



U.S. Citizenship  
and Immigration  
Services

# Interagency Strategy for Promoting Naturalization

*“Our Nation is enriched socially and economically by the presence of immigrants, and we celebrate with them as they take the important step of becoming United States citizens. The Federal Government should develop welcoming strategies that promote integration, inclusion, and citizenship, and it should embrace the full participation of the newest Americans in our democracy.”*

*Executive Order No. 14012 (2021)*

# EXECUTIVE SUMMARY

As required by Section 5(c) of the [Executive Order on Restoring Faith in Our Legal Immigration Systems and Strengthening Integration and Inclusion Efforts for New Americans \(E.O. 14012\)](#), the U.S. Departments of Homeland Security (DHS), Education (ED), Health and Human Services (HHS), State (DOS), Labor (DOL), Housing and Urban Development (HUD), Defense (DOD), Justice (DOJ), Veterans Affairs (VA), Agriculture (USDA), and the Social Security Administration (SSA) established the Naturalization Working Group (NWG) to develop a national strategy to promote naturalization. Each of these agencies provided meaningful contributions which enabled the NWG to develop a comprehensive whole-of-government approach. The NWG's proposed strategy will promote naturalization through citizenship education and awareness and by building capacity and expanding partnerships. Its members are committed to the following goals and outcomes:

- Raising awareness of the importance of citizenship;
- Promoting civic integration and inclusion;
- Providing immigrants with opportunities and tools to become fully engaged citizens;
- Building community capacity to prepare immigrants for citizenship;
- Eliminating sources of fear and other barriers that prevent individuals from accessing available naturalization services; and
- Advancing and ensuring equity throughout the citizenship and naturalization processes, including on the basis of race, disability, language access, national origin, gender, gender identity and sexual orientation, and providing support to traditionally underserved communities.

The Interagency Strategy for Promoting Naturalization is a nationwide initiative that will be implemented at the community level. It includes the following critical elements:

- Use of data regarding potential naturalization-eligible populations;
- Citizenship public education and awareness campaign;
- National and community targeted outreach through traditional and social media;
- Stakeholder engagement;
- Promotion of citizenship education and resources;
- The USCIS Outstanding Americans by Choice (ABC) initiative;
- The USCIS Citizenship and Integration Grant Program; and
- Capacity building through collaboration and partnerships.



# INTRODUCTION

Throughout our history, the United States has welcomed immigrants from all over the world who have helped shape and define our country. Granting citizenship to eligible lawful permanent residents (LPRs) is vital to our nation's security, economic prosperity, and a future built on the principles of the U.S. Constitution.

As required by Section 5(c) of the [Executive Order on Restoring Faith in Our Legal Immigration Systems and Strengthening Integration and Inclusion Efforts for New Americans \(E.O. 14012\)](#), the U.S. Departments of Homeland Security, Education, Health and Human Services, State, Labor, Housing and Urban Development, and the Social Security Administration worked together through a Naturalization Working Group to develop a national strategy to promote naturalization. The NWG invited other federal agencies, including the U.S. Departments of Defense, Justice, Veterans Affairs, and Agriculture, to assist in the development of the strategy; each of these agencies provided meaningful contributions and have helped the NWG develop a whole-of-government approach. The NWG's proposed strategy will promote naturalization through citizenship education and awareness. Its members are committed to:

- Raising awareness of the importance of citizenship;
- Promoting civic integration and inclusion;
- Providing immigrants with opportunities and tools to become fully engaged citizens;
- Building community capacity to prepare immigrants for citizenship;
- Eliminating sources of fear and other barriers that prevent individuals from accessing available naturalization services; and
- Advancing and ensuring equity throughout the citizenship and naturalization processes, including on the basis of race, disability, language access, national origin, gender, gender identity and sexual orientation, and providing support to traditionally underserved communities.

