

BEST PRACTICES TOOLKIT

Serving a Diversity of Applicants

BEST PRACTICES DEFINED

Best practices are operating processes that produce consistently better results than other techniques. We glean best practices from the good practices of frontline organizations and leaders, and improve them through reflection, feedback, and experimentation. Best practices may be born through the efforts of one community and transformed when they are adopted by others in a new context, but the underlying understanding of their utility remains constant and is always measured against desired results.

ABOUT THIS SERIES

Identifying and spreading best practices requires a learning network for peer-to-peer exchange of ideas. This toolkit series serves as one mechanism for us to share and build on best practices.

ABOUT THIS TOOLKIT

Diversity grounds the New Americans Campaign (NAC) as one of our five guiding principles. This toolkit provides recommendations for organizations on how to adapt naturalization services to the unique needs of lawful permanent resident (LPR) communities across the country. It originated in caucus conversations at the NAC “United for Citizenship” Naturalization Practitioners Conference in May 2014. Conference attendees caucused around serving LPRs with high linguistic diversity, serving LPRs in geographically complex areas, and serving LPRs with low literacy.

DIVERSITY IN NATURALIZATION SERVICES

Like American society at large, America’s LPRs are diverse. They come from over a hundred different countries; they live in rural, suburban, and urban locations; they have a wide range of literacy and education levels; and they speak hundreds of languages. NAC partners navigate applicants’ experiences and proficiencies as they provide naturalization services across the country. The best practices in this toolkit help partners serve a broad range of applicants while not sacrificing efficiency.

SERVICE CHALLENGE: COMPLEX GEOGRAPHY

Much of the population of the United States lives in areas that are spread out, without effective public transportation – whether rural or suburban. Eligible LPRs reside or work in these areas as well. Some LPRs also live in isolated pockets within cities. In each of these cases, these LPRs may live or work in an area outside the typical reach of an organization or collaboration. NAC partners have found the following best practices useful for reaching applicants in less accessible geographic areas.

“The people we serve don’t have the funds to travel 4 hours. And there are no resources out there. So we go to them.” – Dallas partner

Identify areas to target

As part of a collaboration’s efforts to assist a diverse area, it is a best practice to know which areas are in need of naturalization services. Organizations should review statistics about the distribution of LPR communities in an urban or suburban county, or in a multi-county rural area that makes up a site. Areas with high concentrations of immigrants, high ethnic diversity, or few services can be strategically divided among the partner organizations depending on their resources. See, for example, the Detroit area mapping included in this toolkit.

Provide services where LPRs live

It is a best practice to provide services where eligible LPRs are, either by traveling to them, or by partnering with organizations that serve their area. NAC partners employ both strategies. Most organizations in the NAC engage in some form of service outside of their offices. Some do this through mobile units that travel to rural areas. Others work through partnerships with religious institutions, libraries, businesses, schools, or other organizations that exist even in areas with few resources. Several NAC collaborations benefit from NAC service partners with offices and networks in geographically diverse areas, as this enables them to more easily arrange events close to LPR populations.

“When the location of our events is closer to the community, we have noticed an increase in the applicants and also of volunteers. We learned that we must continue to be strategic about where events are being held.” – Miami partner

“We have created different groups of volunteers depending on which area we are working in. This model allows the volunteers to participate without having to travel too far from where they live. Being able to help the community where they live is very important to these volunteers.” – Houston partner

Refer applicants to services close to them

National hotlines or provider listings, such as NALEO’s *Ya Es Hora*, *Ciudadania* hotline (888-839-8682), Asian Americans Advancing Justice–LA’s legal hotline (888-349-9695), the [Citizenship Events Calendar](#) on the NAC website, the Immigration Advocates Network’s non-profit [Legal Directory](#), which is also accessible in the “[Get Help](#)” feature of the NAC website, ProBonoNet’s [LawHelp.org](#) legal service locator, or the Find Legal Help button in the Citizenshipworks mobile app, can also guide applicants to an event or office that is closest to them, regardless of where they are located. Applicants can also text “Citizenship” or “Ciudadania” to 877877 to receive messages from Citizenshipworks that will guide them to legal services close to them.

