



USCIS Tools and Resources

For Libraries and Museums

March 23, 2017

PRESENTERS



U.S. Citizenship
and Immigration
Services

- Mary Herrmann, Customer Service and Public Engagement Directorate
 - Katie McGuire, Office of Citizenship
-



U.S. Citizenship
and Immigration
Services


CUSTOMER SERVICE TOOLS


myUSCIS



U.S. Citizenship
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Services

Official website of the Department of Homeland Security Go to uscis.gov

 U.S. Citizenship and Immigration Services EXPLORE RESOURCES



myUSCIS

- myUSCIS makes immigration simpler**
myUSCIS is a new service that helps you navigate the immigration process. At myUSCIS, you'll find up-to-date information about the application process for immigration benefits, tools to help you prepare for naturalization, and resources to find citizenship preparation classes and doctors in your community.
- Try us on mobile**
You can use myUSCIS anytime and on any device — it's that simple.

my.uscis.gov

myUSCIS



U.S. Citizenship
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Services

Practice the civics test

[Start studying](#)

Study the basics of U.S. government and history for your civics test as part of your naturalization interview.

Explore your options

[See options](#)

Learn more about your immigration options and possible next steps based on your situation.

Locate a class

[Search classes](#)

Find resources in your community that will help you get ready for your English and civics tests.

Find a doctor

[Search doctors](#)

See a list of all USCIS-authorized doctors in your area that you can use for your medical examination.

Get answers to questions

[Learn more](#)

Have questions? Our help center has answers. Ask your question to get the information you need.

Coming soon

We are always working to improve your experience. Check back often for new online tools, electronic forms, and more.

TOOLS TO USE BEFORE YOU FILE



U.S. Citizenship
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- Ask Emma
- Explore My Options
- Find a Doctor
- Find a Class
- Practice civics test
- Make an appointment

www.uscis.gov/tools

ASK EMMA



Spanish | Blog | About USCIS | Contact Us

Search our Site | Ask a Question

CITIZENSHIP | U.S. Citizenship and Immigration Services | GREEN CARD | TOOLS | LAWS

Share This Page | Print

Green Card

The steps to becoming a Green Card holder (permanent resident) depend on whether you currently live in the United States. The main categories are:

- Green Card Through Family
- Green Card Through a Job
- Green Card Through Refugee or Asylee Status
- Other Ways to Get a Green Card

If you are already a Green Card holder, see our Renewal webpage for information on:

Ask Emma

Hi, I'm Emma. I'm here to help you with your questions about this site. What would you like to ask me?

SEND

English: www.uscis.gov/Emma

U.S. Department of Homeland Security

English | Compás | Contáctenos | Acerca de Nosotros

Search our Site | Ask a Question

CIUDADANÍA | U.S. Citizenship and Immigration Services | TARJETA VERDE | ENTÉRESE | RECURSOS

Tarjeta Verde

Usted puede convertirse en residente permanente de los Estados Unidos si es un extranjero que ha sido admitido o patrocinado por un familiar o empleador de los Estados Unidos. Usted puede ser elegible para solicitar en su carácter de:

- Residente permanente a través de estatus de refugiado
- Residente permanente a través de un empleo
- Residente permanente a través de un familiar

Los pasos para convertirse en un residente permanente de los Estados Unidos dependen de si usted está actualmente residiendo en los Estados Unidos.

Pregunte a Emma

Hola, me llamo Emma. Estoy aquí para ayudarle con sus preguntas acerca de este sitio web. ¿Con qué preguntas puedo ayudarle?

ENVIAR

Tarjeta Verde a través de un Empleo

Spanish: www.uscis.gov/es/Emma

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



U.S. Citizenship
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EXPLORE MY OPTIONS

EXPLORE



OPTIONS

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

I AM A ...

