through the steps listed on your screen to collect the **Applicant's** signature, instructing the applicant to press the forward button in the bottom right of the screen to advance through each step. Then, add your signature and use "Print View" to save the completed form as a PDF. Do not disconnect from the tablet since more forms still need to be collected.

A sequence of screenshots from a tablet application. The first screenshot shows the 'Affirmation of Applicant' screen with a 'Declaration of Applicant' section. A large white redaction box covers the text in this section, with '(b)(6)' written below it. The second screenshot shows the '2. Signature of Applicant' screen with a 'Sign' button and a forward arrow button in the bottom right. A white redaction box covers the signature area. The third screenshot shows a confirmation screen with the text 'I affirm that the above was signed by the applicant during the interview.' and a 'Sign & Finalize' button. The fourth screenshot shows a 'Complete Form Completed' screen with the text 'You may close this tab and return to your previous application.' and a 'Disconnect Tablet' button. A 'Print View' button is located at the bottom left of the sequence.

FOUO

Adjudicator: Return to the Interview Notes App, select and complete the language and USCIS Interpreter/Monitor cards (this data will be transferred to the oath form). Then, select the oath card, conduct the oath with the **Applicant**, and click “View Oath Form with USCIS Provided Interpreter” to load A-102 *Record of Applicant Oath and USCIS Interpreter Consent During an Interview* form into the signature app. Follow the eSignature steps again to collect the **Applicant’s** signature on the oath form.

☰	<h3>Language</h3> <p>Native language(s) according to Global Asylum: ENGLISH</p> <p>Fluent language(s) according to Global Asylum: NOT LISTED</p> <p>What are your native languages?</p> <p>Select...</p> <p>What language would you like to proceed with for this interview today?</p> <p>Select...</p>	▼
☰	<h3>USCIS Interpreter/Monitor</h3> <p>I'm using this service for:</p> <p><input type="radio"/> Interpreter</p> <p><input type="radio"/> Monitor</p> <p>What is your USCIS Office?</p> <p>Select...</p> <p>Add interpreter/monitor</p>	▼
☰	<h3>Oath</h3> <p>Explain Oath</p> <ul style="list-style-type: none"> You should have received an oath form when you checked in, and I'd like to go over that form with you now. This form states that you promise to tell me the truth today. This form states there are consequences for making false statements and submitting false documents, which include possible fines, imprisonment, or a denial of any immigration applications. If using USCIS interpreter: This form states that you consent to use the USCIS interpreter that is on the telephone with us today. If interview in English: This form states that you have chosen to proceed with this interview in English today. <p>Oath Forms</p> <p>View Oath Form with USCIS Provided Interpreter</p> <p>View Oath Form with Applicant-Provided Interpreter</p>	▼

Best Practice Tip: Lionbridge, Language Line and Transperfect contract interpreters have all been provided copies of forms used during USCIS affirmative asylum interviews. Verify with your **interpreter** that they have Form A-102 available, then ask them to translate the form to the applicant prior to collecting the applicant's signature.

Step A.7 (supporting documents)

[Return to Checklist](#)

Adjudicator: Continuing with the interview, ask the **Applicant** if they have any additional documents to present. The **Applicant** will indicate that they recently obtained a medical record to support their claim; therefore, you should message **Support Staff** separately to ask if they can scan and email the document(s).

Best Practice Tip: Support Staff should check for additional documents at check-in and communicate with the **Adjudicator** to determine which documents need to be scanned and reviewed. To avoid delays, continue with the interview while waiting for this documentation to be scanned and emailed, or follow local office procedures related to interview reschedules when a significant amount of material documentation is submitted on the day of the interview.

Step A.8 (I-589 form review)

[Return to Checklist](#)

Adjudicator: Return to "Interview Details" in the Global Adjudication tab and click on "589 Form Review".

Interview Details + EDIT

Interview Date	Interview Time	Officer
08/12/2020	11:00 AM	
Interview Outcome	Interview Outcome Date	
	MM/DD/YYYY	

Notes

INTERVIEW NOTES 589 FORM REVIEW LOG INTERPRETER/MONITOR

Go through the form with the **Applicant**, confirming the information listed. Make a few corrections (e.g. middle name, date of entry, class of admission). Check all three boxes confirming that the applicant was asked clear and specific abbreviated questions in Parts A.I, A.II, and A.III.

I confirm that I asked the applicant all of the questions in Part A.I Information About You, or clear and specific abbreviated questions, and made any and all of the changes requested by or supplied by the applicant as reflected on the Record of Changes form.

Click "Save and keep editing" to save the changes, which will be confirmed at the end of the interview

I-589 Form Review

Step A.9 (elicit testimony)

[Return to Checklist](#)

Adjudicator: Return to Interview Notes and conduct a truncated Q&A interview with the **Applicant** to elicit testimony relating to their claim. Ask why they're applying for asylum, if there are any other reasons, and if they have any additional testimony they would like to add related to their claim.

Step A.10 (certify I-589 changes)

[Return to Checklist](#)

Adjudicator: Conduct a short conclusion, then return to the Form Review tool and click "Save and Confirm with Applicant" to review all changes made to Applicant's I-589. In Teams, click the screenshare button on the top navigation panel, then select your browser window so that you can review all changes with the applicant. Be careful when sharing your screen not to share any sensitive information, including any internal system tabs or bookmarks. To toggle your bookmarks bar on/off, press control+shift+B.

I-589 Form Review CANCEL EDITS SAVE AND KEEP EDITING SAVE AND CONFIRM WITH APPLICANT

Review Changes **If applicant agrees to all changes, click "Select All"**

CHANGES MADE TO FORM I-589 BY APPLICANT AT INTERVIEW

Information About You	Middle Name	Confirmed
Information About You - Changed	(b)(6) (b)(7)(E)	Confirmed

BACK TO EDITS

Sign and Finalize Changes **Click "Request Signature" and complete process in eSig**

Now I-589 (subject to MMH) is request for signature

REQUEST SIGNATURE

Signatures will appear below after collection and refresh of the page.

I swear (affirm) that I know the contents of this application that I am signing, including the attached documents and supplements, that they are

all true
 not all true

to the best of my knowledge and that the correction(s) numbered 1 to 1 were made by me or at my request.

Furthermore, I am aware that if I am determined to have knowingly made a frivolous application for asylum I will be permanently ineligible for any benefits under the Immigration and Nationality Act, and that this may not avoid a frivolous finding simply because someone advised me to provide false information in my asylum application.

Applicant Signature: _____
 Officer Signature: _____

Applicant Name in Native Alphabet: _____
 Officer Signature: _____

I confirm that I reviewed the data fields in:
 Part A, I Information About You
 Part A, II Information About Your Spouse and Children
 Part A, III Information About Your Background
 with the applicant and made all changes requested by or supplied by the applicant.

Adjudicator: After confirming changes with the **Applicant**, click "Select All", stop sharing your screen, and click on "Request Signature." Load "I-589 Changes" from the Pending Forms list, then proceed through the signature collection process one last time. When you click "Sign and Finalize" in the electronic signature app, no additional changes will be allowed after this point. Returning to the Form Review page (shown above), save this screen as a PDF with the completed signatures (refresh page if signatures do not appear automatically). This page will be placed under the Form I-589 in the A-file.

Step A.11 (disconnect tablet)

[Return to Checklist](#)

Adjudicator: Since you are now finished with document signing, remember to disconnect the tablet. Return to the eSignature app and click "Disconnect" or "Disconnect All". If you forget this step, the next applicant using the tablet won't see a new six-digit code to connect their session.



(b)(6)

Best Practice Tip: Before clicking "Sign and Finalize" during your last signature collection, copy the browser URL. The eSignature app automatically redirects you back to the Record of Changes page in Global, so copying the URL will allow you to quickly return to eSignature for this step. (You can also navigate back to the eSignature app from Interview Notes by clicking on "Resources" in the top right of the screen.) If an officer forgets to disconnect the tablet, the session can also be ended via the tablet by **Support Staff** by clicking the cog wheel icon in the upper right corner of the tablet's screen and selecting "Disconnect". **Support Staff** are encouraged to take a few extra seconds in the beginning of each RTO interview to ensure that the previous session was properly disconnected and the six-digit code is ready to go in eSignature.



Adjudicator: As the very last step, let the **Applicant** know that everything will be carefully considered and that they will be receiving a decision by mail. Message **Support Staff** and ask them to provide **Applicant** with the Mail-out notice and to disconnect the tablet. The Mail-out notice does not require signature. **Support Staff** will then escort the **Applicant** out of the office.

Stay Interviews

A Supervisor's Roadmap

Presented by HQ Asylum Officer

(b)(6)

Stay Interviews

- Designed to improve employee engagement and reduce attrition
- Conducted by Supervisors with their direct report employees who volunteer
- Each interview will last approximately 30 minutes
- Will begin in May 2021
- Will take place over several weeks which includes time for:
 - Preparation
 - Interviews
 - Data entry into Survey Monkey

Benefits of Stay Interviews for You

- Helps you better understand your direct reports – e.g., what makes them unique, what valuable skillsets they have to offer
- Illuminates warning signs that indicate a key player needs more support or direction
- Identifies low-cost changes that can reaffirm an employees commitments
- Creates an environment where employees are more engaged and effective at work

Benefits for Employees

- Makes employees feel valued and prioritized
- Promotes a work environment where employees are more satisfied
- Sets a precedent for honest and open communication with supervisors
- Demonstrates to employees that their supervisor recognizes and appreciates them, and is open to making changes that may bring them more satisfaction

Benefits for Both You and Your Direct Reports

- Establishes a sense of trust between supervisors and employees
- Promotes collaboration
- Encourages valuable knowledge sharing
- Promotes an improved commitment to the RAIO mission

Steps to Prepare

1. Read the DHS Stay Interview Guide
2. Review the Stay Interview Questions provided to you
3. Review the Resource List provided to you and add ideas that may be specific to your office
4. Contact employees who are eligible for a Stay Interview and schedule an interview for those who are interested
5. Brainstorm how you might respond to difficult questions or requests

Who Is Eligible?

Any of your direct reports are eligible to participate. The only exception is an employee who is currently subject to a PIP.

Voluntary

Participation by employees in the Stay Interview is completely voluntary.

An employee who chooses not to participate will not be subject to any negative consequences for declining an invitation for a stay interview.

In addition, let the employee know that information provided by them during the interview will not have any negative consequences for them, such as on their PPA.

Stay Interview Questions

Find out what the employee enjoys:

1. What excites you about working here? (Alternatives: When you start your work day, what do you look forward to? What is it about your job that brings you energy?)
2. What gets in the way of that excitement? (Alternatives: What hurdles do you face that detract from the enjoyment you find working here?)
3. What can I do to help make your work experience here more enjoyable? (Alternative: How can I help you find greater fulfillment in working here?)

Stay Interview Questions (cont'd)

Find out what skillset the employee wants to use and how to help the AO employ these skills.

4. What skills would you like to strengthen? (Alternative: What skills would you like to use more frequently on the job?)
5. What is preventing you from exercising these skills on the job? (Alternative: What is getting in the way?)
6. How can I help you to develop these skills? (Alternative: What can I do to help you match your skills to your career goals?)

Stay Interview Questions (cont'd)

Find out what career and personal growth opportunities the employee would like to explore and how you can assist the employee.

7. What opportunities would you like to pursue in the near future?
8. What is preventing you from exploring these opportunities? (Alternative: What is getting in the way?)
9. How can I help you explore these opportunities? (Alternative: What can I do to help you overcome these barriers?)

Tips for Difficult Questions

- If an employee makes a request that you cannot fulfill, let them know that this is beyond your capability.
- Do not promise something to one employee that you could not extend to others who are equally qualified.
- If an employee asks for a reasonable change that you do not directly control, but you can positively influence, do what you can to make the request a reality by following up with those who can make the change.

Mock Interview

If you would like to listen to a mock stay interview via teams, go to the ECN link provided in your instructions.

Tally Sheet

- The tally sheet should be completed by supervisors after the interview has ended.
- It should not be used as a checklist during the interview.
- The tally sheet mirrors the Survey Monkey Survey that will be completed by supervisors after each interview and is designed to assist you in entering data into Survey Monkey.
- Survey Monkey Data will not identify the employee who was interviewed or the supervisor who conducted the interview. It will identify the Asylum Office where the employee works.

Resource List

- Asylum HQ has developed a list of USCIS and outside resources that may assist you in suggesting career and personal growth opportunities to your direct reports during the stay interview process.
- You are welcome to add to the list opportunities that may be available in your office, or in your area.
- Please feel free to share your additions with Asylum HQ.
- You and your direct reports may have ideas that are not on the Resource List which may be considered as well.

Questions?

Please direct any questions to:

at (b)(6)

Resources for Stay Interviews

These are just some of the resources within and outside USCIS you may share with your employees, as you deem appropriate. You and your employees may have additional ideas. Consider these a starting point.

USCIS Career Development Opportunities

Career Coaching (GS-4 to GS-11): The [USCIS Career Coaching Program](#) provides one-on-one sessions with a coach to empower employees to take ownership of their career by creating awareness, identifying resources and considering opportunities to make meaningful career choices.

Aspiring Leaders (GS 4 to GS -11): The [Aspiring Leaders Program](#) is a 30-hour online program conducted over four months that assists highly motivated employees in developing a systematic roadmap to leadership development. The program provides a structured, competency-based approach to help future leaders assess their skills, set target and development goals, and reflect and build upon past experiences.

New Leaders Program (GS-7 to GS-11): The [New Leaders Program](#) (NLP) is designed to develop and prepare high performing employees for leadership roles. The NLP focuses on the executive core qualifications and competencies designed by the Office of Personnel Management, with an emphasis on developing self, through leadership assessments, residential sessions, experiential learning, and developmental assignments.

Executive Leadership Program (GS-11 to GS-13): The [Executive Leadership Program](#) (ELP) provides leadership training and developmental opportunities for high performing GS 11-13 employees. The ELP core curriculum is based on the Office of Personnel Management's executive core qualifications, with an emphasis on leading people. The training focuses on the competencies of team building, conflict management, external awareness and critical thinking. Participants will acquire and enhance those competencies needed to become successful managers and leaders, and receive a mentor that provides support and encouragement throughout the program.

USCIS Mentoring Program: The [USCIS Mentoring Program](#) provides eligible USCIS employees with a mentor for ten months to aid in their growth and development. This is a great opportunity to obtain support from a more-experienced individual that can help you work towards your personal and professional career goals.

USCIS Palms

The [Performance and Learning Management System \(PALMS\)](#) is DHS's enterprise-wide e-training system and provides USCIS with extensive capabilities to support its diverse workforce training needs. USCIS' Office of Human Capital and Training (HCT) manages the agency's PALMS environment, which offers a wealth of knowledge beyond mandatory training. PALMS provides every UCSIS employee the opportunity to grow and develop their skills.

Immigration U Webinars (open to all USCIS employees): [ImmigrationU \(IU\)](#) webinars cover immigration history, the immigration process, directorate overviews, and other topics. IU courses are open to all USCIS employees.]

