Engaging with USCIS, Online Tools and Citizenship Resources

December 4, 2020
AGENDA

- Introduction
- USCIS Overview
- USCIS Online Tools
- USCIS Citizenship Resources
ABOUT USCIS

U.S. Citizenship and Immigration Services (USCIS) is the government agency that administers the nation’s lawful immigration system, safeguarding its integrity and promise by efficiently and fairly adjudicating requests for immigration benefits while protecting Americans, securing the homeland, and honoring our values.

Photo courtesy of USCIS
USCIS OVERVIEW

• **Field offices** (within the United States) handle scheduled interviews on non-asylum related applications. They also provide limited information and applicant services that supplement what we provide through our website and by phone.

• **International offices** provide services to U.S. citizens, permanent residents of the U.S. and certain other people who are visiting or residing outside the United States who need help with immigration matters. Offices in China (Guangzhou), El Salvador, Guatemala, Mexico and India are currently providing emergency services only. Offices in China (Beijing) and Kenya are temporarily closed.

• **Asylum offices** handle scheduled interviews for asylum-related issues only.
USCIS OVERVIEW

- **Service Centers and our National Benefits Center** receive and process a large variety of applications and petitions.
- **Administrative Appeals Office** decides appeals of certain denied benefits.
- **Application Support Centers** provide fingerprinting and related services.
- **National Records Center** receives and processes FOIA requests.
Approx. 40 Community Relations Officers (CRO) in USCIS offices around the country

Build collaborative relationships with stakeholders through regular meetings and educational presentations

Contact your local Community Relations Officer at:

Public.Engagement@uscis.dhs.gov

Photo courtesy of USCIS
USCIS Community Relations Officers provide a naturalization information session
HOW TO ENGAGE WITH USCIS

• Outreach page (USCIS.gov/outreach)

• Sign up for Email updates

• Follow USCIS on social media channels and receive information and updates

Screen shot of Outreach Tools page on uscis.gov as it existed December 2020
ONLINE TOOLS
Self-Service Tools

Our online tools and resources can deliver the information you need without having to call us or visit a field office.

Use our self-service tools to change your address online, check your case status, calculate your filing fees, and more.
Screen shot of USCIS Tools and Resources page on uscis.gov as it existed December 2020
ASK EMMA

English: www.uscis.gov/Emma

Send your feedback to: askemma@uscis.dhs.gov

Screen shots of Green Card pages and Emma tool on uscis.gov and uscis.gov/es as they existed December 2020

Spanish: www.uscis.gov/es/Emma
EXPLORE MY OPTIONS

Explore My Options
Tell us a little about yourself so that we can present you with immigration options for which you might be eligible.

uscis.gov/forms/explore-my-options

Screen shots of Explore My Options tile image and page on uscis.gov as it existed December 2020
FIND A DOCTOR

my.uscis.gov/findadoctor

Screen shot of Find A Doctor page on uscis.gov as it existed December 2020
FIND A CLASS

my.uscis.gov/findaclass

Screen shot of Find a Class page on uscis.gov as it existed December 2020
CIVICS PRACTICE TEST and APP

Download the free USCIS Civics Test Study Tools app in Apple App store or Google Play store

my.uscis.gov/prep/test/civics

Screen shot of Civics Practice Test page on uscis.gov as it existed December 2020
FILING FEE TOOLS & INFO

• Fee Calculator  
  www.uscis.gov/feecalculator

• Filing Fees page  
  www.uscis.gov/fees

• We never call asking for payment over the phone. If that happens, it’s a scam.
BENEFITS OF A USCIS ACCOUNT

- File a form online
- Pay your application fee
- Check the status of your case and sign up for case alerts
- Access every notice we send you
- Respond to a request for evidence
- Change your address
- Submit a case status inquiry
- Send us secure messages and get answers
- Access personalized, real-time information about your case from your computer, mobile phone, or tablet

Creating a USCIS account is simple and free!

Visit uscis.gov for more information.
FILE FORMS ONLINE

Screen shot of File Online page on uscis.gov as it existed December 2020

www.uscis.gov/file-online
CHECK CASE PROCESSING TIMES

- **https://egov.uscis.gov/processing-times/** lists processing times for most forms by office.
- Using the drop down menus, find the office that is processing your case. Then look for your form type.