Service models for rural areas

Some organizations accomplish their rural work through a one-day group processing session. Others find that a two-touch approach is more effective: an information session, followed by a separate group processing event a few weeks later, depending on how long it will take applicants to gather the necessary documents. Rural, more isolated areas have less access to information so participants may not know, in advance, what documents to bring to workshops. Regardless of the approach, holding events close to where participants live makes it easier for them to go home to retrieve any missing documents.

TIP: One NAC partner serves people in 28 counties across an area of Texas 4-5 hours away from the partner's main office. They do this through a BIA-recognized mobile unit – a donated RV equipped with laptops, hotspots for internet, multifunction printers, a camera for photos, photo printers, signage, and banners, along with a BIA-accredited representative who travels across the region in the unit. All heavy equipment is on wheels for easy transport.

Serve applicants remotely

Remote assistance can help bring services to applicants located far from collaborative partners without either party needing to travel. NAC partners have found success using Skype, Google Hangouts, FaceTime, or other streaming video platforms to connect an applicant with an attorney or BIA accredited representative for legal consultation on naturalization issues. Citizenshipworks can also be used to prepare an application in one location, and that application can be reviewed by an attorney in another.¹ Some NAC members have successfully collaborated with ESL/civics programs, churches, and unions that can reach LPRs, assist with the application, and work with the NAC partner organization that will provide the legal review.

Prepare for change in demand

As an organization connects with LPRs in areas further away from their office, staff can expect an increase in clients seeking services at their office or at their centrally located events. The communities that come for service may be surprising; some NAC organizations have reported applicants coming from communities that were previously unfamiliar to them, such as a Korean speaking Chinese community in Los Angeles. In preparation for this, organizations should ensure that they have access to interpreters and translators, including on-call volunteers where possible. Organizations can also use pre-registration for events to help mitigate the challenge of unexpected languages or numbers of applicants.

¹ See the NAC's microdocumentary, [How the Campaign Innovates](#), for more information on remote technology.

EXTENDING REACH THROUGH PARTNERSHIPS

Collaborations that partner with non-NAC-funded organizations can increase their geographic and linguistic reach to broader LPR communities. Many partner institutions such as schools, libraries, government agencies, and religious groups exist even in areas with few resources, and are great sources of community respect.

“Reputation is key anytime an organization moves into a new geographic area” – Los Angeles partner

Types of partner organizations

Partnering with agencies that have physical locations in all parts of a metropolitan area, or with organizations that have a wide footprint with national recognition, can help expand a collaboration’s reach. NAC collaborations have found success partnering with:

- Businesses or labor unions
- Community colleges or universities
- Elementary or high schools
- Ethnic community-based organizations
- Government agencies
- Libraries
- Non-profit multi-service centers
- Religious institutions

“The library is a natural partner in that they too are dedicated to providing low-cost services to the community. Our local library provided us with free use of multiple community rooms and contributed to our outreach efforts by posting and circulating our event flyers.” – San Jose partner

Serve LPRs where they feel safe

LPRs are more likely to engage with a program that they can trust, and in a space where they feel secure. Partnering with an organization that a LPR community trusts, including religious and cultural organizations, lends legitimacy to the work, and allows access to a community that may already be established.

TIP: When approaching a new partner, the USCIS Office of Citizenship can lend legitimacy to a new approach by establishing that the service provider organization is a trusted partner. Yet, beware of partnerships that could lead to an organization losing the community’s trust, which can happen if communities conflate USCIS and ICE (Immigration and Customs Enforcement).

Research and pilot services

Understanding where a certain ethnic or geographic community gathers will most likely require effort and may involve some mistakes. Investing the time to locate the appropriate organization can open the door to a long-term relationship. If initial attempts to serve a new community do not yield high numbers of applicants served, it can help to see the experience as an important part of relationship building.

TIP: Reaching applicants through their religious organizations, through repeated offers of assistance, can help an organization ultimately be perceived more as a partner and collaborator than as an outsider. Elected officials can also help connect partners to organizations in LPR communities.

“The leadership of a nearby church did an outstanding job at promoting our event among the residents of the area. The pastor of the church promoted the workshop during his weekly sermon. He also visited different local businesses to post our flyers. On the day of the workshop, over 100 LPRs attended the event.”