Course of the Month (open to all USCIS employees): The [USCIS Course of the Month](#) blends self-study with an engaging webinar that outlines how to apply what you learned to your personal work environment. Each course is available in PALMS and if you take the prescribed course by the end of the month you are invited to participate in an instructor-led 60-minute webinar that: expands upon the course material, helps you apply the skills learned in your work environment, and encourages participants to engage in an open discussion on lessons learned. Recent topics have included: Organizing your Email, Become a Great Listener, and Make the Time You Need – Get Organized.

Technical Skills: Does your employee wish to improve skills related to Word, Excel, PowerPoint, pivot tables, data analysis, or letter or email writing. PALMS offers online course on these topics and many more.

DHS Skillsoft Books and Videos: There are over 15 topical collections to explore which include the full text of thousands of leading professional books from the industry's top authors and publishers, as well as live and on-demand videos of preeminent thought leaders and business gurus and best practices in a variety of areas.

Leadership Training outside USCIS

Coursera.org, an online learning platform, offers a number of free online courses, including: Managing Talent (University of Michigan); The Manager's Toolkit: A Practical Guide to Managing People at Work (University of London); Leadership in 21st Century Organizations (University of Copenhagen); Project Management and other Tools for Career Development (University of California, Irvine); Personality Types at Work (University of Florida); Ethical Leadership Through Giving Voice to Values (University of Virginia); and Leading People and Teams (University of Michigan).

Local two-year colleges and four-year universities also offer online learning opportunities and leadership classes, as well.

Communication Skills

Writing: One writing resource recommended by USCIS is the free Online Writing Lab (OWL). Purdue University's English Department hosts a free online writing lab. Sections include: • Mechanics (including spelling, sentence structure, and sentence style) • Grammar topics, such as count and noncount nouns, articles (a versus an), subject-verb agreement, and prepositions • Punctuation, such as using commas, quotation marks, apostrophes, and hyphens. There is also a section on written personal correspondence.

Public Speaking: One method to practice public speaking and improve communication skills is to join a local Toastmasters Club. Some USCIS offices have lunch time events hosted by a Toastmasters club. To learn more and find a local club, visit: [Toastmasters.org](#).

Work-Life Balance Resources

RAIO's Thrive: If you are looking for resources within RAIO for thriving in your journey for work-life balance, check out RAIO Thrive's [Connection Hub](#) that contains articles, videos, mediations and art work to help you on your way.

Worklife and Employee Assistance Program (EAP): USCIS offers [Worklife and Employee Assistance Program](#), which includes access to Wellness Webinars, Financial Planning Tools, Podcasts, Self-Assessments, and Counseling.

The Science of Well Being: One of the most talked about online courses is Yale University's "Science of Well Being," offered for free on Coursera – [coursera.org](#). It has become the most popular course in Yale's history. It has no required reading and reviewers say that it yields results very quickly.

Foreign Language Proficiency

Mango Language Services: USCIS employees can access free online language learning through Mango Languages. There are over 70 languages you can learn online for free. First-time users need to register through PALMS. After you register, you can access the Mango language learning from any computer or smart phone device. Click [here](#) for instructions. Mango is also accessible through many public libraries.

Duo Lingo: Another of many free online language instructions is Duo Lingo. For more information, go to [DuoLingo.com](#).

Local two-year colleges and four-year universities may also offer language classes, as well.

In-Office Career Development Opportunities

With cuts to professional development and travel budgets its important to look with your office for career development opportunities.

Details: Does your office offer details within the office? If so, this may be a good way for an employee to explore career growth opportunities within your office.

Collateral Duties: Another way to explore professional growth opportunities is through collateral duties. These could even be duties that rotate among several employees throughout the year. These could include a POC for Trafficking Issues or a POC for Special Emphasis Programs, to name just two.

Shadowing Opportunities: Your direct reports may be curious about what you do and may wonder if supervising is something they might like to do in the future. Allow them the opportunity to shadow you for part of the day and perhaps attend a meeting with you that they would not normally attend.

Information Interviews: If your employee aspires to other positions within your office, see if you are able to arrange a virtual chat with someone in your office in that position and the employee.

NOTICE TO APPEAR

In removal proceedings under section 240 of the Immigration and Nationality Act:

File No. A 000 000 000

In the Matter of:

Respondent: LAST NAME, First Middle currently residing at: [Name and address of facility OR alien's non-detained address]

(Number, street, city, state and ZIP code)

(Area code and phone number)

- checkbox You are an arriving alien.
checkbox You are an alien present in the United States who has not been admitted or paroled.
checkbox You have been admitted to the United States, but are removable for the reasons stated below.

The Department of Homeland Security alleges that:

Ensure information here is all accurate and spelled correctly

- 1) You are not a citizen or national of the United States;
2) You are a native of COUNTRY and a citizen of COUNTRY;

Verify that highlighted text is correct

you entered the United States [unknown or POE] on or about [date of entry];
you did not then possess or present a valid immigrant visa, reentry permit, border crossing identification card, or other valid entry document;
you were not then admitted or paroled after inspection by an immigration officer.

As a result of the foregoing, it is charged that you are subject to removal from the United States pursuant to the following provision(s) of law:

Section 212(a)(7)(A)(i)(I) of the Immigration and Nationality Act (Act), as amended, as an immigrant who, at the time of application for admission, is not in possession of a valid unexpired immigrant visa, reentry permit, border crossing card, or other valid entry document required by the Act, and a valid unexpired passport, or other suitable travel document, or document of identity and nationality as required under the regulations issued by the Attorney General under section 211(a) of the Act.

Section 212(a)(6)(A)(i) of the Act, as amended, as an alien present in the United States without being admitted or paroled, or who has arrived in the United States at any time or place other than as designated by the Attorney General.

Do not check this box

checkbox This notice is being issued after an asylum officer has found that the respondent has demonstrated a credible fear of persecution or torture.

Ensure information here is all accurate

checkbox Section 235(b)(1) order was vacated pursuant to: checkbox 8CFR 208.30 checkbox 8CFR 235.3(b)(5)(iv)

YOU ARE ORDERED to appear before an immigration judge of the United States Department of Justice at:

(Complete Address of Immigration Court, including Room Number, if any)

on (Date) at (Time) to show why you should not be removed from the United States based on the

charge(s) set forth above.

Supervisory Asylum Officer

(Signature and Title of Issuing Officer) (Sign in ink)

Date

City and State of Adjudication

(City and State)

Notice to Respondent

Warning: Any statement you make may be used against you in removal proceedings.

Alien Registration: This copy of the Notice to Appear served upon you is evidence of your alien registration while you are in removal proceedings. You are required to carry it with you at all times.

Representation: If you so choose, you may be represented in this proceeding, at no expense to the Government, by an attorney or other individual authorized and qualified to represent persons before the Executive Office for Immigration Review, pursuant to 8 CFR 1003.16. Unless you so request, no hearing will be scheduled earlier than ten days from the date of this notice, to allow you sufficient time to secure counsel. A list of qualified attorneys and organizations who may be available to represent you at no cost will be provided with this notice.

Conduct of the hearing: At the time of your hearing, you should bring with you any affidavits or other documents that you desire to have considered in connection with your case. If you wish to have the testimony of any witnesses considered, you should arrange to have such witnesses present at the hearing. At your hearing you will be given the opportunity to admit or deny any or all of the allegations in the Notice to Appear, including that you are inadmissible or removable. You will have an opportunity to present evidence on your own behalf, to examine any evidence presented by the Government, to object, on proper legal grounds, to the receipt of evidence and to cross examine any witnesses presented by the Government. At the conclusion of your hearing, you have a right to appeal an adverse decision by the immigration judge. You will be advised by the immigration judge before whom you appear of any relief from removal for which you may appear eligible including the privilege of departure voluntarily. You will be given a reasonable opportunity to make any such application to the immigration judge.

One-Year Asylum Application Deadline: If you believe you may be eligible for asylum, you must file a Form I-589, Application for Asylum and for Withholding of Removal. The Form I-589, Instructions, and information on where to file the Form can be found at www.uscis.gov/i-589. Failure to file the Form I-589 within one year of arrival may bar you from eligibility to apply for asylum pursuant to section 208(a)(2)(B) of the Immigration and Nationality Act.

Failure to appear: You are required to provide the Department of Homeland Security (DHS), in writing, with your full mailing address and telephone number. You must notify the Immigration Court and the DHS immediately by using Form EOIR-33 whenever you change your address or telephone number during the course of this proceeding. You will be provided with a copy of this form. Notices of hearing will be mailed to this address. If you do not submit Form EOIR-33 and do not otherwise provide an address at which you may be reached during proceedings, then the Government shall not be required to provide you with written notice of your hearing. If you fail to attend the hearing at the time and place designated on this notice, or any date and time later directed by the Immigration Court, a removal order may be made by the immigration judge in your absence, and you may be arrested and detained by the DHS.

Mandatory Duty to Surrender for Removal: If you become subject to a removal order, you must surrender for removal to your local DHS office, as listed on the internet at <http://www.ice.gov/contact/ero>, as directed by the DHS. Immigration regulations at 8 CFR 1241.1 define when the removal order becomes administratively final. If you fail to appear for your removal hearing, you must surrender for removal on the next business day thereafter. If you do not surrender for removal as required, you may also be criminally prosecuted under section 243 of the Immigration and Nationality Act.

Do not complete anything in this section.

U.S. Citizenship Claims: If you believe you are a United States citizen, please advise the DHS by calling the ICE Law Enforcement Support Center toll free at (855) 448-6903.

Sensitive locations: To the extent that an enforcement action leading to a removal proceeding was taken against Respondent at a location described in 8 U.S.C. § 1229(e)(1), such action complied with 8 U.S.C. § 1367.

Request for Prompt Hearing

To expedite a determination in my case, I request this Notice to Appear be filed with the Executive Office of Immigration Review as soon as possible. I waive my right to a 10-day period prior to appearing before an immigration judge and request my hearing be scheduled

Before:

(Signature of Respondent) (Sign in ink)

Date: _____

(Signature and Title of Immigration Officer) (Sign in ink)

Certificate of Service

This Notice To Appear was served on the respondent by me on _____, in the following manner and in compliance with section 239(a)(1) of the Act.

- in person by certified mail, returned receipt # _____ requested by regular mail
- Attached is a credible fear worksheet.
- Attached is a list of organization and attorneys which provide free legal services.

The alien was provided oral notice in the _____ language of the time and place of his or her hearing and of the consequences of failure to appear as provided in section 240(b)(7) of the Act.

(Signature of Respondent if Personally Served) (Sign in ink)

(Signature and Title of Officer) (Sign in ink)

Privacy Act Statement

Authority:

The Department of Homeland Security through U.S. Immigration and Customs Enforcement (ICE), U.S. Customs and Border Protection (CBP), and U.S. Citizenship and Immigration Services (USCIS) are authorized to collect the information requested on this form pursuant to Sections 103, 237, 239, 240, and 290 of the Immigration and Nationality Act (INA), as amended (8 U.S.C. 1103, 1229, 1229a, and 1360), and the regulations issued pursuant thereto.

Purpose:

You are being asked to sign and date this Notice to Appear (NTA) as an acknowledgement of personal receipt of this notice. This notice, when filed with the U.S. Department of Justice's (DOJ) Executive Office for Immigration Review (EOIR), initiates removal proceedings. The NTA contains information regarding the nature of the proceedings against you, the legal authority under which proceedings are conducted, the acts or conduct alleged against you to be in violation of law, the charges against you, and the statutory provisions alleged to have been violated. The NTA also includes information about the conduct of the removal hearing, your right to representation at no expense to the government, the requirement to inform EOIR of any change in address, the consequences for failing to appear, and that generally, if you wish to apply for asylum, you must do so within one year of your arrival in the United States. If you choose to sign and date the NTA, that information will be used to confirm that you received it, and for recordkeeping.

Routine Uses:

For United States Citizens, Lawful Permanent Residents, or individuals whose records are covered by the Judicial Redress Act of 2015 (5 U.S.C. § 552a note), your information may be disclosed in accordance with the Privacy Act of 1974, 5 U.S.C. § 552a(b), including pursuant to the routine uses published in the following DHS systems of records notices (SORN): DHS/USCIS/ICE/CBP-001 Alien File, Index, and National File Tracking System of Records, DHS/USCIS-007 Benefit Information System, DHS/ICE-011 Criminal Arrest Records and Immigration Enforcement Records (CARIER), and DHS/ICE-003 General Counsel Electronic Management System (GEMS), and DHS/CBP-023 Border Patrol Enforcement Records (BPER). These SORNs can be viewed at <https://www.dhs.gov/system-records-notices-sorn>. When disclosed to the DOJ's EOIR for immigration proceedings, this information that is maintained and used by DOJ is covered by the following DOJ SORN: EOIR-001, Records and Management Information System, or any updated or successor SORN, which can be viewed at <https://www.justice.gov/opcl/doj-systems-records>. Further, your information may be disclosed pursuant to routine uses described in the abovementioned DHS SORNs or DOJ EOIR SORN to federal, state, local, tribal, territorial, and foreign law enforcement agencies for enforcement, investigatory, litigation, or other similar purposes.

For all others, as appropriate under United States law and DHS policy, the information you provide may be shared internally within DHS, as well as with federal, state, local, tribal, territorial, and foreign law enforcement; other government agencies; and other parties for enforcement, investigatory, litigation, or other similar purposes.

Disclosure:

Providing your signature and the date of your signature is voluntary. There are no effects on you for not providing your signature and date; however, removal proceedings may continue notwithstanding the failure or refusal to provide this information.

This NTA is for training purposes only. ASM has separate POE and INL NTAs that have the allegations pre-filled.

APSO Decision Outcomes		
	Credible Fear	Reasonable Fear
Result of Positive Determination	Individual receives NTA (I-862) and full INA § 240 removal hearing with IJ for asylum, withholding of removal/withholding of removal under CAT, or any other relief sought.	Individual receives I-863 and IJ makes <i>de novo</i> determination for withholding of removal/withholding or deferral of removal under CAT only.
Result of Negative Determination	Individual receives I-869 (Record of Negative Credible Fear finding and Request for Review by IJ). Individual can request decision to be reviewed by IJ or request deportation. An I-863 is filed with EOIR if IJ review is requested.	Individual receives I-898 (Record of Negative Reasonable Fear finding and Request for Review by IJ). Individual can request decision to be reviewed by IJ or request deportation. An I-863 is filed with EOIR if IJ review is requested.
IJ Review Available	Yes	Yes

Last Updated: April 26, 2021

Authors: Asylum Quality Assurance and Operations Branch, USCIS HQ

OUTCOME		INTERVIEW CHILD(REN)?	ASK MANDATORY BAR QUESTIONS?	SERVICE DOCUMENTS
1.	Positive Parent, no spouse	No.	Yes, for parent, and all children. *	I-870 and checklist for parent, NTAs for each dependent child
2.	Positive parent, with spouse	No.	Yes for parent, spouse, and children. **	I-870 and checklist for positive parent, NTAs for spouse and children.
3.	Negative parent, with spouse	Maybe. Interview spouse. If spouse established positive CF, follow 2. If spouse did not establish positive CF, follow 4. or 5.	Yes for parent, spouse, and children. **	Follow 2, 4, or 5 depending on family composition.
4.	Negative Parent(s), Positive Child(ren) under 18 years old	Maybe. If parent's testimony doesn't establish a positive CF for child, AOs must attempt to interview all children.	Yes, for parent, spouse, and all children. **	I-870 and checklist for each positive child, family unity NTA for parent(s) and siblings under 18 years old who are unable to establish CF.
5.	Negative Parent(s), Positive Child(ren) 18 years old and over	Yes. AOs must attempt to interview all children.	Yes, for parent, spouse, and all children. **	I-870, checklist, and NTA for each positive child. I-870, checklist, I-869 and I-863 (if IJ review is requested) for each negative family member.
6.	Negative Parent(s), Negative Child(ren)	Yes. AOs must attempt to interview all children.	Yes, for parent, spouse, and all children. **	I-870, checklist, I-869 and I-863 (if IJ review is requested) for each family member.