To advance these goals, and in accordance with Section 5(d) of E.O. 14012, representatives of the NWG have outlined steps the federal government should take to promote naturalization.

This Interagency Strategy for Promoting Naturalization reflects a realistic assessment of the NWG's goals, and we are confident that the initiatives presented below are achievable. At the same time, however, individual departments currently face challenges including budget shortfalls resulting in hiring freezes, and pandemic-related temporary office closures and restrictions that have limited our ability to conduct in-person events. As the nation recovers from the COVID-19 pandemic, we will seek to responsibly hold in-person events and to use the creative solutions we have already been employing to connect with communities using technology.

The Interagency Strategy for Promoting Naturalization is a nationwide initiative that will be implemented at the community level. Therefore, U.S. Citizenship and Immigration Services (USCIS), a component of DHS, will marshal available data regarding the size and characteristics of potential naturalization-eligible populations by country and region of birth, initial state of residence, date and class of admission, length of time in LPR status, age, sex, and zip code and make it available (in anonymized data sets) to the NWG members to help target outreach, build partnerships, and inform the development of educational resources for citizenship and inclusive language services. The data will provide evidence to enhance the ability of the NWG to tailor the strategy to meet the needs of stakeholders, partners, and local communities.

# INTERAGENCY STRATEGY FOR PROMOTING NATURALIZATION

*NOTE: Items that are listed in the Interagency Strategy for Promoting Naturalization that are identified with an asterisk (\*) indicate an existing or ongoing initiative.*

## I. Immigrant, Community, and Education Outreach Initiatives

The NWG will relaunch and expand a citizenship education and awareness campaign. The campaign will employ NWG networks, targeting individuals who are already LPRs and those who are on the path to acquiring LPR status. The campaign will be conducted at the national, state, and community levels using trusted messengers from various sectors. It will engage community-based organizations, national citizenship networks, embassies, consulates, businesses, and the media. The NWG will develop social media content to amplify the campaign and revive the Outstanding Americans by Choice (ABC) initiative to spotlight contributions of naturalized citizens. The outreach campaign will be developed based on evidence regarding the most effective messaging and media.

### A. Citizenship Public Education and Awareness Campaign\*

The NWG will:

- Leverage the various networks that federal agencies have developed to grow the [Citizenship Public Education and Awareness Campaign](#). It will place a specific focus on expanding outreach to particular groups, including refugees and asylees, agricultural workers, adult adoptees, and those who have been LPRs for more than 10 years, since the time in LPR status suggests there may be obstacles to applying. (See below for a more detailed discussion on specific outreach plans.)
- Expand educational opportunities for LPRs and community-based organizations to learn more about U.S. citizenship, and ensure that these target groups have access to official and trusted sources of information.

### B. The USCIS Outstanding Americans by Choice Initiative\*

The [ABC initiative](#) publicly recognizes individuals who have chosen to become Americans and have made significant contributions to both their communities and the nation through civic participation, professional achievement, and responsible citizenship.

The NWG will:

- Raise awareness of the contributions that naturalized citizens make to the United States and their impact by recognizing additional ABC recipients.
- Spotlight naturalized citizens who are COVID-19 heroes and have tirelessly worked to find a solution to the pandemic, safeguarded lives on the front lines, and/or supported their communities by working in critically essential functions.

### C. USCIS Citizenship and Integration Grant Program (Grant Program)\*

**Funding for the Grant Program**

- Revisit the feasibility of accepting private donations to support the USCIS Citizenship and Integration Grant Program and expand use of public-private partnerships.
- Initiate and foster partnerships with foundations, nongovernmental organizations, and corporations to expand the scope of the naturalization services provided by the Grant Program.

## Supporting Underserved Communities

- Refine the Grant Program to consider prioritizing the funding of organizations that assist underserved and marginalized communities.
- Revise the contractual requirements of the Grant Program in response to input from the House Appropriations Committee and other stakeholders.

