



# A Guide to Remote Citizenship Services

LESSONS FROM THE NEW AMERICANS CAMPAIGN VIRTUAL REVIEW PILOT


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## Introduction

This guide draws from Asian Americans Advancing Justice - LA's participation in the Virtual Review Pilot<sup>1</sup> of the New Americans Campaign (NAC). The Pilot seeks to expand the reach of the NAC by developing a replicable, scalable model for mobilizing lawful permanent residents (LPRs) to apply for naturalization outside of the traditional group processing model. Asian Americans Advancing Justice - LA (Advancing Justice - LA) uses technology to provide remote naturalization assistance to applicants across the United States through this Pilot.

We created this guide to share our processes and recommendations based on our learnings this past year. We have included sample documents and tools for organizations to use and modify as needed. Although each remote services program is unique, we hope that organizations can benefit from and build on these resources as they launch their own remote naturalization services or grow existing programs.

Our own program policies and procedures continue to evolve as we learn from our partners and receive feedback from advocates and the clients that we serve. We will continue to update this guide to reflect these changes. Our goal is to create ongoing dialogue among organizations engaged in remote review services and provide efficient, quality legal services to diverse LPR communities.

## Background


### Overview of New Americans Campaign Pilot

The NAC Virtual Review Pilot assists LPRs through the citizenship application process remotely using the online tool Citizenshipworks with the goal of increasing access to legal services nationally. Advancing Justice - LA is the primary remote review partner in the NAC Pilot and works in close partnership with the Immigrant Legal Resource Center (ILRC) and the Immigration Advocates Network (IAN) that created Citizenshipworks.

We assist applicants that are routed to Citizenshipworks from the NAC's digital communications campaigns as well as DIY applicants who find their own way to the Citizenshipworks platform. The remote services we offer include: answering citizenship questions, N-400 application completion, legal review of a completed application, providing self-filing instructions, and assessing fee waiver eligibility and forms assistance.

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<sup>1</sup> We will use the term "remote review" or "remote services" instead of "virtual review." Based on our early interactions with applicants we assisted through the Pilot, we learned that the term "virtual review" was unclear to many individuals learning about our services. We opted to use "remote review" and describe the specific service offerings.



We also seek to collaborate with non-legal partners like libraries and community-based organizations (CBOs) to expand our reach and capacity. These partners enhance our outreach efforts because they are already trusted by eligible-to-naturalize LPRs in their local communities. Before referring applicants to Advancing Justice - LA for legal support, partners might play a key role in providing applicants access to technology and support as they start the application process. We have developed separate models for this type of collaboration, which are also included as examples in this guide.

At Pilot launch, we prioritized applicants who had completed 90 percent or more of their applications and had red flags (potential legal issues requiring follow-up), indicating a need and readiness for legal review. It became clear, however, that many applicants would benefit from earlier interventions to address citizenship eligibility issues and fee waiver questions. We then opened up our services to all applicants who had created accounts on Citizenshipworks regardless of completion rate and also fielded questions from those who had contacted the Citizenshipworks team with specific legal questions. The hope was that engaging these applicants who had just started the process would motivate them to progress with their applications although many did not.

The majority of applicants who intend to be DIY, do not progress through the naturalization application on their own and need legal support to finalize the process. Our team addressed a wide range of questions, from basic naturalization process questions to those requiring legal research on how certain negative history could raise deportability and good moral character issues. Common red flag issues include: criminal history, negative immigration history, good moral character, travel and possible abandonment of LPR status, taxes and others. Some applicants learned during our legal consultations that there were risks to applying for citizenship due to criminal convictions, income tax issues, unpaid child support, and improper adjudication of their adjustment of status applications when they became LPRs, and ultimately were advised not to file their applications.

Advancing Justice - LA assists as many applicants coming through the Pilot as possible. We have referred applicants to other legal partners only if applicants in different states request in-person or local services, or if we were unable to assist with complex state law issues outside of California, where Advancing Justice - LA is based.

## Insights + Early Lessons Learned

Through direct services and interactions with applicants, we have gleaned valuable insights about remote citizenship services. We have incorporated these early learnings into our recommendations throughout this guide:

- ★ Importance of **building trust** with remote applicants, both to agree to services and to share personal history affecting citizenship eligibility, especially in today's climate

- ★ Value of **clear messaging** that conveys trust and availability of free legal services
- ★ Use **different modes of technology** to engage and communicate with applicants who may have varying access to and comfort with technology
- ★ **Family support** can help bridge applicant discomfort with technology tools to make remote services a possibility
- ★ Develop a **user-friendly service plan** that takes into consideration applicants' needs and ease of use (such as easy opt-ins)
- ★ Have a **clear plan for follow-up** for all stages of naturalization assistance
- ★ Some applicants opt in to services seeking specific information but become **unresponsive because they are simply not ready** to move forward with the naturalization process
- ★ Applicants with near-complete applications often require **significant follow-up** and complexity of case may only be revealed during legal review or after applicant establishes a relationship with an advocate
- ★ **Develop relationships** with legal partners in other states for referrals and technical assistance on state law issues and USCIS local office adjudication practices
- ★ Applicants unable to find local assistance due to need for **in-language services or complex issues motivated** to make remote services work even with barriers
- ★ Applicants appreciate **staff availability** outside of regular business hours and convenience of receiving services at home

## Why Remote Review Services?

Remote review services allow programs to leverage limited legal capacity by creating efficiencies in services — engaging motivated applicants to complete most of the application themselves, partnering with CBO staff to support with application completion before referring for legal review, and eliminating client and staff travel time for services, for example. Organizations that offer robust in-person naturalization assistance services also may be looking for ways to expand access to legal services in remote or otherwise underserved areas. In addition, offering remote citizenship services allows programs to continue to serve their clients in instances where hosting naturalization workshops or providing in-person citizenship services is not feasible.

## Tools + Resources

Starting remote review services at your organization does not require expensive, complex tools. Make sure you have a game plan with certain tools in place before assisting applicants remotely. Here are the basics:

### I. Citizenshipworks

[Citizenshipworks](#) is a free online tool that guides LPRs through the citizenship application in plain language. It is available in English, Spanish, and Chinese. Applicants can use a computer or mobile device to access the platform. They must first complete a pre-screening to establish basic eligibility for naturalization before they can create an account and work on their applications. Instead of completing the N-400 application form directly, applicants answer a series of questions and the responses fill out the form. Applicants whose responses do not trigger any “red flags” (indicating potential eligibility issues) can generate and print an application to mail to USCIS. If they have questions or trigger red flags, Citizenshipworks staff can route applicants to appropriate legal partners for assistance.


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#### ***KEY BENEFITS OF CITIZENSHIPWORKS***

- ✓ Helps applicants **understand** the application and naturalization process
- ✓ Applicants can work on the application on their own and **at their own pace**
- ✓ **Red flags** for answers that require legal review and advice
- ✓ **Saves advocates time** by allowing applicants to complete their own applications
- ✓ Applicant and advocate can **securely interact** with each other through the platform via message, chat, and virtual review (video chat) functions
- ✓ Advocates can **view and make edits** to application directly during legal review process
- ✓ **Shared access** to most current version of application

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Your organization can become a Citizenshipworks partner and create a unique portal page for free. A standard “partner portal” provides basic information about your organization and follows a standard template. A “campaign portal” allows for more customization,



including detailed information about your program and services. It also allows multiple organizations to share access to the applicants enrolled with the campaign and to refer applicants to other organizations within the Citizenshipworks network.

Either of these portals can be shared with potential applicants and other CBO partners as you promote your naturalization services. Applicants who access Citizenshipworks through your portal and create an account are directly linked to your organization, and staff with advocate accounts can immediately access their applications. Citizenshipworks staff provide training and technical support for your team as you create and navigate the portal and begin assisting clients.

Here are some ways to customize your Citizenshipworks partner portal and a sample of Advancing Justice - LA's portal [here](#):

- ★ Describe your program and specific services provided
- ★ Introduce staff providing remote review services
- ★ Orientation video to familiarize applicants with organization and what to expect during the process (limited to campaign portals)
- ★ Testimonials from satisfied remote review clients

## II. Computer with Internet Access

You can access Citizenshipworks with any up-to-date web browser but it works best with Google Chrome and Mozilla Firefox. Applicants can navigate their accounts from mobile devices or computers. Advocates should use a desktop computer or laptop when reviewing applications and interacting with applicants, especially when making direct edits to the forms.


## III. Video Camera

Video conferencing is a valuable tool when establishing trust and rapport with the applicants. While some practitioners provide remote legal services solely via telephone and email correspondence, our experience is that communication via video conferencing for legal consultations and legal review appointments are ideal. At least one consultation, preferably the legal review of a completed application, should be done via video conference so the participants can communicate face-to-face. In addition to the integrated Citizenshipworks video chat tool, Zoom, Google Hangouts, and other similar free or low-cost tools are available, discussed in more detail in Part VIII below.

## IV. Legal Case Management System

Many legal organizations already have established case management systems to manage clients' cases. Whether you use a simple system with spreadsheets or sophisticated software, it is important to have a process that allows you to keep track of multiple clients'





cases and their progress. Even with limited scope services, there may be delays in completing services and closing out cases. Applicants often need time to gather information and documents, causing delays and deviations from the standard workflow. Each advocate involved in applicant services should be able to access a system with case notes and have a system for internal reminders to ensure effective case management.

## V. Limited Scope Service Agreement

The agreement can be a simple one page document in plain language that describes the services that the applicant will receive and lays out the roles and responsibilities of the applicant and the service provider. It should state clearly that your organization is not providing representation and also that the applicant is responsible for providing reliable, accurate information. It is important to reiterate in the agreement and during conversations that the applicant must be honest and forthcoming during any consultation as failure to reveal material information could have serious immigration and sometimes criminal consequences. A sample agreement is included in the Appendix.

Note that your limited scope agreement can be incorporated electronically into the Citizenshipworks opt-in process, which utilizes a pop-up screen that the applicant user has to agree to before continuing on the platform. However, staff should not rely on this process alone and set client expectations at the earliest interactions and reinforce understanding of the terms by reviewing them verbally.

## VI. Applicant Instructions

Whether you are doing your own outreach or partnering with other organizations to promote your remote review services and connect with LPRs, creating written materials can be very helpful. Step-by-step instructions with visuals can help LPR applicants navigate different steps in the application assistance process and minimize staff time spent on explaining and re-explaining basic instructions. Sample documents are included in the Appendix:

- ❑ Citizenshipworks account creation guide
- ❑ Accessing Citizenshipworks' integrated video chat tool (or other back-up video conference platform) for legal review
- ❑ Self-filing instructions with self-study resources

## VII. Legal Review Guidelines

Written guidelines for legal review of completed applications can help standardize the process for staff and applicants and ensure that common issues are addressed during the process. While applicants are responsible for providing accurate information, the legal review process should verify they meet all eligibility criteria, confirm key information, and

ensure that they have disclosed material information properly. Important issue areas to review and confirm include: how the applicant obtained LPR status and other immigration history, taxes, travel, criminal history, Selective Service and good moral character issues.

## VIII. Optional Tools

Below are additional tools that Advancing Justice - LA has explored to help address delays and other challenges:


An **electronic agreement signature tool** (e.g., DocuSign, SignNow) allows applicants to sign the service agreement electronically without the need for printing and physically returning the document. At the initial Pilot stage, we emailed applicants the agreement as a PDF after the intake call where we explained its terms. Even though applicants confirmed understanding and verbally agreed to the terms, we found that the extra step of having them print, sign and email or fax the document back caused delays and confusion. Once we incorporated the e-signature tool into our workflow, the process of securing a signed service agreement went much more smoothly and quickly. The tool that we use is fairly intuitive for almost all of our applicants, reducing the time spent explaining how to access and sign the electronic agreement.

An **online appointment scheduling tool** (e.g., Calendly, Appointlet) can minimize back and forth when scheduling initial intake calls or legal review appointments. It allows staff to set available appointment slots and share them via a link in an email or on a website. Once an applicant makes a selection, that time is blocked off on the advocate's calendar and no longer available as an option for other applicants.

This tool can minimize staff time spent on multiple follow-up attempts and streamline appointment scheduling. Applicants may also be more inclined to follow through with communications and services if they commit to a set appointment time early on in the process.

A **text messaging/SMS platform** can create flexibility and improve efficiency with client communications. We currently utilize an integrated texting tool within our cloud-based telephone system and found that applicants who were initially unresponsive to email or phone promptly responded to text messages. Many applicants have shared that they appreciate flexibility with communications — some could not easily answer phone calls during the workday, some did not answer calls from unfamiliar phone numbers, and others did not frequently check their email accounts. Text messaging allowed us to communicate with many of them and schedule calls at convenient times, typically after work hours.

While Citizenshipworks has a useful integrated video chat feature, an **alternate video conferencing platform** can be helpful. Some applicants may have difficulty accessing the integrated tool and programs may want a back-up option for legal review or other important conversations. Alternate video conferencing tools like Zoom are optimized for



mobile phone use and also have screen-sharing features so the applicant and advocate can look at the same section of the application during legal review, for instance. The screen-sharing function reduces staff time fixing typographical and other errors on the application on the backend because the applicant is able to point them out during the legal review process.