*A parent may respond to mandatory bar questions on behalf of themselves and their children, unless there are indications that one or more bars may apply to a child. Even then, if a child is unable to meaningfully respond, the parent may respond on behalf of the child.

**Each head of household should answer their own bar questions.



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CONVENTION AGAINST TORTURE



**RAIO Foundations Training
Program – APSO Module**

CAT Article 3: Non-Refoulement



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- No State Party shall expel, return ("refouler") or extradite a person to another State where there are substantial grounds for believing that he would be in danger of being subjected to **torture**.
- As a signatory to CAT, the U.S. has an obligation to provide protection where there are substantial grounds to believe that an individual would be subjected to torture

Article 1 of the Convention



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Any act by which severe pain or suffering, whether physical or mental, is intentionally inflicted on a person for such purposes as obtaining from him or a third person information or a confession, punishing him for an act he or a third person has committed or is suspected of having committed, or intimidating or coercing him or a third person, or for any reason based on discrimination of any kind, when such pain or suffering is inflicted by or at the instigation of or with the consent or acquiescence of a public official or other person acting in an official capacity. It does not include pain or suffering arising only from, inherent in or incidental to lawful sanctions.

Definition of Torture: 8 C.F.R. 208.18(a)



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(1) Severe Pain or Suffering

(2) Specific Intent

(3) State Action

(4) Custody or Physical Control

(5) Not From Lawful Sanctions

Possibility of Future Torture: 8 CFR 208.16(c)(3)



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- All evidence relevant to the possibility of future torture **shall be considered**, including, but not limited to:
 - (i) Evidence of **past torture** inflicted upon the applicant;
 - (ii) Evidence that the applicant could **relocate** to a part of the country of removal where he or she is not likely to be tortured;
 - (iii) Evidence of **gross, flagrant or mass violations of human rights** within the country of removal, where applicable; and
 - (iv) Other relevant information regarding **conditions in the country** of removal

Refugee Convention v. CAT



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- No nexus requirement
- No presumption of future torture based on past torture
- “Unable or unwilling” v. “by, or at the instigation of, or with the consent or acquiescence of”
- Internal relocation

(1) Severe Pain or Suffering



- Torture is an extreme form of cruel and inhuman treatment
- Torture requires severe pain or suffering, whether physical or mental
- Certain forms of harm that may be persecution may not be severe enough to be torture

(1) Severe Pain or Suffering: Physical



Harm that may constitute torture includes, but is not limited to:

- Death
- Rape and other sexual violence
- Sustained, systematic beating
- Burning with cigarettes
- Application of electric shocks to sensitive parts of body

(1) Severe Pain or Suffering: Mental



Mental pain or suffering can constitute torture if it is:

- Prolonged mental harm, AND
- Results from:
 - Severe physical pain or suffering (or threat thereof)
 - Threats of imminent death
 - Intentional infliction of mind altering substances or procedures (or threat thereof)
 - Threat of any of the above to another person

(1) Severe Pain or Suffering: Question Examples



- How did the perpetrator harm you?
- What did the perpetrator say they would do to you?
- Did you suffer injuries?
- Did you require treatment?
- Do you still think about what happened? How often? How does it make you feel?
- Has the perpetrator harmed other people? If so, in what way?
- What do you fear will happen to you in the future?

(2) Specific Intent



- For an act to constitute torture, the act must be specifically intended to inflict severe pain or suffering.
- Specific intent is a distinct element from harm and possibility of future torture.
- Torture does NOT include harm resulting from:
 - Negligence or recklessness
 - Lack of resources
 - Insufficient training and education
- See Matter of R-A-F-, 27 I&N Dec 778 (A.G. 2020), for in depth discussion and examples from case law.

(2) Specific Intent



- Examples of harm found NOT to be torture for lack of specific intent:
 - “Terrible squalor” of Mexican mental health facility “did not evince the kind of specific intent to cause pain and suffering” to constitute torture. *Villegas v. Mukasey*, 523 F.3d 984 (9th Cir. 2008).
 - Deplorable conditions of Haitian prisons result from country’s economic and social ills, not any intent to inflict severe pain and suffering. *Auguste v. Ridge*, 395 F.3d 123, 153 (3d Cir. 2005).
 - Failure to maintain standards of diet, hygiene, and living space in prison does not constitute torture unless sufficiently extreme and intentionally inflicted. *Pierre v. Gonzales*, 502 F.3d 109, 111 (2d Cir. 2007)

(3) State Action



Torture is pain or suffering inflicted:

by or

at the instigation of or

with the consent or acquiescence of a

public official or other person acting in an

official capacity.

(3) State Action: Public Official



“Public officials” may include:

- Police officers
- Members of the military
- Local, regional, national government officials
- Can be any public official, from “low level” officials to those in the “upper echelons of power”

(3) State Action: Public Official



- AOs must elicit testimony regarding why the applicant believes that the person they fear is a public official.
- A feared actor's affiliation with a political party is NOT determinative as to whether they are a public official.
- De facto control of an area = being a public official?
 - Cartels and gangs are not part of the government.
 - Rebel forces: consider, e.g., how much of the country is under the control of the rebel force and the level of that control.

(3) State Action: Official Capacity



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- Torture is pain or suffering inflicted by or at the instigation of or with the consent or acquiescence of a public official or other person acting in an official capacity.

(3) State Action: Official Capacity



Requires connection between the official position and the harm

Key considerations:

- o Whether actor able to engage in torturous conduct because of gov't position

VS

- o If s/he could have done so without any connection to the gov't
 - Fact-intensive inquiry
 - Assess both direct and circumstantial evidence
 - Do not rely on unproven assumptions

(3) State Action: Official Capacity

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(3) State Action: Official Capacity

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(3) State Action



If feared harm inflicted by private actor OR public official not acting in an official capacity then determine if harm would be inflicted:

- At the instigation of, or
- With the consent or acquiescence of

A public official acting in an official capacity

(3) State Action: Acquiescence



- Acquiescence requires that prior to the harm the public official would:
 1. Be Aware of such activity and
 2. Breach a legal duty to intervene

Awareness can be established by evidence of

1. Actual knowledge OR
2. Willful blindness (Imputes knowledge to a public official)

(3) State Action: Acquiescence



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Actual knowledge + breach of duty

(b)(7)(E)

Willful blindness + breach of duty

(b)(7)(E)

(3) State Action: Acquiescence

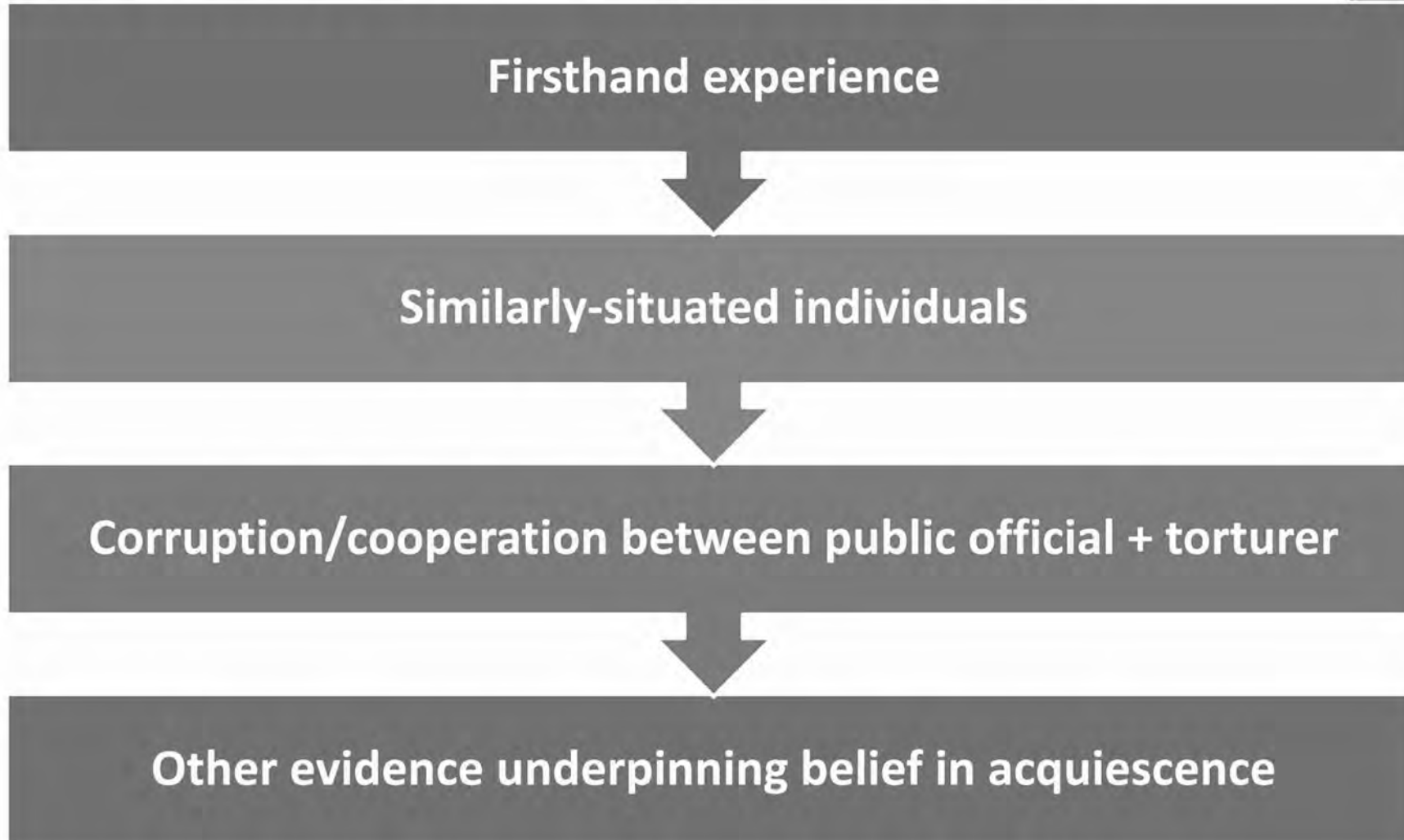
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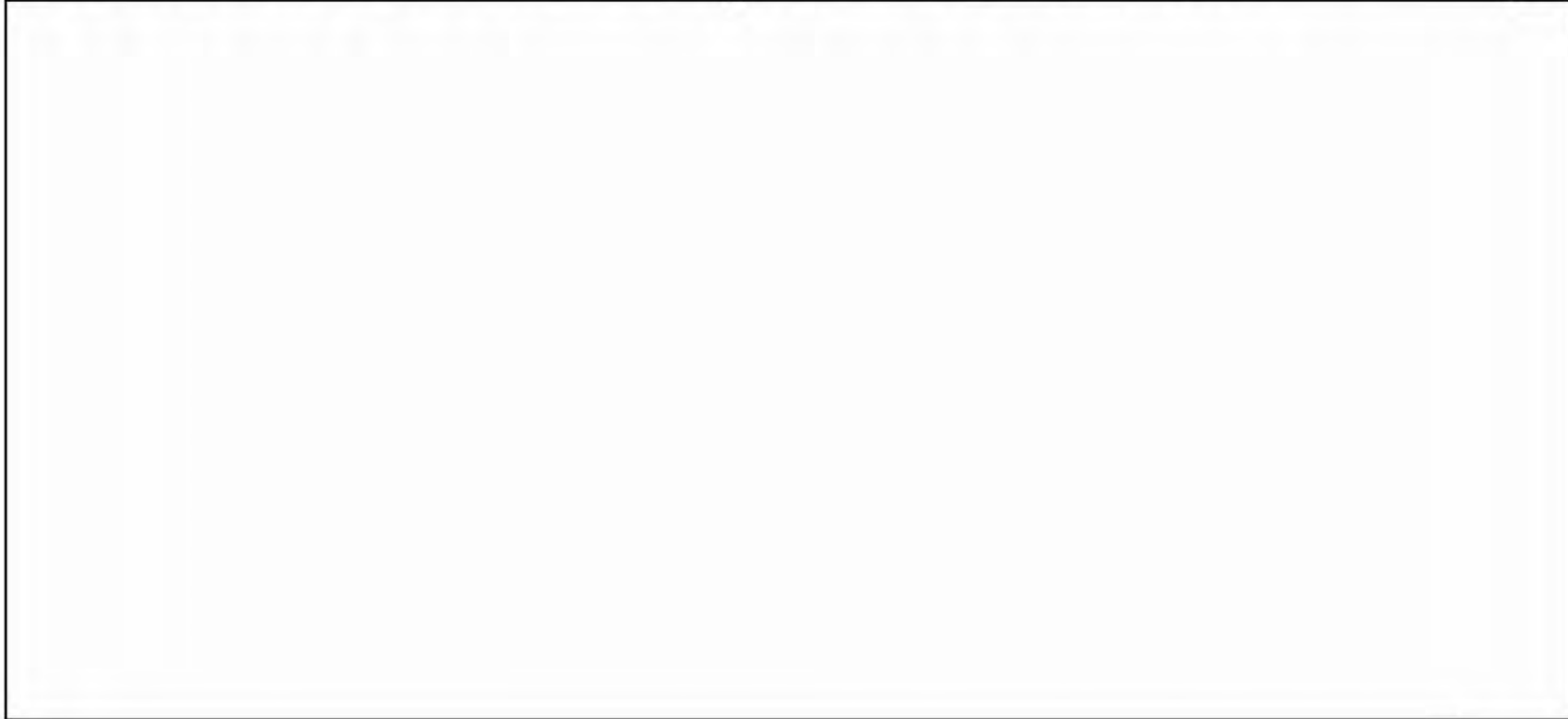
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(3) State Action: Acquiescence



(3) State Action: Acquiescence (b)(7)(E)



Remember, we are assessing if a public official will acquiesce to the actor the applicant fears following through with the harm the applicant fears.

(3) State Action: Acquiescence



But, what's enough?