*Screen shot of Check Case Processing Time page on uscis.gov as it existed December 2020*
CHECK AVERAGE PROCESSING TIMES

- https://egov.uscis.gov/processing-times/historic-pt lists the national average processing times for most forms.
- Processing times are based on the age of the workload that USCIS has awaiting adjudication (pending cases) and combines data from all USCIS offices.

Screen shot of Historical National Average Processing Time page on uscis.gov as it existed December 2020
CHECK CASE STATUS

- Enter 13 digit receipt number
- Fast and easy
- Mobile ready 24/7

egov.uscis.gov/casestatus

Screen shot of Case Status Online page on uscis.gov as it existed December 2020
CHANGE ADDRESS ONLINE

www.uscis.gov/addresschange

Screen shot of How to Change Your Address page on uscis.gov as it existed December 2020
E-Request

You can send us a case inquiry through [www.uscis.gov/e-request](http://www.uscis.gov/e-request) if:

- Your case is outside normal processing times
- You didn’t receive a notice/document
- You found an error in a document
- You need an accommodation
CITIZENSHIP RESOURCES
What We Do

- Established by the Homeland Security Act of 2002
- Engages and supports partners to welcome immigrants, promote English language learning and education on the rights and responsibilities of citizenship, and encourage U.S. citizenship by:
  - Providing immigrants with opportunities and tools to become vested citizens
  - Building community capacity to prepare immigrants for citizenship
  - Promoting dialogue and collaboration on civic integration and citizenship and raising awareness of its importance to society
• Promote awareness of the naturalization process, test, and rights and responsibilities of citizenship
• Support learners, educators, and organizations
• Some available in hard copy
• All are available online
CITIZENSHIP RESOURCE CENTER

- Learn About Citizenship
- The 2020 Version of the Civics Test
- Apply for Citizenship
- Find Study Materials and Resources
- Resources for Educational Programs
- Civic Assimilation
- Outreach Tools

www.uscis.gov/citizenship

Screen shot of Citizenship Resource Center landing page on uscis.gov as it existed December 2020
Learn About Citizenship

Learn more about:

- Citizenship and naturalization
- 10 steps to naturalization
- Naturalization interview and test
- Naturalization ceremonies

In this section of the Citizenship Resource Center, learn about the important reasons to become a U.S. citizen and paths to citizenship. Also, find information about the naturalization process and what you need to know about the naturalization interview and test.

Should I Consider U.S. Citizenship?
Learn about the important rights and responsibilities of citizenship and the reasons to consider becoming a citizen.

Citizenship and Naturalization
There are different ways to obtain citizenship. Depending on your situation, different requirements may apply to you. Explore the links below.

- I am a Lawful Permanent Resident of 5 Years
- I am Married to a U.S. Citizen
- I am Serving in the U.S. Military
- I am the Child of a U.S. Citizen

Also, visit our Citizenship for Military Family Members page.

10 Steps to Naturalization

Screen shot of Learn About Citizenship page on uscis.gov as it existed December 2020
Learn about the 2020 Civics Test

• Find out who has to take the 2020 version of the Civics Test
• Find resources to study for the 2020 Civics Test
Apply for Citizenship

Apply for U.S. citizenship by submitting Form N-400, Application for Naturalization. This form is available to file online. There are exceptions and modifications to the naturalization requirements that are available to those who qualify. USCIS also provides accommodations for individuals with disabilities.

Learn about applying for citizenship

- Find free naturalization info sessions
- Find help in your community
- Form N-400 online application

Screen shot of Apply for Citizenship page on uscis.gov as it existed December 2020
Find Help in Your Community page

Contact information for community organizations that are USCIS grant recipients and offer English and citizenship classes and legal services
In this section of the Citizenship Resource Center you will find our most popular study materials for the English and civics test. Explore the resources here to find flash cards, pocket study guides, videos, or interactive practice tests. We also offer citizenship resources in other languages.

**Study for the Test**
Find study materials to help prepare you for the English and civics test.

**Check for Test Updates**
Check for any updates to the civics test answers that may change due to an election or appointment.