- U.S. Citizen
- Green Card Holder (Permanent Resident)
- Employer
- Foreign National



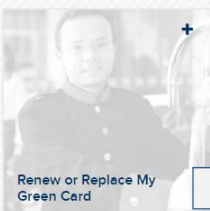
Obtain Employment Authorization Document



Becoming a U.S. Citizen Through Naturalization



Citizenship Through Parents



Renew or Replace My Green Card



U.S. Citizen Petition for an Immediate Relative



U.S. Citizen Petition for a Spouse



Renew or Replace My Green Card

Renew or Replace My Green Card

It is important to keep your Green Card (USCIS Form I-551 or Permanent Resident Card) up-to-date. Without a valid Green Card, it may be difficult for you to prove that you are a lawful permanent resident and could affect your ability to travel or to prove your authorization to live and work in the United States.

[More Details](#)

\$455

FORM FILING FEE(S)

my.uscis.gov/exploremyoptions

FIND A DOCTOR



U.S. Citizenship
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Services

Doctors Near Los Angeles, CA 90012, USA

0.44
miles away

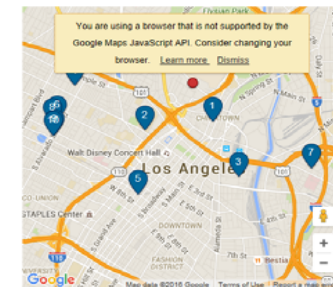
1. Dr. Zhao-Yang Pan
Dr. Zhao-Yang Pan
652 North Broadway Suite A
Los Angeles CA 90012
[Get directions](#)
(213) 617-7673

0.76
miles away

2. Proactive Work Health Services
Dr. Stephen Greene
132 South Beaudry Avenue
Los Angeles CA 90012
[Get directions](#)
(213) 977-6300

1.26
miles away

3. Temple Medical Center
Dr. Parviz Taherpour
124 North Vignes Street
Los Angeles CA 90012
[Get directions](#)
(213) 626-5679



my.uscis.gov/findadoctor

FIND A CLASS



U.S. Citizenship and Immigration Services

Find an English or citizenship preparation class

Search by zip code or address

Search

1. **Evans CAS**
Citizen Prep
717 N Figueroa St
Los Angeles CA 90012
[Get directions](#) - 0.16 miles away
(213) 626-7151
[Visit website](#)

2. **Singleton Adult Literacy Center**
ESL
630 W Fifth St
Los Angeles CA 90071
[Get directions](#) - 1.19 miles away
(213) 228-7037
[Visit website](#)

3. **Asian Americans Advancing Justice - Los Angeles**
USCIS Grant
1145 Wishire Boulevard Suite 200
Los Angeles California 90017
[Get directions](#) - 1.45 miles away
(888) 349-9695
[Visit website](#)

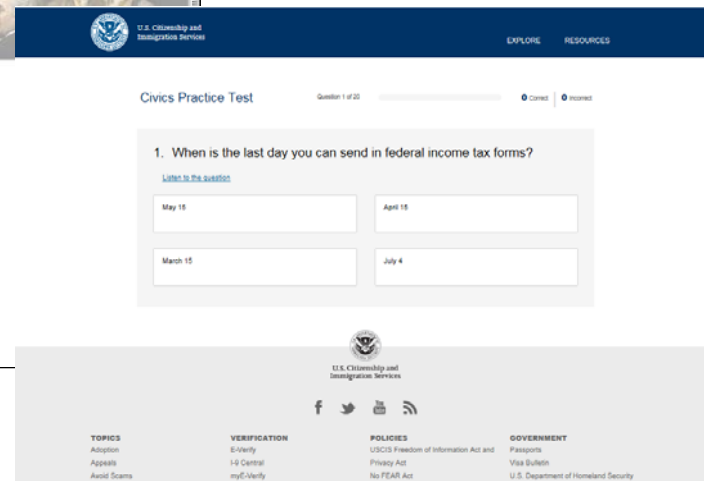
ARE THESE CLASSES TOO FAR?
You can study on your own using our [practice civics test](#)

my.uscis.gov/findaclass



U.S. Citizenship and Immigration Services

CIVICS PRACTICE TEST



my.uscis.gov/prep/test/civics

APPOINTMENT SCHEDULER



U.S. Citizenship
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INFOPASS SCHEDULE AN APPOINTMENT

Select your language

English

Make an Appointment

Inside the U.S.