Applicants must support statements of belief with specific facts

(3) State Action: Acquiescence Firsthand

(b)(7)(E)



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(3) State Action: Acquiescence Firsthand

(b)(7)(E)



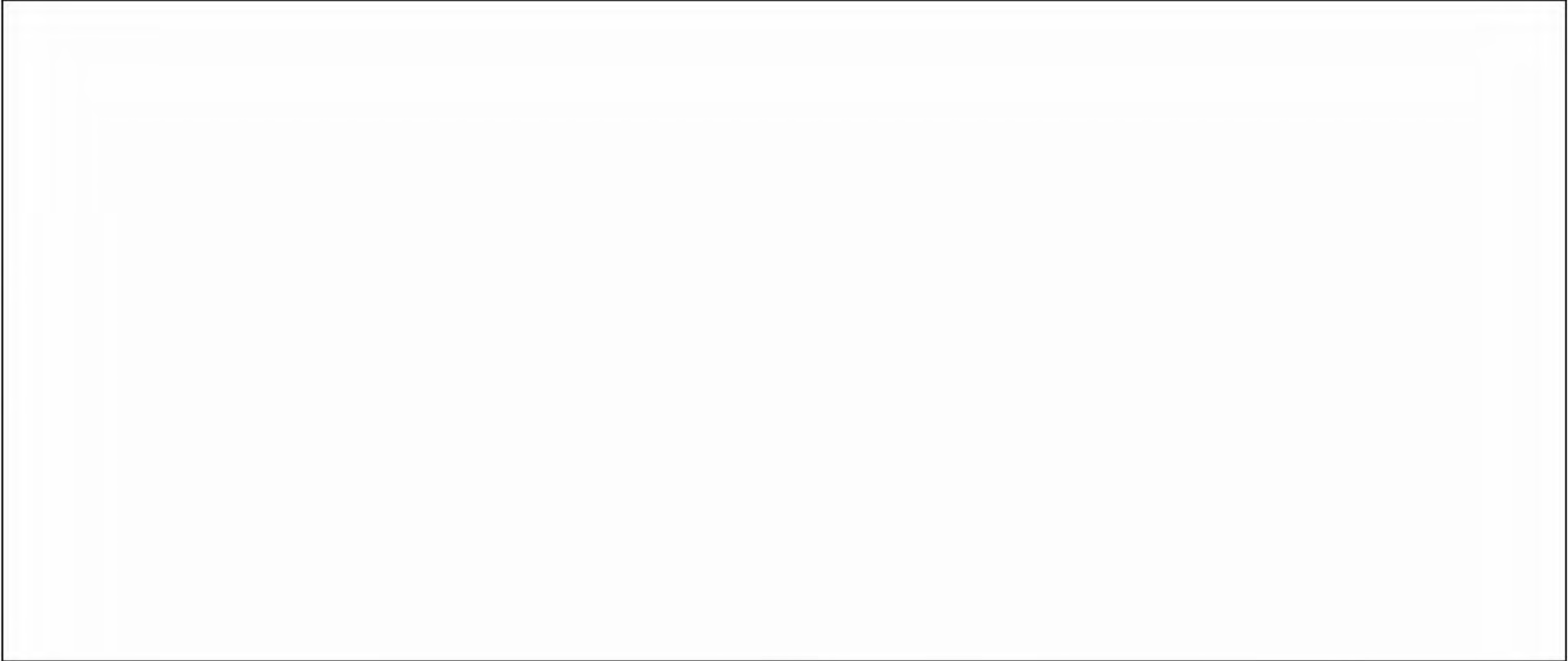
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(3) State Action: Acquiescence Firsthand



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(3) State Action: Acquiescence Firsthand



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State Action: Types of Evidence



- **Firsthand experience/knowledge is not required** to establish consent and/or acquiescence
- **Officers should also elicit testimony about other relevant sources** such as:
 - Similarly-situated individuals
 - News
- Explore evidence of both official corruption and inaction.

(3) State Action: Acquiescence Similarly-Situated Individuals

(b)(7)(E)



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(3) State Action: Acquiescence Similarly-Situated Individuals

(b)(7)(E)



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(3) State Action: Acquiescence Similarly-Situated Individuals

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(3) State Action: Acquiescence

(b)(7)(E)



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(3) State Action: Acquiescence

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(3) State Action: Important Reminders



- Applicant need not witness acquiescence firsthand. No requirement that an applicant's testimony comes from personal, direct knowledge.
- When an applicant's basis for statements of belief is the news or common knowledge, follow-up to determine how closely those reports resemble the applicant's situation.

(3) State Action: Common Responses



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(3) State Action: CAT v. Asylum



Acquiescence is distinct from the unable or unwilling to control standard used in asylum.

If gov't is unable to protect citizens due to lack of resources or other barriers outside its control, may be unable but not acquiescence.

...A government does not acquiesce in torture of its citizens merely because it is aware of torture but is powerless to stop it. It does cross the line into acquiescence when it shows willful blindness toward the torture of citizens by a third party. Ramirez Peyro v. Holder, 574 F.3d 893 (8th Cir. 2009)

(4) Custody and Control



- In order to constitute torture an act must be directed against a person in the offender's custody or control.
- Examples of harm where the applicant may NOT be in the offender's custody or control:
 - Drive-by shootings
 - Snipers
 - Car bombings Comollari v. Ashcroft, 378 F.3d 694, 697 (7th Cir. 2004).

(5) Lawful Sanctions



- Pain or suffering arising only from, inherent in or incidental to lawful sanctions does not constitute torture.
- Lawful sanctions include judicially imposed sanctions and other enforcement actions authorized by law, including the death penalty.
- A State Party cannot through its domestic sanctions defeat the object and purpose of the Convention to prohibit torture.

Torture Definition Recap



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(1) Severe Pain or Suffering

(2) Specific Intent

(3) State Action

(4) Custody or Physical Control

(5) Not From Lawful Sanctions

Possibility of Future Torture



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- All evidence relevant to the possibility of future torture **shall be considered**, including, but not limited to:
 - (i) Evidence of **past torture** inflicted upon the applicant;
 - (ii) Evidence that the applicant could **relocate** to a part of the country of removal where he or she is not likely to be tortured;
 - (iii) Evidence of **gross, flagrant or mass violations of human rights** within the country of removal, where applicable; and
 - (iv) Other relevant information regarding **conditions in the country** of removal
- Develop the record and assess whether, depending on all circumstances of the case, the applicant has met their burden

Evidence of Past Torture



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Torture determinations are a PROSPECTIVE inquiry

Applicant must meet burden of establishing future torture.

No presumption of future torture if the applicant has been tortured in the past.

BUT! Evidence of past torture must be considered in evaluating prospect of future torture.

Internal Relocation



- Internal relocation is relevant evidence that must be considered when assessing the likelihood of torture.
- There is no presumption that an applicant cannot relocate if the feared actor is a state actor.
- In cases where the applicant fears a state actor, while a state actor's ability to locate the applicant anywhere is likely greater than a non-state actor's, examine whether the state actor would be motivated to do so.

Internal Relocation



CAT regs do not explicitly reference the need to evaluate the reasonableness of IR.

Nonetheless, they provide that “all evidence relevant to the possibility of future torture shall be considered...”

Thus, **consider the reasonableness factors articulated in the persecution context:**

- Any ongoing civil strife such as a civil war occurring in parts of the country;
- Administrative, economic, or judicial infrastructure that may make it very difficult for an individual to live in another part of the country;
- Geographical limitations that could present barriers to accessing a safe part of a country or where an individual would have difficulty surviving due to the geography;
- Social and cultural constraints such as age, gender, health, and social and familial ties or whether the applicant possess a characteristic, such as a particular language or a unique physical appearance, that would readily distinguish the applicant from the general population and affect his or her safety in the new location; and
- Any other factors specific to the case that would make it unreasonable for the applicant to relocate. (b)(7)(E)

Country Conditions



Other relevant evidence that must be considered:

- Evidence of gross, flagrant or mass violations of human rights within the country of removal, where applicable; and
- Other relevant information regarding conditions in the country of removal.

COI is often useful to supplement the duty to elicit relevant testimony that is specific and persuasive.

- COI should be used to inform the AO's lines of inquiry.
- COI should be as specific and as tailored to the applicant's claim as possible

Credibility and Burden of Proof



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“An adverse credibility determination is not necessarily a death knell to CAT protection.” *Shrestha v. Holder*, 590 F.3d 1034, 1048 (9th Cir. 2010)

- Regulations require consideration of all evidence of possible torture, regardless of the applicant’s testimony.
- Officers must consider whether non-testimonial evidence is sufficient to meet the applicant’s burden despite discredited testimony.

Knowledge Check



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- ECN sample consent or acquiescence analysis
- Knowledge Check

About this Presentation



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Author: Asylum Division

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CAT, concluded



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For questions contact the Asylum Headquarters Quality Assurance branch at:



(b)(7)(E)

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CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

(b)(7)(E)

A ### ## #	COUNTRY: Honduras	APSO: Officer's name	DATE: Enter date
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A. Harm (If yes to A.1. and/or A.2., move to Part B. If no to A.1. and A.2., STOP, and complete Form I-870.)

--

B. Credibility (Select the appropriate box.)

--

C. Persecution (If yes to C.1. or C.2., complete C.3. If no to C.1. and C.2., complete C.3.)

--

CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

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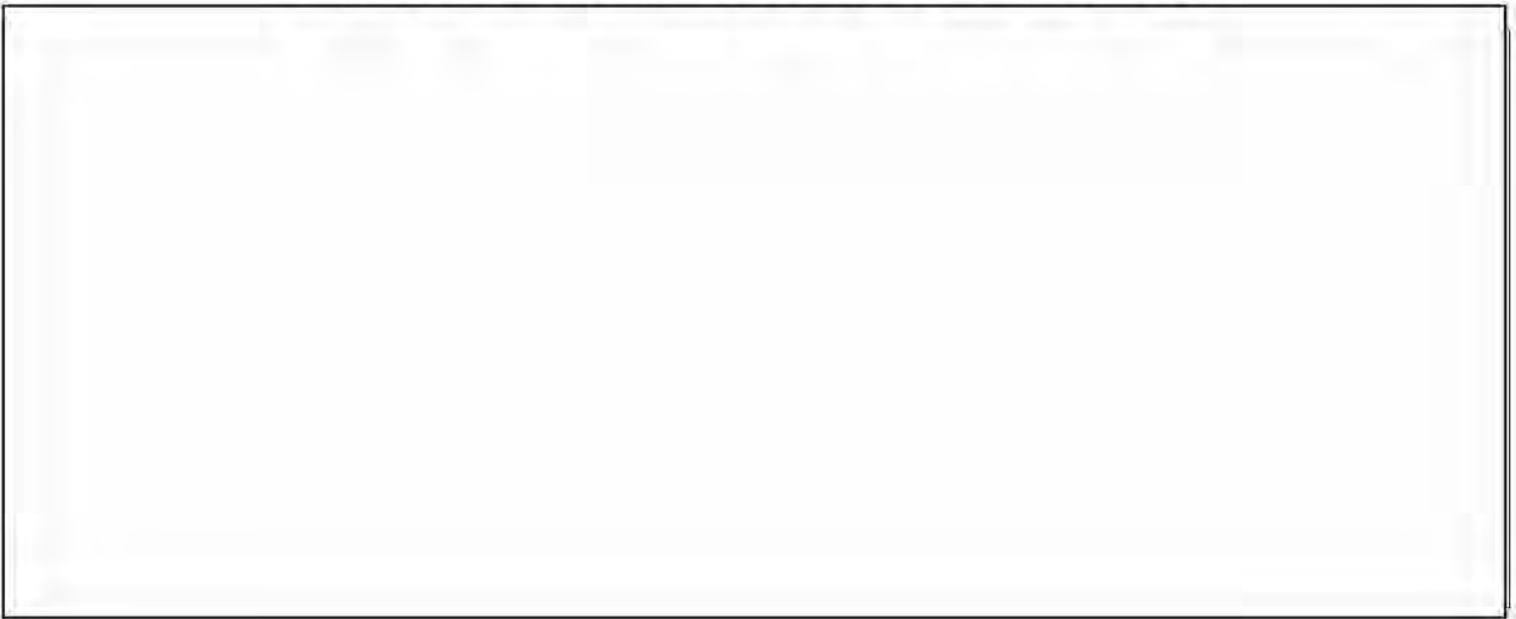
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D. Torture *(Make a selection in D.1. and, as needed, complete D.2.)*

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CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

(b)(7)(E)



CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

A ### ## #	COUNTRY: Mexico	APSO: Officer's name	DATE: Enter date
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A. Harm *(If yes to A.1. and/or A.2., move to Part B. If no to A.1. and A.2., STOP, and complete Form I-870.)*

B. Credibility *(Select the appropriate box.)*

C. Persecution *(If yes to C.1. or C.2., complete C.3. If no to C.1. and C.2., complete C.3.)*

CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

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D. Torture *(Make a selection in D.1, and, as needed, complete D.2.)*

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CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

(b)(7)(E)

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CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

A ### ## #	COUNTRY: Venezuela	APSO: Officer's name	DATE: Enter date
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A. Harm *(If yes to A.1. and/or A.2., move to Part B. If no to A.1. and A.2., STOP, and complete Form I-870.)*

B. Credibility *(Select the appropriate box.)*

C. Persecution *(If yes to C.1. or C.2., complete C.3. If no to C.1. and C.2., complete C.3.)*

(b)(7)(E)

CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

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D. Torture *(Make a selection in D.1. and, as needed, complete D.2.)*

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CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

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CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

A ### ## #	COUNTRY: Honduras	APSO: Officer's name	DATE: Enter date
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A. Harm *(If yes to A.1. and/or A.2., move to Part B. If no to A.1. and A.2., STOP, and complete Form I-870.)*

--

B. Credibility *(Select the appropriate box.)*

--

C. Persecution *(If yes to C.1. or C.2., complete C.3. If no to C.1. and C.2., complete C.3.)*

--

CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

[Large empty rectangular box for written analysis]

D. Torture *(Make a selection in D.1. and, as needed, complete D.2.)*

[Empty rectangular box for further details or notes]



CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

A ### ## #	COUNTRY: Guatemala	APSO: Officer's name	DATE: Enter date
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A. Harm *(If yes to A.1. and/or A.2., move to Part B. If no to A.1. and A.2., STOP, and complete Form I-870.)*

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B. Credibility *(Select the appropriate box.)*

--

C. Persecution *(If yes to C.1. or C.2., complete C.3. If no to C.1. and C.2., complete C.3.)*

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CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