## D. Social Media Outreach

The NWG will:

- Expand social media content around citizenship-related events, activities, study materials, and information about the application process and eligibility requirements to become a citizen and coordinate social media activities with other federal agencies to cross-promote and amplify citizenship-related messaging.
- Tie in relevant annual themes (For example, Constitution Day, holidays of civic significance, months commemorative of equal opportunity, inclusion, and the contributions of diverse groups of Americans) to the messaging.
- Expand social media content around naturalized citizens and their contributions, incorporating ABCs; community, business and government leaders; and historical figures.
- Use existing social media channels to reach new audiences, for example through the USDA Rural Development Twitter account, in addition to creating social media content that is translated into multiple languages including Spanish, Chinese, Arabic, Tagalog, Korean, and Vietnamese.
- Provide greater visibility to citizenship resources and services and DHS/USCIS social media on NWG agency websites. For example, the HHS/Office of Refugee Resettlement (ORR) technical assistance provider will share DHS/USCIS' social media messaging with all grantees serving populations eligible for ORR support/ funding.

## E. Targeted Outreach

DHS/USCIS will not only target outreach to LPRs but will also reach out to people earlier in their immigration journeys to reach those who may one day become eligible for naturalization. DHS/USCIS will develop educational materials geared toward persons who are not yet LPRs and may not know that they could become LPRs. For example, eligibility information could be developed for humanitarian entrants unaware of the process to seek LPR status and to apply for naturalization such as T, U, and Violence Against Women Act (VAWA) visa recipients. Similarly, at DOJ, immigration judges within the Executive Office for Immigration Review (EOIR) can be trained to inform noncitizens who will be eligible to naturalize how they can do so and refer them to resources for applying for citizenship. The EOIR Immigration Court Helpdesk staff can also be trained to provide information and resources to facilitate naturalization. In addition, the NWG will target state and local governments to participate in outreach efforts. The NWG will relaunch, reinvigorate, and expand its education and awareness activities as follows:

- 1. State and Local Governments:** The NWG will develop a targeted outreach strategy using webinars and other outreach to states, cities and municipalities to promote citizenship education and awareness and provide technical assistance. The targeted outreach strategy will apply an evidence-based approach to identify communities with large populations of LPRs who have not applied for citizenship. The messaging and method of outreach can then be tailored to meet the needs of each community in coordination with state and local governments. DHS/USCIS will establish and expand partnerships with state directors of adult education and adult literacy resource centers as well as State Refugee Coordinators across the nation to work on joint communication and education projects that serve immigrant communities.

2. **Direct Communication:** The NWG will explore initiatives that encourage noncitizens, especially LPRs, to learn more about the naturalization process through direct communication, such as GovDelivery email and text messages, receipt notices, messaging in online accounts, and direct mail.
3. **Notification of Key Milestones:** The NWG will explore avenues to promote awareness of naturalization tied to immigration milestones or other events, such as applying for social security, graduating from high school, or filing taxes. DHS/USCIS will develop tools so that individuals can request notification regarding key milestones in their immigration journey, including when they may become eligible to apply to naturalize. DHS/USCIS will create general messages linked to receipt notices and other correspondence concerning naturalization.
4. **Naturalization Information Sessions\*:** NWG interagency partners (including DOL, DOD, VA, HUD, USDA, DOJ, DOS and SSA) will work with USCIS Community Relations Officers (CROs) and the USCIS Office of Citizenship (OoC) to conduct naturalization information sessions for those interested in learning more about the naturalization process and related eligibility requirements, in addition to providing information about interagency programs and services.
5. **USDA Office of Partnerships and Public Engagement Networks:** USDA’s Office of Partnerships and Public Engagement (OPPE) will increase awareness about naturalization through its partner organizations that serve immigrant communities, including through its Hispanic Serving Institution Liaisons and Higher Education Initiatives Division.
6. **DOJ/Executive Office for Immigration Review (EOIR):** EOIR will communicate with non-attorney “Accredited Representatives”<sup>1</sup> through a GovDelivery listserve to highlight the naturalization process and related eligibility requirements.

