COUNTY OF SAN MATEO
IMMIGRATION TOOL KIT
San Mateo County's Immigrant Services mission is to provide the Immigrant community with an easily accessible and inclusive inventory of countywide services that will assist immigrants in their navigation of resources within San Mateo County.

The Office of Community Affairs, Immigrant Services have created an Immigration Tool Kit to aid in case of an emergency. This toolkit includes knowing your rights, child care plan and other useful resources. Make sure to consult with an attorney regarding your specific situation or most importantly if you have any legal questions.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>KNOW YOUR RIGHTS</strong></td>
<td>4</td>
</tr>
<tr>
<td>All immigrants have rights in this country. It is important that everyone in a household understands they have the right to remain silent if ICE comes around. A list of these rights, and a card asserting these rights, are included in this packet. Make sure to speak to an attorney in regards to your specific case.</td>
<td></td>
</tr>
<tr>
<td><strong>CHILD CARE PLAN</strong></td>
<td>7</td>
</tr>
<tr>
<td>The child care plan consists of helpful tools in case ICE detain an individual. This plan is meant to make sure that there is a foundation of information for your children and those who will care for them in the case of an emergency. Make sure to speak to an attorney on your specific case.</td>
<td></td>
</tr>
<tr>
<td><strong>OTHER RESOURCES</strong></td>
<td>11</td>
</tr>
<tr>
<td>Important Document Checklist</td>
<td>11</td>
</tr>
<tr>
<td>Immigration Legal Representation, Deportation Defense &amp; Family Law</td>
<td>12</td>
</tr>
<tr>
<td>How to: USICIS Case Status update</td>
<td>14</td>
</tr>
<tr>
<td>How to: Detainee Locator System</td>
<td>16</td>
</tr>
</tbody>
</table>
REMAIN CALM AND DO NOT TRY TO RUN AWAY. IF YOU DO, ICE MAY USE THAT AGAINST YOU.

Everyone – no matter your immigration status – has rights in this country. Talk to everyone in your family (including children) and household to make sure they all know what to do if approached by immigration officials (ICE) to your house.

ICE AT YOUR DOOR

Do not open the door for ICE without a signed warrant. You do not need to open the door unless an ICE agent can show you a warrant signed by a judge with your specific, correct name and address on it. If ICE knocks on your door, ask them to slide the search warrant under the floor or through a window. If ICE is unable to provide you with proof of signed warrant, then you do not have to open the door.

Once you open the door, you are at risk of losing certain rights.

Below is a copy “Know Your Rights Red Card.” Printed Version can be found on page 18.

You have constitutional rights:

• DO NOT OPEN THE DOOR if an immigration agent is knocking on the door.
• DO NOT ANSWER ANY QUESTIONS from an immigration agent if they try to talk to you. You have the right to remain silent.
• DO NOT SIGN ANYTHING without first speaking to a lawyer. You have the right to speak with a lawyer.
• If you are outside of your home, ask the agent if you are free to leave and if they say yes, leave calmly.
• GIVE THIS CARD TO THE AGENT. If you are inside of your home, show the card through the window or slide it under the door.

I do not wish to speak with you, answer your questions, or sign or hand you any documents based on my 5th Amendment rights under the United States Constitution.

I do not give you permission to enter my home based on my 4th Amendment rights under the United States Constitution unless you have a warrant to enter, signed by a judge or magistrate with my name on it that you slide under the door. I do not give you permission to search any of my belongings based on my 4th Amendment rights.

I choose to exercise my constitutional right.

These cards are available to citizens and noncitizens alike.
TALKING TO ICE

You do not have to talk to ICE or answer their questions. You have the right to remain silent. You can refuse to speak to an ICE agent. Do not answer any questions, especially about your birthplace, immigration status or how you entered the United States. Do not give them any personal information about yourself or anyone in your family. State that you would like to remain silent and request the presence of your attorney. Have your children and others in your family practice saying “no” to ICE.

You have the right to refuse to sign anything before you speak with an attorney. Do not sign anything you do not understand or agree with, for this may result in you being deported immediately without a hearing. Ask to speak to a lawyer and request to go in front of an immigration judge. You have the right to both a phone call and the right to an attorney if you are in ICE custody. Make sure to carry your immigration lawyer’s phone number at all times.