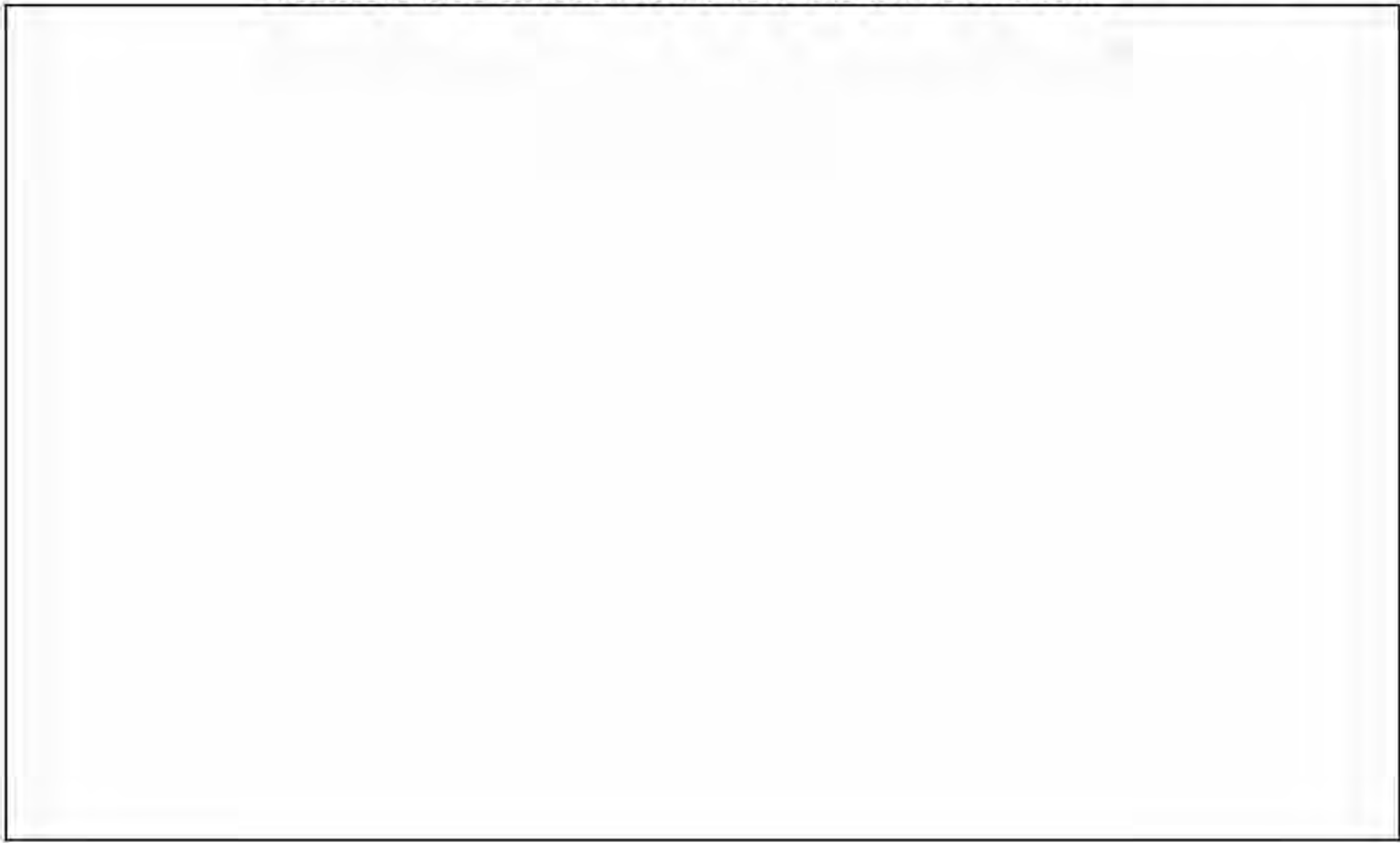
[Large empty rectangular box for written analysis]

D. Torture *(Make a selection in D.1. and, as needed, complete D.2.)*

[Empty rectangular box for completing section D]

CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

(b)(7)(E)



CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

Instruction Checklist

Internal Use Only

(b)(7)(E)

A	COUNTRY:	APSO:	DATE:
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A. Harm *(If yes to A.1. and/or A.2., move to Part B. If no to A.1. and A.2., STOP, and complete Form I-870.)*

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B. Credibility *(Select the appropriate box.)*

--

CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

Instruction Checklist

Internal Use Only

(b)(7)(E)

C. Persecution *(If yes to C.1. or C.2., complete C.3. If no to C.1. and C.2., complete C.3.)*

[Empty box for written analysis]

CREDIBLE FEAR DETERMINATION CHECKLIST AND WRITTEN ANALYSIS

Instruction Checklist

Internal Use Only (b)(7)(E)

[Empty box for instruction checklist]

D. Torture *(Make a selection in D.1. and, as needed, complete D.2.)*

[Empty box for D. Torture analysis]

(b)(7)(E)

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(Effective as of June 7, 2021)

Request for Dissolution of Credible-Fear Process

-- DECLARATION OF ALIEN --

Ensure the name and A-number are correct here

I, First Last, A000000000 have decided to stop pursuing protection from removal through the credible-fear process, and to leave the United States as soon as travel arrangements can be made. I have made this decision freely and voluntarily based upon my understanding of the following, which was explained to me by an asylum officer:

This section is read by the interpreter

- I was placed into the credible-fear process upon seeking admission to the United States, because I expressed a fear of harm upon return my country. (COUNTRY)
- I have the right to ask for protection from removal based on fear of return through the credible-fear process.
- If I do not ask for protection from removal at this time, the Department of Homeland Security (DHS) will either permit me to withdraw my application for admission or issue an order of removal against me and bar me from reentering or seeking admission to the U.S. for five years or more. If I have engaged in fraud, a misrepresentation of a material fact, or a false claim to U.S. citizenship, I will be permanently inadmissible to the United States.
- If I change my mind at any time before my final departure from the United States, I can again ask for protection from removal through the credible-fear process by immediately notifying a DHS officer that I wish to seek asylum—even if I stop pursuing my request for protection at this time.
- Following is the reason I have decided not to ask for protection at this time:

Update Applicant's country

[enter reason here]

Add Applicant's stated reason for dissolution from your notes.

Last, First
Alien's Name (Print)

X
Alien's Signature

Applicant will sign and date here (may happen at facility after you send if this is a virtual or telephonic interview)

Asylum OFFICER, Z number
Asylum Officer

8/2/2021
Asylum Officer's Signature

AO and SAO Sign here

Supervisory Asylum Officer
Supervisory Asylum Officer

8/2/2021
Supervisory Asylum Officer's Signature

The contents of this form were read and explained to the alien in the LANGUAGE language.

Update Applicant's language

By telephone: (list interpreter service/ID number of interpreter): ___#

In person: I, _____, certify that I am fluent in both the _____ and _____ English languages. I interpreted the above information completely and accurately to the alien.

Add interpreter information here

N/A
Interpreter's Signature

8/2/2021
Date

Alien Number:

Name: ,

Country:

Asylum Office:

Date:

Asylum Officer:

Interpreter: :

Credible Fear Interview: Questions & Answers

Interview initiated at EST.

Language: LANGUAGE

Introduction

Administered Interpreter Oath

Q: I am an asylum officer and I will be conducting your interview today through an interpreter, who has been placed under oath to completely interpret everything you say and to keep everything you say confidential. We are having this interview today because you have expressed a fear of returning to COUNTRY at some point after you were detained, and today we will discuss what those fears may be.

Q: First, I want to place you under oath. This is a legal obligation to tell the truth. Do you swear or affirm to tell the truth, the whole truth, and nothing but the truth?

A:

Oath administered

Q: Can you please state your name?

A:

Q: What language do you speak and understand best?

A:

Q: Do you still fear return to COUNTRY?

A:

Q: [If response is "no"] Do you want to dissolve your credible fear claim and return to your home country?

A:

Dissolution Questions

Q: Do you have an attorney or consultant?

A:

Q: If yes, would you like me to add them to the call at this time?

A:

Q: Do you have any health problems I should be aware of?

A:

Alien Number:

Date:

Name: ,

Asylum Officer:

Country:

Interpreter: :

Asylum Office:

Q: Are you taking any medication?

A:

Q: Is there anything that might affect your ability to testify today?

A:

Applicant received and signed M-444 before interview

(b)(7)(E)

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Alien Number:

Name: ,

Country:

Asylum Office:

Date:

Asylum Officer:

Interpreter: :

(b)(7)(E)

Q

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CREDIBLE FEAR DISSOLUTION STUDENT CHECKLIST

This guidance is based upon information found in the CFPM section IV.D- Dissolution of a Credible Fear Claim. This page may be accessed via the blue hyperlink above.

- Offices may have specific local procedures for handling dissolution requests. Please consult your office.
- Security Checks are **not** required.

Dissolution interview must include:

- Availability of legal representation
- Applicant's medical state
- M-444 orientation
- I-870 orientation (Section 1.28)¹
- ABC/NACARA eligibility screening questions (only for nationals of Guatemala and El Salvador who were alive in 1990)
- Dissolution Form explained and read to the Applicant
- Absence of coercion
- Reason for dissolution
- Last check for understanding of the consequences of dissolving

After Dissolution Interview:

- Confirm that your signature is on the dissolution form. Email the dissolution form and interview notes to Supervisory Asylum Officer for review.
 - Immediately update Global
 - Add an interview card
 - Select outcome "Completed"
 - In notes, write "*Dissolution Interview approved by SAO [Last Name]. Interviewed at Z_ _ [your office].*"
 - Upload interview notes and dissolution form signed by AO & SAO to Global documents

¹ This step may vary based on individual office

+ ADD A CASE EVENT

INTERVIEW

REMOVE INTERVIEW CANCEL AND DISCARD SAVE

Interview Date *
04/02/2020

Interview Location
ZAR - ARLINGTON VA ASY /FCO/ASY/ITCO...

Means of Establishing Identity
 Document
 Statement

Method of Interview
 In Person
 Telephonic
Video-Telephonic

Representative Present
 Attorney
 Consultant

Interview Language
FRENCH

Interview Performed By *
[REDACTED]

Outcome
Completed

USCIS Interpreter
Needed

Interview Notes
 Dissolution Interview approved by SAC [REDACTED] interviewed at ZAR.
 (b)(6)

LOG INTERPRETER/MONITOR

REMOVE INTERVIEW CANCEL AND DISCARD SAVE

- ²AO's tasks are complete. Your office will close the case once the facility responds with the applicant signature.

CF Dissolution Checklist	
	Interview Notes
	Request for Dissolution of Credible Fear Process
	Update GLOBAL <ul style="list-style-type: none"> • Upload dissolution form signed by AO and SAO and interview notes • Add an interview card • In notes, write "Dissolution Interview approved by SAO [F. Last Name]. Interviewed at Z_ _ office."

² This step varies by office.



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CREDIBLE FEAR FAMILY PROCESSING PROCEDURES

USCIS ASYLUM DIVISION /
OPERATIONS

FOR OFFICIAL USE ONLY (FOUO)

Last Updated: March 2021



The Plan & Quick Reference

- ◆ Expedited Removal/Credible Fear Reminder – slide 4
- ◆ Dependents in CF and Desire to be Included– slides 5-14
- ◆ Discretion – slides 15-16
- ◆ Security Checks – slide 20
- ◆ Interviewing – slides 21-32
- ◆ Determinations and Service Documents – slides 33-49
- ◆ Split Families (RF/CF) – slides 50-52
- ◆ Processing families detained separately or not detained – slide 53
- ◆ Scenarios and Important Reminders – slides 54-57

Overview



Family processing may arise in any CF processing context, including:

- ◆ Family Residential Centers (FRCs)
- ◆ Adult detention facilities
- ◆ Non-detained
- ◆ Family members discovered at the time of interview

Expedited Removal/Credible Fear



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- ◆ Each individual is placed into ER separately and has the right to an individual CF determination.
- ◆ **ALL** potential asylum seekers must be given the opportunity to be heard.

Dependents in Credible Fear



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- ◆ A **spouse or child** **may** be included in an applicant's CF evaluation and determination.
- ◆ To be included as a dependent, the spouse or child must:
 1. Arrive in the United States **concurrently** with the principal alien (PA);
 2. **Desire to be included** in the PA's determination.

Spouse or Child



Only a spouse or child may be a dependent:

- ◆ **Spouse**: includes common law and same sex if recognized by law where the marriage took place
- ◆ **Child**: unmarried, under age 21

Concurrently



- ◆ Concurrently means same time, same place.
- ◆ **FRC families**: to be detained together they must have arrived concurrently. Ask about other family members who arrived concurrently who are not detained in the FRC.
- ◆ **Non-FRC families and split families**: need evidence that they arrived concurrently. Evidence can be found in:
 - ◆ I-213 narrative
 - ◆ EARM Event ID #

Samples



I-213

[Redacted] (b)(7)(E)

NARRATIVE:
[Redacted]

IMMIGRATION HISTORY: See records

CRIMINAL HISTORY: See records

ACCOMPANYING FAMILY MEMBERS:

(b)(6) [Redacted] Son [Redacted] (b)(7)(C)

Signature [Redacted] Title

BORDER PATROL AGENT

2 of 3 Pages

Form I-831 Continuation Page (Rev. 08/01/07)

Desires to be Included



- Provide an explanation to the PA and dependent and ask each person if they understand and agree.
- An indication that the PA and dependent understand and agree constitutes an expression of the dependent's desire to be included in the PA's claim.

Explanation



AOs must explain to the entire family and document the explanation was provided and response:

- Your spouse and/or child may be included in your credible fear claim if they arrived in the United States with you and want to be included in your claim. If your spouse and/or child are included in your claim and you are found to have a credible fear, then they will also be found to have a credible fear.
- If you are not found to have a credible fear, we will not include your spouse and/or child in that determination. Instead, we will make a separate credible fear determination for your spouse and/or child.
- Do you understand and agree?

Explanation



AOs must explain to the entire family and document the explanation was provided:

- You, your spouse, and your child(ren) each have the right to speak with an asylum officer separately. We will ask your spouse and/or child(ren) whether they want to be interviewed with you or separately from you.
- We may speak with your child about any possible claim he or she may have. If we are unable to speak with your child because he or she is too young to talk or understand then we will ask you to testify on behalf of your child.

Explanation



When the child appears unable to respond:

- Document that you have informed the parent that the child appears unable to respond and that you asked the parent if he or she will speak on behalf of the child.
- **For example:** It appears that your child is not able to respond due to her age. Would you like to respond on behalf of your child?
- Where the parent answers for the child, document that the parent is speaking for the child to confirm understanding of and agreement to USCIS policy to include the child on the parent's determination if it is positive.

Remember: Desires to be Included



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- Do not ask children or spouses if they want to be included on the PA's case.
- Do not ask parents if they want to be included on their child's case, and do not ask children if they want their parents to be included on their case.

Discretion



- ◆ Regulations provide that a spouse or child may be included in an applicant's CF evaluation and determination if they arrived together and the spouse or child desires to be included.
- ◆ If these criteria are met, it is in USCIS's **discretion** whether to include them.
- ◆ The decision to exercise our discretion is case-specific.

Use of Discretion



Generally, **use** discretion and **include** a spouse or child when PA receives a **positive** CF determination.



Will **never** use discretion to **include** a spouse or child when PA receives a **negative** CF determination.

Dependents and Detention



- ◆ USCIS has discretion to process dependents together with the principal applicant in any of the following situations:
 - ◆ PA and dependents detained together
 - ◆ PA and dependents detained separately (including in different asylum office jurisdictions)
 - ◆ PA and dependents not detained

Best Practice to Identify Families



- **During ALL CF interviews, ask:**
 - Did any family members travel with you to the United States?
Who?
 - Did you arrive together?
- **If the applicant says that he or she arrived with a spouse, child, or parent, ask:**
 - If possible, would you like to be processed with your family members and included in your spouse or parent's CF determination?

Remember: All Families



- The spouse or child must arrive concurrently with the PA and desire to be included.
- Only a spouse or child may be a dependent on a positive CF determination. Siblings and parents cannot be dependents.
- USCIS will not include a dependent on a negative CF determination.
- Families do not need to be detained together to be included in the positive determination or receive an NTA for purposes of family unity.

Security Checks



- Security checks are required for each family member
- Complete a Credible Fear/Reasonable Fear Background Identity and Security Checklist (“BISC”) for each family member

Interview – Documenting Family Members Present



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- Note all family members present at the interview in I-870 section 1.14.

1.12 Persons present at the interview (check which apply)

1.13 Consultant(s)

1.14 Other(s), list:

Applicant's son, A123456789

1.15 No one other than applicant and asylum officer

Interview – Process



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1) Interview the principal applicant.