## F. Community Outreach

Several NWG member agencies house programs that are trusted partners in the communities they serve and could be additional sources of information for specific communities. For example, Agricultural Representatives in USDA have cultivated relationships within farmworker communities, and the Social Security Administration has a network supporting the elderly as well as individuals with disabilities and low income. Similarly, Education Program Specialists in the USCIS Office of Citizenship have established networks with the adult education community that offer citizenship education classes for LPRs. The NWG will be able to expand its naturalization outreach capacity by connecting the unique networks that individual agencies have established.

1. **Identifying Avenues for Community Outreach:** The NWG will identify the offices and networks within each participating agency to connect with target communities. Examples include:
  - **DHS/USCIS:** Office of Citizenship and Community Relations Officers
  - **DHS:** Offices for Civil Rights and Civil Liberties (CRCL) and Partnership and Engagement
  - **DOL:** Women’s Bureau, Wage and Hour Division (WHD), American Job Centers

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<sup>1</sup> DOJ/EOIR runs the Recognition and Accreditation (R&A) Program. EOIR’s Office of Legal Access Programs manages the R&A program through which non-attorney “Accredited Representatives” of Recognized Organizations are authorized to represent noncitizens before DHS and EOIR, which includes the immigration courts and the Board of Immigration Appeals (BIA). The R&A Program aims to increase the availability of competent immigration legal representation for low-income and indigent persons. All Recognized Organizations are non-profit and federally tax-exempt (8 C.F.R. § 1292.1-20).

There are currently 795 Recognized Organizations, overseeing 2027 Accredited Representatives. Most Recognized Organizations represent individuals applying for naturalization, while a substantial number of these organizations focus particularly on citizenship classes and assisting individuals in completing their naturalization applications.

- **USDA:** Hispanic-Serving Institution (HSI) liaisons, Strategic Initiatives Division, Military and Veterans Agricultural Liaisons
  - **HHS:** State Refugee Coordinators, Preferred Communities Program Representatives
  - **DOD:** Legal Service Offices and others who assist in the naturalization process
  - **SSA:** Office of Strategic and Digital Communications and Office of the Commissioner
  - **HUD:** Office of the General Counsel, HUD Regional and Field Offices, and Public and Indian Housing (PIH)
  - **ED:** Office of Career, Technical, and Adult Education (OCTAE), Office of English Language Acquisition (OELA), Office of the Deputy Secretary
  - **VA:** Post-9/11 Transition and Case Management (Post-9/11 TCM) Veterans Experience Office (VEO)
  - **DOJ:** Civil Rights Division, Immigrant and Employee Rights Section, and Servicemembers and Veterans Initiative, and Executive Office for Immigration Review (EOIR)
  - **DOS:** Consular Affairs (CA)
2. **Museum, Library, and Employer Outreach\*:** DHS/USCIS will expand citizenship programmatic assistance available to libraries, museums, and employers to encourage making naturalization and integration information easily available through the creation or expansion of citizenship corners, which can include special collections and exhibits to promote America’s immigrant heritage and naturalization information and resources. Museums and libraries continue to play a critical role in welcoming new immigrants and serving as local sources of information, offering English language and citizenship classes and learning materials, resources on immigration and naturalization, and opportunities to connect with the local community. For example, the Smithsonian Institution partnered with USCIS to create Preparing for the Oath: U.S. History and Civics for Citizenship (<https://americanhistory.si.edu/citizenship/>). Additionally, the New York Historical Society, the Museum of Fine Arts, Boston, and the Hartford Public Library in Connecticut have all created successful programs.
  3. **“Avoid Scams” Outreach\*:** DHS/USCIS will support the Avoid Scams outreach to direct the public to sources of valid naturalization information and accurately identify fraudulent immigration preparers and misinformation.
  4. **Community Consultation\*:** HHS/ORR State Refugee Coordinators (SRC) hold quarterly community consultations in support of services to refugees, asylees, Cuban and Haitian entrants, Special Immigrant Visa holders, victims of human trafficking, and LPRs. HHS will encourage SRCs to include CROs in the consultation process to promote naturalization resources and to potentially broaden the audiences who are engaged. DOJ/EOIR staff hold regular working group meetings with nongovernmental organizations that provide training and support to DOJ Recognized Organizations nationwide.
  5. **Needs Assessment and Listening Sessions\*:** HHS/ORR’s Technical Assistance provider will conduct a needs assessment of all grantees serving populations eligible for ORR support/ funding to determine gaps in citizenship education and naturalization preparation. This assessment could also include a literature review or research on barriers to naturalization. HHS/ORR will also facilitate grantee listening sessions with DHS/USCIS to better understand citizenship gaps and needs, particularly for vulnerable populations.