OTHER RESOURCES

Make sure you have contact information for your country’s nearest consulate. Many consulates have an emergency number for further assistance. Have that number available in case ICE detains you.

<table>
<thead>
<tr>
<th>CONSULATE</th>
<th>PHONE NUMBER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexico</td>
<td>(415) 354-1700</td>
</tr>
<tr>
<td>El Salvador</td>
<td>(415) 771-8524</td>
</tr>
<tr>
<td>Guatemala</td>
<td>(415) 563-8319</td>
</tr>
<tr>
<td>China</td>
<td>(415) 852-5900</td>
</tr>
<tr>
<td>Philippines</td>
<td>(415) 433-6666</td>
</tr>
</tbody>
</table>

Other Informative websites:

- San Mateo County Immigrant Services: cmo.smcgov.org/immigrant-services
- Rapid Response Network: www.thelibreproject.org
- Informed Immigrant: www.InformedImmigrant.com
- Immigrant Legal Resources Center (ILRC) www.Ilrc.org/community-resources
- National Immigrant Law Center (NILC) www.nilc.org/get.involved/community-education-resource/know-your-rights
DOCUMENTS YOU SHOULD CARRY WITH YOU

• Carry a valid work permit or green card. If you do not have one, generally it is advisable to carry a municipal ID or driver’s license if it was issued in the United States and contains no information at all about your immigration status or your country origin.

• At all times, carry a red card to exercise your right to remain silent in case you are stopped or interrogated by ICE. (See page 18 for printable version)

• Carry the telephone number of an immigration lawyer, advocate or non-profit immigration legal services provider you will call in an emergency.

DOCUMENTS YOU SHOULD NOT CARRY WITH YOU

• DO NOT carry any documents about your country of origin

• DO NOT carry any false identity documents or false immigration documents

WARNING! PROTECT YOURSELF FROM FRAUD

Only a licensed attorney or accredited representative is authorized and qualified to assist you with your immigration case. Do not hire anyone who:

• Refuses to give you a written contract

• Charges you for blank immigration forms

• Promises you a good result because of their special contacts at immigration

• Pretends to be a qualified lawyer or bonded immigration consultant

• Asks you to lie on a form or sign a blank document or

• Charges you to “get in a waiting list” or “put your application in line” There is no list.

If you suspect fraud, report it to your consulate or the police, or contact the Federal Trade Commission to file a complaint in English or Spanish at 877-FTC-Help (877-382-4357). Visit Stop Notario Fraud for more information and resources.

www.stopnotariofraud.org
TALK TO YOUR CHILDREN ABOUT YOUR PLAN

Without worrying them, assure your children that they will be taken care of if for some reason you are unable to care for them. Let them know who will care for them until you can.

DECIDE WHO CAN CARE FOR YOUR CHILDREN IF YOU ARE UNABLE TO

Have a conversation with those who will be responsible for your children. It’s important to take the time to verify that the intending adult is registered as an emergency contact at your child’s school. Your child’s school may only release your child to adults you designate. It is important to make sure to update the school, after school, daycare, summer camp, and any other program of any changes. Emergency contact sheets and release forms should include the names of those who can and cannot pick up your children. If you have an active restraining order against anyone, make sure you give a copy to the school.

Make sure the people who can pick up and care for your children are up to date on your child’s location and school schedule.

WRITE DOWN INSTRUCTIONS IF YOUR CHILD HAS ANY MEDICAL CONDITIONS AND/OR TAKES ANY MEDICATION

Make sure to write down any medical conditions or allergies your children have. Leave any instructions needed for all medication that your child takes. Provide a copy to your child school and the adult designated to care for your children.

TAKE ACTION

With the help of a family law attorney, a plan can be designed that best suits you and your children. Caregiver’s Authorization Affidavit, Verbal Agreement, Guardianship, a Note on Power of Attorney are all various ways to plan for another adult to care for your child.