If PA Appears Positive (b)(7)(E) If PA Appears Negative

-

-

Interview – Process For Infants/Toddlers



If a child is an infant or toddler, the officer should:

- 1) Note that the child is X age;
- 2) Ask the parent if the child can testify and record the parent's response;
- 3) Ask the parent if the parent chooses to speak on the child's behalf to testify and to make decisions (for example, if the child chooses to be included on the parent's positive determination);
- 4) Consider the child's age and the parent's response to determine whether the child is able to testify;
- 5) Accept the parent as speaking on behalf of the child; and
- 6) Ask parent about any possible risk or fear the child may have.

If officer determines the child is unable to testify and that parent speaks on behalf of child, officer does not need to attempt to interview infant or toddler.

Interview - Rapport



- It's important to establish rapport with all applicants, especially with children.
- AOs may use the background gathering portion of the interview as a time to build rapport.
- Include a summary of rapport-building in the Q&A for each person interviewed.
- As you are building rapport, determine whether the child can testify in a meaningful manner.
- Consult the Children's Claims Lesson Plan on ways to build rapport with children.

Interview – Confidentiality and Privacy



- Ask all applicants (adults and children) if they wish to be interviewed with or without other family members present.
- Consider privacy of family members, particularly regarding sensitive topics such as rape and domestic violence.
- Ask all applicants (adults and children) at the beginning of the interview if they feel comfortable proceeding and follow up if the applicant indicates he or she is not comfortable.

Interview – Confidentiality and Privacy



- Explain to the parent that the presence of children at the interview may impact their willingness to disclose details of traumatic events and impact the interview.
- Maintain flexibility in rescheduling an interview when there are possible concerns about a child's presence at the interview.
- AOs should explain to a parent whose child is present that the interview may be rescheduled if the parent needs to arrange for childcare.
- If parent is caring for a sick child that may warrant a reschedule.

Interview - Children



- If a child appears unable to testify, document that you have informed the parent that the child appears unable to testify and that you asked the parent if he or she will speak on behalf of the child.
- **For example:** It appears that your child is not able to testify today due to her age. Would you like to testify on behalf of your child?
- Where the parent answers for the child, document that the parent is testifying about the child's fear.

Interview - Children



- Ask children which language they would like their interview to be conducted in.
- Ask children if they would prefer to be interviewed by a female or male officer.
- Ask children if they would prefer a female or male interpreter.
- Remember to provide paragraph 1.28 to each person you interview, including children.

Interview - Children



- When interviewing children, fully develop the record (actively listen, ask relevant follow-up questions).
- Adjust your language to make it child-friendly and understandable.
- No age limit: even very young children may be able to establish a credible fear of persecution or torture.
- If child is unable to testify the parent may testify on behalf of the child.
- Even if the child can testify, the parent can always add testimony.
- Remember: children may need breaks more frequently than adults.

Interview – FRC Mandatory Questions



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Always ask these questions at the FRCs:

- Have you ever been harmed by a family member?
- Has/have your children ever been harmed by a family member?
- Have you ever been harmed by anyone you were in a relationship with?
- Have your children ever been harmed by anyone you were in a relationship with?
- Is there anything/anyone else you fear that we have not discussed today?

Interview – Mandatory Bars & Adverse Info Memo



- Each immediate family member, regardless of age, must be screened for mandatory bars to asylum eligibility.
- The parent may respond to mandatory bar questions on behalf of herself and her children, unless there are indications that one or more bars may apply to a child. Even then, if the child is unable to meaningfully respond the parent may respond on the child's behalf.
- Mandatory bars do not impact the CF determination.
- APSOs must complete a Memo of Adverse Information whenever they have reasonable grounds to believe that a mandatory bar may apply to an applicant, except the firm resettlement bar.

Interview – Summarizing Testimony



- Summarize every claim in the summary, including the children's claims. If a child can testify in a meaningful way, then summarize the child's testimony back to the child, along with any additional testimony from the parent.
- If the child cannot testify in a meaningful way, then summarize the parent's testimony about the child's fear to the parent.
- The notes must clearly reflect each applicant's summarized claim.

Case Outcomes



1. Positive adult (either spouse)
2. Negative adult, positive child
3. Negative adult, negative child



1. Positive Adult

- No separate credible fear determination is necessary for the spouse and/or unmarried children under 21 who arrived concurrently with the principal applicant.
- AOs do not need to interview the spouse and/or children.
- AOs must screen all immediate family members for mandatory bars. The parent may respond to mandatory bar questions on behalf of her children, unless there are indications that one or more bars may apply. Even then, if a child is unable to meaningfully respond the parent may respond on the child's

1. Positive Adult - Documenting



Update the adult's I-870 sections 2.13 – 2.18 with information about spouse and children.

2.13 Marital status: Single Married Legally separated Divorced Widowed

2.14 Did spouse arrive with applicant? Yes No

2.15 Is spouse included in applicant's claim? Yes No

2.16 If currently married (including common law marriage) list spouse's name, citizenship, and present location (if with applicant, provide A-Number):

John Doe, A123456788

2.17 Children: Yes No

2.18 List any children (Use the continuation section to list any additional children):

Date of birth (MM/DD/YY)	Name	Citizenship	Present location (if w/PA, list A-Numbers)	Did child arrive with PA?	Is child included in PA's claim?
<u>01/01/12</u>	<u>June Doe</u>	<u></u>	<u>A123456789</u>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

1. Positive Adult – Service Docs



- I-870 for positive adult applicant
- CF Determination Checklist for positive adult applicant
- I-862 for each immediate family member who arrived concurrently. Check box that respondent has demonstrated a credible fear of persecution or torture.
- Interview notes

2. Negative Adult



- USCIS will not exercise its discretion to include a dependent in a PA's negative determination.
- AOs must make separate credible fear determinations for the spouse/child. Parent's testimony may establish a claim for a child.
- If parent's testimony does not establish a claim for a child, AOs must attempt to interview each dependent child and specifically ask them if they are afraid to return, even if there is no prior indication of a fear.
- If other spouse is positive, follow procedures for positive adult.
- Multiple children may each be able to establish credible fear.

2. Negative Adult, Positive Child Under 18 Years Old



- **If a child under 18 years old is found to have a credible fear and the parent(s) and other under 18-year-old siblings are not:**
 - We can use our discretion to place the child's parent(s) and any siblings under age 18 into §240 proceedings in the interest of family unity.
 - While we may refer to the child as the “principal applicant” in this context, the parent(s) and sibling(s) do not become dependents.
 - We are using DHS discretion to NTA parent(s) and any siblings under age 18 based on the child's positive CF determination.
- **We cannot issue discretionary NTAs to siblings age 18 and older who cannot establish CF.**

2. Negative Adult, Positive Child Under 18 Years Old



- We cannot NTA parent(s) and sibling(s) under 18 years old for purposes of family unity unless they cannot establish CF on their own.
- Family unity interests are not implicated until and unless it is determined that the parent(s) and sibling(s) under 18 years old cannot establish CF on their own.

2. Negative Adult, Positive Child Age 18 and Older



If a child aged 18 and older is found to have a credible fear and the parent(s) and other siblings are not:

- Generally, we cannot use our discretion to place the child's parent(s) and any siblings into §240 proceedings in the interest of family unity.
- The policy to issue NTAs to promote family unity is only for children under age 18 who cannot establish CF.
- Check with your supervisor. In some locations ICE ERO has been amenable to our use of discretion in cases with this scenario.

2. Negative Adult, Positive Child Under 18 - Documenting



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Document persons present at the interview in I-870 section 1.14

1.12 Persons present at the interview (check which apply)

- 1.13 Consultant(s)
- 1.14 Other(s), list: Applicant's mother, A123 456 789
- 1.15 No one other than applicant and asylum officer

2. Negative Adult, Positive Child Under 18 - Documenting



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If positive family member is a child, do not list parents or siblings in section 2.18.

2.13 Marital status: Single Married Legally separated Divorced Widowed

2.14 Did spouse arrive with applicant? Yes No

2.15 Is spouse included in applicant's claim? Yes No

2.16 If currently married (including common law marriage) list spouse's name, citizenship, and present location (if with applicant, provide A-Number):

2.17 Children: Yes No

2.18 List any children (Use the continuation section to list any additional children):

Date of birth (MM/DD/YY)	Name	Citizenship	Present location (if w/PA, list A-Numbers)	Did child arrive with PA?	Is child included in PA's claim?
_____	_____	_____	_____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

2. Negative Adult, Positive Child Under 18 - Documenting



Document in the comment section of the I-870 that, as an exercise of discretion, the positive finding is used as a basis for issuing NTAs for the entire immediate family (except siblings age 18 and older).

ADDITIONAL INFORMATION/CONTINUATION

A# 123 456 789, June Doe, is the applicant.

The applicant's parent and sibling were also screened for credible fear. They did not establish a credible fear of persecution and there is not a significant possibility that they could establish eligibility for withholding of removal or deferral of removal under the Convention against Torture.

Therefore, we are exercising discretion to place the applicant's parent and sibling into 240 proceedings in the interest of family unity.

A123 456 787, Jane Doe, DOB 01/01/1978, applicant's parent

A123 456 788, Jim Doe, DOB 02/02/2012, applicant's sibling

2. Negative Adult, Positive Child Under 18 - Documenting



When the parent testifies on the child's behalf annotate the I-870 so it clearly reflects the parent testified on behalf of the child and whether the child was present at the interview.

1.12 Persons present at the interview (check which apply)

- 1.13 Consultant(s) Applicant's mother, A123 456 789. The applicant's mother testified on his/her behalf. The applicant was not present at the interview.
- 1.14 Other(s), list: _____
- 1.15 No one other than applicant and asylum officer

2. Negative Adult, Positive Child Under 18 - Documenting



When the parent testifies on the child's behalf make a credibility determination about the parent's testimony.

- 4.1 ~~There is a significant possibility that the assertions underlying the applicant's claim could be found credible in a full asylum or withholding of removal hearing.~~ *Applicant's mother found credible.*
- 4.2 Applicant found **not** credible because (check boxes 4.3-4.5, which apply):
- 4.3 Testimony was internally inconsistent on material issues.
- 4.4 Testimony lacked sufficient detail on material issues.
- 4.5 Testimony was not consistent with country conditions on material issues.

- Also annotate how the child's identity was established

- 4.25 Applicant's identity was determined with a reasonable degree of certainty (check the box(es) that applies):
- 4.26 ~~Applicant's own~~ *Applicant's mother's* credible statements. (If testimony is credible overall, this will suffice to establish the applicant's identity with a reasonable degree of certainty).
- 4.27 Passport which appears to be authentic.
- 4.28 Other evidence presented by applicant or in applicant's file (List): _____

2. Negative Adult, Positive Child Under 18 - Service Docs



- I-870 for each positive applicant
- CF Determination Checklist for each positive applicant
- I-862 for each immediate family member (parent, siblings under 18)* who arrived concurrently. Check box that respondent has demonstrated a credible fear of persecution or torture.
- Interview notes clearly documenting that each immediate family member's claim was fully explored
- **Family unity NTA memo to file**

3. All Negative



- APSOs must physically see and attempt to speak to each family member and ask questions about a fear of return.
- The record must clearly reflect that APSOs explored all possible claims for each family member:
 - The parent's fear for herself;
 - The parent's fear for her child(ren); and
 - The child(ren)'s fear.

3. All Negative



- Where no immediate family members are found to have a credible fear, the APSO follows procedures for preparing, serving, and processing each family member's decision for a negative CF determination.
- Each family member receives his or her own CF determination, including his or her own I-870 and CF Determination Checklist.
- The parent's I-870 should indicate that the child is not included in the parent's negative determination.



3. All Negative

- I-870 for each family member
- CF Determination Checklist for each family member
- I-869 for each family member
- I-863 for each family member (if requested)
- Interview notes (separate, or clearly documenting each person's potential claim was explored)

Family Processing – Split RF/CF



- We cannot include a child in a parent's positive RF determination
- We will not issue an NTA to the child based on the parent's positive RF determination.
- APSOs may use the parent's Q&A as a basis for a positive CF finding for a child if the parent's agreement to her testimony being included in the child's application is documented on the parent and child's Q&A and I-870.
- APSOs must screen everyone for mandatory bars.
- As in CF, if the child is incapable of testifying, clearly document this and ask the parent if she is willing to testify on the child's behalf.

Family Processing – Split RF/CF



- Where the parent is in RF and the children are in ER/CF, and;
- Where one sibling has a positive CF determination but the other children under 18 do not;
- Issue NTAs for those other siblings (except siblings age 18 and over) for family unity.

Family Processing – Split RF/CF Documents



- Parent receives positive or negative RF determination
- I-870 for each child
- CF Determination Checklist for each child
- I-862 for each positive child (check box that respondent has demonstrated a credible fear of persecution or torture)
- I-869 and I-863 (if requested) for each negative child
- Interview notes (separate, or clearly documenting each person's claim was fully explored)

Dual Head of Household



In recent years, the population at the Texas FRCs has sometimes included both fathers and mothers, in detention with their children, which is referred to as a dual head of household family unit.

- When processing a dual head of household family unit, the two adults should be brought together at the beginning of the interview, as part of the AO's standard explanation about dependents, and asked which of them would like to be interviewed first.
- If the interview with the first head of household does not result in a positive finding, the AO should proceed to interview the second head of household regarding any potential claim they may have.
- Either head of household may provide testimony regarding the child(ren)'s past harm and future fear, but if neither head of household is able to provide sufficient testimony to support a positive finding for ANY family member, the AO should attempt to interview the child(ren).
- Either head of household may answer the bar questions for the child(ren), but each head of household should answer their own bar questions.

Non-FRC Families



- If they arrived concurrently with the PA, a spouse and/or child of a PA who was found positive for CF may be joined as a dependent at any time.
- There is no need to interview a spouse or child dependent on the merits of their claim if PA received a positive determination.
- Everyone must be screened for potential mandatory bars.
- If immediate family members are in separate jurisdictions coordinate with the other asylum office.

Family Processing - Scenarios



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How do you process this case?

(b)(7)(E)

Family Processing - Scenarios



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Important Reminders



	OUTCOME	INTERVIEW CHILD(REN)?	ASK MANDATORY BAR QUESTIONS?	SERVICE DOCUMENTS
1.	Positive Parent, no spouse	No.	Yes, for parent, and all children. *	I-870 and checklist for parent, NTAs for each dependent child
2.	Positive parent, with spouse	No.	Yes for parent, spouse, and children. **	I-870 and checklist for positive parent, NTAs for spouse and children.
3.	Negative parent, with spouse	Maybe. Interview spouse. If spouse established positive CF, follow 2. If spouse did not establish positive CF, follow 4. or 5.	Yes for parent, spouse, and children. **	Follow 2, 4, or 5 depending on family composition.
4.	Negative Parent(s), Positive Child(ren) under 18 years old	Maybe. If parent's testimony doesn't establish a positive CF for child, AOs must attempt to interview all children.	Yes, for parent, spouse, and all children. **	I-870 and checklist for each positive child, family unity NTA for parent(s) and siblings under 18 years old who are unable to establish CF.
5.	Negative Parent(s), Positive Child(ren) 18 years old and over	Yes. AOs must attempt to interview all children.	Yes, for parent, spouse, and all children. **	I-870, checklist, and NTA for each positive child. I-870, checklist, I-869 and I-863 (if U review is requested) for each negative family member.
6.	Negative Parent(s), Negative Child(ren)	Yes. AOs must attempt to interview all children.	Yes, for parent, spouse, and all children. **	I-870, checklist, I-869 and I-863 (if U review is requested) for each family member.