## G. Engaging with Stakeholders:

- 1. Congressional Partners:** DHS/USCIS will explore offering in-depth webinars to congressional staffers and NWG members to explain the naturalization process, and describe the available citizenship education and awareness resources, including the USCIS Citizenship Resource Center (CRC) <https://www.uscis.gov/citizenship>, which is an online one-stop resource that includes extensive up-to-date information on naturalization for prospective applicants, educators, and the public.
- 2. Engagement and Outreach to Foreign Embassies and Consulates:** The NWG will increase engagement and outreach to specific foreign embassies and consular networks that may be interested in providing information and resources on citizenship, and also encourage consulates to clarify or provide information to their nationals on the impact of dual citizenship.
- 3. Intergovernmental Partners and Networks:** The NWG will leverage intergovernmental fora to inform process improvements on integration and naturalization. USCIS recently assumed the chair for the M5 Citizenship Network<sup>2</sup> and participates in the Intergovernmental Consultations on Migration, Asylum and Refugees (IGC) integration working group<sup>3</sup> and the Organization for Economic Cooperation and Development (OECD)<sup>4</sup>.
- 4. Roadmap to Educating for American Democracy:** The NWG will explore opportunities to connect citizenship education materials and initiatives for immigrants with the [Roadmap to Educating for American Democracy](#) that is funded by the National Endowment for the Humanities and ED.
- 5. Engagement with Community-Based Organizations:** The NWG will engage with stakeholders, including community-based and immigrant-serving organizations, to share information and seek feedback on the naturalization process. This will include a stakeholder engagement on naturalization and integration hosted by the Office of the CIS Ombudsman, DHS Civil Rights and Civil Liberties, and USCIS.

<sup>2</sup> The Migration Five (M5, previously the Five Country Conference) is an international forum of immigration and border security agencies from Australia, Canada, New Zealand, the United Kingdom and the United States.

<sup>3</sup> Intergovernmental Consultations on Migration, Asylum and Refugees (IGC) is an informal, non-decision-making forum for intergovernmental information exchange and policy debate on all issues of relevance to the management of international migratory flows. IGC is considered as the first interstate consultation mechanism on migration.

<sup>4</sup> The Organization for Economic Cooperation and Development (OECD) Employment Labour and Social Affairs Committee (ELSAC) and its Working Party on Migration are charged with monitoring and assessing emerging migration trends and providing evidence-based analysis, information and tools on the economic, social and labor- market impacts of migration. The OECD believes that adapting migration and integration systems to enhance their contribution to economic growth and social cohesion stands as one of the most important policy objectives in the forthcoming years.