## Planning Considerations

### Staffing Model

The appropriate staffing model for an organization's remote review services will depend on available resources, staff capacity, and the needs of the local community. Staffing decisions should also take into account the language capacity and immigration experience and knowledge of program staff, as well as funding priorities. In most scenarios, programs will have attorneys work at the top of their license, maximizing their time for legal consultations and legal review of completed applications. Non-legal staff can help address applicants' basic naturalization questions and provide application assistance to prepare applicants for legal review with legal staff.

Here are some staffing considerations as you develop the model that works for your organization:

- A **case manager model** employs non-legal staff to handle initial stages of interaction with applicants, including intake and basic application assistance, before legal staff provides legal review assistance. Legal staff would also be available for eligibility consultations and provide support as needed to non-legal staff. The case manager could also provide administrative support when finalizing and closing out applicants' cases. Programs with DOJ accredited representatives can access this staffing model and rely on volunteers and non-legal staff for additional support.
- **Department of Justice (DOJ) accredited representatives** can provide legal support for remote services. Relying on DOJ accredited representatives in remote review capacities is exciting because it makes the staffing model more accessible to a larger number of programs, both within the NAC and beyond.
- **Case assignments by language** utilize legal and non-legal staff alike for applicant follow-up, assigning cases to staff who are proficient in the applicant's preferred language. The assigned staff is the primary contact for the applicant and provides application assistance and ultimately resolves applicants' cases under attorney supervision, if needed. This approach can maximize the cultural and linguistic capacity of individual staff.
- **Outreach staff** can identify and build relationships with local CBOs that serve lawful permanent residents but may not provide citizenship assistance or lack capacity to provide legal support to applicants. Partner CBOs can directly refer community

members seeking services or screen cases and/or provide some level of application assistance before referring applicants for legal review.

## Scope of Services

A critical piece of the planning process should include drafting a clear description of available naturalization services and any limitations on these services. These limitations may relate to an applicant's state of residence, substantive law, or some other criteria. Unless defined or dictated by a specific grant, remote review services can include basic naturalization support, application completion assistance, document review to legal review of completed applications. Some programs may offer application assistance virtually, while others may limit assistance to applicants that have completed more than 90% or more of their applications on Citizenshipworks. Clearly defining these services will promote consistency in service provision as well as data tracking and reporting.

Sample Planning Questions	
1.	How will we address fee waiver eligibility and assistance? (See <i>Additional Items to Consider</i> below for more information on fee waiver assistance)
2.	How will we handle complex naturalization cases?
3.	How will we handle complex cases based on state law issues outside of our jurisdiction?
4.	In what specific scenarios should we refer out cases?
5.	What is the referral process for applicants?
6.	What are the parameters of family involvement with remote services (e.g., when the primary applicant is not comfortable with technology)?

During the Pilot, Advancing Justice - LA consulted on many complex cases. Often, applicants who were referred to us with near-complete applications on Citizenshipworks had complex issues that were not revealed until legal review. Seemingly straightforward cases often required significant follow-up by our staff, including assistance with Freedom of Information Act (FOIA) requests for relevant immigration history and obtaining old out-of-state conviction records. Although not all programs will have the capacity and ability to assist with complex cases remotely,

our staff did their best to assist applicants with all case types, especially those without viable options for assistance locally. We engaged NAC partner organizations in different regions and relied on them for technical assistance to fully advise and resolve cases for clients with legal issues in other states.

## Building Trust

In developing a new remote review practice, you will have to revisit existing processes and expectations, especially if your program's experience is limited to in-person naturalization services at an established organization. At Advancing Justice - LA, we are trusted in our local community for naturalization assistance and have strong word-of-mouth referrals from satisfied clients. So we did not fully appreciate at the outset that applicants who were routed to Citizenshipworks through a digital ad campaign on Facebook and then referred to us for legal help may be reluctant to receive our services. Applicants who were out-of-state and unfamiliar with the technology seemed the most hesitant to move forward with remote services, often preferring referrals to in-person assistance.


We initially focused on simplifying our mass email and text messaging language. Early interactions with applicants who had opted in to services also revealed that we needed to share information about our services in simple and concrete terms and also share information about our remote services team and organization to help build trust. For example, instead of referring to legal review, citizenship assistance, or legal services generally, we listed the specific services provided: *answering citizenship questions, helping complete citizenship applications, reviewing completed applications, explaining how to file applications, and providing fee waiver information and helping complete the fee waiver request form*. We also included biographies and photographs of staff providing remote services on a dedicated landing page.

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### **IDEAS TO HELP ESTABLISH CREDIBILITY WITH REMOTE APPLICANTS**

- ✓ A specific **landing page** on Advancing Justice - LA's website to provide easy access to information about remote review program staff and organization
  - ✓ **Toll-free number** for prospective applicants to contact us directly
  - ✓ **Customized Citizenshipworks partner portal** describing services with embedded **orientation video** of case manager introducing services and process
  - ✓ Utilize **talking points and scripts** to describe tangible benefits and services
- 

Next, the process for applicants to opt-in to legal services should be as simple as possible. The more steps there are to secure applicants' permissions for legal referrals and services, the more likely that they may not continue with the process. Those already hesitant about technology



and engaging with unfamiliar organizations may be especially skeptical of remote legal services. In simplifying our messaging to individual applicants who had opted in to our services, we omitted references to the intake process and service agreement in the initial welcome correspondence. Instead, we focused on meeting applicants where they are in the process and scheduling a phone call to address questions and next steps.

Once an applicant agrees to services and communications are ongoing, here are other ways to continue building trust and facilitate open communications during the entire process:


- ❑ Share the role of NAC and our trusted nonprofit network
- ❑ Emphasize free services and motivations and goals behind services
- ❑ Use video conferencing for important conversations
- ❑ Explain and reiterate client confidentiality and attorney-client privilege
- ❑ Be mindful of your workspace and surroundings to ensure what applicants can see and hear during the interaction build trust and convey professionalism
- ❑ Confirm applicant and advocate have access to quiet area away from others to minimize distractions and promote a sense of privacy and confidentiality
- ❑ Prompt communications and follow-up on any action items

Keep in mind that while remote legal services are distinct from traditional in-person naturalization services, programs should incorporate the same ethical safeguards into their practice. For instance, good client communications and preserving client confidentiality are key concerns. Nonetheless, policies and procedures should take into account the unique challenges of attorney-client communications in a remote services setting, especially when applicants are new to your organization and may be hesitant to disclose sensitive matters. For instance, focus on tools and procedures that help build rapport and trust with applicants even without the benefit of in-person communications. In today's environment, it is particularly important to take precautions in providing remote, limited scope services, when denials and disclosures during the citizenship application process can have very serious consequences such as deportation.

These considerations should not be deterrents for incorporating remote legal services into your practice, but an opportunity to think through and modify existing practices to make sure they fit the new model. Throughout this guide, we will include suggestions on how to adjust processes to optimize client services in this setting.

## Working with Community Based Organizations + Other Non-legal Partners

If your program partners with any non-legal organizations to assist citizenship applicants, you will need protocols in place to make sure that staff do not share any unauthorized client information without the client's written consent. In scenarios where CBO staff provides joint



assistance to the applicant, you should consider whether it makes sense for the client to sign a release for information sharing between partners related to the client's case. However, unless the third party is necessary to the client's legal assistance, it is generally a best practice to firewall client information from any individuals outside of the organization.

## Unauthorized Practice of Immigration Law

There are two concerns regarding the unauthorized practice of immigration law (UPIL) that are applicable in virtual legal services setting: (1) legal staff providing legal assistance to clients outside of their own state and/or on out-of-state matters; and (2) non-legal staff providing legal services in violation of the law. While this guide is not a comprehensive resource regarding UPIL and a complete explanation of the law, this discussion is meant to flag these important considerations as you plan your services.

Regarding the first issue, it is generally settled law that legal practitioners can advise out-of-state clients on federal immigration law. Nevertheless, each state has different rules and regulations governing the practice of law, so it is critical that you confirm your state's rules with an expert and also confirm your coverage with your malpractice insurance provider. The complex piece is addressing how your program will handle any out-of-state issues that arise in the context of assisting an applicant with their primary citizenship case. For instance, many applicants have state criminal convictions that may affect their citizenship eligibility, and your program should have a concrete plan as to how these issues will be addressed when assisting diverse applicants. This element is also relevant to the planning discussion above regarding scope of services.

As for the second form of UPIL, it occurs in the naturalization context when someone other than an attorney or DOJ accredited representative provides immigration legal services. Examples of the unauthorized practice of law include telling someone that they can or cannot apply for naturalization or explaining how to complete a specific section of the application based on the applicant's specific situation. This unauthorized practice can lead to criminal consequences as well as serious liability issues for your organization. Only attorneys and accredited representatives should advise individuals on how to proceed with the naturalization process based on each applicant's particular situation. Support staff can provide legal information as long as they are knowledgeable about the law and do not suggest a course of action. A general tip for support staff: You should not answer a question from an applicant that starts with "Should I . . . ?"

### So what is legal information vs. legal advice?

Legal information is a statement of what the law is without any application of an applicant's individual situation. It refers to generally applicable rules and procedures that do not require analysis of any particular set of facts. For instance, non-legal staff can tell applicants about USCIS processing times, eligibility requirements for naturalization, and filing instructions.

Legal advice involves analysis of the applicant's situation and providing an opinion on a certain course of action based on the applicable law. Attorneys and accredited representatives can



advise applicants whether an eligibility requirement is at issue or whether they should include certain negative information on the application itself, for example. Sometimes the line between legal information and legal advice can be blurry. So when in doubt, you should refer the individual to get legal advice.

Examples of unauthorized legal services	Examples of permitted support role activities
Suggesting specific answers on citizenship application	Filling in blanks on application with information provided solely by applicant
Advising applicant which immigration forms to use (e.g., N-648)	Explaining the purpose of each form and general instructions on what it includes
Assessing fee waiver eligibility based on information provided by applicant	Explaining different bases for fee waiver eligibility
Predicting outcome of naturalization process for applicant	Describing the adjudication process and all possible outcomes

## Case Management


### Staff Availability

Depending on the capacity of legal staff with the requisite expertise in immigration law to provide legal review, you may have to structure scheduling around their availability. You may opt to have an appointment-based system where applicants can schedule appointments with legal staff when they are deemed ready for legal review. Another option is to have live office hours where applicants can contact staff directly via telephone as they work on their applications on their own time and schedule legal review during designated windows. You should also consider how mobile you want your practice to be and how accommodating your staff can be to applicants in different time zones and those with inflexible work schedules, for instance Applicant Follow-up

In addition to creating a legal review workflow, having a plan for different stages of applicant follow-up can help maximize staff time. The plan should account for applicants who become unresponsive and those who may need additional time to gather missing information and documents before they can finalize their applications. For instance, staff should have guidelines on how many follow-up attempts to make after an applicant becomes unresponsive and on setting deadlines for applicants to gather information and complete tasks. Advancing Justice - LA staff typically attempts three contacts via phone, text messaging and/or email before deeming an applicant as unresponsive and discontinuing efforts.

Following up with unresponsive and unmotivated applicants can be time consuming so having a thoughtful plan can create consistency and help staff prioritize tasks for multiple clients.





Applicants who miss phone appointments and do not follow-up within agreed upon time frames may not be ready to apply for citizenship, so guidelines for these scenarios can allow staff to shift focus to applicants who are engaged and ready to move forward with the process. For instance, Advancing Justice - LA generally gives applicants up to two weeks to provide necessary information or documents to move forward with their cases. If an applicant becomes unresponsive while engaged in services, staff make three follow-up attempts and communicate a deadline at which point we will stop any additional attempts and close the applicant's case with our office. Finally, staff should utilize a case tracking system to manage the applicant interactions, whether on a spreadsheet or in a case management system.

