You have been released by U.S. government officials at the U.S.-Mexico border.

You have already been through a lot, but your journey is not over yet.

We are giving you this small packet as a resource to help you while you travel to your new address.

The information in this packet is not legal advice, and it does not have everything you need to know. It is only meant to help you get started.

There may be other resources in your destination, and online, that can better answer your questions.

Safe travels and best wishes!
People released from the border generally do not have an automatic right to stay in the United States. There is still more to do, which can include:

**Going to all appointments and court dates**
Failing to go to an appointment or court appearance could result in an order of deportation from the immigration judge. Information on how to find out the date and location of an upcoming appointment or court appearance is included in this packet.

**Telling the government about a move or change in address**
Failing to tell the government about a new address could result in an order of deportation from the immigration judge or complications in your immigration case. Information on how to inform Immigration and Customs Enforcement (ICE) and the immigration court of a new address is included in this packet.

**Enrolling children in school**

**Obeying all U.S. laws**

Being in a new country can be hard. But, people released at the border can take steps to keep themselves and their family safe and secure, including:

**Trying to find a lawyer** (web links included in this packet)

**Finding resources** for medical, legal, housing, and other help
Resources may be found through telephone hotlines, websites, teachers, or trusted organizations.
### HAVE QUESTIONS? NEED HELP?

Use the Hotlines and Apps listed below for advice and help.

<table>
<thead>
<tr>
<th>ORGANIZATION</th>
<th>TELEPHONE NUMBER</th>
<th>SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UNHCR/ACNUR</strong></td>
<td>+1-202-461-2356 (to leave a voice message)</td>
<td>• Information about the asylum process</td>
</tr>
<tr>
<td></td>
<td>UNHCR will respond to you during work hours</td>
<td>• Contacts to receive legal aid</td>
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<td></td>
<td>• Country of origin information</td>
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<td></td>
<td></td>
<td>• Resources for asylum claims based on LGBTI claims</td>
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<td></td>
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<td>• Resources for asylum claims based on gang violence</td>
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<tr>
<td></td>
<td></td>
<td>• Information for stateless persons</td>
</tr>
<tr>
<td><strong>Church World Service</strong></td>
<td>+ 1-800-375-1433 Monday-Friday 9-5pm</td>
<td>CWS Call Center, a national hotline to connect callers with free</td>
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<tr>
<td></td>
<td>Can leave a voice message if outside of these hours</td>
<td>or affordable resources in their local communities including legal,</td>
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<td></td>
<td></td>
<td>medical, other basic needs, and volunteer support.</td>
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<tr>
<td><strong>USAHello and the app - FindHello</strong></td>
<td><a href="http://find.usahello.org">find.usahello.org</a> or scan this QR code:</td>
<td>FindHello, a web-based and mobile application resource to connect</td>
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<tr>
<td></td>
<td></td>
<td>asylum seekers to legal service providers and other community resources,</td>
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<td></td>
<td></td>
<td>including housing, healthcare, education, and employment services.</td>
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<td></td>
<td></td>
<td>It is available in English, Spanish, and Arabic.</td>
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<tr>
<td><strong>RAICES</strong></td>
<td>+1-800-437-3071 (call or text)</td>
<td>Canopy Hotline, a national hotline to connect migrants and asylum</td>
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<td>seekers to social services in their area and provide assistance with</td>
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<td>common challenges, such as school enrollment and local transportation.</td>
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<tr>
<td><strong>Advocates for Human Rights</strong></td>
<td>+1-612-746-4674</td>
<td>National Asylum Help Line, a national hotline to connect asylum</td>
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<tr>
<td></td>
<td></td>
<td>seekers to free legal services in their area and to provide information</td>
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<tr>
<td></td>
<td></td>
<td>about the legal process.</td>
</tr>
<tr>
<td><strong>Houston Immigration Legal Services Collaborate</strong></td>
<td>+1-833-HOU-IMMI (468-4664) Monday-Friday 9am-5pm MST</td>
<td>Immigrant Rights Hotline, a national hotline to provide up-to-date</td>
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<tr>
<td></td>
<td></td>
<td>information about immigration policies and referrals to legal service</td>
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<td></td>
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<td>providers, and to receive reports of discrimination.</td>
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</tbody>
</table>
# WEBSITES FOR ADDITIONAL HELP

Use the websites listed below for advice and help.