Outside the U.S.

Or

Manage an Appointment

View your appointment

Click on "View your appointment" if you would like to reprint your confirmation letter, or change your appointment.

- Overhauled in 2016—better interface on mobile device
- 12 languages
- Uses ZIP codes to find the office for your appointment

my.uscis.gov/appointment

TOOLS TO USE WHEN YOU FILE



U.S. Citizenship
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- Check filing fees
- File your form online




- Check processing times

CHECK FILING FEES



U.S. Citizenship
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Services


Fee Schedule
 Effective 12/23/16
 Department of Homeland Security
 U.S. Citizenship and Immigration Services

USCIS
 Form G-1055

Form Number	Title	USCIS Fee	Biometrics Fee
AR-11	Alien's Change of Address Card	No Fee	N/A
EOIR-29	Notice of Appeal to the Board of Immigration Appeals from a Decision of a DHS Officer	\$110	N/A
G-28	Notice of Entry of Appearance as Attorney or Accredited Representative	No Fee	N/A
G-281	Notice of Entry of Appearance as Attorney in Matters Outside the Geographical Confines of the United States	No Fee	N/A
G-325/A/C	Biographic Information	No Fee	N/A
G-439	Freedom of Information Privacy Act Request <small>* No fees are required until you are notified by USCIS during the processing of your request.</small>	No Fee*	N/A
G-845	Verification Request	No Fee	N/A
G-845 Supplement	Form G-845 Supplement, Verification Request	No Fee	N/A
G-854	Request for the Return of Original Documents	No Fee	N/A
G-1041	Genealogy Index Search Request	\$65	N/A
G-1041A	Genealogy Records Request (Copies from microfilm or hard copy files)	\$65	N/A
G-1145	e-Notification of Application/Petition Acceptance	No Fee	N/A
G-1450	Authorization for Credit Card Transactions (ONLY for use with Form N-400, Application for Naturalization)	No Fee	N/A
I-9	Employment Eligibility Verification	No Fee	N/A
I-90	Application to Replace Permanent Resident Card	\$455	\$85
	If filing to renew your card within 30 days of turning 14 years of age and the existing card will expire BEFORE your 16th birthday.	\$455	\$85
	If filing to renew your card within 30 days of turning 14 years of age and the existing card will expire AFTER your 16th birthday.	No Fee	\$85
	If filing because your previous card was issued but never received.	No Fee	N/A
	If filing because the card was issued with incorrect information because of a DHS error.	No Fee	N/A

Form G-1055 12/23/16 Page 1 of 10

- Pay most fees with personal check or money order
- Some fees can be paid with credit card, debit card, or bank transfer
- We **never** call asking for payment over the phone. If that happens, it's a scam.

www.uscis.gov/fees

FILE FORMS ONLINE



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Click to Pay the
USCIS Immigrant Fee



Click to File the
Form I-90 Online

- USCIS Immigrant Fee
- Form I-90, Application to Replace Permanent Resident Card
- Form I-131A, Application for Travel Document (Carrier Documentation)
- **More coming soon!**

www.uscis.gov/file-online



CHECK CASE PROCESSING TIMES

Field Office	<input type="text" value="Agana GU"/>	<input type="button" value="Field Office Processing Dates"/>
Service Center	<input type="text" value="CSC - California Service Center"/>	<input type="button" value="Service Center Processing Dates"/>
National Benefits Center (also known as MSC)		<input type="button" value="NBC Processing Dates"/>
Immigrant Investor Program Office (also known as EB-5)		<input type="button" value="IPO Processing Dates"/>
International Operations Offices		<input type="button" value="International Operations Offices Processing Times"/>
Immigrant Visa Fee		<input type="button" value="When To Expect Your Green Card"/>

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

TOOLS TO USE AFTER YOU FILE



U.S. Citizenship
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- Check your case status
- Sign up for case updates
- Change your address
- Inquire about your pending case

CHECK YOUR CASE STATUS



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CASE STATUS
ONLINE

Enter a Receipt Number ?