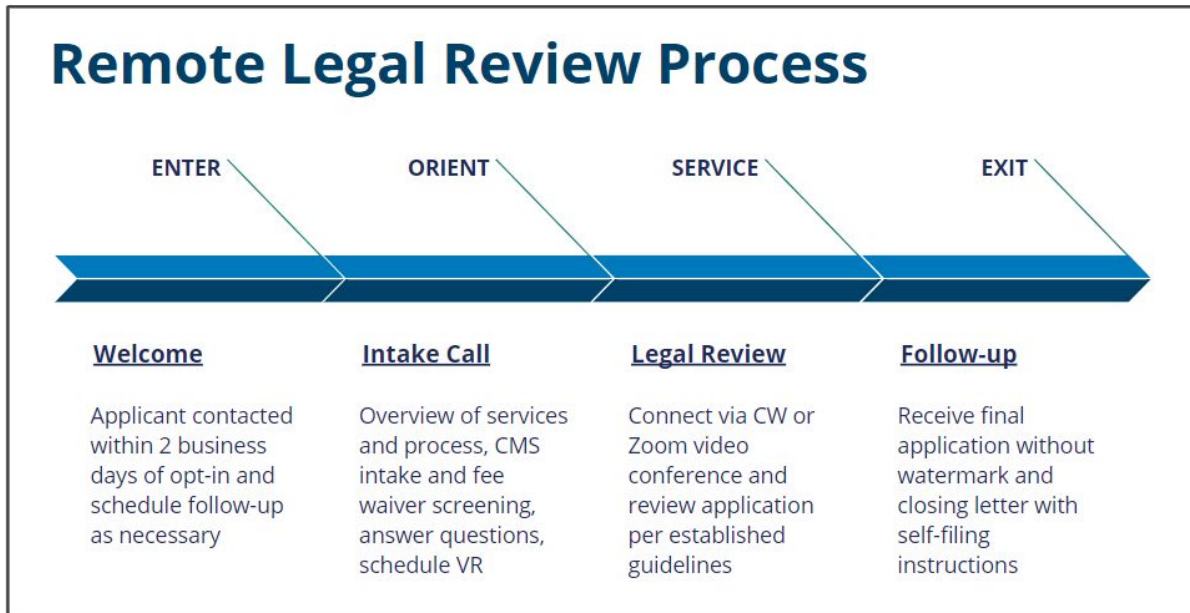
### Third Party Involvement

Applicants may have friends or family members helping them with the naturalization application and process. You may learn during the first conversation with an applicant that a family member completed the application on Citizenshipworks without the applicant's active involvement. Or you may find that a family member created the account on behalf of the applicant and the applicant has no knowledge of the application and the services you are providing. When initially following up with individuals, you should confirm that you are speaking directly to the applicant. If a third party has helped complete the application, you will need to make sure that the applicant has nonetheless reviewed the entire application and understands all of the questions and responses. In some situations, remote services may not be appropriate. For instance, an applicant who cannot confirm understanding of the application questions and corroborate responses should be referred for in-person services and possible N-648 assessment.

### Applicant Feedback

Consider developing a plan to solicit feedback from applicants at different stages of services. For example, you might make use of short questionnaires to collect information at intake, or when applicants decline assistance. Surveying applicants who never responded to communications or stopped responding after initial interactions may generate ideas on how to make adjustments to services, communications, and procedures. For successful applicants who receive full scope remote services from your organization, it may be helpful to solicit their feedback as part of the case closing process. Testimonials from applicants who had positive experiences working with your program can be shared as part of your outreach strategy. Any applicant feedback is valuable for new programs and services, so that you can make informed changes and test them as necessary. This process should be ongoing and the feedback tools themselves should be assessed regularly for usefulness.

## Remote Review Model



### 1. Welcome Contact

Applicants that opt-in to remote review services, whether by referral or by directly creating an account through the organization's Citizenshipworks portal, should be contacted promptly. A good guideline to follow is two business days after the applicant opts in to services. Prompt follow-up with applicants actively engaged in the application process and resolving their questions may encourage them to complete the process. In Advancing Justice - LA's experience, applicants who had recently created Citizenshipworks accounts were more likely to be responsive to our services than those who had created accounts months prior.

As mentioned above, it is important to maintain a tracking system of all attempts to contact applicants, including how many times staff will attempt to contact unresponsive applicants after opt in, the appropriate intervals to contact them, and the modes of communication that should be used based on information available. Programs that require applicants to complete a certain percentage of their applications before qualifying for services should have a system for tracking and encouraging enrolled applicants' progress.

Advancing Justice - LA generally attempts three contacts before marking an applicant unresponsive. Initially, our staff calls or emails the applicant, depending on how they opted in to our services, within two business days of being notified of the opt-in. When we started

utilizing text messaging, we would also contact applicants via text message to schedule an intake call if we had a mobile phone number available.

## 2. Intake Call

The intake call may be scheduled at a later time or take place concurrently with the initial welcome contact. The intake process should include your organization's standard intake questions, screening questions to assess fee waiver interest and eligibility, complex issues not already flagged in Citizenshipworks, and any additional demographic information you want to capture for grant or other purpose. The intake call may also be the opportunity for you to explain the services and process in detail, why the NAC provides this free service, and build trust with the applicant. These conversations can range from 15 to 30 minutes depending on the applicant's needs and situation.


It is also helpful to review the applicant's information in Citizenshipworks prior to making contact, so that you can follow up on any potential red flag issues and remind the applicant to work on any incomplete sections. Once you confirm that the applicant wants to proceed with full scope services, you can verbally review the key terms of the service agreement and explain how to sign the document electronically once the applicant receives and reviews it

Advancing Justice - LA staff typically creates a full intake record once we make contact with an applicant, but will pre-populate basic information we already have in Citizenshipworks to confirm with the applicant once we connect by phone. Once staff completes the screening and confirms that the applicant is ready for legal review, we will then schedule the legal review appointment at a mutually convenient time and provide an explanation of next steps, including the service agreement and how to access video chat during the legal review appointment.

## 3. Legal Review

An applicant that has completed more than 90% of the application on Citizenshipworks can be scheduled for legal review. Staff should set aside at least 1 hour for the legal review appointment, though the time can vary greatly depending on the applicant. If the applicant has not reached the required threshold, staff may want to encourage the applicant to complete the application before scheduling legal review. Staff can also offer support to answer questions and guide application completion. In some scenarios, it may be appropriate to schedule a legal consultation appointment to address a preliminary eligibility issue before encouraging application completion.

The legal review process should follow established written guidelines to ensure consistency and that staff do not overlook important issues. In addition to verifying critical deportability and eligibility issues such as criminal history, travel, LPR abandonment, and good moral character, it is important to confirm with the applicants how they obtained their LPR status



and to make sure that all issues were adjudicated appropriately. Programs can refer to comprehensive legal resources on common red flag issues (i.e., ILRC Naturalization Field Guide: Resources for Red Flag Screenings and Application Reviews) to develop their own internal guidelines.

Due to the sensitive nature of these issues, we again encourage advocates to utilize the video chat feature in Citizenshipworks for legal review as it may help facilitate trust and candor with applicants. Advancing Justice - LA staff found that applicants almost always waited until the legal review session to divulge sensitive issues and concerns and did not include them at the outset when completing their applications on Citizenshipworks. It underscored to us that establishing a relationship and having a meaningful consultation with legal staff are necessary steps for applicants to share critical background information and ultimately feel comfortable self-filing applications.

#### 4. Follow-up + Closing Case

Often the legal review appointment will reveal new information that requires additional information and possible document gathering by the applicant. In some situations, it may even be necessary to advise the applicant to complete a Freedom of Information Act (FOIA) request with different government agencies to fully advise the applicant and to make sure that earlier applications were adjudicated correctly. Once all issues have been cleared, the advocate should prepare a final draft of the application for the applicant to review.

Once the application is finalized, the advocate should provide the mailing version for submission to USCIS. The advocate should provide written self-filing instructions to the applicant and review them verbally as well. Once the applicant has received the final application and the advocate has confirmed with the applicant that there are no additional questions, staff should indicate that the case is closed in the legal case management system as well as on Citizenshipworks.

Advancing Justice - LA staff provides self-filing instructions in a closing letter to the applicant. The letter also includes information about the naturalization process, including when to expect a receipt and biometrics notices and the interview process, as well as an opportunity to provide feedback about our services.

## Sample Remote Review Models

### Do-It-Yourself or Start-It-Yourself Model

This model can be followed for applicants who have created accounts on Citizenshipworks and completed most of their applications regardless of how they are routed to your organization:

1. Applicant opts in to Advancing Justice - LA's services through Citizenshipworks or partner portal
2. Staff conducts a conflicts check in legal case management system
3. Staff reviews Applicant's Citizenshipworks account and application
4. Staff creates client record in legal case management system using information available in Citizenshipworks
5. Staff sends welcome email or text to schedule intake call, or calls Applicant directly, depending on opt-in information available
6. During legal intake call:
  - a. Staff explains services and service agreement and also addresses fee waiver screening and applicant's basic questions
  - b. Confirm criminal history with applicant and request documents for review prior to legal review (if applicable)
7. Staff schedules legal review with Applicant and provides items that need to be completed before appointment
8. Applicant executes limited scope service agreement electronically
9. Staff conducts legal review via video chat
10. Follow-up as needed
  - a. Information/document gathering
  - b. Legal research by legal staff
  - c. Technical assistance from legal partners
11. Applicant receives final application, completed fee waiver form (if applicable), and closing letter with self-filing instructions and USCIS processing information

## CBO Referral Model

This model reflects the shift in strategy during the Pilot to develop relationships with CBOs that are a ready source of applicant referrals. The main criteria for referral CBO partners is that they are trusted by eligible-to-naturalize LPRs in their respective communities, have access to technology to facilitate Citizenshipworks access, and are located in communities that need more access to legal services providers.

1. CBO directs Applicant to Advancing Justice - LA's Citizenshipworks portal and directs Applicant to orientation video in Spanish/English to provide an overview of services
2. CBO provides Applicant with written guide on account creation with portal link
3. CBO ensures Applicant completes "Start Now" prescreening on the portal
4. If Applicant completes the prescreening, applicant provides the following information, either on Applicant Worksheet (see Appendix) or in Citizenshipworks:
  - a. Green card
  - b. Home address with corresponding dates for last 5 years
  - c. Names, addresses, dates of employment and school for last 5 years
  - d. Dates of trips outside U.S. for last 5 years
  - e. Details on any contact with law enforcement
5. CBO confirms Applicant's account creation and completed worksheet before making formal referral to Advancing Justice - LA for legal review by emailing completed worksheet
6. Applicant has option to complete application on own and CBO to refer to Advancing Justice - LA when CBO verifies completed application
7. Advancing Justice - LA to handle all subsequent applicant communications and assistance directly and schedules remote review by appointment, following workflow steps in DIY/SIY model above
8. If applicant needs additional support to complete and file application, including language support, Advancing Justice - LA to request CBO support on case-by-case basis
9. If Applicant contacts CBO directly, Applicant to be directed to Advancing Justice - LA staff



## Citizenship Class Partnership Model

1. CBO directs Applicant to Advancing Justice - LA's Citizenshipworks portal and directs applicant to orientation video in Spanish/English to provide an overview of services
2. CBO provides Applicant with written guide on account creation with portal link
3. CBO to have Applicant sign Release for information sharing and joint assistance by CBO and Advancing Justice - LA
4. CBO to guide application completion with technical assistance from Advancing Justice - LA
5. CBO can have Applicant complete in stages in classroom setting
6. CBO confirms Applicant has reached 90+% completion before scheduling Applicant for legal review with Advancing Justice - LA
7. Advancing Justice - LA can provide appointment slots during regular class window
8. After legal review, Advancing Justice - LA to provide Applicant with written list of follow-up items and CBO to assist with follow-up
9. CBO to provide self-file instructions to Applicant and support with application submission to USCIS, as necessary
  - a. File copies of signed application
  - b. Mailing application with return receipt

## Additional Items to Consider

### I. Fee Waiver Assistance

Many applicants will inquire about fee waiver options and eligibility before they want to move forward with the naturalization process. While not all programs will be able to provide fee waiver assistance, it is important to provide this information to applicants and address general eligibility issues at the outset. For programs who are open to preparing or reviewing fee waiver request forms, it is important that you are equipped to advise on and confirm eligibility by reviewing documents such as public benefits verification letters and income tax returns. Each state will have different means-tested benefits programs and procedures, so it is helpful to identify resources in advance if you are assisting applicants outside of your own state.

### II. Legal Review Advocate as Preparer

Generally, applicants that advocates assist through a remote review services model will be “preparers” of their own applications and would not require the advocates to complete the preparer section of the citizenship application.

During a standard legal review process, the advocate will make minor adjustments to the application but would not list themselves as the preparer and sign the application unless they have actually gone through the entire application with the applicant. While there is no bright-line rule as to when the reviewing staff should be deemed the preparer, if you are making significant substantive changes to the application during the legal review process, it is best to review the entire application with the applicant and complete the preparer section.

### III. Interpreter Needs

Applicants should be able to understand all of the questions in the citizenship application and provide appropriate answers. During the course of assisting an applicant, you recognize that the client cannot understand the content of the application in English, you should ask whether the applicant has a friend or family member who could interpret the entire application and sign the interpreter section. If the applicant does not have access to such an individual, the advocate could serve that role. The advocate would then have to review the entire document with the applicant and verify the answers in order to complete and sign the interpreter section of the application. In this situation, the advocate should print the finalized application and sign the preparer section before mailing the original to the applicant for self-filing.



#### IV. Third Party Account Creation

As noted above, you may encounter situations where family members have created accounts on behalf of potential applicants. However well-meaning, family members should not be the primary contact for virtual citizenship services. If the applicant is unable to communicate or otherwise work on their application directly with the advocate, virtual services are likely not suitable and the applicant should be referred to a local organization for in-person services. Even if a family member is providing support to the applicant, it is also important that you communicate directly with the applicant for all services. That being said, family members can be extremely helpful in preparing the applicant for remote services and providing necessary information to complete the application.

#### V. Local Applicants

Applicants who live in close proximity to the organization providing remote services may request or insist on in-person services. Depending on how your remote review services are staffed and funded, you may want to encourage continuing services remotely by focusing on the benefits and flexibility. Nonetheless, in-person services may be more appropriate if the applicant is not comfortable with technology or lacks access to necessary tools, or has a complex case that would benefit from full representation, for instance.