<table>
<thead>
<tr>
<th>ORGANIZATION</th>
<th>WEBPAGE ADDRESS</th>
<th>SERVICES</th>
</tr>
</thead>
</table>
| **UNHCR/ACNUR** | ENGLISH: [www.unhcr.org/en-us/asylum-resources.html](http://www.unhcr.org/en-us/asylum-resources.html) | - Information about the asylum process  
- Contacts to receive legal aid  
- Country of origin information  
- Resources for LGBTI-based asylum claims  
- Resources for gang violence-based asylum claims  
- Information for stateless persons  
- Frequently asked questions |
| | SPANISH: [www.unhcr.org/en-us/recursos-de-asilo.html](http://www.unhcr.org/en-us/recursos-de-asilo.html) | |
| **Immigration Advocates Network** | [www.immigrationadvocates.org/nonprofit/legaldirectory](http://www.immigrationadvocates.org/nonprofit/legaldirectory) | Directory of legal services (free or low cost)  
(many languages, including Spanish) |
| **Immigration Advocates Network and Pro Bono Net** | [www.immi.org](http://www.immi.org) | A resource to help inform immigrants and asylum seekers about their rights, stay up-to-date on changes to immigration law, understand their legal options, and connect to legal help.  
(Spanish and English) |
| **Immigration Law Help** | [www.ImmigrationLawHelp.org](http://www.ImmigrationLawHelp.org) | Directory to locate free and low-cost legal services in a destination city. The user can search in multiple languages to locate a legal organization by zip code. It is also available as an application called Immigo. |
| **American Immigration Lawyers Association** | [www.aila.org](http://www.aila.org) | A database of immigration attorneys that is searchable by area of expertise (such as asylum), language, and location. The database is not limited to low-cost representation. |
[www.justice.gov/eoir/list-pro-bono-legal-service-providers-map](http://www.justice.gov/eoir/list-pro-bono-legal-service-providers-map) | Self-help guides to immigration removal proceedings and a list of pro bono legal service providers by state. |
| **The Florence Project** | [www.firrp.org/resources/prose](http://www.firrp.org/resources/prose) | Resources to help with your asylum claim  
(English and Spanish) |
| **Lutheran Immigration and Refugee Services** | SPANISH: [https://tinyurl.com/y9yyxsvf](https://tinyurl.com/y9yyxsvf)  
ENGLISH: [https://tinyurl.com/y9bvo633](https://tinyurl.com/y9bvo633) | Links to First Steps, a detailed guide for asylum seekers |
APPLYING FOR ASYLUM

What can I do if I fear going back to my country?

Asylum is a type of protection that allows a person to stay in the United States instead of being sent back to a country where they are afraid to go because of persecution.

Asylum is not a guarantee. People hoping to get asylum must apply and show the government that they qualify.

To apply, a person must complete and file an asylum application (Form I-589):

Where can I find Form I-589?

- Online: www.uscis.gov/i-589
- Telephone: Department of Homeland Security Forms Line 1-800-870-3676
- From a lawyer or organization allowed to help immigrants

The law in the United States requires people to apply for asylum within one year of arrival in the United States.

But: a person may get more time if they can show extraordinary circumstances for a delay or changed circumstances that significantly affect their eligibility for asylum.

People who file late must explain the reason for the delay in filing and may be denied the chance to apply for asylum.

Learn more on the UNHCR/ACNUR website at www.unhcr.org/585ad96e4
APPLYING FOR ASYLUM

A person released at the border and applying for asylum will take many steps before the U.S. government makes a decision. Every path is unique, but here is a typical route:

1. Travel to a new community

2. Go to ICE check-in
   ICE will give instructions for future check-ins - also go to those.

3. Call the court hotline
   regularly to check future court dates 1-800-898-7180.

4. Look for a lawyer
   A lawyer can start helping you at any time.

5. Go to first court hearing
   ("Master Calendar"). On this date, submit asylum application (1-589).

6. Can I apply for a work permit?
   Check with an immigration attorney or other qualified professional to see if and when you are eligible to apply for a work permit (I-765). The waiting time to apply for a work permit depends on various factors in your immigration case.

7. Go to final court hearing
   ("Individual"). Give evidence of persecution in home country.

8. Wait for decision from the judge

   Not granted asylum
   You have 30 days to appeal.

   Granted asylum
People released from the border are required to appear before an immigration judge in immigration court. There are three main ways to learn when your court date is.

1. Notice to Appear
   The Notice to Appear (NTA) is the document that the government issues to an individual instructing them where and when to go to immigration court. The government typically issues the Notice to Appear to individuals before their release at the border. If you did not receive any paperwork at the time of or prior to your release, it is recommended that you consult with an immigration attorney or other qualified professional.

2. EOIR Website
   EOIR (the Executive Office for Immigration Review) is the name of the office in charge of the immigration courts. On its website, you can look up the date and location of your immigration hearing in its online Automated Case Information system.
   - For English, go to https://portal.eoir.justice.gov/InfoSystem/Form?Language=EN
   - For Spanish, go to https://portal.eoir.justice.gov/InfoSystem/Form?Language=ES

   To find out your court date, enter your A number, also known as your file number. This is the number assigned to you and included on all documents from immigration including the Notice to Appear. It begins with an “A” and is followed by nine digits (example A123-456-789).