– New York partner

Build relationships with new organizations

Clear communication from the outset is key to building a new relationship, as is identifying and approaching the correct decision-makers in the organization. It is a best practice to prepare talking points in advance before meeting with a potential partner, including the specific ways the organization would support the goals of the NAC, and how collaborating would benefit them. Just as LPRs need to trust the program from which they will receive services, new partner organizations will want to know what to expect from the staff and volunteers of NAC partners with whom they will work.

After the initial relationship is established, it can benefit a collaboration to communicate with all levels of staff about potential assistance that the organization has to offer. These can include community leaders, potential volunteers, potential sponsors, and those who can spread the word about available services. Investing the time in developing a broad range of relationships can yield significant in-kind donations of space, food, outreach, volunteers, and even funding.

“Mentoring future leaders strengthens links with the NAC, and plants the seeds of trust in that community. It’s part of investing long term, rather than doing a one-off workshop and then never coming back.”

– Charlotte partner

TIP: NAC partners strive to have participants come prepared to a naturalization workshop. Trusted community partners can help. NAC partners can share a checklist of documents needed for a workshop. Participants who register can get the document checklist from the community partner organization.

SERVICE CHALLENGE: HIGH LINGUISTIC DIVERSITY

“For our particular area, with an extremely diverse demographic, we cannot rely on trying to reach one or two monolithic demographic groups, but need to strategize to meet the needs of many small discrete ethnic groups.” – East Bay partner

The NAC relies on naturalization workshops as efficient tools for providing naturalization services to LPRs. Collaborations that serve multiple linguistic groups have found the following best practices that help provide multilingual group naturalization services while maintaining achievable volunteer levels and efficient flow of applicants through workshops.

Design outreach to reach only the language communities that will be served at each workshop

Collaborations can tailor outreach to specific linguistic groups through in-language newspaper, radio, or TV placements, through flyers, texts, tweets, and emails. A word of caution: the fact that a promotion is in a particular language sends a signal to potential applicants that they can expect to be served in that language. If a group does not plan to have volunteers that can speak a certain language at a workshop, it may be best to avoid promoting the workshop in that language.

It can be helpful to use past experience to estimate staff and volunteer language capacities required for future workshops. Some NAC organizations ask applicants about their preferred language during the applicant prescreening or intake processes, or during outreach events. They use the results of this to plan for the language capacities they will have at upcoming workshops.

TIP: Keep in mind that people from the same country may not speak the same language. For example, the Montagnard population in Vietnam has its own indigenous language that is different from Vietnamese.

Bring English-ready applicants to workshops by explaining the English language requirement of the naturalization process during outreach or screening

Disclosing the English language requirement of the naturalization process to potential workshop attendees helps ensure that a high percentage of LPRs who attend a workshop will be able to be served by English-speaking volunteers. Some collaborations choose to screen out applicants who do not qualify for an English exemption, but whose English is not good enough to pass the test. This can be done either before the workshop or during the screening process. For more information on prescreening, see the NAC Best Practices Toolkit, [“Prescreening and Red Flags.”](#)

“Don’t rush applicants through the naturalization process just for the sake meeting your deliverables. It’s okay to advise them to focus on ESL classes and to come back in a few months.” – Detroit partner

Consider limiting the number of languages that will be available at workshops

For each multilingual workshop, workshop coordinators must conduct outreach to media or networks that serve those languages, prescreen in those languages, arrange for community and legal volunteers who speak those languages, and produce translated documents in those languages.

Some collaborations have found that the amount of coordination required to serve a large number of languages at a workshop is too costly, as compared to the benefits of reaching a wide audience of LPRs. It is typical of

NAC partners to serve 2-3 languages (including English) at a workshop. While some workshops may benefit from a large number of languages served, many collaborations choose a strategy that has parameters for multilingual outreach for most workshops. Collaborations can ask applicants about their language needs during prescreening.

Organizations serving a linguistically diverse population have found success alternating languages at each workshop, i.e., two languages one month, and a different two another month. In this way, the collaboration can serve a wide range of LPR communities while limiting the coordination required. This type of rotation is more frequent in areas with few service providers, or without service providers for specific linguistic groups. It may seem appealing to serve all languages at an event, but it is a best practice to resist this temptation.