#### VI. When Technology Fails

In some situations, despite clear instructions and planning, advocates may not be able to connect with applicants over videoconferencing. There may be unknown issues with the equipment or the applicant may not be familiar with the tools and how to allow camera or microphone access for the platform to function properly, for example. In situations where the Citizenshipworks tool and the back-up option like Zoom do not come through, we have opted to conduct the legal review session via telephone so we do not lose the opportunity to assist the client during the scheduled time. However, if there are unresolved eligibility issues or credibility concerns during the session, we try to schedule a follow-up videochat to have another conversation.

#### VII. Hard of Hearing Applicants

Assisting applicants with disabilities should be part of a larger legal services plan for your organization. In the remote services context, instant messaging through Citizenshipworks platform and text messaging are tools that can help communicate with applicants that are hard of hearing but may not have assistive communication tools available to them.

## Appendix: Sample Documents + Tools

### I. Citizenshipworks Account Creation Guides (English + Spanish)

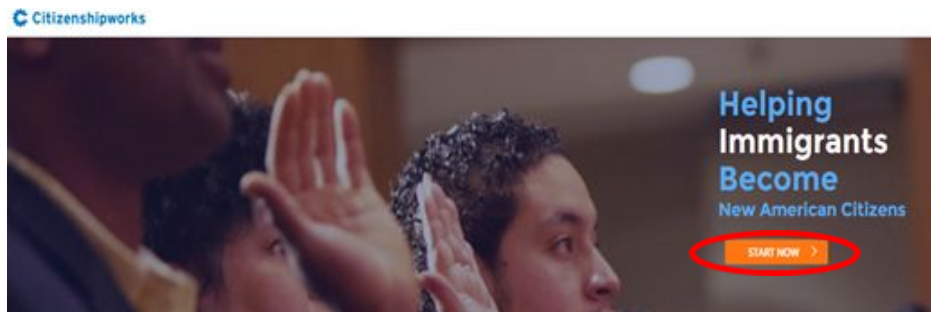
#### Creating your Citizenshipworks Account

Asian Americans Advancing Justice - LA is a non-profit organization and a partner of the New Americans Campaign, a national network of trusted non-profit partners that can help you apply for citizenship. Advancing Justice - LA is working closely with local community organizations throughout the United States to make our citizenship legal services available to more community members. We use Citizenshipworks, a free and secure online service, to guide you through the process.

**To get started, please follow the following instructions to create an account, log in, and start working on your Citizenship Application!**

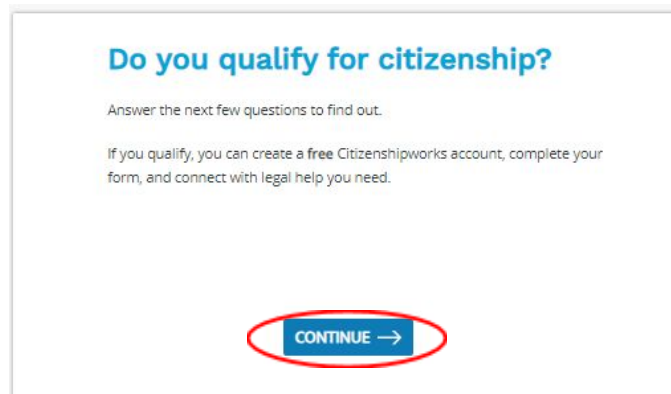
**Step 1: Type in the following web address on your browser:**

- <https://www.citizenshipworks.org/campaign/nac-vr>  
Click on **START NOW**



**Step 2: Complete the eligibility screening and Sign up!**

- Click on 'Continue' to Start the eligibility screening



### Step 3: Accept Terms and Conditions and Complete Eligibility Screening

- First, please check the box to accept the terms of use and privacy policy and click **continue**. You will be prompted to answer a couple of preliminary questions just to make sure you are eligible to apply for Citizenship, please answer all questions accurately to properly determine your eligibility. If you qualify, you will be asked to create a FREE Citizenshipworks account, click **continue** to **Sign Up** and get started on your application. Remember all your information is kept confidential.

The image shows two sequential screenshots of the Citizenshipworks application process. The first screenshot is titled "About this Interview" and contains the following text: "This interview is not legal advice. Using this tool does not create a lawyer-client relationship. Only a lawyer or a DOJ accredited representative can give you legal advice. Citizenshipworks does not connect to the U.S. Citizenship and Immigration Services ('USCIS' or government)." Below this is a section for "Terms of Use and Privacy Policy" which states: "Use of the Citizenshipworks website and its services are subject to our Privacy Policy and Terms of Use. Please take a moment to read them." A checkbox with the text "Check here to indicate that you have read and agree to the Terms of Use and Privacy Policy, and that you understand that this tool is not legal advice." is circled in red. At the bottom, there are "← BACK" and "CONTINUE →" buttons, with the "CONTINUE" button also circled in red. An arrow points to the second screenshot, which is titled "It looks like you may be eligible to apply for citizenship!". It contains the text: "You have been a lawful permanent resident for 5 or more years. There are other questions you must answer before submitting your application. Create a free Citizenshipworks account to complete your form, and connect with legal help." At the bottom, there are "← BACK" and "CONTINUE →" buttons, with the "CONTINUE" button circled in red.

### Step 4: Create your Citizenshipworks Account

- You can create an account using your **email address** **OR** **cell phone number**. You can write down your login information on the bottom of this handout in case you forget it. Please keep this information in a safe place and do not share it.

The image shows a screenshot of the "Start your Citizenshipworks application today!" form. The form includes the text: "Your Citizenshipworks account is free!". Below this are three input fields: "First Name" with a red asterisk, "Last Name" with a red asterisk, and "Email or Phone Number" with a red asterisk. Each field has a placeholder text: "First Name", "Last Name", and "Email or Phone Number" respectively. At the bottom, there are "← BACK" and "CONTINUE →" buttons, with the "CONTINUE" button circled in red.

### Step 5: Confirm your enrollment with our organization.

- By confirming your enrollment with our organization, we are able to provide free legal assistance and answer your citizenship related questions, just click on '**Join**'.

## Confirm Organization Enrollment

If you join Asian Americans Advancing Justice - Los Angeles (Online), they will be able to access your information and help you with your application. Please confirm you would like to join this organization by clicking "Join". Asian Americans Advancing Justice - Los Angeles (Online) will contact you after you have been assigned a legal Advocate.



### Step 6: Get Started and Complete your Application!

- Begin your application! Click on **START** or **START HERE** at the top of your dashboard. Complete as much as you can and answer all questions truthfully to the best of your ability.

#### ABOUT THE N-400 How it Works

Citizenshipworks will help you fill out Form N-400. That's the form you have to fill out to apply to become a U.S. citizen.

We will ask you questions, one by one. Before starting each section, we will help you understand what documents or information you may need.

We will also alert you to any issues in your application that may make it hard for you to become a citizen. And we will help you find an Advocate to look at your case.

**Get Started:** Click on one of the sections to the left to begin. We recommend answering a few important questions in the "Start Here" section first.

#### Documents & Information You Will Need

- Your Green Card
- Your home addresses for the last 5 years
- Names, addresses, and dates of your jobs and schools in the last 5 years
- Your trips outside the U.S. in the last 5 years
- Information about your family, including any marriages and children
- Any contact you had with law enforcement



OR

### APPLICATION

1 Complete N-400

ABOUT THE N-400

Start Here

Information About You

Your Parents

What have you been doing for the last 5 years?

Trips Outside the U.S.

Your Organizations

Tickets & Arrests

Other Information

Support of the U.S.

2 Gather Documents

3 Review

4 Print Application

5 After You File

- Once you are finished with your application (whether 100% or less), double check that your information is correct. Click on **REVIEW** and **INCOMPLETE QUESTIONS** and ensure that you answer as many as possible. If you are not sure or do not have the information, leave it blank. Review your **APPLICANT WORKSHEET** and ensure that you have all necessary documentation to bring with you to your next appointment or Virtual Review Appointment.

Please use the space below to write your username (email or phone number) and password so you won't forget your login:

USERNAME: \_\_\_\_\_

PASSWORD: \_\_\_\_\_

### **Creando su cuenta de Citizenshipworks**

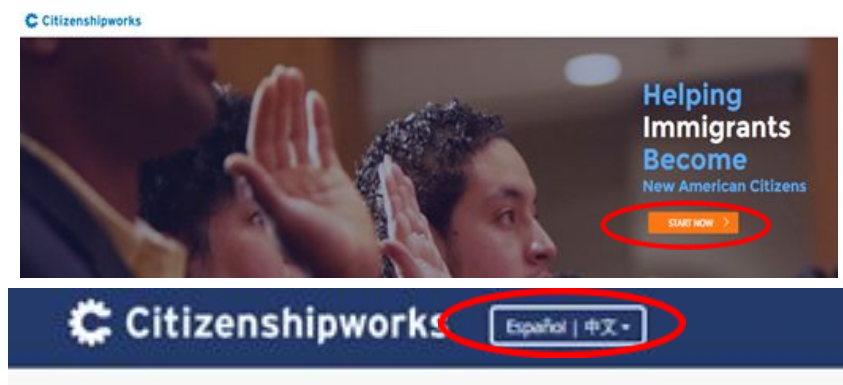
*Asian Americans Advancing Justice - LA* es una organización sin fines de lucro asociada con la campaña de nuevos americanos (New Americans Campaign), una red nacional de organizaciones sin fines de lucro de confianza que le pueden ayudar a solicitar la ciudadanía. *Advancing Justice - LA* trabaja junto con organizaciones comunitarias locales alrededor de los estados unidos para asegurar que nuestros servicios legales de ciudadanía sean disponibles a más miembros de la comunidad. Usamos Citizenshipworks, una plataforma de servicio seguro y gratuito para ayudarle con el proceso.

**¡ Para empezar, por favor siga las instrucciones siguientes para crear una cuenta, ingresar, y comenzar a llenar su solicitud de ciudadanía!**

**1er Paso: Visite la siguiente página :**

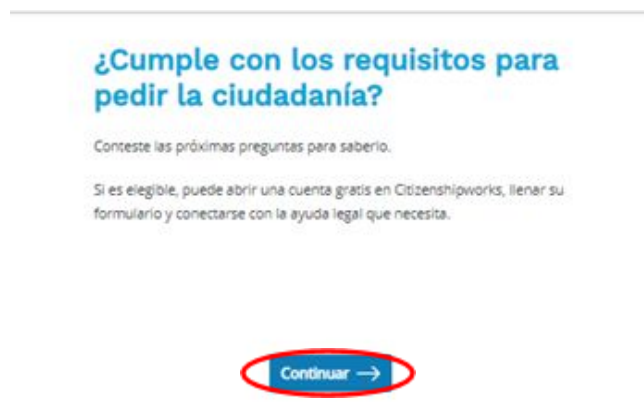
→ <https://www.citizenshipworks.org/campaign/nac-vr>

Oprima 'START NOW' : Para cambiar el lenguaje a español, oprima la opción para cambiar el lenguaje que se encuentra en la parte de arriba de la página y seleccione 'español'.



**2do Paso: ¡Complete las preguntas de elegibilidad e inscribese!**

→ Oprima 'Continuar' para empezar a contestar las preguntas de elegibilidad



**3er Paso: Aceptar los términos y condiciones y completar las preguntas de elegibilidad**

→ Primero, por favor marque la cajita para aceptar los términos de uso y póliza de privacidad y oprima 'continuar'. Se le hará una serie de preguntas preliminares para determinar que usted sea elegible para solicitar la ciudadanía, por favor conteste todas las preguntas

adecuadamente para poder apropiadamente determinar su elegibilidad. Si califica, se le pedirá crear una cuenta GRATUITA de *Citizenshipworks*, oprima 'continuar' para inscribirse y empezar a llenar su solicitud. Recuerde que todo es confidencial.

#### Acerca de esta entrevista:

Esta entrevista no le da asesoramiento legal. El uso de esta herramienta no crea una relación de abogado a cliente. Solo un abogado o representante acreditado del DOJ puede darle asesoramiento legal. Citizenshipworks puede conectarlo con la ayuda legal que necesita. Citizenshipworks no está conectado con los Servicios de Ciudadanía e Inmigración de los EE. UU. ("USCIS" o el gobierno).

##### Términos de uso y política de privacidad

El uso de sitio de Citizenshipworks y sus servicios son sujetos a nuestros [Términos de Uso y Normas de Privacidad](#). Favor de leerlos ahora.

Seleccione aquí para indicar que ha leído y está de acuerdo con los [Términos de Uso y Normas de Privacidad](#), y que entiende que este sitio no es asesoramiento legal.

← Atrás

Continuar →

→

#### Parece que cumple con los requisitos para solicitar la ciudadanía:

Ha sido un residente legal permanente por 5 años o más.

Tiene que contestar otras preguntas antes de presentar su solicitud.

Abra una cuenta gratis de Citizenshipworks para llenar su formulario y conectarse con la ayuda legal que necesita.

← Atrás

Continuar →

#### 4o Paso: Crear su cuenta de Citizenshipworks

- Puede crear su cuenta usando su **correo electrónico** **O** **numero de celular**. Lo puede apuntar la información en la parte de abajo de esta hoja para que no se le olvide. Por favor mantenga esta información en un lugar seguro y no la comparta.