CHECK STATUS

[PRIVACY ACT STATEMENT](#)

A screenshot of the "Case Status Online" web form. The form has a white background with a thin black border. At the top, it says "CASE STATUS ONLINE" in blue. Below that, it says "Enter a Receipt Number" in black with a blue question mark icon. There is a large, empty white text input field. Below the input field is a grey button with the text "CHECK STATUS" in black. At the bottom of the form, there is a link for "PRIVACY ACT STATEMENT" in blue.

- Enter 13 digit receipt number
- Fast and easy
- Mobile ready 24/7
- Sign up for automatic case updates at the same site

egov.uscis.gov/casestatus

CHANGE YOUR ADDRESS ONLINE



U.S. Citizenship
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General information

How do I change my
address with USCIS?



U.S. Citizenship
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Services

www.uscis.gov/addresschange

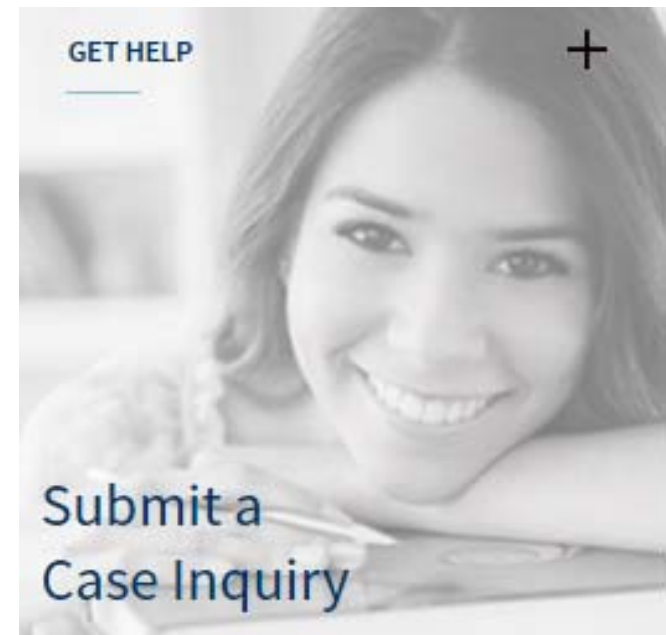
INQUIRE ABOUT YOUR CASE



U.S. Citizenship
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Services

You can send us a case inquiry at 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



AWARDS AND RECOGNITION



U.S. Citizenship
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“myUSCIS is a major paradigm shift in how the government designs and builds digital services for its customers.”

– U.S. Digital Service, May 2015

“Here’s What the Government Gets Right When It Comes to Customer Service”

– Nextgov, February 2016

“THIS TECH TEAM IS SAYING GOVERNMENT MILLIONS OF DOLLARS A YEAR”

–TedTalk, February 2016





U.S. Citizenship
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WHAT'S COMING?

- Naturalization eligibility tool
- Online filing for additional applications
- Schedule a customer service call
- Live chat
- Secure messaging
- More features for existing online tools

Coming soon

We're always working to improve your experience.
Check back often to see online case status tools,
fully electronic applications, and more.



U.S. Citizenship
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CITIZENSHIP EDUCATION RESOURCES

ABOUT THE OFFICE OF CITIZENSHIP



U.S. Citizenship
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Services



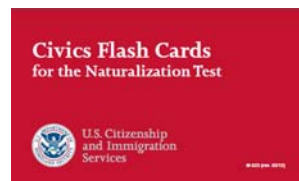
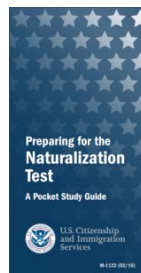
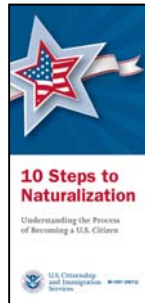
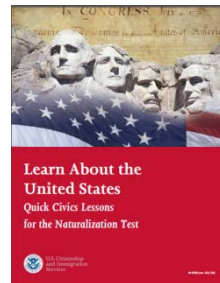
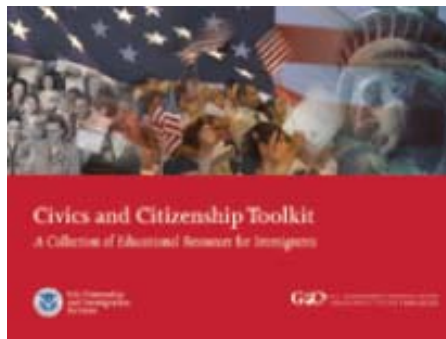
What We Do