“Don’t overreach with languages at a workshop. We did an event recently where we had at least 9 different languages catered to; while we ended up serving over 100 people it was a lot of extra work and a headache to coordinate” – Charlotte partner

Provide translators for English-only volunteers if bilingual trained volunteers are unavailable

Collaborations that are unable to recruit bilingual volunteers have found success using translators alongside English-only volunteers. Translators can come from a variety of sources, including:

- ✓ Former applicants or clients from collaborative organizations
 - These can include clients served by different programs at a partner organization, if the organization is willing to share them.
- ✓ Law schools and colleges in immigrant-heavy areas, or areas with many foreign students
 - Larger schools will have a more diverse pool of potential interpreters. Potential volunteers may come through relationships with student organizations and student leaders in addition to the school itself.
- ✓ Family members or friends of the applicant
 - As long as space permits, many collaborations support applicants bringing their own translator – often a family member or friend. This can also work in cases where applicants anticipate that services in their preferred language will not be available at a workshop. Some organizations choose to mitigate the legal risk of a family member translator by requiring that person to sign a statement attesting to the accuracy of the interpretation. Of course, if there is any question that an LPR may not be providing fully accurate answers due to the presence of the family member, NAC partners should provide a neutral translator.

“We have an ‘on call’ email list of translators and interpreters for over two dozen languages. We have had a lot of success with emailing them in advance of an event to ask if they are available.” – Detroit partner

Structure workshops to facilitate language access

Collaborations have found success with various strategies to identify the available languages at the prescreening, application completion, and fee waiver stations. Some place tent cards listing the language that the volunteer speaks, while others cover a table with a tablecloth in a particular color. Whatever the marker, it is important for the volunteers who will be ushering applicants between stations to know which tables are appropriate.

If bilingual volunteers are scarce, reserve them for applicants who qualify for a language exemption

Because the supply of bilingual volunteers is often limited, some collaborations require most applicants to speak English during the prescreening or application completion process, and reserve bilingual volunteers for applicants who qualify to have the naturalization interview in another language. This process comes with the added benefit of allowing volunteers to assess an applicant's English proficiency, while providing the applicant with an opportunity to prepare for the naturalization interview. In cases where the applicant does not understand something in English, the volunteer can seek out an interpreter.

TIP: Many collaborations find translated versions of the N-400 Application for Naturalization helpful. Having the forms available at the application completion station can help LPRs understand nuanced wording of certain questions, especially the Yes/No questions in Part 11. They are also helpful for volunteers who are fluent in a particular language, but may not be familiar with the legal language in the form. Translated N-400 forms can be found in Chinese, Khmer, Korean, Spanish, and Vietnamese on the NAC Ning (<http://naturalization.ning.com>), available to all non-profit or government-affiliated naturalization practitioners.

Expand languages available through phone or internet translation services, or through referrals

Regardless of the promotion done, some workshop participants may require help in a language that is not available at that workshop. In this case, the collaboration can decide to refer these applicants to future workshops, or to use an off-site interpreter. Translators can be made available through phone interpretation services, which are available to many national organizations, especially those that serve refugees. Applicants can also be referred to multilingual hotlines that will direct them to a different event that will include services in their language. These include Asian Americans Advancing Justice–LA's hotline, which serves eight Asian-Pacific Islander languages, and NALEO Educational Fund's *Ya Es Hora* hotline, which provides Spanish operators.

If an organization does not have the language capacity to serve a particular LPR applicant, it can also refer applicants to another organization in the area. NAC collaborations are deliberately set up to include partners that serve a range of LPR communities, thereby ensuring the organizations in the local NAC are familiar with each other and trusted by the community. When providing referrals outside of the collaboration, it is a best practice to ensure that the referral organizations are also known by the collaboration and trusted by the community.

Integrate cultural sensitivity into services along with language capacity

Along with language needs, collaborations do best when accommodating cultural preferences in workshop design. LPR communities may vary in their desire for privacy while discussing personal information, expectations for wait times for services, ability to travel, availability on particular days of the week for religious reasons, etc. Wherever possible, NAC partners incorporate these needs into naturalization services.

TIP: It is important to avoid making assumptions about cultural characteristics when structuring workshops in a collaboration. For example, although some NAC partners have expressed concerns about Chinese LPRs' comfort with large workshops, the San Francisco Pathways to Citizenship Initiative has held successful workshops with over 1,000 attendees. One workshop drew over 2,000 attendees, 65% of which were from Asia, including about one third from China.