#### ¡Empiece su solicitud de ciudadanía hoy!

¡Su cuenta de Citizenshipworks es gratis!

Nombre *	Apellido *
<input type="text"/>	<input type="text"/>
Email or Número de teléfono celular *	
<input type="text"/>	

← Atrás

Continuar →

#### 5o Paso: Confirme su inscripción con nuestra organización

- Al confirmar su registración con nuestra organización, le podremos brindar asistencia legal gratuita y responder a sus preguntas de ciudadanía, simplemente oprima '**Unirse**'.



## Confirme su inscripción en la organización

Si se une a Asian Americans Advancing Justice - Los Angeles (Online), esta organización podrá acceder a su información y ayudarle con su solicitud. Confirme que desea unirse a esta organización haciendo clic en "Unirse". Asian Americans Advancing Justice - Los Angeles (Online) se comunicará con usted después de que le hayan asignado un defensor legal.

Cancelar

Unirse

### 6o Paso: ¡Comience a llenar su solicitud!

- ¡Comience a llenar su solicitud de ciudadanía! Oprima **EMPEZAR O EMPIECE AQUÍ** al comienzo de su página. Complete lo más que pueda y responda a todas las preguntas honestamente.

#### ACERCA DE LA N-400 Cómo funciona

Citizenshipworks le ayudará a llenar el formulario N-400. Ese es el formulario que tiene que llenar para solicitar ser ciudadano de EE.UU.

Le haremos preguntas, una por una. Antes de empezar cada sección le ayudaremos a entender cuáles documentos o información podría llegar a necesitar.

También le notificaremos cualquier problema en su solicitud de ciudadanía que podría hacer que le resulte difícil hacerse ciudadano. Y le ayudaremos a encontrar un defensor para que revise su caso. **¡Empiece!** Haga clic en una de las secciones a la izquierda para empezar. Le recomendamos que primero conteste algunas pocas preguntas importantes en la sección "Empiece aquí".

#### Documentos y Información que necesitará

- Su tarjeta verde
- Las direcciones de todos los lugares donde vivió en los últimos 5 años
- Los nombres, las direcciones y las fechas de los trabajos que tuvo y las escuelas donde estudió en los últimos 5 años.
- Sus viajes fuera de EE.UU. en los últimos 5 años
- Información sobre su familia, incluyendo matrimonios e hijos.
- Cualquier contacto que haya tenido con oficiales de la ley

EMPEZAR

O

- Cuando usted haya terminado su solicitud (ya sea el 100% o un poco menos), vuelva a revisar que toda la información esté correcta. Oprima **REVISAR** y **PREGUNTAS INCOMPLETAS** y asegúrese de haber contestado la mayor parte posible. Si no está seguro o no tiene la información, déjelo en blanco. Revise su hoja de '**INFORMACIÓN NECESARIA**' y asegúrese de tener toda la documentación necesaria y traerla a su próxima cita o tenerla disponible el día de la revisión virtual de su solicitud.

Por favor use el espacio siguiente para apuntar su correo electrónico o número de teléfono y su contraseña para que no se le olvide :

Correo electrónico o Teléfono: \_\_\_\_\_

Contraseña: \_\_\_\_\_

\*\*\*CONTRIBUTED BY CITIZENSHIPWORKS\*\*\*



### **1. Open Citizenshipworks**

- Open an up-to-date internet browser (preferably Chrome or Firefox).
- Go to [www.citizenshipworks.org/campaign/nac-vr](http://www.citizenshipworks.org/campaign/nac-vr).

### **2. Create an Account**

- Click **Start Now** to begin the prescreening.
- Choose your preferred language at the top of the page.
- If you qualify, create an account with a cell phone number or email address.
- Enter the verification code texted or emailed to you.

### **3. Sign In**

- After you verify your account, sign in. (If you are using your cell phone number, enter it without spaces or punctuation.)
- A pop-up will appear asking you to join Asian Americans Advancing Justice - Los Angeles (Online). Click **Join**. The page will reload and **AAAJ-LA Online** will appear under your first name in your dashboard.

### **4. Complete the Application**

- Click **Application** in your dashboard.
- Read the instructions in **About the N-400** and click **Start**.
- Your answers are saved when you go to the next page.

*Tip: If you are unsure about a question, skip it for now.*

*You can use the menu to the left of the page to navigate between sections.*

### **5. Prepare for Legal Review**

- If you are less than 100% complete, go to **Review > Incomplete Questions** in the menu to the left of the page. Answer as many incomplete questions as you can. You should aim to finish at least 95% of your application.
- Check that **AAAJ-LA Online** appears under your first name in your dashboard.
  - If not, log out. Go to [www.citizenshipworks.org/campaign/nac-vr](http://www.citizenshipworks.org/campaign/nac-vr) and sign in from the top right of the page. Click **Join** on the pop-up. The page will reload and **AAAJ-LA Online** will appear under your first name.
- Log out of your account.





### **1. Abra Citizenshipworks**

- Abra un navegador de internet actualizado (preferiblemente Chrome o Firefox).
- Vaya a [www.citizenshipworks.org/campaign/nac-vr](http://www.citizenshipworks.org/campaign/nac-vr).

### **2. Cree una cuenta**

- Haga clic en **Empezar** para comenzar la evaluación previa.
- Seleccione su idioma preferido en la parte superior de la página.
- Si califica, cree una cuenta con un número de teléfono celular o correo electrónico.
- Ingrese el código de verificación que fue enviado por texto o correo electrónico.

### **3. Inicie sesión**

- Después de verificar su cuenta, inicie sesión. (Si está usando su número de teléfono celular, ingréselo sin espacios ni puntuación.)
- Aparecerá un mensaje preguntando si quiere unirse a Asian Americans Advancing Justice - Los Angeles (Online). Haga clic en **Unirse**. La página se actualizará y aparecerá **AAAJ-LA Online** bajo su nombre en su tablero.

### **4. Complete la solicitud**

- Haga clic en **Solicitud** en su tablero.
- Lea las instrucciones en **Acera de la N-400** y haga clic en **Empezar**.
- Sus respuestas se guardan cuando vaya a la próxima página.

***Consejo: Si tiene dudas sobre una pregunta, siga adelante por ahora. Puede usar el menú a la izquierda de la página para navegar entre secciones.***

### **5. Prepárese para la revisión legal**

- Si ha completado menos del 100%, vaya a **Revisar > Preguntas Incompletas** en el menú a la izquierda de la página. Responda tantas preguntas incompletas como pueda. Debe intentar terminar al menos el 95% de su solicitud.
- Compruebe que **AAAJ-LA Online** aparezca bajo su nombre en su tablero.
  - Si no, cierre sesión. Vaya a [www.citizenshipworks.org/campaign/nac-vr](http://www.citizenshipworks.org/campaign/nac-vr) e inicie sesión desde la parte superior derecha de la página. Haga clic en **Unirse** en el mensaje. La página se actualizará y aparecerá **AAAJ-LA Online** bajo su nombre.
- Cierre sesión.

## II. CBO Applicant Worksheet



### Citizenship Applicant Worksheet

Please provide the following information directly on this worksheet, or in your Citizenshipworks account. If the required information is in Citizenshipworks, check the box next to the item to indicate that you have completed this information.

- A# on Permanent Resident Card** (also known as your “green card”)

\_\_\_\_\_  
*\*\*Make sure you have your physical card for future appointments.*

- Your **home address(es)** for the past 5 years, including dates.

Address	From (date)	To (date)

- Your **employer(s) and school(s)** for the past 5 years, including dates.

Employer or School	Address	From (date)	To (date)

- Every **trip you have taken outside the U.S.** (including trips to Canada and Mexico) for the past 5 years

*\*\*If you have traveled outside the U.S. for more than 6 months at a time since you got your green card (even if outside the last five years), please also include those trips.*

Date left U.S.	Date returned	Countries visited

- Details of any **contact with law enforcement**, including arrests, convictions, etc., including traffic violations

Date	Location	Description

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**If you want to apply for a fee waiver for the \$725 USCIS application fee, please provide the following information:**

- III. Number in household \_\_\_\_\_ Total household income (gross) \_\_\_\_\_
- IV. Check box if you are currently receiving any government benefits (Food stamps, cash aid, Medicaid, etc.).

## V. Sample Messaging (English + Spanish)

### **CITIZENSHIPWORKS OPT-IN EMAIL**

Subject: [Name], Get a Free Legal Consultation!

Dear [Name],

Do you have questions about your citizenship application?  
Do you want to know if you qualify for a fee waiver for the \$725 application fee?

Our partner [Advancing Justice-LA](#) can:

- Answer your citizenship questions
- Help you complete your application
- Review your completed application
- Explain how to file
- Provide fee waiver information and help you complete the form

Advancing Justice-LA is a trusted nonprofit organization that has attorneys and accredited representatives who speak many languages, including Spanish, Tagalog and Mandarin.

If you wish to receive these free services, please reply **YES** to this email, and Advancing Justice-LA will contact you directly about your Citizenshipworks application. Or you can call Advancing Justice-LA's toll-free legal helpline directly:

**English/Spanish 877-466-8160**

Sincerely,


Connie  
The Citizenshipworks Team

*This is a limited time offer and does not guarantee services. By replying "Yes" to this email, you agree to give Citizenshipworks permission to share your contact information and answers to the Form N-400, Application for Naturalization, with Advancing Justice - Los Angeles. ([Citizenshipworks](#) is a project of [Pro Bono Net](#).) For more information about Advancing Justice - LA please visit [www.advancingjustice-la.org](http://www.advancingjustice-la.org).*

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### **WELCOME EMAIL**

Hi [Applicant Name] --



I am an [attorney or DOJ Accredited Representative] with Advancing Justice - LA, and I am following up on your request through Citizenshipworks to receive citizenship assistance.

It looks like you are very close to finalizing your application, and I would be happy to review your application with you and answer any questions that you have. Please let me know when is a convenient time for me to call you.

I look forward to hearing from you.

Thank you,

---

### **FOLLOW-UP EMAIL**

Hi [Applicant Name] --

I am writing to follow-up on your request to receive assistance with your citizenship application. Please let me know when you are available to connect by phone.

As mentioned, we are available to help you finalize your application and address any questions that you may have.

I look forward to hearing from you.

Thank you,

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### **FINAL ATTEMPT EMAIL**

Hi [Applicant Name] --

I am an [attorney or DOJ Accredited Representative] with Advancing Justice - LA, and you were referred to us by our partner Citizenshipworks.

I have tried reaching you by [phone and/or email] to follow-up regarding your citizenship application that you started on Citizenshipworks. Unfortunately, I have been unable to reach you.

This will be my last attempt to contact you. If you have any questions or still need assistance, please feel free to contact me directly when you are ready. I can be reached at [email address and phone number].

Best of luck,

---

### **SAMPLE SCRIPT EXPLAINING SERVICES**

Our services are completely free. We are a non-profit organization that is part of a national effort to help more lawful permanent residents become U.S. citizens. We are able to assist applicants outside of California, where we are based, as long as there are no complex state law issues in your case. If any arise as we review your case, we would do our best to refer you to a local service provider for assistance.

Once you complete your application using the Citizenshipworks online platform, we can schedule a time for us to review your application together via video chat using the platform. If you get stuck as you complete your application, you can reach out to me and I can address any questions.

Also, if you are unable to afford the USCIS application filing fee at this time, we can discuss your situation to determine whether you are eligible for a fee waiver for the filing fee.

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### **SERVICE AGREEMENT EMAIL AFTER OPT-IN**

Hi [Applicant Name] --

It was nice speaking with you by phone today. As promised, here is the Service Agreement that you will need to review and sign before our scheduled appointment to review your application together over video chat. The purpose is to make clear the scope of our legal services and our roles.

Please review and feel free to reach out if you have any questions or concerns about signing the agreement.

Thank you,

---

### **VIDEOCHAT INSTRUCTIONS VIA EMAIL**

Hi [Applicant Name] --

We are scheduled to connect over video chat on [Date] at [Time]. As we have discussed, please make sure to log in to your Citizenshipworks account from your computer at the scheduled time, so that I am able to initiate a video chat with you directly through Citizenshipworks. You may need to allow Citizenshipworks to access your camera and microphone by clicking "allow" in

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order for the videochat to connect. Also, please make sure to use Google Chrome or Firefox as your browser as other browsers may not work properly with Citizenshipworks.

[Alternatively, provide Zoom information if Applicant needs to use mobile device for videochat legal review session. Applicant will need to download app, and I will send Zoom meeting invite information via email that has the link to join the videochat.]

Please let me know if you have any questions. I look forward to connecting with you soon.

Best,

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### **INITIAL ATTEMPT VIA TEXT MESSAGING**

This is [Name] from Advancing Justice - LA regarding your Citizenshipworks application. May we text you to schedule a phone call to help you finalize your application?

Text STOP to opt-out of texts.

Please note that this number is only monitored during business hours and to be used for scheduling purposes only.