*A parent may respond to mandatory bar questions on behalf of themselves and their children, unless there are indications that one or more bars may apply to a child. Even then, if a child is unable to meaningfully respond, the parent may respond on behalf of the child.

**Each head of household should answer their own bar questions.

Questions?



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Determination Comparison Table APSO Module – RAIO Foundations

	AFFIRMATIVE ASYLUM	CREDIBLE FEAR	REASONABLE FEAR
Required Referral Documents or Application	I-589	I-860, I-867 A&B, M-444	Reinstatement: Fully executed I-871, including the prior order of removal and an indication the individual has made a fear claim; Aggravated Felony: Fully executed I-851A and an indication the individual has made a fear claim
Threshold Considerations	Bars to applying for asylum include OYFD ¹ , prior denial by IJ or BIA, and removal pursuant to STCA; need to assess possible changed/extraordinary circumstances exceptions for applicants subject to the OYFD bar	If relevant, may need to make the following determination(s) before CF screening: - Safe third country agreement (STCA) (8 CFR 208.30(e)(6) (Canada agreement) ²	None
Orientation Form	None	M-444	M-488
Representation	Right to a representative (ex. attorney)	Non-citizens may consult with a person or persons of their choosing prior to the interview.	Right to a representative (ex. attorney) and a 48-hour consultation period after orientation/receipt of M-488.
Global Special Instructions		POE field: select POE for POE case or UNK – Unknown for INL case	

¹ OYFD does not apply to UACs, applicants who filed before April 16, 1998, and some applicants who are *Mendez-Rojas* settlement class members.

² If STCA applies and no exceptions apply, individual is returned to Canada. If STCA applies but individual establishes an exception, then conduct CF screening.

Last edited: April 16, 2021

Authors: Asylum Quality Assurance Branch and Operations Branch, USCIS Headquarters

Determination Comparison Table

APSO Module – RAIO Foundations

Worksheets and Decision Forms	Assessment or Assessment Checklist	I-870 and Determination Checklist	I-899 and Determination Checklist
Legal Standard	Reasonable possibility ³	Significant possibility	Reasonable possibility
Country of Return	Country of nationality or, if stateless, country of last habitual residence	Country indicated on I-860	Designated country of Removal
Nexus	“one central reason”	“a reason”	“a reason” only in 9 th Circuit and 6 th Circuit, otherwise “one central reason”
Discretion (severity of past persecution and other serious harm or “OSH”)	Consider severity of harm and OSH only if past harm established by presumption of well-founded fear is rebutted; balance any negative factors against positive factors in the totality of the circumstances	A positive CF determination based on past persecution is sufficient to establish a credible fear of persecution – discretion, including severity of past harm or OSH are not required and should not be considered.	Positive determination may not be based on severity of harm or OSH
Convention Against Torture	Do not consider CAT	Consider CAT	Consider CAT
Mandatory Bars	Interview all applicants and dependents for possible mandatory bars Bars apply and should be considered when making a decision	Screen all individuals for possible mandatory bars; Flag bars on the I-870 but the statutory bars to asylum and withholding of removal do not apply to the determination; Complete a Memo of Adverse Information for all possible bars except firm resettlement	Screen all individuals for possible mandatory bars to withholding of removal; Flag bars on the I-899 but the bars do not apply to the determination; Complete a Memo of Adverse Information for all possible bars to withholding of removal (Firm Resettlement is not a bar to withholding of removal)

³ OYFD standard is clear and convincing.

Determination Comparison Table

APSO Module – RAIO Foundations

Outcome	Grant, referral to IJ, or denial	Positive: I-862 NTA Negative: May request IJ review (use I-869 for negatives) or may request removal	Positive: I-863 Negative: May request IJ review (use I-898 for negatives) or may request removal
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Last edited: April 16, 2021

Authors: Asylum Quality Assurance Branch and Operations Branch, USCIS Headquarters

Family Processing Pre-Interview Training Syllabus

Welcome to pre-interview training for asylum officers, and other immigration officers, who will be conducting Asylum Pre-Screening Officer (APSO) interviews of family units. This includes interviews of both detained and non-detained family units.

Introduction

This training is designed to provide a comprehensive and standardized foundation for those who will be conducting APSO interviews of families. It includes family processing resources for completing both Credible Fear (CF) and Reasonable Fear (RF) cases. This training also contains specialized materials on interviewing children and survivors of torture. Depending on the individual's experience adjudicating APSO cases, the Family Processing Training will take from approximately one hour to sixteen hours to complete, as discussed further below.

All individuals conducting family processing interviews are required to complete this training in advance of conducting interviews of family units. When an individual is scheduled to interview families, that person will be required to complete this training, even if they have successfully completed RAIO and Asylum Officer Training.

It is in each office's discretion to assign additional training. Offices may assign more training, beyond the level indicated by that officer's experience, based on individual need.

The following table details the training requirements for officers based on their APSO experience:

Officer/Interviewer Experience	Required Family Processing Training
No APSO experience	Level 1– Full Family Processing Training Entire training (~16 hrs)
Six month or longer hiatus from APSO interviews <i>Unless an office determines otherwise, in its discretion, the full training will not be required more than twice in any fiscal year.</i>	Level 1– Full Family Processing Training Entire training (~16 hrs)
Intermittent APSO interviewing experience in the past six months <i>Intermittent APSO experience refers to an officer who has completed fewer than 40 APSO cases in the six months prior to being assigned family processing interviews.</i>	Level 2– Family Focus Partial training Total: ~7.25 hrs
All others assigned to interview Family Processing Cases <i>This includes those who have been assigned to interview family cases more than intermittently over the last six months, including those who are currently assigned to interview family cases. Unless an office determines otherwise, in its discretion, the full training will not be required more than twice in any fiscal year.</i>	Level 3- Refresher Partial training Total: ~ 50 mins

Instructions

This syllabus includes a list of required readings and webinars. The “time allocated” column includes the suggested amount of time required to complete each assignment.

You are required to track your progress as you proceed through the training. You are considered trained on family processing when you have certified your completion of the training in ROSS. Please select the appropriate training level in ROSS (Level 1, Level 2 or Level 3) based on the level of training you have been assigned by your local office.

Review List

Follow the links to read and watch the various materials on the review list.

Recorded Webinars and Videos

Follow the links and view each of the recorded webinars and videos.


Live Q&A

You will attend a live Q&A session presented by SAPSOs, TOs or experienced AOs, as chosen by local leadership, if you will be interviewing family cases. If you are deploying to the Family Residential Centers (FRC), this session will be presented by an FRC SAPSO or TO. During this Q&A, the presenter may give you case law updates, processing updates, and/or information on special procedures. This session will also provide you with an opportunity to ask questions related to the materials that you reviewed.

Review List for Complete Training (Level 1)

** LP = Lesson Plan**

Read/Review	Time Allocated
LP: Credible Fear	1.25 hrs
LP: Reasonable Fear	1.50 hrs
LP: Children's Claims	3.00 hrs
LP: Survivors of Torture	1.00 hrs
Handout: APSO Family Processing	15 minutes
ECN: Credible Fear Forms and Templates* (<i>do not read any ACA related documents</i>). Please review the materials under these tabs: CF checklist, Sample Analysis, CF Dissolution, CF Waiver, CF Security Checklist, Form I-862, Form I-863, Form I-869, Form I-870, Form M-444) AOL Guidance and Procedures	3.00 hrs

ECN: Reasonable Fear Forms and Templates.* <i>Please review all of the materials on this page.</i>	2.00 hrs
ECN: COI Review	2.50 hrs
ECN/Syllabus: Confidentiality in Asylum  Fact Sheet on Confidentiality 10 18 Factsheet	20 minutes
Webinar: Credible Fear Family Processing Procedures Power Point	35 minutes
Vignette: Child Tailored Mandatory Bars Questions Vignette **	3 mins
Vignette: Rapport Vignette Number 2 **	3 mins
Vignette: Perceived Flaws Best Practices Vignette **	9 mins

*You do not need to review the forms in multiple formats. For example, you do not need to review both the word and the pdf version of a form.

**Though these vignettes are excerpts from an affirmative asylum interview, they demonstrate best practices for rapport building with children, tailoring mandatory bars for children, and laying the foundation and confronting children when you have credibility concerns.

Review List for Family Focus Training (Level 2)

Read/Review	Time Allocated
LP: <u>Children's Claims</u>	3.00 hrs
Handout: APSO Family Processing	15 minutes
ECN: COI Review	2.50 hrs
Webinar: Credible Fear Family Processing Procedures Power Point	35 minutes
Vignette: Child Tailored Mandatory Bars Questions Vignette **	3 mins
Vignette: Rapport Vignette Number 2 **	3 mins
Vignette: Perceived Flaws Best Practices Vignette **	9 mins

**Though these vignettes are excerpts from an affirmative asylum interview, they demonstrate best practices for rapport building with children, tailoring mandatory bars for children, and laying the foundation and confronting children when you have credibility concerns.

Review List for Refresher Training (Level 3)

Read/Review	Time Allocated
Webinar: Credible Fear Family Processing Procedures Power Point	35 minutes
Handout: APSO Family Processing	15 minutes

USCIS RAIO Asylum Division

BPU Biometric Appointment Rescheduling Request Project

Background

When an asylum applicant receives a biometric appointment notice, the notice instructs that if the applicant needs to reschedule that appointment, the applicant must contact the Biometrics Processing Unit (BPU) in Alexandria, VA through regular mail. USCIS is currently transitioning biometric rescheduling from a mail-based process to the BPU, to a call-based process through the USCIS Customer Contact Center. This transition will be finalized on May 3, 2021. However, since November 2020, the BPU has accumulated a backlog of rescheduling requests and USCIS is instituting a backlog elimination effort that includes relocating these pending requests to the offices with jurisdiction over the pending applications. The BPU does not have exact numbers for this backlog, but they estimate that the backlog includes approximately 50,000 rescheduling requests for all form types. The Asylum Division estimates that up to 2,500 of these requests may have been submitted by affirmative asylum or NACARA applicants, and will be relocated to the ten asylum offices.

Relocation Plan

The BPU is identifying which offices the requests will be relocated to based on the receipt number on the request. The BPU will group the written requests in bundles of 25. Once the BPU has sorted three or four bundles for an office, the BPU will package those bundles and mail them to the designated asylum office. These packages of 75-100 requests will be addressed to the attention of the biometric rescheduling POC for each office. The BPU will log the tracking numbers for each package sent out and will also log the number of bundles included in each package for each office. The tracking log will be shared with the asylum office biometric rescheduling POCs that the packages are addressed to.

The following guidance addresses how the rescheduling requests will be handled once they are received by the asylum offices.

Handling Guidance for the Rescheduling Requests

A. Confirming if an applicant needs biometric collection

i. *Grants, Referrals, Denials, and Admin Closures (Other than Failure to Comply with ASC Biometric Capture)*

Asylum staff should enter the receipt number listed on the notice from the given request and check the case status in Global. If the decision entered is granted, referred to the IJ, or denied, and the decision has been served, then the applicant does not require biometric collection for this application, no further is required. Additionally, if the case has been closed for any other reason other than a failure to comply

with ASC Biometric Capture, then it should be treated the same way as a decision grant, referral, or denial that was served. If the case is pending adjudication or has been administratively closed for a failure to comply with ASC Biometric Capture, proceed to the steps below.

ii. Pending Applications, and Admin Closures for Failure to Comply with ASC Biometric Capture

Asylum staff should refer to the Biometric Appointment card on the checks tab in Global to confirm whether an applicant had biometric collection completed. The applicant’s receipt number should also be searched in CPMS-Query to see whether there is a biometrics encounter that is tied to the applicant’s receipt number. For a principal applicant, the receipt number can be found under the “Summary” tab in Global. For a dependent applicant, the receipt number can be found by searching the A-number and viewing the “receipt number” field within the affirmative card in Global.

After conducting the necessary searches in Global and CPMS-Query, if it is determined that the applicant already completed required biometric capture for their pending affirmative asylum or NACARA application, then the applicant should not be scheduled for a biometric appointment. If it is determined that the applicant has not yet provided required biometrics capture, then the applicant will need to be rescheduled.

When determining if an applicant provided required biometrics collection, and when adjudicating scheduling requests, asylum staff should refer to the following chart:

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Biometric Scheduling Code	For Asylum and NACARA Applicants:
<div style="border: 1px solid black; width: 40px; height: 40px; display: inline-block; vertical-align: middle;"></div> – 10 Fingerprints and Photo	Previously had biometric collection as a <div style="border: 1px solid black; width: 40px; height: 20px; display: inline-block; vertical-align: middle;"></div> but have now turned 14 and need to go back for ten-fingerprint collection
<div style="border: 1px solid black; width: 40px; height: 40px; display: inline-block; vertical-align: middle;"></div> – Press-print, photo, & electronic signature	Applicants under 12 years and 9 months
<div style="border: 1px solid black; width: 40px; height: 40px; display: inline-block; vertical-align: middle;"></div> Fingerprints, press-print, photo, and electronic signature	Applicants who are 12 years and 9 months and older
<div style="border: 1px solid black; width: 40px; height: 40px; display: inline-block; vertical-align: middle;"></div> Extension sticker Application	Not applicable
<div style="border: 1px solid black; width: 40px; height: 40px; display: inline-block; vertical-align: middle;"></div> Identity Verification	Previous had their ten-fingerprints captured at the ASC for another application/filing and must return to the ASC and provide a press print that will be checked against the previously provided ten-fingerprints to verify that it is the same person

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B. Evaluating the rescheduling request

i. Granting the request

Asylum staff should grant every rescheduling request made by an applicant with a pending asylum or NACARA application and follow the guidance listed in the “Scheduling the applicant” section below.

a. Confirming the applicant’s address information

Once it is determined that the applicant should be scheduled for an appointment, asylum staff must confirm whether the address listed in Global and NASS is accurate. The applicant’s mailing address is listed on the “Entry” tab in Global. The following is a non-exhaustive list of actions that can be taken by staff in order to confirm the accuracy of an applicant’s address:

- Identify change of address requests that were sent by the applicant via mail
- Identify change of address requests that are received by SRMT
- Check for possible address changes in Claims 3
- Check for possible address changes in AR-11
- Compare the address listed in Global with the address that is listed in NASS

When comparing addresses found in different systems, the address that is updated most recently is generally the appropriate one to use for scheduling appointments.