**Citizenship Multilingual Resources**
Find study materials and resources in other languages including Arabic, Chinese, Korean, Spanish, Tagalog, and Vietnamese.

- Study materials for civics test
- Find civics test answers updates
- Study materials in foreign languages
CIVICS TEST QUESTIONS AND ANSWERS FOR THE NATURALIZATION TEST – PRINTABLE AND MP3

• Naturalization Interview and Test Video

• Interview Practice Exercises

• Civics Flash Cards for the Naturalization Test (English and Spanish)

• Vocabulary Flash Cards for the Naturalization Test

• Preparing for the Naturalization Test: A Pocket Study Guide

Screen shots of covers of USCIS publications as they existed December 2020
Other Resources

• Citizenship Multilingual Resources filter
  • Naturalization Resources in Spanish
  • Civics test flash cards in Spanish
  • Civics test questions audio in Spanish
  • Civics test questions in Arabic, Chinese, Korean, Spanish, Tagalog, Vietnamese
• Civics test questions in large print, text files and 65/20 questions
CITIZENSHIP RESOURCE CENTER
Resources for Educational Programs

Citizenship test education resources

- Products for educators and program administrators
- Teacher training
- Lesson plans
- Student preparation for the interview and test

Resources for Educational Programs

Educators and volunteers play a critical role in helping immigrants prepare for U.S. citizenship. Use this section of the Citizenship Resource Center to find materials to include in or enhance your curriculum and supplement classroom study materials.

Be sure to check out the training seminars page for a list of free training opportunities in your area. These training seminars are designed to enhance the skills needed to teach U.S. history, civics, and the naturalization process to lawful permanent residents.

Educational Products for Educators and Program Administrators
In this section, educators will find helpful classroom resources for themselves and their students. Program administrators will be able to find a variety of materials to enhance their adult citizenship education program.

Register for Teacher Training
USCIS offers free training seminars for educators, program directors, volunteers, and organizations.

Additional Resources
- Resources for Educators About the Naturalization Process
- Prepare Students for the Interview and Test

Screen shot of Resources for Educational Programs on uscis.gov as it existed December 2020
CITIZENSHIP RESOURCE CENTER

Classroom Resources/Program Development

- Sample Curriculum
- Lesson Plans
- Understanding Key Concepts Found in Form N-400, Application for Naturalization
- Adult Citizenship Education Content Standards and Foundational Skills
- The Professional Development Guide for Adult Citizenship Educators

Screen shots of covers of USCIS publications as they existed December 2020
CITIZENSHIP RESOURCE CENTER

Teacher Training

- Free teacher training seminars
- Designed to enhance the skills needed to teach U.S. history, civics, and the naturalization process to immigrant students
- Check the Register for Teacher Training page for upcoming opportunities
CIVILIAN RESOURCES CENTER

Civic Assimilation

Use this section of the Citizenship Resource Center to learn about the Citizenship and Assimilation Grant Program for organizations. This multifaceted grant program promotes long-term civic assimilation of lawful permanent residents (LPRs) whose goal is to become U.S. citizens.

Organizations and individuals can also find helpful information that can be used to help new LPRs settle in the United States.

In this section, you will also learn about the Outstanding Americans by Choice initiative and find out how these outstanding citizens are contributing to American society.

Learn About Grants
Since 2009, the Citizenship and Assimilation Grant Program has provided citizenship preparation resources, support, and information to immigrants and organizations.

USCIS grant recipients have shared their success stories. Learn from them about how you can enhance your program.

• Success Stories from Grant Recipients

• Grants program
• Settling in the U.S.
• Volunteer to support your community
• Outstanding Americans by Choice Initiative

Screen shot of Civic Assimilation page on uscis.gov as it existed December 2020
RESOURCES FOR LAWFULLY PERMANENT RESIDENTS

Civic Assimilation - Settlement

- Links to federal government information to help new immigrants get settled on topics such as education, health care, finance and employment
- Includes *Welcome Guide* – available in 14 languages
- Includes UCSIS Welcomes Refugees and Asylees Brochure

*Screen shot of Settling in the U.S. page on uscis.gov as it existed December 2020*
Outreach Tools

Local communities play an important role in helping lawful permanent residents assimilate into American society. In this section of the Citizenship Resource Center, find helpful outreach materials to promote citizenship education and learn about how your organization can support immigrants through the naturalization process.