- 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

CITIZENSHIP EDUCATION RESOURCES



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- Promote awareness of the naturalization process, test, and rights and responsibilities of citizenship
- Support learners, teachers, and organizations
- Some available in hard copy
- All are available online

CITIZENSHIP RESOURCE CENTER



A screenshot of the Citizenship Resource Center website. The page features a navigation menu with categories: HOME, LEARNERS, TEACHERS, ORGANIZATIONS, and OTHER LANGUAGES. The main content area is titled "Citizenship Resource Center Educational Tools and Information for Citizenship Preparation" and includes a search bar. Below this, there are three main sections: "LEARNERS" (Prepare for U.S. Citizenship), "TEACHERS" (Welcome Teachers), and "ORGANIZATIONS" (Information for Organizations). Each section has a list of resources and links.

- Citizenship preparation materials and resources
- Organized by the following categories:
 - ❖ Learners
 - ❖ Teachers
 - ❖ Organizations

www.uscis.gov/citizenship

RESOURCES FOR LEARNERS

Learn about Naturalization



Learn more about the naturalization process and eligibility requirements. Under Learners, go to:

- Learn About Naturalization
- Apply for Citizenship
- A Guide to Naturalization





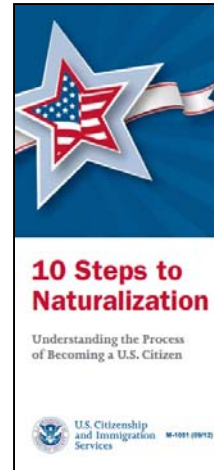
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RESOURCES FOR LEARNERS

Learn about Naturalization – Hard Copy



- Naturalization Test Overview Brochure



- 10 Steps to Naturalization Brochure



RESOURCES FOR LEARNERS

Study for the Test - Online



- 100 Civics Questions and Answers for the Naturalization Test – printable and [MP3](#)



- Naturalization Interview and Test Video



- Civics Practice Test
- Interview Practice Exercises
- Preparing for the Oath: U.S. History and Civics for Citizenship



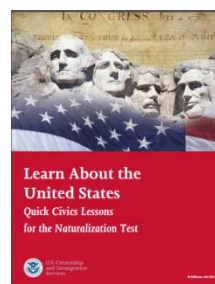


RESOURCES FOR LEARNERS

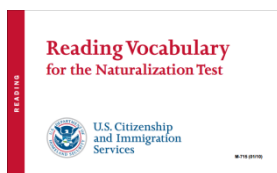
Study for the Test – Hard Copy



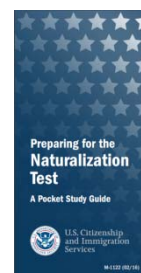
- Civics Flash Cards for the Naturalization Test (English and Spanish)



- Learn About the United States: Quick Civics Lessons for the Naturalization Test



- Vocabulary Flash Cards for the Naturalization Test



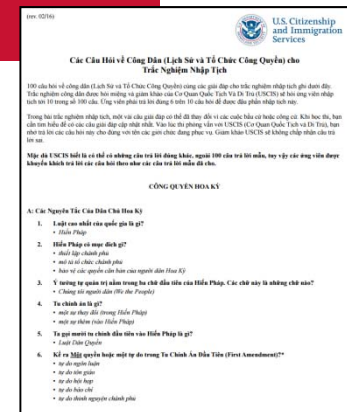
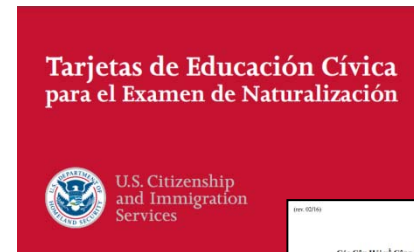
- Preparing for the Naturalization Test: A Pocket Study Guide