Make sure your USA citizen children have a passport. If your child was born in your home country, check with your embassy or consulate for more information on obtaining a passport. Visit www.travel.state.gov for more information on obtaining a U.S. passport.
IMPORTANT CHILDREN INFORMATION

CHILD’S INFORMATION

Child’s Name: ____________________________________________________________

Date of Birth: ____________________________________________________________

Child’s Cell Phone Number (If applicable): ________________________________

School: _________________________________________________________________

School Address: _________________________________________________________

School Phone Number: _________________________________________________

Teacher’s Name: ________________________________________________________

Classroom Number: _____________________________________________________

After School Program: _________________________________________________

After School Program Phone Number: __________________________________

Other Camp / Sports / Program: _________________________________________

Camp / Sports / Program Phone Number: _________________________________

Allergies: ______________________________________________________________

Medical Conditions: ____________________________________________________

Medications and Special Instructions: ________________________________

Doctor’s Phone Number: ________________________________________________

Doctor’s Address: ______________________________________________________

Health Insurance: _____________________________________________________
EMERGENCY NUMBER AND IMPORTANT CONTACT INFORMATION

EMERGENCY NUMBERS
Immediate Emergency: 911

Police Department: ____________________________

Fire Department: ____________________________

Poison Control: ____________________________

FAMILY CONTACTS
Mother/ Parent / Guardian: ____________________________

Home Phone: ____________________________

Cell Phone: ____________________________

Work Address: ____________________________

Work Phone: ____________________________

Father/ Parent / Guardian: ____________________________

Home Phone: ____________________________

Cell Phone: ____________________________

Work Address: ____________________________

Work Phone: ____________________________

EMERGENCY CONTACT
Name: ____________________________

Relationship to the Children: ____________________________

Phone Number: ____________________________

Cell Phone Number: ____________________________

Work Number: ____________________________

Address: ____________________________
EMERGENCY NUMBER AND IMPORTANT CONTACT INFORMATION

MISCELLANEOUS CONTACTS

Doctor: ____________________________________________

Phone Number: ____________________________________

Health Insurance Company: _________________________

Policy Number: ____________________________

PEDIATRICIAN

Name: ____________________________________________

Phone Number: _________________________________

Health Insurance Company: _______________________

Policy Number: ____________________________

DENTIST

Name: ____________________________________________

Phone Number: _________________________________

Dental Insurance Company: _______________________

Insurance Policy Number: _________________________

Phone Number: _________________________________

ATTORNEY / NONPROFIT LEGAL SERVICE PROVIDER

Name: ____________________________________________

Address: _________________________________________

Phone Number: _________________________________
IMPORTANT DOCUMENTS CHECK LIST

Keep a file of all of these documents or a copy of these documents in a safe place. Tell your children, family members and emergency caregiver where to find this file in an emergency.

☐ Passport(s) and birth certificate

☐ Marriage license (if applicable)

☐ Any restraining orders you may have against anyone (if applicable)

☐ A-Number and any immigration documents (work permit, green card, visa, etc)

☐ Driver’s license and / or other identification cards

☐ Social Security Card or ITIN number

☐ Registry of birth (for U.S. born children registered in parent’s home country) (if applicable)

☐ Important children’s information

☐ Emergency numbers and important contact information

☐ Children’s medical information, including health insurance, medication list, and doctor’s contact information
## IMMIGRATION LEGAL REPRESENTATION, DEPORTATION DEFENSE & FAMILY LAW

### DV RESTRAINING ORDERS CLINIC

<table>
<thead>
<tr>
<th>BAY AREA LEGAL AID</th>
<th>CATHOLIC CHARITIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1048 El Camino Real, Suite A</td>
<td>36 37th Avenue</td>
</tr>
<tr>
<td>Redwood City, CA 94063</td>
<td>San Mateo, CA 94403</td>
</tr>
<tr>
<td>(650) 358-0745</td>
<td>(650) 295-2160</td>
</tr>
<tr>
<td>SERVICES: VAWA, U-Visa</td>
<td>SERVICES: Naturalization, Adjustment of Status, VAWA, U-Visas, Special Immigrant Juvenile Status, Family Petitions, Asylum, DACA</td>
</tr>
</tbody>
</table>

### DV RESTRAINING ORDERS CLINIC

<table>
<thead>
<tr>
<th>COMMUNITY OVERCOMING RELATIONSHIP ABUSE</th>
<th>COASTSIDE HOPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2211 Palm Avenue</td>
<td>99 Avenue Alhambra #1089</td>
</tr>
<tr>
<td>San Mateo, CA 94403</td>
<td>El Granada, CA 94018</td>
</tr>
<tr>
<td>(650) 652-0800 / 24 Hotline (800) 300-1080</td>
<td>(650) 726-9071</td>
</tr>
<tr>
<td>SERVICES: Legal Information Line, Restraining Orders, Court Accompaniment</td>
<td>SERVICES: Obtaining Permanent Residence, Naturalization</td>
</tr>
</tbody>
</table>