Citizenship Public Education and Awareness Campaign
This public awareness campaign promotes the rights, responsibilities and importance of U.S. citizenship, and the free naturalization preparation resources offered by USCIS.

Learn About the Civics and Citizenship Toolkit
Learn more about the Civics and Citizenship Toolkit for your organization to help enhance your citizenship collection and program for immigrants.

- Register for a Civics and Citizenship Toolkit

Set Up a Citizenship Corner
Citizenship Corners can be set up in libraries, at organizations, places of work, or city facilities to provide information about the naturalization process and citizenship study materials. Set up your corner today!

Screen shot of Outreach Tools page on uscis.gov as it existed December 2020
CITIZENSHIP RESOURCE CENTER

Outreach Tools - Public Awareness Campaign

• Flyers on the citizenship resource center and naturalization eligibility requirements
• Citizenship awareness posters
• Widgets to add to your website
• Available in multiple languages
Outreach Tools - Civics and Citizenship Toolkit

• One free copy per organization
• Includes:
  ✓ Welcome Guide (English and Spanish)
  ✓ Civics Flash Cards
  ✓ Quick Civics Lessons
  ✓ A Start-Up Guide
  ✓ Citizens’ Almanac
  ✓ Pocket Constitution and Declaration of Independence

www.uscis.gov/citizenshiptoolkit
Outreach Tools – Citizenship Corner

- Includes information on how to set up a citizenship corner
- Tips for what to include in a citizenship corner
- Virtual citizenship corner
Screen shot of Libraries page on uscis.gov as it existed December 2020
CITIZENSHIP RESOURCE CENTER
Outreach Tools – Informational Pages

Museums

Museums are an important part of their communities. Many museums provide support and opportunities for lifelong learning, making them an ideal source for citizenship education and outreach initiatives designed for immigrants interested in learning more about naturalization and to educate the general public about citizenship and immigration in the United States.

Museums often encourage civic engagement as well, which can include not only learning about U.S. history and government, but also about what it means to be an active and responsible citizen. Additionally, museums may have historical displays, collections, and artifacts that are relevant to civic education and to the themes and content that immigrants preparing for citizenship need to learn for the naturalization test.

Through our joint effort with the Institute of Museum and Library Services (IMLS), we seek to support museums by offering public information and engagement opportunities, and by distributing educational materials and training resources on immigration and citizenship.

What Museums Can Do to Participate

1. Include exhibits on citizenship and immigration, such as a display on the immigration experience, as part of larger museum programming. Incorporate artifacts from your collection to tell the story.

2. Explore the list of available citizenship education resources on the USCIS Citizenship Resource Center. Some key resources include:
   - Official list of civics questions and answers (PDF, 105.55 KB) for the naturalization test. During the naturalization interview, applicants will be asked up to 10 questions from the list of 100 questions in English. Applicants must answer correctly 6 of the 10 questions to pass the civics test.
   - Preparing for the Oath: U.S. History and Civics for Citizenship. This interactive website helps individuals learn about U.S. history and civics while exploring museum objects from the Smithsonian Institution.

3. Host USCIS administrative naturalization ceremonies. Many museums feature beautiful spaces and ideal locations for hosting naturalization ceremonies. Ceremonies can be hosted at a full range of museum types – not only historic houses and history museums that might have a direct connection to U.S. history and government themes – but also children’s museums and art museums, as well as aquariums, planetariums, and zoos.
   - Contact your local USCIS community relations officer (PDF, 112.72 KB).

Screen shot on Museums page on uscis.gov as it existed December 2020
Engaging with USCIS, Online Tools and Citizenship Resources

Questions?
RESOURCES

USCIS Key Links
Online Tools: www.uscis.gov/tools
Citizenship Resource Center: www.uscis.gov/citizenship

USCIS Contact Information
Public.Engagement@uscis.dhs.gov
Office.of.Citizenship@uscis.dhs.gov
About this Presentation

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• This presentation is valid as of the date of the last revision.
• This presentation contains no sensitive Personally Identifiable Information (PII).
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