RESOURCES FOR LEARNERS



Other Languages, Older Learners

- Naturalization Resources in Spanish page
- Civics flash cards in Spanish
- 100 Questions in Arabic, Chinese, Korean, Spanish, Tagalog, Vietnamese
- 100 Questions audio in Spanish
- 100 Questions in large print and 65/20 questions





RESOURCES FOR LEARNERS

Find Help

- Find Help in Your Community page
- Contact information for community organizations that offer English and citizenship classes and legal services
- USCIS grant recipients

The screenshot shows the Citizenship Resource Center website. At the top, there is a navigation bar with links for Home, Email Updates, and Contact Us. Below this is a search bar and a menu with categories: HOME, LEARNERS, TEACHERS, ORGANIZATIONS, and OTHER LANGUAGES. The main heading is "Find Help in Your Community". The page contains several sections of text and links:

- Find Help in Your Community**: A section with text explaining that many community organizations and social service providers offer citizenship classes and assistance with the naturalization process. It also provides information on how to find help with immigration issues, including contacting a licensed immigration attorney or an accredited representative of a Board of Immigration Appeals recognized organization.
- More Information**: A list of links including "Free Naturalization Information Sessions", "Find an English and/or citizenship class in your area", "Search NALEO's Citizenship Centers directory", "CitizenshipWorks", and "New Americans Campaign Service Providers".
- English and Citizenship Classes**: A section with a link to "Find an English and/or Citizenship Class" and a brief description of the search function.
- Legal Assistance**: A section with links to "Find Legal Advice" and "Find Legal Representation", both with brief descriptions of the services.

An image of a group of people sitting around a table, possibly in a classroom or meeting, is also visible on the page.



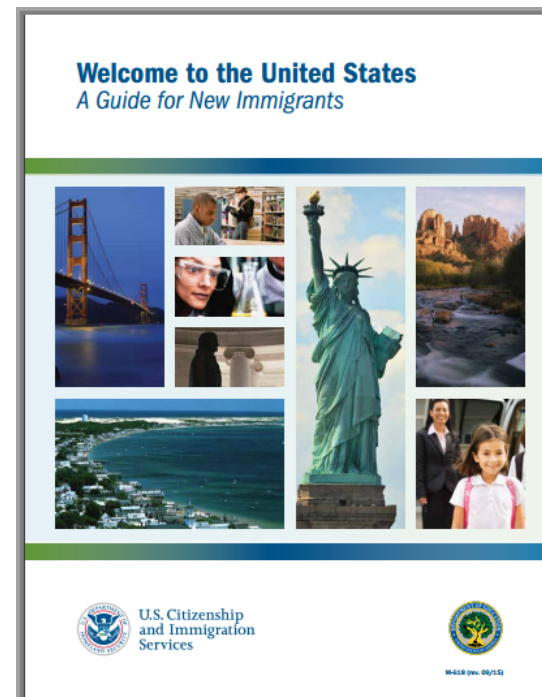
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RESOURCES FOR LEARNERS

Settlement

Welcome to the United States: A Guide for New Immigrants

- A variety of settlement information on living in the U.S.
- Target audience is new immigrants – ideal for refugees
- Available in print and online in 14 languages



RESOURCES FOR LEARNERS

Settlement

A screenshot of the USCIS website. The page title is "Settling in the U.S.". The main content area contains a paragraph: "Newly arrived immigrants will find useful information about many different topics under Settling in the U.S., including the comprehensive orientation guide 'Welcome to the United States: A Guide for New Immigrants.' This guide is available in 14 languages and provides practical information to help immigrants settle into everyday life in the United States. It also provides basic civics information that introduces the U.S. system of government." Below this is another paragraph: "Many links in the Settling in the U.S. section will take you to another website -- for example, a resource about health care may direct you to the U.S. Department of Health and Human Services website. **USCIS is not responsible for the content of other websites or the information provided by other organizations.**" A date stamp "Last Reviewed/Updated: 06/28/2016" is visible. The left sidebar lists various categories: "Home > Tools", "Tools and Resources", "How Do I Customer Guides", "Citizenship Resource Center", "Resources for Congress", "Settling in the U.S.", "Welcome to the United States", "About the United States", "Education and Child Care", "Emergencies and Safety", "Employment", "Getting Settled in the United States", "Government Benefits", "Health Care and Families", and "Money and Finance".