SERVICE CHALLENGE: LPRs WITH LOW LITERACY

LPRs come from a variety of socioeconomic and educational backgrounds, and experienced a range of access to reading, writing, and computer skills in their countries of origin. LPRs needing citizenship services may have low literacy rates, either in English, in their native language, or in working with computers. NAC partners have found the two strategies described below to be best practices in overcoming literacy barriers among the applicants they serve.

Strategy 1: Serve applicants at their current levels of literacy

Partner with religious, government, or other institutions to allow applicants to feel safe and at ease

Applicants with low literacy levels may fear the naturalization process. One way to overcome the barrier of fear that is often associated with low literacy is through partnerships (see pop-out section on pages 4-5). When LPRs can feel safe and not ashamed of their literacy barriers, they may feel more comfortable accepting or asking for help in applying for citizenship.

TIP: One NAC partner has a contact who lets LPRs visit the USCIS office when it is not otherwise open to the public. This tour gives applicants a better sense of what to expect and helps to assuage fear.

Encourage applicants to bring family members or friends to support them at workshops

Family members of applicants may have higher literacy rates than the applicants themselves. If space allows, it is helpful to encourage applicants to bring someone with them who can help explain, read, or write for them. Family members can also help translate, as discussed above.

“Some clients brought their children to help them translate and navigate the workshop. We found that these young people were the perfect volunteers for future fairs. We asked two adult daughters who translated for their mother if they would be willing to do the same for others in the community. They agreed right away. It was very heartwarming to see their mother very proud that her daughters would be assisting us for our next clinic.” – Orange County partner

Ensure that volunteers using computer-based application programs are patient, and that procedures are accommodating

Collaborations utilize many types of computer-based application programs, including [Citizenshipworks](#), the fillable naturalization application from USCIS, or other form-filling software. Applicants with lower computer literacy levels, or lower literacy levels, may require modified assistance with the system. They may require a longer session on the computer, or a volunteer who can type, read, or explain to the applicant what the program is asking. In any case, particularly patient volunteers are the best type of assistants for these applicants.

“Applicants often underestimate their ability to use a computer. We ran a Citizenshipworks-based workshop recently with farmworkers that had low levels of literacy and low English skills. Out of 70 applicants, 69 were able to complete their applications on the computer. We did this by providing one volunteer for every two computers. The applicants left the workshop happy, and with no complaints. They also got a good understanding of their application, which better prepares them for their interview.” – Miami partner

Strategy 2: Increase LPRs' literacy

Connect applicants to English as a Second Language (ESL), citizenship, and computer classes

NAC partners have found preparation classes helpful in increasing applicants' rates of success with the naturalization application, and with integration into US society. Some NAC partners provide citizenship or ESL classes themselves, and some partner with local community colleges, adult education departments of public schools, or other non-profit organizations. A significant percentage of USCIS' Citizenship and Integration grantees are NAC partners who are able to offer citizenship classes themselves. For case studies of how partnerships have worked in the NAC, watch the NAC Best Practices webinar on ESL and Civics Instruction for Citizenship Preparation, available on the NAC Ning (<http://naturalization.ning.com/page/esl-and-civics-instruction-for-citizenship-preparation>).

In some cases, computer classes are available at the same community institutions that provide citizenship or ESL classes. Self-study tools are available on mobile devices, including the [Citizenshipworks](#) mobile app, which offers study aids for the English and civics exams.

Accommodate students with low-literacy levels in classes using volunteers

To address the low literacy levels of students in citizenship preparation classes, NAC partners have found several strategies helpful. One organization utilizes teams of volunteers to work with students in small groups based on literacy levels. Other organizations have found integrating ESL instruction with civics instruction can be a tactic to assist those who cannot read or write well in their own language.

Partner with librarians to increase applicants' computer skills

Some organizations have created useful partnerships with organizations that increase applicants' computer skills. One organization found that librarians will spend significant time to teach an applicant how to use the computer. In this way, librarians are able to meet their literacy mission while also providing some of the support that would otherwise fall to naturalization staff.