## II. Promoting Citizenship through Capacity Building and Partnerships

The NWG believes that this strategy will be strengthened through expanded formal and informal national, regional, and local partnerships. The partnerships will engage federal agency partners, community-based organizations, and national citizenship networks to explore potential collaboration on naturalization and integration activities. The NWG will build capacity in its partners through grant programs as well as various supports such as offering joint webinars, educational and cultural events, and sharing technical assistance and training materials. The NWG will also build capacity by offering information including anonymized data about potential clusters of naturalization candidates, free citizenship educational resources to city and state facilities, school systems, community colleges, colleges, universities, labor unions, businesses, and state and county governments such as the Departments/Offices of New Americans, Aging, and Motor Vehicles.

### A. Letters of Agreement (LOA) & Memoranda of Understanding (MOU)

1. **DHS/USCIS and LOA with Cities\***: USCIS will review the former LOA initiative with cities to determine how to revive this effort, keeping in mind the current pandemic environment, and considering whether there may be other ways to reach cities such as through collaboration with existing third-party networks.
2. **DHS/USCIS and National Park Service (NPS) MOU\***: USCIS and the NPS will reestablish their partnership through a revised MOU to hold naturalization ceremonies in meaningful locations throughout the country and consider developing educational materials related to relevant park sites to promote further civic learning.
3. **DHS/USCIS and ED MOU**: ED will establish an ongoing partnership with DHS/USCIS in an effort to produce, promote, and disseminate information, hold trainings and events, and develop digital assets to reach teachers/educators, students, parents, and other stakeholders at all levels of education. ED will make states aware of availability of funds under Section 243 of the Workforce Innovation and Opportunity Act (WIOA) to support pathways to citizenship. DHS/USCIS will explore an MOU with ED to leverage current federal investments made through the Adult Education and Family Literacy Act (AEFLA) to support pathways to citizenship. The MOU will potentially include activities to utilize DHS/USCIS promotional activities, training materials, and educational resources in AEFLA's Integrated English Literacy and Civics Education (IELCE) program to support professional development of IELCE teachers on naturalization and civic education, and to coordinate dissemination of resources through the Literacy Information and Communication System.
4. **DHS/USCIS and Institute of Museum and Library Services (IMLS) MOU\***: USCIS will reestablish a formal MOU with the IMLS to provide citizenship information and resources (or other immigration-related topics as appropriate) through a series of webinars targeted at museums and libraries to share with their communities. The USCIS Office of Citizenship has informally continued this partnership since the expiration of the MOU in September 2019.

### B. Collaboration and Partnerships

1. **DHS Intra-agency Collaboration\***: DHS will expand collaborative efforts among DHS components. For example, U.S. Customs and Border Protection (CBP) and USCIS will seek to

distribute information on naturalization to LPRs at ports of entry. In addition, the Office of the Citizenship and Immigration Services Ombudsman will continue to gather stakeholder feedback and provide recommendations to USCIS in an effort to improve processing of naturalization applications and understand challenges or obstacles that applicants and their representatives may encounter with the naturalization process.