### GENERAL

<table>
<thead>
<tr>
<th>API LEGAL OUTREACH</th>
<th>IMMIGRATION SERVICES OF MOUNTAIN VIEW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1121 Mission Street</td>
<td>1058 W Evelyn Avenue, Suite 30</td>
</tr>
<tr>
<td>San Francisco, CA 94103</td>
<td>Sunnyvale, CA 94086</td>
</tr>
<tr>
<td>(415) 567-6255</td>
<td>(650) 780-7530</td>
</tr>
<tr>
<td>SERVICES: VAWA, U-Visa, T-Visa, Naturalization, Petition, Green card Renewal, DACA, Consular Processing, Family Employment, FOIA, Change of Status</td>
<td>SERVICES: U-Visa, VAWA, DACA, Fee Waivers, Obtaining Permanent Residence, Citizenship, Petition, TPS, 601A</td>
</tr>
</tbody>
</table>

### INTERNATIONAL INSTITUTE OF THE BAY AREA

| INTERNATIONAL INSTITUTE OF THE BAY AREA | |
|-----------------------------------------| |
| 2600 Middlefield Road | |
| Redwood City, CA 94103 | |
| (650) 780-7530 | |
| SERVICES: Naturalization, DACA, Family Petition, Adjustment of Status, Removal of Conditions, U-Visas, VAWA, TPS, Employment Authorization, FOIA, Travel Documents, Replacement of Green Card | |
THE LEGAL AID SOCIETY OF SAN MATEO COUNTY
330 Twin Dolphin Drive, Suite 123
Redwood City, CA 94065
(650) 558-0915
SERVICES: Immigration services to teen parents and their families with assistance and representation on immigration applications such as VAWA, U-visa’s, and DACA

AFRICAN ADVOCACY NETWORK
938 Valencia Street
San Francisco, CA 94110
(415) 503-1032
SERVICES: Adjustment of Status, Family Petitions, Consular Processing, VAWA, U-Visa, Citizenship & Naturalization, Work Permits, Asylum, TPS

CARECEN SF
3101 Mission Street S
San Francisco, CA 94110
(650) 726-9071
SERVICES: Political Asylum, Citizenship, Adjustment of Status, VAWA, T-Visa, U-Visa, TPS, Employment Authorization, DACA, Special Immigrant Juvenile Status, 601 Waivers

COMMUNITY LEGAL SERVICES OF EAST PALO ALTO
2117 B University Avenue
East Palo Alto, CA 94303
(650) 329-6440
SERVICES: U-Visa, VAWA, Petitions, DACA, FOIA, Criminal Background Checks, Work Permit Renewals

LA RAZA CENTRO LEGAL
474 Valencia Street, Suite 295
San Francisco, CA 94103
SERVICES: Asylum, Family Petitions, Obtaining Legal Permanent Residency, Renewal of Green Card, Work Permits Naturalization

TAHIRIH JUSTICE CENTER
881 Sneath Lane, Suite 115
San Bruno, CA
(650) 270-2100
SERVICES: Gender-Based Asylum, VAWA Petitions, T-Visas, U-Visas, Special Immigrant Juvenile Status

PANGEA
350 Sansome Street, Suite 650
San Francisco, CA
(415) 254-0475
SERVICES: VAsylum, DACA, U-Visa, Family Petitions, Consular Processing, Cancellation of Removal, Risk of Revocation of Legal Status
USCIS CASE STATUS UPDATE

What is Needed

1. USCIS Receipt Notice
2. Internet Access
3. Website: www.uscis.gov
How to Update Status

STEP 1
CLICK ON TOOL
FROM THE TOP MENU

STEP 2
CLICK ON CASE STATUS
ONLINE ON THE DROP MENU

STEP 3
ENTER USCIS RECEIPT NUMBER
IN THE TEXT BOX
DETAINEE LOCATOR SYSTEM WWW.ICE.GOV

What Is Needed

1. Immigrants Full Name
2. A-Number
   A-Number can be located:
   • Master and/or Individual Hearing Notice
   • Work Authorization Card
   • USCIS Receipt
3. Date of Birth
4. Country of Birth of the Immigrant
How To Use Online Detainee Locator System