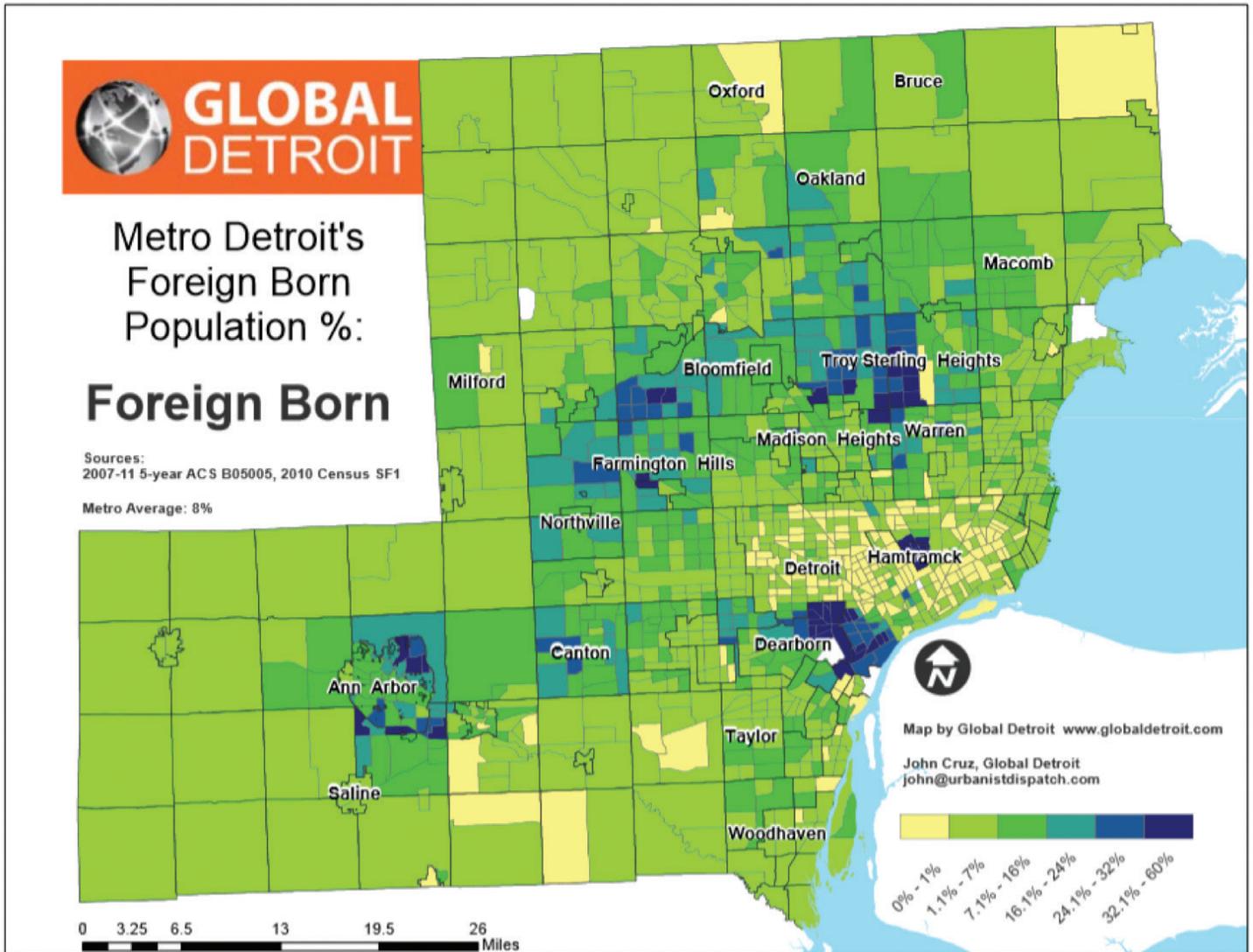
“Having librarians teach computer skills to applicants helps us build a partnership with libraries so that they will ultimately host a Citizenshipworks event at their library.” – LA partner

Encourage parents to increase their literacy by interacting with their children in English

Some NAC partners encourage applicants who do not qualify for a waiver of the English requirement to interact with their children or other relatives in English as a way to learn English. Organizations can provide tools, such as flash cards with pictures and English words, or exercises for families to do together. Note, however, that in some communities, a child correcting an adult authority figure can be problematic and suggest a lack of respect on the part of the child.