2. **International Organization for Migration Collaboration\*:** DHS/USCIS will continue its collaboration with DOS and the International Organization for Migration (IOM) on the distribution of information during the pre-departure orientation for refugees.
3. **DHS/USCIS and DOS Collaboration:** DOS will explore the feasibility of developing approved messaging language regarding dual citizenship – which many countries permit – to reassure potential applicants who may be hesitant to apply for naturalization due to concerns about potential loss of their birth citizenship.
4. **Partnership with the United States Postal Service (USPS):** DHS/USCIS will explore the feasibility of a partnership with the USPS to display promotional posters at USPS facilities about becoming a U.S. citizen and to serve as a location where individuals and organizations can find information and resources to learn about the naturalization process. DHS/USCIS will propose the development of a collection of stamps highlighting historical naturalized citizens or the creation of a new stamp with messaging focused on celebrating citizenship. USCIS will explore whether the post office could make informational materials or citizenship forms available.
5. **DHS/USCIS & SSA Partnership:**
  - **Enumeration Beyond Entry:** DHS/USCIS and SSA will collaborate to automate the Social Security Number (SSN) application process for noncitizens residing in the U.S. who apply for U.S. citizenship using Form N-400, Application for Naturalization, or for LPRs using Form I-485, Application to Register Permanent Residence or Adjust Status. Automating this process would provide a potential universe of approximately 1.3 million individuals each year the opportunity to conduct business with both DHS/USCIS and SSA simultaneously and eliminate the need for them to visit a field office or card center to apply for a SSN card. Automating this process also builds on the “Enumeration Beyond Entry” project where DHS/USCIS and SSA work together to provide a streamlined automated SSN application process for individuals using the Form I-765, Application for Employment Authorization, and the decades-long “Enumeration At Entry” project where DHS/USCIS and SSA work with DOS to automatically assign SSNs to LPRs entering the country.
  - **Sharing Information and Educational Materials:** DHS/USCIS and SSA will share information and educational materials with their respective customers to ensure a collaborative approach to promoting benefits and services available to noncitizens. For example, SSA will expand communications to promote enumeration and other services available to LPRs and new U.S. citizens, and request DHS/USCIS share SSA publications and webpages that can benefit these audiences. Some examples include:
    - Social Security Numbers for Noncitizens (13 languages in addition to English: Arabic, Chinese, Farsi, French, Greek, Italian, Korean, Polish, Portuguese, Russian, Spanish, and Vietnamese.)
    - Learn What Documents You Will Need to Get a Social Security Card (English, Spanish).
    - Social Security Number and Card — Deferred Action For Childhood Arrivals (English).

- Information for Immigrants (English, Spanish).
- Can noncitizens living in the United States receive Social Security benefits? (English).
- Supplemental Security Income (SSI) for Noncitizens (13 languages).
- Spotlight on SSI Benefits for Noncitizens – 2021 Edition (English).
- Newspaper articles promoting enumeration and other services (for media placement by SSA’s public affairs specialists).
- Informational slides on Social Security Television (SSTV) when SSA offices begin re-accepting walk-in visitors. SSTV displays educational material to customers waiting to speak with an SSA representative.

**6. DHS/USCIS Collaboration with HHS/Office of Refugee Resettlement (ORR) Preferred Communities (PC):** ORR supports the resettlement of especially vulnerable refugee groups at resettlement sites through its Preferred Communities (PC) program. The PC sites offer services for refugees with limited English proficiency, medical conditions, and disabilities, and who have experienced trauma. Pending the availability of funding, HHS/ORR will provide additional funding to its Services to Older Refugees program, to enhance assistance to older ORR-eligible populations on their path toward naturalization, especially those at risk of losing Supplemental Security Income and other federal benefits. DHS/USCIS will work with ORR to see if further support is needed relating to the naturalization process and eligibility requirements.



## III. Citizenship Education and Inclusive Language

### A. Language and Accommodation

1. **Printed Citizenship Study Materials\*:** The NWG will explore expanding the number of printed citizenship materials that are currently in six languages (currently Spanish, Chinese, Arabic, Tagalog, Korean, and Vietnamese). DHS/USCIS will identify additional languages based on the size of immigrant populations and other factors. ED will review whether it could translate materials into further languages to augment those already available.
2. **Glossary of Legal and Technical Terms:** DHS/USCIS will develop and provide applicants with a glossary defining legal and technical terms used in Form N-400, Application for Naturalization, and other USCIS forms.
3. **Digital Delivery of Citizenship Related Resources\*:** DHS/USCIS will explore ways to improve the digital delivery of citizenship-related content and resources including optimizing the online format of its publications.
4. **Accommodations for Webinar Participants:** DHS/USCIS will offer accommodations to webinar participants, including closed captioning, posting of materials to the web in advance of the event, and webinar follow up messages highlighting the availability of materials in other languages and formats.