Asylum office staff may receive a rescheduling request for an applicant that has moved to the jurisdiction of another asylum office since filing. In this case, the office that received the rescheduling request should still schedule the applicant for an ASC appointment.

b. Scheduling the applicant(s)

Applicants that require biometric scheduling should be manually scheduled for an appointment in NASS. Manual scheduling in NASS can be conducted by selecting the “expedite” feature and assigning the applicant a date and time that is roughly four weeks out. If an applicant does not have a pending appointment request, asylum staff should first make a request by either clicking on the “resubmit” button on the Biometrics Appointment card in Global:

Biometric Appointment

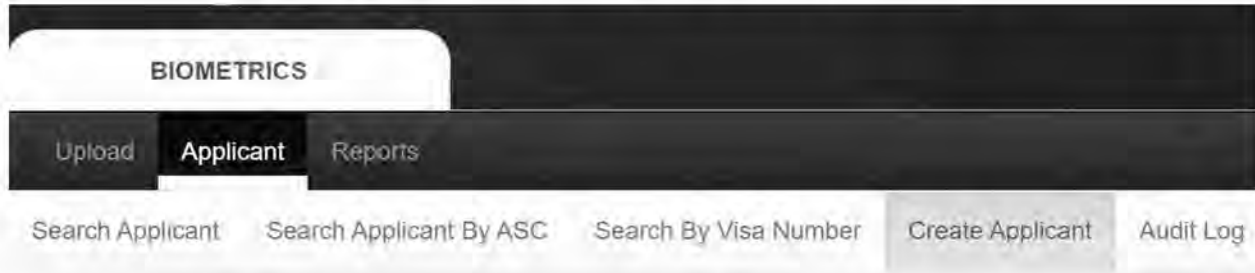
STATUS

↓ Failed To Appear 06/11/2020 | 10 months

RESULT

Appointment Scheduled 02/02/2021 *Not yet returned*

Or by making a request in NASS using the “Create Applicant” tab:



Create Applicant

Appointment Information

Below is an example of an applicant searched in NASS that has a pending appointment request, but has not yet been assigned an appointment date and time:

Search Result

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Full Name	Last Name	DOB (YYYY)	A Number	Appointment
JIM	DOE	01/01/1985	A6686555444	04/20/2021

For family groups, each individual family member will have their own request. Asylum office staff should also check to see if all members of a family group have had biometrics collection or require appointment scheduling, even if a family member did not send a rescheduling request. All members of a family group should be manually scheduled for required biometric appointments, as applicable. If asylum office staff encounters a case that has been administratively closed due to repeated ASC No-Shows, and the applicant is now in removal proceedings, or needs to be reopened, asylum staff should delay rescheduling the appointment until the administrative closure issue has been addressed.

ii. Applicants that were administratively closed due to Failure to Comply with ASC Biometric Capture

If Asylum staff receives a request to reschedule on a case that is currently in administratively closed status in Global due to “Failure to Comply with ASC Biometric Capture,” the case should be evaluated to determine if it was improperly closed due to the BPU backlog, which is a

circumstance beyond the applicant's control. Specifically, if the applicant sent a request to the BPU to have their appointment rescheduled, the appointment date passed, and the applicant did not appear for the scheduled appointment, the applicant could have appeared in Global as having failed to appear for their scheduled biometric appointment. Although the applicant did fail to appear for their scheduled appointment, this would not count as a failure to appear if the applicant had sent a rescheduling request to the BPU. Asylum staff should determine if the case was administratively closed because of the applicant's failure to appear for the appointment that they had requested to reschedule through the BPU.

If the administrative closure was due to the applicant's failure to appear for the appointment that the applicant requested to reschedule through the BPU as evidenced by a reschedule request received through this project, then the following steps apply:

- a. Administratively Closed but **NOT** issued a Notice to Appear (in status)
The case must be reopened in Global, and the applicant needs to be notified that their case has been reopened. After the applicant has been provided with notice that their case has been reopened, please refer to section B.i.b. in this guidance, listed above
- b. Administratively Closed and **issued** a Notice to Appear (out of status)
If the applicant's case that has been administratively closed, and issued an NTA, please contact the Asylum Headquarters Biometrics POCs for further assistance.

If the administrative closure was not due to their failure to appear for the appointment that the applicant requested to reschedule through the BPU, then no further action is required. If asylum staff has difficulty in determining whether or not a failure to appear was due to BPU inactivity in addressing their request, please contact the Asylum Headquarters Biometrics POCs for further assistance.

C. Tracking Log for Rescheduling Requests Processed

As asylum staff completes review of the cases, each request should be added to the tracking log spreadsheet for the BPU Appointment Rescheduling Project. A blank template has been created with nine fields that should be completed as applicable, for each rescheduling request that is processed. Each applicant (principal or dependent) should have their own entry in the tracking log. Headquarters asylum will periodically request a copy of the log from each office.

The nine fields listed on the tracking log should be filled out as follows-----

A-number: Applicant's A-number

Receipt Number: Applicant's receipt number for the pending I-589 or pending I-881 application

LAST NAME: Applicant's Last Name

FIRST NAME: Applicant's First Name

Date of Scheduled Appointment: The date of the appointment that the applicant is requesting to reschedule

Have biometrics been completed? (Y/N): Indicate whether the applicant has already completed required biometrics for the pending I-589 or I-881, after searching the applicant's receipt number in CPMS-Query

Admin Closed for ASC No-Show? (Y/N): Indicate whether or not the applicant's case has been administratively closed specifically for a Failure to Comply with ASC Biometric Capture

Appointment Rescheduled as part of project? (Y/N): Indicate whether the asylum office has rescheduled the biometric appointment as a result of the BPU Appointment Rescheduling Project.

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From:
To:
Cc:

[Redacted]

Subject: FW: BPU Biometric Appointment Rescheduling Request Project
Date: Tuesday, April 27, 2021 5:09:02 PM
Attachments: [ASY BPU Biometric Appointment Rescheduling Request Project Guidance 2021-04-27.docx](#)
[BPU Biometric Appointment Rescheduling Request Project tracker.xlsx](#)

Hello Biometrics Scheduling POCs,

Your Deputy Directors have provided your names to us as Biometrics Rescheduling POCs for your office and as the POCs for this project. The attached guidance provides the background on the project, as well as detailed handling steps for the rescheduling requests that are being relocated to the asylum offices. Once a number of the rescheduling requests have been relocated to the asylum offices, and you have been able to start working on the requests, we plan to set up a check-in call with all the Biometrics Scheduling POCs.

Please do not hesitate to contact the HQ Asylum Biometrics POCs: [Redacted] and myself with any questions or issues regarding this effort.

CCing Asylum Office Security Checks POCs for visibility.

Thanks for your cooperation.

Best regards,

[Redacted Signature]

HQ Asylum Officer
Operations Branch – Asylum Division
Refugee, Asylum, and International Operations Directorate
US Citizenship and Immigration Services
Department of Homeland Security

[Redacted]

From: Mura, Elizabeth E [Redacted]

Sent: Tuesday, April 27, 2021 3:07 PM

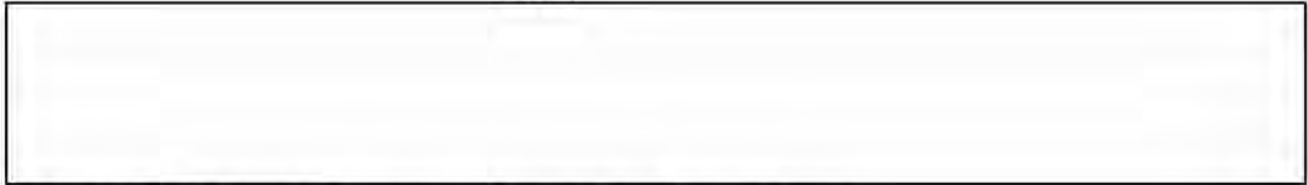
To: RAIO - Asylum Field Office Managers [Redacted]

Cc: [Redacted]

[Redacted]

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Subject: BPU Biometric Appointment Rescheduling Request Project

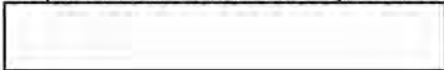
Dear Directors, Deputies, and Chiefs of Staff,

Thank you for promptly responding to the HQ request to provide the names of the current Biometric Rescheduling POCs for your offices. With this message we are launching the BPU Biometric Appointment Rescheduling Request Project. This process is part of the national effort to address the backlog of biometric appointment rescheduling requests that were submitted to the Biometric Processing Unit (BPU) between November 2020 and present. As USCIS transitions to new model for handling new incoming requests, the existing requests are being relocated to the offices with jurisdiction over the applications that require biometric collection. The attached handling guidance should be provided to asylum office Biometric Rescheduling POCs for processing the incoming requests. We are also attaching a spreadsheet template that can assist each office with tracking the requests that are worked on. We anticipate that the first packages of requests will arrive at the asylum offices during the week of April 26th.

All questions about this initiative should be directed to HQ Asylum Biometrics POCs: 
and 

Thank you for your cooperation.
Beth

Elizabeth E. Mura
Operations Branch Chief - Asylum Division
Refugee, Asylum and International Operations Directorate
Dept. of Homeland Security/U.S. Citizenship & Immigration Services



(b)(6)

A-number	Receipt Number	LAST NAME	FIRST NAME	Date of Scheduled Appointment	Have biometrics been completed? (Y/N)	Admin Closed for ASC No-Show? (Y/N)	Appointment Rescheduled as part of project? (Y/N)
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Global Overview: APSO Processing

Foundations: APSO Module

How to Navigate Global

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U.S. Citizenship and Immigration Services

Home

Type or Scan to Search All of Global

SEARCH

View Cases:
RECENTLY VIEWED CASES (5) | NO CASES | NO UPCOMING SERVICES | NO PENDING REVIEWS

Recently Viewed Cases:

APSO CF
VIEW CASE

A#: 123456789

Fear Type: Credible Expedited Removal

DOB: [REDACTED]

Country: [REDACTED]

CCO: [REDACTED]

FDNS ID: [REDACTED]

Clocked-In: 09/17/2019

Clock: Running, 423 Days Elapsed

State: Case Interviewed

APSO RF
VIEW CASE

TEST, JOSE

A#: 238496434

Fear Type: Reasonable Reinstatement

DOB: [REDACTED]

CCO: [REDACTED]

FDNS ID: [REDACTED]

Clocked-In: 11/25/2019

Clock: Stopped, 143 Days Elapsed

State: Clock Stopped

ACA ASSESSMENT
VIEW CASE

DOE, JANE

A#: 123456789

DOB: [REDACTED]

Country of Birth: [REDACTED]

CCO: [REDACTED]

State: Case Interviewed

APSO CF
VIEW CASE

A#: 123456789

Fear Type: Credible Expedited Removal

DOB: [REDACTED]

Country: [REDACTED]

CCO: ZAC

FDNS ID: [REDACTED]

Clocked-In: 09/17/2019

Clock: Running, 423 Days Elapsed

State: Case Interviewed

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CF Case Banner



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Applicant Information

Case State

APSO 123456789

(Age 26)

CF Case Interviewed

Clock Running 423 Days Elapsed

Case Clock

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CF Case Needs Reschedule

Clock Running 6 Days Elapsed

CF Pending Review - Decision Found - Positive

Clock Running 19 Days Elapsed

CF Decision Served - Positive

Clock Stopped 15 Days Elapsed

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Data Entry in Global



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Information About the Applicant

CANCEL AND DISCARD

SAVE

A# * 123456789	Fear Type * Expedited Removal	
Case Control Office * ZAC	Clock-in Date 09/17/2019	
Complete Last Name *	First Name *	Middle Name
Gender <input checked="" type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Unknown	Detention Status <input checked="" type="radio"/> Detained <input type="radio"/> Non-Detained	
Detention Facility Location	Date of Entry	Port of Entry *
Date of Apprehension	Date of Birth *	Country of Birth
Citizenship(s) *	Religion	Language(s)
Special Group --Select--	Interpreter Required <input checked="" type="radio"/> Yes <input type="radio"/> No	
Scheduling Note --Select--	Scheduling Description	

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CANCEL AND DISCARD

SAVE

- Name = I-860
- Date of Birth = I-213
- Date of Apprehension = I-213
- Confirm the facility location
- For EWI = date of entry and place of entry should be blank / UNK
- Add: citizenships, religion, languages
- Special groups: follow the latest guidance
- Make sure that you click the “Save” button when you are done editing a section or the changes will be lost.

Entry Tab (continued)

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Aliases EDIT

No aliases are associated with the record

Attorney EDIT

No attorney is associated with the record

Linked Cases EDIT

Search to Link an Existing Case

AP#	Name	Family Relationship	Fear Type	Case State
123456789	<input type="text"/>	Select	Credible Fear	Case Interviewed

EDIT

- Add aliases and alternate dates of birth as needed
- Add/Update attorney as needed
- The applicant will be listed under Linked Cases. Search for and add family members as needed.

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Security Checks

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Principal ▼

FBI NAME CHECK

NAME - DOB

STATUS

RESULTS

RELATES?

Submitted by:

Completed

07/23/2020 | 19 days

Global
07/23/2020

History ▶

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Documents

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Document Upload ▾

Drag and drop files
— or —
Click to add files

Uploaded Documents

 A123456789 Referral Complete.pdf

Open Attached
Documents

Selected Documents to Upload

Document Generation ▾

Pre-filled Documents

- BISC
- I-870
- I-863
- I-862 "NTA"
- I-869
- CF Checklist
- CF Dissolution

GENERATE

Interview

(b)(7)(E)



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A screenshot of a web application interface for an interview form. At the top left, there is a dark button with a plus sign and the text "+ ADD A CASE EVENT". Below this, the word "Interview" is displayed in a light gray box, followed by a right-pointing arrow and a small "EDIT" button. The main body of the form is a large, empty white area with faint horizontal lines, suggesting a text input field for notes. The interface is clean and modern, with a dark header bar at the top.

- Location codes are searchable
- Means of establishing identity = Statement
- Method of Interview
- Representative Present
- Your local office may have specific instructions to fill out the Interview Notes field.

Decision



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+ ADD A CASE EVENT

Interview EDIT

Interview Date * 03/26/2021	Interview Location ZLA - LOS ANGELES CA AS/FCO/ASY/1/COWXXW	Means of Establishing Identity <input type="checkbox"/> Document <input checked="" type="checkbox"/> Statement
Method of Interview <input type="checkbox"/> In Person <input checked="" type="checkbox"/> Telephonic <input type="checkbox"/> Video-Teleconference	Representative Present <input checked="" type="checkbox"/> Attorney <input type="checkbox"/> Consultant	Interview Language SPANISH
Interview Performed By * [Redacted]	Outcome Completed	

USCIS Interpreter
Needed

Interview Notes
[Redacted]

LOG INTERPRETER/MONITOR

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- Possible Bar(s) field must be filled
- Case Delay(s) field is generally used for cases that have been pending for 10+ days
- You will be prompted to fill out additional field if you select PSG
- Your local office may have specific instructions to fill out the Decision Notes field.

Decision Documents



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Document Upload ▾

Drag and drop files
— or —
Click to add files

Attach Documents

Uploaded Documents

 A123456789 Referral Complete.pdf

Selected Documents to Upload

Document Generation ▾

Pre-filled Documents

- BISC
- I-870
- I-863
- I-862 "NTA"
- I-869
- CF Checklist
- CF Dissolution

Generate Documents

GENERATE

Decision Documents

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(Age 20)

CF Decision Found - Positive

Clock Running 444 Days Elapsed

Document Upload ▾

Drag and drop files
— or —
Click to add files

Uploaded Documents

Selected Documents to Upload

Document Generation ▾

Pre-filled Documents

- BISC
- I-670
- I-863
- I-862 "NTA"
- I-869
- CF Checklist
- CF Dissolution

GENERATE

About this presentation



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INTRODUCTION TO CREDIBLE FEAR



Training for Asylum Officers

05/24/2021