Settling in the U.S. Webpage

- Links to federal government information to help new immigrants get settled
- Includes topics such as education, health care, finance, and employment

RESOURCES FOR TEACHERS

Classroom Resources



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- Sample Curriculum



- Understanding Key Concepts Found in Form N-400, Application for Naturalization



- Lesson Plans



- Famous Americans on the Civics Test



RESOURCES FOR TEACHERS

Program Development



- Adult Citizenship Education Content Standards and Foundational Skills



- Tip Sheets and Idea Boards



- The Professional Development Guide for Adult Citizenship Educators



- Podcasts

RESOURCES FOR TEACHERS

Training



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Services



Photo courtesy of USCIS

- 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 Training Seminar page for upcoming dates and locations

RESOURCES FOR ORGANIZATIONS



Program Development



- Expanding ESL, Civics, and Citizenship Education in Your Community: A Start-Up Guide



- Citizenship and Integration Grant Program



- Elements of Program Quality for Adult Citizenship Education



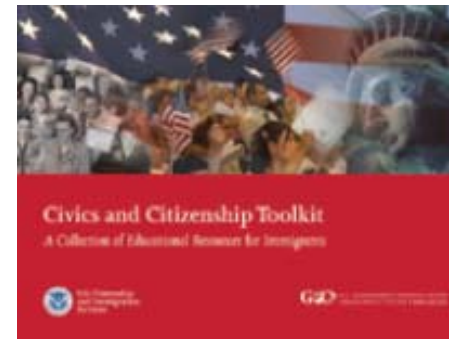
- Promising Practices

RESOURCES FOR ORGANIZATIONS

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

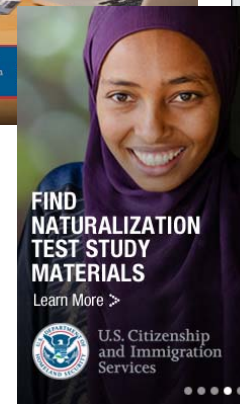


www.uscis.gov/citizenshiptoolkit

RESOURCES FOR ORGANIZATIONS

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



RESOURCES FOR ORGANIZATIONS

Targeted Audiences



- *Libraries page*, including how to set up a citizenship corner and training opportunities for libraries
- *Local Governments page*
- *Museums page*
- *Receiving Communities page*

HOW TO ENGAGE WITH USCIS



- 42 Community Relations Officers in USCIS offices around the country
- Build collaborative relationships with stakeholders through regular meetings and educational presentations
- Contact your local Community Relations Officer at:

USCIS-IGAO outreach@uscis.dhs.gov



Photo courtesy of USCIS
USCIS Community Relations Officers provide a naturalization information session

RESOURCES



U.S. Citizenship
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USCIS Key Links

Customer Service Tools: www.uscis.gov/tools

myUSCIS Online Portal: <https://my.uscis.gov>

Citizenship Resource Center:
www.uscis.gov/citizenship

USCIS Contact Information

USCIS-IGAO outreach@uscis.dhs.gov

Office.of.Citizenship@uscis.dhs.gov

USCIS Customer Service Center: 1-800-375-5283

IMLS Key Links

Website: www.imls.gov

Subscribe to news and events:
<https://www.imls.gov/news-events/e-mail-subscriptions>

IMLS Contact Information

imlsinfo@imls.gov

Office of Communications and Government
Affairs: 202-653-4757

About this Presentation



U.S. Citizenship
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- Authors: Customer Service and Public Engagement Directorate; Office of Citizenship
- Date of last revision: March 22, 2017
- 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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Dissemination



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