TIP: One NAC partner encourages children and grandchildren of applicants to conduct mock-interviews in English at home. This helps applicants practice English and prepare for the interview process.

Map of the Foreign-Born Population in the Detroit Area



Map excerpted from Metro Detroit's Foreign-Born Population, reprinted by permission from Global Detroit.

Flyer Listing the Asian Americans Advancing Justice Hotline Numbers





Become an AMERICAN CITIZEN

Are you a permanent resident? Is American citizenship in your future? We can help you make it happen!

Citizenship Application Assistance

Every Friday
12:30 pm – 5:00 pm (last appointment at 3:30 pm)

Asian Americans Advancing Justice – Los Angeles
1145 Wilshire Blvd., 2nd Floor, Los Angeles, CA 90017

Appointments are strongly encouraged. For info and an appointment, call

(888) 349-9695 (English)
(800) 520-2356 (Chinese)
(800) 867-3640 (Korean)
(800) 867-3126 (Khmer)
(800) 914-9583 (Thai)
(800) 267-7395 (Vietnamese)
(213) 241-0217 (Hindi & Urdu)

You qualify for citizenship if you:

- Are at least 18 years old
- Are a permanent resident (you have a green card)
- Have resided continuously in the U.S. for more than 5 years (or if you are married to a U.S. citizen, more than 3 years)
- Have been physically present in the U.S. for more than 2½ years (or if you are married to a U.S. citizen, more than 1½ years)
- You can show you have good moral character
- You can speak, read, and write basic English (unless you qualify for a language waiver)
- You can pass a test on U.S. government and history

Our FREE service includes:

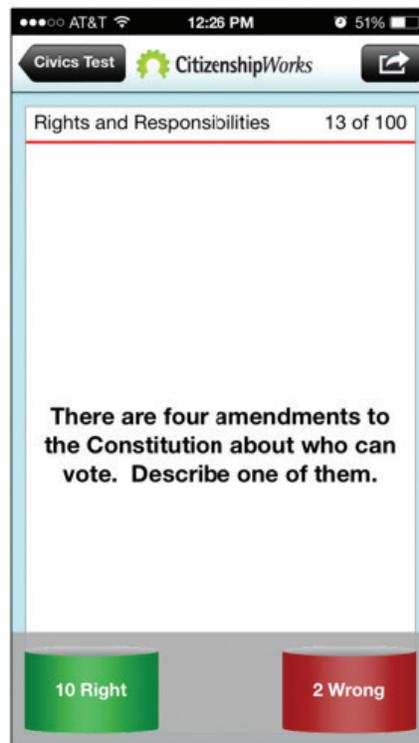
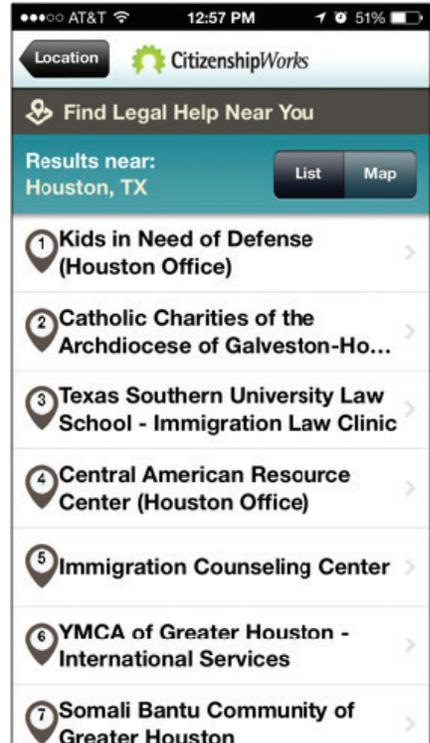
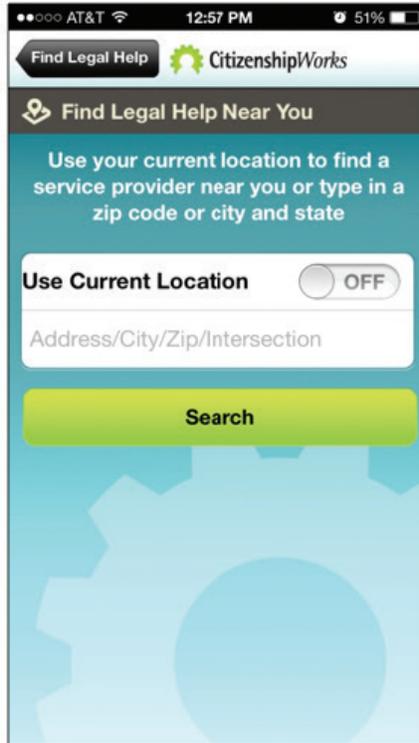
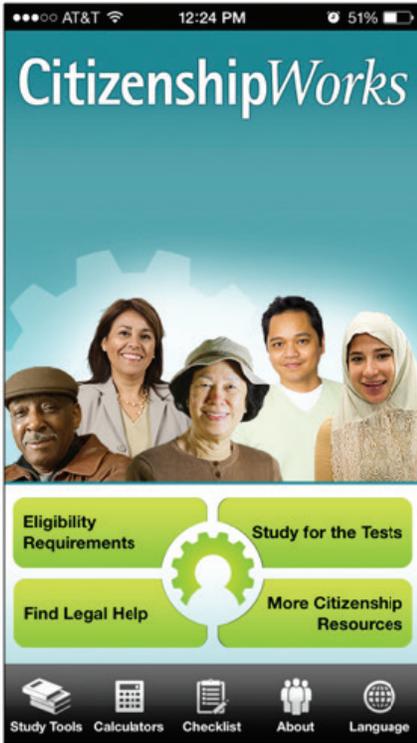
- Checking your eligibility
- Completing your application
- Attorney review of your application
- Preparing your fee waiver
- Providing you with study aids for the citizenship interview and exam