   If the website does not show a hearing, verify that the box says, “this case is pending”. Sometimes it takes time for the immigration court to schedule a hearing.

   You should also check the box that says “information about this Court” to verify the court’s address. It is important to make sure that the court location is the closest to the place where you live. If it does not show the closest immigration court location, you should seek assistance from an immigration attorney or other qualified professional.
3. EOIR Hotline

EOIR also operates its telephonic Case Information system in English and Spanish available 24 hours a day, seven days a week. Here are instructions on using the hotline:

- Dial **1-800-898-7180**.
- To hear the instructions in English, dial the number 1; for Spanish, dial the number 2.
- Enter your A number. Confirm you entered it correctly, or if incorrect, re-enter it.
- The operator will spell your name starting with your last name and then your first name. Confirm your name is correct, or if incorrect, re-enter your A number. Please note that if your name is incorrect on your Notice to Appear, it will also be incorrect in the system.
- The hotline provides a menu of options. Dial the number 1 to hear your next hearing date.
- If your name is in the system but there is no hearing date, you can dial the number 3 to hear if the judge has made a decision in your case. This is important in case you missed a court hearing and the judge made a ruling in your absence.

**Don’t Forget!**

- It is very important that the immigration court has your correct mailing address so that you don’t miss any important communication from the court. Instructions on updating your address are included in this packet.
- When looking up information about your family’s next court hearing in either the online or telephonic Case Information systems, be sure to look up every family member’s A number, including children’s. Each individual has their own A number, therefore you must check each one in case not everyone in the family has the same court date.
- If the online or telephonic Case Information systems do not have any information about an upcoming court hearing, check back weekly until the system is updated with your Notice to Appear, including the date and location of the next court hearing.
WANT TO WORK?

People released from the border do not have a guaranteed right to work. If they are applying for asylum, they may be eligible to apply for a work permit after a waiting period. The application for a work permit may or may not be granted.

For more detailed information, it may be useful to:
- Ask a lawyer (see list in this packet for assistance)
- Review U.S. government instructions at www.uscis.gov/i-765
- Read Chapter 15 in First Steps: www.lirs.org/first-steps/

Note: the reference to the waiting period to apply for a work permit in First Steps is out of date and does not apply to all asylum seekers. Please check with an immigration attorney or qualified legal professional.

HOW TO GET STARTED

1. File an asylum application (Form I-589)

2. After the required waiting period, apply for a work permit using Form I-765. I-765 instructions say what evidence must be included with the application.

Filing an I-765 before the waiting period is over could result in automatic denial.

Attending all appointments, interviews, or court hearings may help the work permit process, and can protect from denial of work permits or deportation.

Any delay by the applicant (example: missing finger printing or biometrics), will not be included in the waiting period. This can make the wait longer.
CHANGING AN ADDRESS?

People released from the border with a Notice to Appear in immigration court are required to tell the U.S. government if they move to a new address.

To do this, they submit an **EOIR-33 Change of Address form**:

Each immigration court may have a different address. Check the court to find the right form:

People who change addresses may also want or need to change their court location to one that is closer.

To do this, they should submit a **Motion to Change Venue**.

Detailed information and samples on how to complete and submit a Change of Address form and a Motion to Change Venue can be found here:
[www.justice.gov/sites/default/files/pages/attachments/2016/01/14/have_you_moved.pdf](http://www.justice.gov/sites/default/files/pages/attachments/2016/01/14/have_you_moved.pdf)

*It is a good idea to review all of the requirements listed*

The U.S. government says that until the government has made a decision about the Motion to Change Venue, the applicant “must appear at all scheduled hearings” in the original court.
TRAFFICKING IN PERSONS

Be Vigilant and Ask for Help

- Has someone taken your identification or documents?
- Has someone forced you to work for them to pay a debt?
- Has someone forced you to work or have sex without your agreement?
- Has someone threatened or hurt you or your family?
- Are you younger than 18 and been paid for sex?

People have rights in the United States, no matter what their immigration status is.

Free and completely confidential help for survivors of human trafficking can be found here: www.humantraffickinghotline.org

National Human Trafficking Hotline: 1-888-373-7888
BeFree Textline: text “Help” to 233733 (BeFree)

*The text hotline operates in English, but the telephone hotline has people who speak Spanish.

LEARN MORE
Department of Homeland Security (DHS) Blue Campaign
www.dhs.gov/blue-campaign