*Staff Guidelines for Texting:*

1. *Copy and paste SMS thread in CMS*
2. *Periodically delete all client communications (1x week)*
3. *Do not provide legal advice via SMS without prior approval*

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### **SPANISH VERSIONS**

#### **CITIZENSHIPWORKS OPT-IN EMAIL**

Subject: [Name], ¡Obtenga una Consulta Gratis!

Estimado/a [Name],

¿ Tiene Preguntas acerca de su solicitud de ciudadanía?

¿ Quiere saber si califica para una excepción de tarifa del costo de \$725 que cobra inmigración para la tramitación?

Nuestros socios de [Advancing Justice-LA](#) pueden:

- Responder sus preguntas de ciudadanía

- Ayudarle a completar su solicitud de ciudadanía
- Revisar su solicitud completa
- Explicarle cómo enviar su solicitud
- Proveer información de la excepción de pago y ayudarle a llenar el formulario

*Advancing Justice-LA* es una organización sin fines de lucro de confianza que cuenta con abogados y representantes acreditados que hablan varios idiomas incluyendo español, tagalo, y mandarín.

Si usted desea recibir estos servicios gratuitos, por favor responda **SÍ** a este correo electrónico, y *Advancing Justice-LA* se comunicara con usted directamente acerca de su solicitud en *Citizenshipworks*. También puede llamar al número gratuito de *Advancing Justice-LA* al:

**Ingles/Español 877-466-8160**

Atentamente,

Connie  
El Equipo de *Citizenshipworks*

*Esta oferta es por tiempo limitado y no garantiza servicios. Al responder "Si" a este correo electrónico, usted está de acuerdo con darle permiso a *Citizenshipworks* compartir su información de contacto y respuestas en su formulario N-400, Solicitud de Ciudadanía, con *Advancing Justice-Los Angeles*. ([Citizenshipworks](#) es un proyecto de [Pro Bono Net](#).) Para más información de *Advancing Justice - LA* por favor visite [www.advancingjustice-la.org](http://www.advancingjustice-la.org).*

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### **WELCOME EMAIL**

Hola [Applicant Name] --

Soy [una abogada or Representante Acreditada del Departamento de Justicia] con *Advancing Justice - LA*, y le estoy dando seguimiento a su petición para recibir asistencia de ciudadanía por medio de *Citizenshipworks*.

Al parecer usted está muy cerca de finalizar su solicitud, y con mucho gusto me gustaría revisar su solicitud con usted y responder cualquier pregunta que usted tenga. Por favor hágame saber cuando es conveniente para usted aceptar una llamada.

Espero su respuesta.

Gracias,

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**FOLLOW-UP EMAIL**

Hola [Applicant Name] --

Le estoy escribiendo para darle seguimiento a su petición para recibir asistencia con su solicitud de ciudadanía. Por favor indique cuando tiene disponibilidad para comunicarnos con usted por teléfono.

Como he mencionado, estamos disponibles para ayudarle a finalizar su solicitud y responder cualquier pregunta que tenga.

De nuevo, espero su respuesta.

Gracias,

---

**FINAL ATTEMPT EMAIL**

Hola [Applicant Name] --

Soy [una abogada or Representante Acreditada del Departamento de Justicia] con *Advancing Justice - LA*, y fue referida/o a nosotros por *Citizenshipworks*.

He intentado comunicarme con usted por [teléfono y/o correo electrónico] para darle seguimiento en referencia a su solicitud de ciudadanía que comenzó en *Citizenshipworks*. Desafortunadamente, no he podido comunicarme con usted.

Este será mi último intento para comunicarme con usted. Si usted tiene alguna pregunta o todavía necesita asistencia, por favor comuníquese conmigo directamente cuando esté preparado/a. Se puede comunicar conmigo al [email address and phone number].

Le deseo suerte,

---

**SAMPLE SCRIPT EXPLAINING SERVICES**

Nuestros servicios son completamente gratis. Somos una organización sin fines de lucro que es parte de un esfuerzo nacional para ayudar a más residentes permanentes convertirse en ciudadanos estadounidenses. Podemos asistir a nuestros solicitantes fuera de California, en donde estamos basados, siempre y cuando no haya problemas complejos de leyes estatales en

su caso. Si surge alguno mientras revisamos su caso, haremos todo lo posible para referirle a un proveedor de servicios local para que le ayude.

Una vez que complete su solicitud utilizando la plataforma en línea de Citizenshipworks, podemos programar una cita para que revisemos su solicitud juntos a través de videoconferencia utilizando la plataforma. Si al completar su solicitud tiene algún problema o una pregunta, puede comunicarse conmigo y puedo responder cualquier pregunta.

Además, si no puede pagar la tarifa de presentación de la solicitud de USCIS en este momento, podemos analizar su situación para determinar si es elegible para una exención de la tarifa de presentación.

---

### **SERVICE AGREEMENT EMAIL AFTER OPT-IN**

Hola [Applicant Name] --

Me dio mucho gusto hablar con usted hoy. Como habíamos quedado, aquí está el acuerdo de servicio que necesita revisar y firmar antes de nuestra cita programada para la revisión de su solicitud por videoconferencia. El propósito de este acuerdo es dejar claro el alcance de nuestros servicios legales y nuestros roles.

Por favor revise el acuerdo y no dude en comunicarse conmigo si tiene alguna pregunta o inquietud de firmar el acuerdo.

Gracias,

---

### **VIDEOCHAT INSTRUCTIONS VIA EMAIL**

Hola [Applicant Name] --

Tenemos programada una cita para conectarnos por videoconferencia el [Date] a las [Time]. Como le he mencionado, por favor asegúrese de ingresar a su cuenta de Citizenshipworks por su computadora a la hora de nuestra cita, para que pueda iniciar nuestra videoconferencia directamente desde Citizenshipworks. Es posible que deba permitir que Citizenshipworks acceda a su cámara y micrófono haciendo clic en "permitir" para que el videochat se conecte. Además, asegúrese de usar Google Chrome o Firefox como su navegador, ya que otros navegadores pueden no funcionar correctamente con Citizenshipworks.

[Alternatively, provide Zoom information if Applicant needs to use mobile device for videochat legal review session. Applicant will need to download app, and I will send Zoom meeting invite information via email that has the link to join the videochat.]

Por favor hágame saber si tiene alguna pregunta. Espero conectarme con usted pronto.

Atentamente,

---

**INITIAL ATTEMPT VIA TEXT MESSAGING**

Buenas, se comunica [Name] de la organización Advancing Justice- LA, referente a su solicitud de ciudadanía por Citizenshipworks. ¿ Le podremos enviar mensajes de texto para programar una cita para hablar con usted por teléfono para ayudarle a finalizar su solicitud?

Responda 'STOP' dejar de recibir mensajes.

Por favor tome en cuenta que este número solo es monitoreado durante horarios de trabajo, y es solo utilizado para facilitar la programación de llamadas telefónicas.

*Staff Guidelines for Texting:*

- 1. Copy and paste SMS thread in CMS*
- 2. Periodically delete all client communications (1x week)*
- 3. Do not provide legal advice via SMS without prior approval*


## VI. Limited Service Agreement (English)



### LIMITED SERVICES AGREEMENT

#### I understand and agree to the following:

1. Asian Americans Advancing Justice – Los Angeles' (AAAJ-LA's) assistance is limited to review of my application for naturalization (N-400) through the online platform Citizenshipworks. AAAJ-LA is not representing me in any capacity.
2. AAAJ-LA is not responsible for any outcome or decision made by the United States Citizenship and Immigration Services (USCIS) in connection with my application for naturalization.
3. I am responsible for paying all USCIS filing fees, mailing all forms, meeting filing deadlines, preparing and appearing for any USCIS interviews in connection with my application for naturalization.
4. I am responsible for providing information and documents that are true, accurate, complete, and current to the best of my knowledge. AAAJ-LA's accurate assessment of my eligibility for naturalization depends on the accurate information that I provide. Specifically, if I fail to provide accurate information regarding my immigration history, failure to pay taxes, and interactions with law enforcement, including any arrests, citations, detentions, and convictions in and outside of the United States, USCIS may deny my application for naturalization and possibly refer me for deportation. If I provide false information, I may also expose myself to criminal and other liability.
5. Authorized AAAJ-LA staff are licensed attorneys or authorized representatives in the state of California. I understand that AAAJ-LA may only be able to assess state-related legal issues for the state of California and federal immigration law. If I have any state-related legal issues in connection with my eligibility for naturalization that arise outside of the state of California, AAAJ-LA may not be able to review fully my application for naturalization.
6. AAAJ-LA may decline assistance in reviewing my application for naturalization if my case is not within the scope of their legal services or for any other reason.
7. AAAJ-LA may discontinue assistance if:
  - a. Authorized AAAJ-LA staff determine that I am ineligible for naturalization;
  - b. I fail to provide AAAJ-LA with requested information and/or documents to assess my eligibility for naturalization; and/or

- 
- c. I am unable or unwilling to complete my Citizenshipworks application as requested by AAAJ-LA.
8. I agree to give AAAJ-LA permission to access my Citizenshipworks account and contact me through my account, by email, and by phone. I also agree to give AAAJ-LA permission to share with Citizenshipworks limited information about whether my case is pending or closed with AAAJ-LA. Citizenshipworks may follow-up with additional messages.
9. I can terminate this agreement at any time.

\_\_\_\_\_  
Name (printed)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date


## VII. Limited Service Agreement (Spanish)



### ACUERDO DE SERVICIOS LIMITADOS

#### Yo entiendo y estoy de acuerdo con lo siguiente:

1. La asistencia de Asian Americans Advancing Justice - Los Angeles (AAAJ-LA por sus siglas en inglés) está limitado a revisión de mi aplicación de naturalización (N-400) por la plataforma en línea, CitizenshipWorks. AAAJ-LA no me representa en ninguna capacidad.
2. AAAJ-LA no es responsable por ningún resultado o decisión de "United States Citizenship and Immigration Services" (USCIS por sus siglas en inglés) en conexión con mi aplicación de naturalización.
3. Soy responsable de pagar todos los honorarios de USCIS, enviar todos los documentos que sean solicitados para mi aplicación, cumplir con todos los plazos de presentación, preparar y presentarme para cualquier entrevista de USCIS en relación con mi solicitud de naturalización.
4. Soy responsable de proporcionar información y documentos que son verdaderos, exactos, completos y actuales de acuerdo a mi conocimiento. La evaluación de mi elegibilidad por AAAJ-LA depende de la información exacta que proporcione. Específicamente, si no proporcionó información precisa de mi historia de inmigración, la falta de pago de impuestos, e interacciones con las autoridades policiales, incluido cualquier arresto, citación, detención y condenas dentro y fuera de los Estados Unidos, USCIS puede negar mi solicitud de naturalización y posiblemente referirme a proceso de deportación. Si proporciono información falsa, también puedo exponerme a sanciones criminales.
5. Los empleados autorizados de AAAJ-LA son abogados licenciados o representantes autorizados en el estado de California. Yo entiendo que AAAJ-LA solo podrá asesorar cuestiones jurídicas relacionadas al estado de California y ley federal de inmigración. Si tengo cuestiones jurídicas relacionadas en conexión con mi elegibilidad para naturalización que está en un estado fuera de California, es posible que AAAJ-LA no pueda revisar mi solicitud de naturalización completamente.
6. AAAJ-LA puede rechazar su asistencia si mi caso no está dentro del alcance de sus servicios legales o por cualquier otra razón.
7. AAAJ-LA puede discontinuar asistencia si:

- 
- a. Empleados autorizados de AAAJ-LA determinan que soy ineligible para naturalización;
  - b. Yo fallo en proporcionar AAAJ-LA con información y/o documentos solicitados para evaluar mi elegibilidad para naturalización; y/o
  - c. No puedo o no estoy dispuesto a completar mi aplicación de Citizenshipworks solicitado por AAAJ-LA.
8. Acepto dar a AAAJ-LA permiso para acceder mi cuenta de Citizenshipworks y contactarme por medio de mi cuenta, por correo electrónico, y/o por teléfono. También estoy de acuerdo con darle permiso a AAAJ-LA para compartir información limitada con Citizenshipworks para determinar si mi caso sigue pendiente o ha sido cerrado con AAAJ-LA. Citizenshipworks podrá brindar seguimiento con mensajes adicionales.
9. Puedo terminar este acuerdo en cualquier momento.