### B. Training

1. **Adult Citizenship Education Training Seminars\*:** USCIS will expand its adult citizenship education training by offering seminars for external stakeholders connected to agencies from across the NWG. These seminars will be targeted for adult citizenship educators and community-based organizations that serve LPRs, and persons who are not yet LPRs such as farmworkers, adult adoptees, refugees, and asylees. The seminars will address the naturalization process and test, as well as instructional strategies in adult citizenship education. The training will highlight the USCIS adult citizenship education curriculum for organizations which are interested in starting an adult citizenship education program.
2. **Outreach to Military Service Members:** DHS/USCIS will create a special military naturalization webpage on the Citizenship Resource Center containing information, checklists, and study guides tailored to military members and their families. DOD will share the link with its personnel worldwide. DOD will explore expanding its internal communications efforts regarding the opportunity to apply and the requirements for naturalization. DHS/USCIS will explore offering additional special naturalization education and awareness information webinars for administrative and legal personnel assisting military service members. Additionally, DHS/USCIS will consider alternative avenues to engaging and processing naturalization applications for our military members and their families overseas during the COVID-19 pandemic and while travel restrictions are in place. Through its Servicemembers and Veterans Initiative, the DOJ Civil Rights Division will help disseminate naturalization information via its website ([www.servicemembers.gov](http://www.servicemembers.gov)), in its outreach materials to military bases, and its military related networks (including chiefs of military legal assistance, and the American Bar Association's Standing Committee on Legal Assistance for Military Personnel). Additionally, DHS/USCIS will engage with VA and veteran service organizations to discuss opportunities to educate service members and veterans on citizenship.
3. **Informational Webinars for NWG Agencies\*:** DHS/USCIS will expand engagement with other federal agencies to provide webinars to counterpart agencies and their networks on citizenship,

building upon the cooperation that USCIS and the HHS/ORR have begun.

## C. Citizenship Education Materials and Promotional Videos

1. **Naturalization Test Preparation Tools\*:** DHS/USCIS will explore the creation of apps and other tools to support preparation for the citizenship test, including expanded use of materials in other languages and alternative formats, such as large print.
2. **Monuments and Landmarks Videos:** DHS/USCIS will explore the feasibility of working with federal partners and their multimedia staff to develop short video segments featuring American landmarks, buildings, and historical locations relevant to the 2008 version of the naturalization civics test<sup>5</sup>. Some video ideas include a “Tour of the U.S. Capitol,” “Tour of Ellis Island,” or “Tour of the Lincoln Memorial.” These video segments could be shared online via websites and through various social media platforms or played at outreach events or waiting areas (such as USCIS offices) for promotional purposes.
3. **Videos Featuring Senior Administration Officials:** DHS/USCIS will explore the feasibility of promotional videos or short social media segments with Senior Administration Officials. This could include Cabinet members who have their own immigrant experience, as well as the First Lady or Vice President Harris. For example, Dr. Biden, who continues to work as an English and writing instructor, could encourage immigrants to learn English, which is a key requirement in the naturalization process, and could engage with community colleges on promoting citizenship. She could also encourage receiving communities to volunteer to help new immigrants integrate into local communities. Additionally, as a daughter of immigrants, Vice President Harris could highlight her family’s immigration journey that ultimately paved the way for the Vice President to serve in her current role.
4. **Existing Educational Videos\*:** Current educational videos and other targeted outreach materials, including videos related to Avoiding Scams, could also be shared with public schools, libraries, and distributed to parents of children in English as a Second Language special programs, to direct them to immigration resources. The USDA Rural Housing Services’ (RHS’) Community Facilities Program provides financing for childcare facilities, schools, healthcare centers, and more. RHS can explore promoting these materials to community facilities like these in rural areas.

<sup>5</sup> In November 2020, USCIS announced a new version of the civics test that would apply to all naturalization applicants filing on or after December 1, 2020. In response to stakeholder concerns about the new test, USCIS has phased out the 2020 civics test and has reverted to the 2008 version.