STEP 1
CLICK ON DETAINEE LOCATOR

STEP 2
ENTER A–NUMBER
9 digit number starting with an A

STEP 3
SELECT COUNTY OF BIRTH

DO NOT HAVE AN A-NUMBER?
FILL OUT THE BIOGRAPHICAL INFORMATION

• Full Name
• Select a Country
• Date of Birth
To print at home, use heavy weight paper, or card stock. Cut out the cards along the dotted lines. If you're unable to print on both sides, you can simply fold on the center line to make a 2-sided card. If you use a professional printer, we suggest you print 2-sided cards with white text on red card stock with rounded corners.

**Usted tiene derechos constitucionales:**

- **NO ABRE LA PUERTA** si un agente de inmigración está tocando la puerta.
- **NO CONTESTE NINGUNA PREGUNTA** de un agente de inmigración si el trata de hablar con usted. Usted tiene el derecho de mantenerse callado.
- **NO FIRME NADA** sin antes hablar con un abogado. Usted tiene el derecho de hablar con un abogado.
- Si usted está afuera de su casa, pregunte al agente si es libre para irse y si dice que sí, váyase con tranquilidad.
- **ENTREGUE ESTA TARJETA AL AGENTE.** Si usted está dentro de su casa, muestre la tarjeta por la ventana o pásela debajo de la puerta.

**I do not wish to speak with you, answer your questions, or sign or hand you any documents based on my 5th Amendment rights under the United States Constitution.**

**I do not give you permission to enter my home based on my 4th Amendment rights under the United States Constitution unless you have a warrant to enter, signed by a judge or magistrate with my name on it that you slide under the door.**

**I do not give you permission to search any of my belongings based on my 4th Amendment rights.**

**I choose to exercise my constitutional rights.**

*These cards are available to citizens and noncitizens alike.*
There are eight Core Service Agencies that work in close collaboration with the Human Services Agency of San Mateo County to provide you and your family with basic emergency and support services to stabilize your living situation. The Core Service Agencies provide crisis intervention and referrals based on an evaluation of your needs and qualifications for assistance. The Core Service Agencies also provide information on housing resources and function as the access points for coordinated entry into homeless services for residents of San Mateo County. Call or visit the Core Service Agency that serves your area to find out more about their services. Below are just a few of the services that they offer.

**Food** including information about grocery programs and where you can get hot meals

**Information on housing resources, shelter and other homeless services**

**Short-term rental/deposit/mortgage payment assistance** to support you in staying housed

**Utility bill financial assistance** and assistance with applying for on-going utility payment programs for people with low incomes

---

**CORE SERVICE AGENCIES**

**Daly City Community Service Center**
350 90th St., Daly City
(650) 991-8007

Area Served: Daly City, Broadmoor, Colma

**YMCA Community Resource Center**
1486 Huntington Ave., South San Francisco
(650) 276-4101

Area Served: Brisbane, San Bruno, South San Francisco

**Pacifica Resource Center**
1809 Palmetto Ave., Pacifica
(650) 738-7470

Area Served: Pacifica

**Coastside Hope**
99 Avenue Alhambra, El Granada
(650) 726-9071

Area Served: Montara, Moss Beach, El Granada, Half Moon Bay

**Samaritan House**
4031 Pacific Blvd., San Mateo
(650) 347-3648

Area Served: Belmont, Burlingame, Foster City, Hillsborough, Millbrae, San Mateo, San Carlos

**Samaritan House South**
1852 Bay Rd., East Palo Alto
(650) 294-4312

Area Served: East Palo Alto, Menlo Park

**Puente de la Costa Sur**
620 North St., Pescadero
(650) 879-1691

Area Served: La Honda, Loma Mar, Pescadero, San Gregorio

**Fair Oaks Community Center**
2600 Middlefield Rd., Redwood City
(650) 780-7500

Area Served: Redwood City, North Fair Oaks, Portola Valley, Woodside, Atherton

---

For more information, please visit: https://hsa.smcgov.org/emergency-safety-net-assistance-core-service-agencies

Revised: 6/27/18