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Nombre Completo

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Firma

---

Fecha

## VIII. Legal Review Guidelines

- 1) **ADJUSTMENT OF STATUS HISTORY**
  - ✓ Confirm eligibility basis
  - ✓ Confirm any adjudication issues
- 2) **CRIMINAL HISTORY**
  - ✓ Confirm any contact with law enforcement
  - ✓ **PART 12, PAGE 14, Questions 22-29:** The chart in Question 29 should depict the details of Applicant's Criminal History. *This includes traffic tickets (moving citations).*
  - ✓ General Rule: if Applicant only has traffic violations and has paid the corresponding fines, application is OK but tickets must still be listed.
  - ✓ **Anything beyond a traffic violation, such as a DUI, please flag for Supervisor.**
- 3) **RESIDENCE + EMPLOYMENT HISTORY**
  - ✓ Look for any time gaps within the past 5 years (or 3 years for if applying based on Marriage to USC)
  - ✓ Residence History, **PART 5, PAGES 3-4**
  - ✓ Employment or School History, **PART 8, PAGE 6**
    - Use "Unemployed" when there are gaps in employment
    - Use Continuation Sheets if additional space is needed
- 4) **TRAVEL HISTORY** for past 5 years is completed at **PART 9, PAGE 7**
  - ✓ Make sure Applicant has sufficient *Physical Presence*. Total number of days outside US must be less than:
    - 913 days for 5 year LPR
    - 548 days for 3 year LPR
  - ✓ Make sure Applicant has not taken a single trip longer than 6 months.  
**Flag for Supervisor if there is an extended trip of more than 6 months.**
- 5) **CONFIRM YES/NO QUESTIONS, PART 12, Questions 1-44.**  
**Flag for Supervisor if there are "YES" answers in Part 12.**
  - ✓ Did you understand all of the yes/no questions?
    - If not: explain the questions client had difficulty understanding
  - ✓ Did you answer all of the yes and no questions truthfully?
    - If not: explain that lying to USCIS may lead to rejection of the application and prosecution for perjury
  - ✓ Have you paid taxes every year since you became an LPR (even years you did not work)
    - If not: ensure that client did not fail to file taxes that they were required to pay. If the failure to file is because they did not earn enough money, please mark "yes" on Part 12 Question 7A and ensure that a continuation sheet is attached.
  - ✓ Have you ever had problems with the IRS?
  - ✓ Do you owe any overdue taxes?
    - If yes: please mark "yes" on Part 12 Question 6. Ensure that client is on a payment plan and remind them to bring evidence of such a plan or proof of payment of all overdue taxes to their naturalization interview.
  - ✓ Have you ever been a member of any groups/clubs/organizations/churches?



- ✓ Positive affiliations, include them in Part 12, Question 9B.
- ✓ Have you ever been a member of an army or the police?
  - If yes, please mark “yes” on Part 12 Question 15 (Box A or C) and make sure a continuation sheet has been attached
- ✓ (If client’s minor child does not live with them): Do you provide financial support for your child?
  - Remind applicant to bring proof of child support (even if informal) to interview
  - If client does not support their minor child, please mark “yes” on Part 12 Question 30H and inform them that they may be denied naturalization.
- ✓ Pay special attention to:
  - **Question 7A:** Make sure Applicant has filed taxes EVERY YEAR regardless of whether it was required or not. If they did not file during any year, attach a continuation sheet.
  - **Questions 15, 19:** Some countries have compulsory Military Service. Ensure military tenure dates are accurate.
  - **Questions 30i, 31, 32:** Make sure Applicant has never misrepresented facts or submitted fraudulent documentation to a U.S. government official, or lied to gain entry into the US.
  - **Questions 33-36:** Please inquire of any history of deportation, immigration court, etc.
  - **Question 44:** Inquire whether a Male Applicant between 18-26, registered for US Selective Service. Selective Service: All men 18-26 who live in the United States (except those who are here on a non-immigrant visa, such as visitors or students) are required to register for Selective Service. If the Applicant lived in the U.S. between those ages and did not register, please make sure a continuation sheet has been attached. If they are under 31 (or 29 if married to a US citizen), they will also need to request a Status Information Letter from the Selective Services.

#### 6) FEE WAIVER/REDUCED FEE:

- ✓ Applicant may qualify for a fee waiver using **Form I-912** if receiving:
  - (1) MEANS-TESTED BENEFIT: Need verification of benefits letter from agency such as Medi-Cal, CalFresh, Supplemental Security Income SSI, etc.  
OR
  - (2) INCOME BELOW 150 % of the Federal Poverty Guidelines (most recent tax return)
- ✓ Applicant qualifies for a *reduced fee* if household income is between 150% and 200% of the Federal Poverty Guidelines. Please use **Form I-942**.
  - Applicant pays \$405 if <75 years old, \$320 if >75. Submit most recent tax returns as supporting evidence.

## IX. Client Closing Letter with Self-Filing Instructions (English)



February 4, 2020

Dear [Applicant]:

We have now completed review of your naturalization application, and your application is ready to file with U.S. Citizenship and Immigration Services (USCIS). As discussed, you will be responsible for filing your own application.

Please make sure all of the USCIS forms are signed and dated, and it should be assembled in this order:

1. **Filing fee**
  - a. Check or money order for \$725, payable to "*U.S. Department of Homeland Security*," with A-number on memo line
2. **N-400 Application for Naturalization**
3. **Copy of permanent resident card** ("green card"): front and back

You should also make a copy of everything you are sending to USCIS for your records and also to help you prepare for your interview. We recommend you mail the application using U.S. Postal Service Certified Mail with Return Receipt, which provides you with proof of mailing and delivery to USCIS.

**USCIS**  
**P.O. Box 21251**  
**Phoenix, AZ 85036**

Your case with our office is now closed. If you have any questions about your application or about the citizenship process, please feel free to contact us again.

Please note that we will be emailing you a feedback survey shortly. In the meantime, please feel free to share any feedback about your experience working with us and our services and by emailing [virtualreview@advancingjustice-la.org](mailto:virtualreview@advancingjustice-la.org).

It was a pleasure working with you, and we wish you the best of luck!

Sincerely,

Carolyn Kim, Esq.

Thank you for the opportunity to help you with your Application for Naturalization (Form N-400). We hope you found our service professional, courteous, and helpful. Please review the following information so you know what to expect after your application is filed and how to prepare for each step. Keep a copy of your N-400, all original U.S. Citizenship & Immigration Services (USCIS) receipts and notices, and any supporting documents for your citizenship application in a safe place.

## **NATURALIZATION STEPS**

Exact processing times will depend on where you live, but USCIS will mail you notices for each of the steps below, so if you change your mailing address, see instructions on the next page. Also, note that time ranges given below are estimates based on information provided by USCIS and subject to change. For up-to-date processing time information, see: <https://egov.uscis.gov/processing-times/>.

### **1. RECEIPT**

Within 2 to 4 weeks of filing, you will receive a receipt notice titled “Notice of Action” which serves as proof that USCIS has accepted your application for filing. Note: if you submitted a fee waiver request with your application, it may take longer for USCIS to issue a receipt notice. The Notice will include your receipt/case number (a 13-character number starting with 3 letters, e.g., “IOE1234567890”) which you will need if you have to contact USCIS regarding your application.

### **2. BIOMETRICS**

Shortly after you receive the receipt notice, you will receive a “biometrics” appointment notice, which will tell you when and where to go to have your fingerprints and photos taken. If you miss the appointment or cannot make it at the assigned time, follow the instructions on the notice to reschedule your appointment. Do not ignore the notice, even if you cannot attend. If you fail to attend your biometrics appointment, it could result in delays in your application or USCIS could deem your application abandoned.

### **3. INTERVIEW**

Approximately 5 to 8 months after your fingerprints are taken, you will receive notice of your naturalization interview. The notice will explain when and where your interview is and what information and documents to bring. At the interview, a USCIS officer will review your N-400 with you to make sure that 1) all the information on the form is still accurate and up-to-date and 2) you meet all the requirements for citizenship, including an ability to understand and speak English. If any of the information on your application has changed since we prepared it, notify the officer so they can correct it. The officer will ask you to read and write a sentence in English and give you a test on U.S. government and history (“civics”). Review the information in the USCIS study guide, *“Learn About the United States,”* to prepare for the English and civics exams. Additional study resources are available here:

<https://www.uscis.gov/citizenship/learners/study-test>.

<https://www.usalearns.org/usa-learns-citizenship>

If you pass your interview, you will be invited to attend an oath ceremony to become a U.S. citizen. If you do not pass, the officer will give you a paper explaining why – you may have to send in more documents or take the English and/or civics test again.

(continued on next page)

#### 4. OATH CEREMONY

The last step of the naturalization process is your oath ceremony, where you take your oath of allegiance to the U.S. and become an American citizen. Ceremonies are generally scheduled 1-2 months after passing the interview. Remember that you are **not** a U.S. citizen until you attend the ceremony; you may NOT vote or register to vote in any election, get a passport, etc., until *after* you become a U.S. citizen.

#### UPDATES AND QUESTIONS ABOUT YOUR CASE

If you wish to check the status of your case, go to [www.uscis.gov](http://www.uscis.gov) > “Check Case Status.” On this page, enter your case (“receipt”) number without any spaces and click “Check Status.” You will receive the latest information about your case.

If you think your case is taking longer than it should, you can check the USCIS processing times to see if it is delayed at <https://egov.uscis.gov/processing-times/>. The processing time shows how long it takes that office to process most N-400s and is listed as a range of time (for example, “10.5 to 13 months”). If you’ve been waiting longer than the processing timeframe, your case may be delayed. Follow up with USCIS by calling their Customer Service at (800)375-5283. Alternatively, you may submit a “case inquiry” with USCIS online at <https://egov.uscis.gov/e-Request/Intro.do> for further assistance with your case.

#### ADDRESS CHANGE

If you change your mailing address during the application process, notify USCIS by doing one of the following:

- Report the address change at <https://egov.uscis.gov/coa/displayCOAForm.do>, or
- File a Change of Address (Form AR-11, available at [www.uscis.gov/ar-11](http://www.uscis.gov/ar-11)), or
- Call them at (800) 375-5283

#### END OF SERVICE

Upon completion of your N-400, our service to you has ended and your case with our office is now closed. However, if you have any questions about your application or about the citizenship application process, please feel free to call us at 877-466-8160. We wish you all the best in your journey to become a U.S. Citizen. It has been our honor to serve you.

## X. Client Closing Letter with Self-Filing Instructions (Spanish)



[Date]

Estimada [NAME]:

Ya hemos completado la revisión legal de su solicitud de ciudadanía, y su solicitud está lista para ser enviada a inmigración (U.S. Citizenship and Immigration Services o USCIS por sus siglas en inglés). Usted es responsable por enviar su propia solicitud, y deberá enviar los documentos en el orden siguiente:

1. **Formulario I-912 excepción de cuotas**
  - **Con una copia de sus impuestos del 2019 (formulario 1040)**
2. La solicitud de naturalización **N-400**
3. Una *fotocopia* de su **tarjeta de residencia** de los dos lados (de frente y detrás)
4. Una copia del **certificado de naturalización** de su esposo y
5. Una copia de **su acta de matrimonio**

Por favor asegúrese de que todos los formularios estén firmadas y fechadas. También, debe obtener una copia para guardar en su archivo y para ayudarle a preparar para su entrevista. Recomendamos que envíe su solicitud utilizando el **servicio certificado del correo postal con recibo**, esto comprueba el envío y la entrega de su solicitud a inmigración (USCIS).

**USCIS**  
**P.O. Box 660060**  
**Dallas, TX 75266**

Su caso con nosotros ha culminado y ha sido cerrado. Si tiene alguna pregunta sobre su solicitud, el proceso de naturalización, o el proceso para enviar su solicitud, por favor comuníquese con nosotros de nuevo.

Por favor tome en cuenta que se le enviará una encuesta brevemente. Mientras, por favor siéntase con la libertad de compartir cualquier comentario o sugerencia de su experiencia al trabajar con nosotros y nuestros servicios; enviando un correo electrónico al [virtualreview@advancingjustice-la.org](mailto:virtualreview@advancingjustice-la.org).

Atentamente,

Citizenship Virtual Review Project

Gracias por darnos la oportunidad de servirle y poder ayudarle con su aplicación de naturalización (formulario N-400). Esperamos que usted haya tenido una experiencia profesional, cortés, y que nuestros servicios le hayan servido de ayuda. Por favor revise la siguiente información para que usted sepa qué esperar después de que su solicitud sea enviada a inmigración y cómo prepararse para cada paso. Mantenga una copia de su solicitud N-400, todos los recibos y notificaciones originales de inmigración o United States Citizenship and Immigration Services ( USCIS, por sus siglas en inglés), y cualquier documentación suplente a su solicitud en un lugar seguro.

### PASOS DE LA NATURALIZACIÓN

El tiempo de tramitación exacta depende de donde usted vive, pero USCIS le enviará notificaciones para cada de los siguientes pasos, así que si su dirección cambia, por favor vea las instrucciones en la próxima página. También, tome en cuenta que el tiempo de tramitación mencionados son estimados basado en la información proveída por USCIS y son sujetos a cambios. Para información de tiempos de tramitación más actualizadas por favor visite, <https://egov.uscis.gov/processing-times/>.

#### **1. RECIBO**

Dentro de 2 a 4 semanas de haber enviado su solicitud, usted recibirá un recibo titulado “Notice of Action” cual sirve como prueba de que USCIS recibió y aceptó su solicitud. Nota: Si usted envió una excepción de cuota con su solicitud, puede tomar un poco más en USCIS emitir su recibo. La notificación incluirá su número de recibo/ número de caso (un número con 13 dígitos empezando con 3 letras, ejemplo: “IOE1234567890”) que usted necesita ocupa comunicarse con USCIS acerca de su solicitud.