Information & documents to bring:

- Green card and state-issued ID
- Two 2"x2" passport-style photos (in color, light background, face forward, no earrings)
- \$680 filing fee (payable to U.S. Dept. of Homeland Security). Note: If you are low-income, you may qualify for a fee waiver.
- Passport(s)
- Arrest and court records (if any)
- Home addresses for the past 5 years
- Employer addresses and employment dates for the past 5 years
- Dates of all trips abroad since you became a permanent resident
- Spouse and children names, birth dates, A-numbers, and addresses

Screenshots of the Legal Help and Study Tools in the Citizenshipworks App

App available for free in the iTunes App Store and on Google Play



Flyer Advertising Free Citizenship Preparation Classes at Public Libraries



LOS ANGELES
PUBLIC LIBRARY



Your path to
U.S. Citizenship
starts at the Los Angeles Public Library

Prepare for the U.S. Citizenship Exam!

FREE Classes for Permanent Residents!

Chinatown Branch Library (Chinese/English)

639 N. Hill St
Sept 4 to Dec 12
Thursdays, 12pm – 1:30pm
Fridays, 10am – 11:30am
213-620-0925

Benjamin Franklin Branch Library

2200 E. 1st St.
July 14 to Sept 17
Tuesdays and Thursdays
12pm – 2pm
323-263-6901

Edendale Branch Library

2011 W. Sunset Blvd
7/25, 8/8, 8/22, 9/12, 9/26
Saturdays
10:30am – 12:30pm
213-207-3000

Pico Union Branch Library (Spanish/English)

1030 S. Alvarado St
Aug 3 to Oct 19
Mondays
5pm – 6pm (ESL)
6pm – 8pm (Citizenship)
213-368-7545

Pio Pico – Koreatown Branch Library (Korean/English)

694 S. Oxford Ave
Aug 31 to Dec 10
Mon and Wed, 1pm – 2pm
Tues and Thurs, 6pm – 7pm
213-368-7647

San Pedro Regional Branch Library

931 S. Gaffey St.
July 13 to Sept 21
Mondays and Wednesdays
5:30pm – 7:30pm
310-548-7779

Sun Valley

7935 Vineland Ave
Sept 12 to Dec 5
Saturdays
9:30am – 1pm
818-764-1338

Vernon Branch Library (Spanish/English)

4504 S. Central Ave
Aug 5 to Sept 21
Wednesdays
5pm – 6pm (ESL)
6pm – 8pm (Citizenship)
323-234-9106



For ADA accommodations, call (213) 228-7430 at least 72 hours prior to event.



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