#### **2.HUELLAS/ “BIOMETRICS”**

Brevemente, después de recibir su recibo, recibirá una cita para las huellas, titulada “Biometrics,” que le indicará cuando y donde debe ir para que le tomen su fotografía y sus huellas. Si usted no asiste a la cita o no puede asistir a la cita programada, siga las instrucciones en la notificación para reprogramar su cita. No ignore la notificación, aunque no pueda asistir. Si no asiste a la cita, puede resultar en demoras con su solicitud o USCIS podrá considerar su solicitud abandonada.

#### **3. ENTREVISTA**

Aproximadamente 5 a 8 meses después su cita para tomarse las huellas, usted recibirá una notificación citándolo/a para su entrevista de naturalización. La notificación le explicará cuándo y dónde será su entrevista y que información y documentación tiene que llevar. En la entrevista, un oficial de inmigración revisará su solicitud para asegurarse de que 1) toda la información en la solicitud esté correcta y actualizada 2) de que usted cumpla con todos los requisitos para la ciudadanía, incluyendo su habilidad de comprender y hablar inglés. Si alguna información en su solicitud ha cambiado desde que le ayudamos a preparar su solicitud, notifique al oficial para que lo corrijan. El oficial le pedirá que escriba una oración en inglés y le dará un examen cívico de los estados unidos. Revise la información en la guía de estudio de USCIS, “Learn About the United States,” para preparar para el examen. Adicionalmente usted puede encontrar más recursos de estudio en : <https://www.uscis.gov/citizenship/learners/study-test>. Si usted pasa la

(continuado en la siguiente página)

entrevista, usted será invitado/a a participar en la ceremonia de naturalización para convertirse en ciudadano/a estadounidense. Si no pasa la entrevista, el oficial le dará un documento explicando porque- es posible que tenga que enviar más documentación o tomar el examen de inglés y/o historia de nuevo.

#### **4.CEREMONIA DE NATURALIZACIÓN**

El último paso del proceso de la naturalización es la ceremonia de naturalización, donde tiene que tomar un juramento de lealtad a los Estados Unidos para convertirse en ciudadano estadounidense. Ceremonias generalmente son programados de 1 a 2 meses después de pasar su entrevista. Recuerde que usted NO es ciudadano hasta que tome la juramentación; No debe registrarse para votar en ninguna elección, obtener un pasaporte, etc. hasta después de que usted se convierta en ciudadano estadounidense.

#### **ACTUALIZACIONES Y PREGUNTAS ACERCA DE SU CASO**

Si usted desea ver el estado de su caso, visite [www.uscis.gov](http://www.uscis.gov) > “Check Case Status”. En esta página, ingrese su número de caso (recibo) sin espacios y oprima “Check Status”. Usted recibirá la información más actualizada de su caso.

Si usted piensa que su caso está demorando más del promedio, puede revisar los tiempos de tramitación con USCIS para ver si esta fuera del tiempo de tramitación en <https://egov.uscis.gov/processing-times/>. El tiempo de tramitación demuestra cuánto tiempo le toma a esa oficina procesar la mayor parte de sus solicitudes N-400, e incluye un rango de tiempo (por ejemplo “10.5 a 13 meses”). Si usted ha estado esperando más de lo indicado su caso puede estar delatado. Por favor comuníquese con USCIS llamando al servicio al cliente al número (800)375-5283. Alternativamente puede ingresar una encuesta “case inquire” con USCIS en línea al <https://egov.uscis.gov/e-Request/Intro.do> para más asistencia con su caso.

#### **CAMBIO DE DIRECCIÓN**

Si su dirección cambia mientras está usted en el proceso, notifique a USCIS haciendo lo siguiente:

- Reporte el cambio de dirección al <https://egov.uscis.gov/coa/displayCOAForm.do> , o
- Envíe el formulario para cambio de dirección, AR-11 disponible en [www.uscis.gov/ar-11](http://www.uscis.gov/ar-11), o
- Llame al (800)375-5283.

#### **CONCLUSION DE SERVICIO**

Al completar su N-400, nuestro servicio concluye y su caso con nuestra oficina se cierra. Sin embargo, si usted tiene alguna pregunta sobre su solicitud o el proceso de naturalización, por favor llámenos al 877-466-8160. Le deseamos lo mejor en su trayectoria a la ciudadanía. Ha sido un honor servirle.

## XI. Applicant Feedback Tools (English + Spanish)

### **SAMPLE CLIENT SURVEY**

You can complete this survey anonymously. The feedback you provide will be used to improve our legal services to citizenship applicants using the online platform Citizenshipworks.

Advancing Justice - LA is a partner of Citizenshipworks and is a separate legal organization. This survey is related to Advancing Justice - LA's legal services only.

1. What was the main reason you wanted help from Advancing Justice - LA?
  - a. Citizenship eligibility questions
  - b. Naturalization process information
  - c. Fee waiver help
  - d. Review of entire application
  - e. Other \_\_\_\_\_
  
2. Did Advancing Justice - LA staff address all of your citizenship questions?
  - a. Yes
  - b. No
  - c. Other \_\_\_\_\_
  
3. Rate your overall experience with Advancing Justice - LA.
  - a. Very Good
  - b. Good
  - c. Average
  - d. Poor
  - e. Other \_\_\_\_\_
  
4. How likely are you to recommend Advancing Justice - LA to a friend or family member?
  - a. Very Likely
  - b. Likely
  - c. Somewhat Likely
  - d. Not Likely
  - e. Other \_\_\_\_\_
  
5. Any other feedback and suggestions?
  
6. Name (optional)
  
7. Email (optional)



- 
8. May we follow-up with you regarding your responses?
    - a. Yes
    - b. No
- 

**SAMPLE UNRESPONSIVE OPT-IN SURVEY**

1. If you no longer need assistance, please tell us why:
    - a. I already submitted my application.
    - b. Someone else is helping me.
    - c. I do not think I am eligible to apply.
    - d. I cannot afford the application fee.
    - e. Other \_\_\_\_\_
  2. Any comments or concerns?
  3. Name (optional)
  4. Email (optional)
- 

**SAMPLE UNRESPONSIVE OPT-IN TEXT**

Have you submitted your citizenship application?

Advancing Justice - LA has not heard back from you regarding your citizenship application. If you still need help, please reply and we will call you.

If you no longer need our services, please complete this short survey to help us improve:  
<https://forms.gle/h5vAmpUJqr2QaWD27> [link to Google Form]

Text STOP to opt out of future messages.

---

**SAMPLE UNRESPONSIVE APPLICANT EMAIL**

**Subject:** Have you submitted your citizenship application?

---

Advancing Justice - LA is a non-profit organization with the [New Americans Campaign](#), a national network of trusted non-profit partners that have helped over 420,000 lawful permanent residents apply for citizenship

Do you still need free legal help with your citizenship application before costs go up? We can also confirm your eligibility for a fee waiver.

- Yes, please contact me.
- No, I no longer need your help.
- I would like to opt-out of future messages.

You can also call or text us at 213.241.0222 for help.

---

### **SAMPLE UNRESPONSIVE APPLICANT TEXT**

This is Melissa from Advancing Justice - LA, a non-profit organization partnering with Citizenshipworks.

Do you still need free legal help with your citizenship application before costs go up? We can also confirm your eligibility for a fee waiver.

Reply YES if you want our staff to follow up.

Reply NO if you no longer need our help.

Reply STOP to opt out of messaging.

---


## **SPANISH VERSIONS**

### **SAMPLE CLIENT SURVEY**

Puede completar esta encuesta anónimamente. Los comentarios que proporcione se utilizarán para mejorar nuestros servicios legales a los solicitantes de ciudadanía utilizando la plataforma en línea *Citizenshipworks*.

*Advancing Justice - LA* es socio de *Citizenshipworks* y es una organización legal separada. Esta encuesta está relacionada exclusivamente con los servicios legales de *Advancing Justice- LA*.

1. ¿Cuál fue la razón principal por la cual solicitó ayuda de *Advancing Justice - LA*?
  - a. Preguntas de elegibilidad de ciudadanía

- 
- b. Información del proceso de naturalización
    - c. Ayuda con la excepción de tarifa
    - d. Revisión de la solicitud completa
    - e. Otro \_\_\_\_\_
  2. ¿El personal de *Advancing Justice - LA* puedo contestar todas sus preguntas de ciudadanía?
    - a. Si
    - b. No
    - c. Otro \_\_\_\_\_
  3. Califique su experiencia general con *Advancing Justice - LA*.
    - a. Muy Bien
    - b. Bien
    - c. Promedio
    - d. Malo
    - e. Otro \_\_\_\_\_
  4. ¿Qué posibilidades hay de que recomiende *Advancing Justice - LA* a un amigo o familiar?
    - a. Muy Probable
    - b. Probable
    - c. Algo Probable
    - d. No probable
    - e. Otro \_\_\_\_\_
  5. ¿Algún comentario o sugerencia?
  6. Nombre (opcional)
  7. Correo Electronico(opcional)
  8. ¿Podemos hacer un seguimiento con usted con respecto a sus respuestas?
    - a. Si
    - b. No
- 

### **SAMPLE UNRESPONSIVE OPT-IN SURVEY**

1. Si ya no necesita asistencia, por favor indique la razón:
  - a. Ya envíe mi solicitud
  - b. Alguien mas me esta ayudando
  - c. No creo ser elegible para aplicar
  - d. No estoy preparado/a para aplicar

- e. No puedo pagar la tarifa para enviar mi solicitud  
 f. Otro \_\_\_\_\_
2. ¿Algún comentario o sugerencia?
  3. Nombre (opcional)
  4. Correo Electronico (opcional)
- 

**SAMPLE UNRESPONSIVE OPT-IN TEXT**

¿Ya envió su solicitud de ciudadanía?

*Advancing Justice - LA* no ha recibido una respuesta suya acerca de su solicitud de ciudadanía. Si todavía necesita ayuda, por favor responda y le llamaremos. Si ya no necesita nuestros servicios, complete esta breve encuesta para ayudarnos a mejorar: <https://forms.gle/vsDRuyoTLL2n8HtG7> [link to Google Form]

Responda 'STOP' para dejar de recibir mensajes.

---

**SAMPLE UNRESPONSIVE APPLICANT EMAIL**

**Subject:** ¿Ya envió su solicitud de ciudadanía?

*Advancing Justice - LA* es una organización sin fines de lucro que trabaja con la campaña nuevos americanos o como es conocido en inglés, [New Americans Campaign](#), una organización a nivel nacional que está asociado con una red de varias organizaciones sin fines de lucro de confianza que en conjunto han ayudado a más de 420,000 residentes solicitar la ciudadanía.

¿ Todavía necesita asistencia legal gratuita con su solicitud de ciudadanía antes de que el costo suba? También podemos informarle si califica para un a excepción de pago.

- Si, por favor comuníquese conmigo.
- No, ya no necesito asistencia.
- Ya no me gustaría recibir mensajes

También puede llamarnos o enviarnos un mensaje al [Number ] para asistencia.

---

**SAMPLE UNRESPONSIVE APPLICANT TEXT**

Buenas, habla [Name] de Advancing Justice-LA, una organización sin fines de lucro asociada con *Citizenshipworks*.

¿Todavía necesita asistencia gratuita con su solicitud de ciudadanía, antes de que suba la tarifa? También podemos determinar si es elegible para una excepción de pago.

Responda Sí para que alguien de nuestro personal se comuniqué con usted.

Responda NO si ya no necesita ayuda.

Responda STOP para dejar de recibir mensajes.





### XIII. Reporting Template

		AS OF 2/29/2020	
		TOTAL ALL APPLICANTS	% All Applicants
<b>CW referrals (opt-ins)</b>			
<b>Initial AJ-LA communications</b>			
	Applicant never responded to AJ-LA		
	Established contact with Applicant		
	Applicant stopped responding (no assistance)		
	Applicant stopped responding (with assistance)		
	Declined services (no assistance)		
	Declined services (with assistance)		
	Ongoing communications		
	<b>Subtotal initial AJ-LA comms</b>		
<b>Case management</b>			
	N-400 in progress		
	Post-filing support		
	Applicant ineligible/advised against applying		
	Applicant withdrew/stopped responding (after VR)		
	Applicant referred for complex issue		
	Fileable N400 generated (after VR)		
	<b>Subtotal case mgmt</b>		
<b>TOTAL</b>			
<b>Services provided</b>			
	Provided legal referral		
	Self-filing w. AJ-LA support		
Highest level of service provided	Answer basic natz questions		
Highest level of service provided	Provided application assistance without VR		
Highest level of service provided	Provided legal advice		
Highest level of service provided	Fileable N400 generated		
	<b>TOTAL SERVED</b>		
<b>Fee waiver assistance</b>			
	(TOTAL = FILEABLE N400s)		
	No fee waiver		
	<b>Total fee waivers prepared</b>		
	Partial fee waiver		
	Full fee waiver (MTB)		
	Full fee waiver (HHI)		
	Full fee waiver (FH)		



		AS OF 2/29/2020	
		TOTAL ALL APPLICANTS	% All Applicants
Reasons for declining full scope services	(TOTAL = DECLINED SERVICES)		
	Prefer in-person assistance		
	Prefer local/in-state assistance		
	Not ready to file		
	Self-filing		
	Already filed		
	Already found help		
	Not comfortable with technology		
	Other/Unknown/Mistake		