

ANNUAL REPORT

2017



Project Citizenship is proud to have served 460 Haitian immigrants on their paths to citizenship in 2017. Applicants from Haiti make up 27% of our client population. We know that all immigrants, including those from Haiti, contribute greatly to our communities.

A YEAR OF CHANGE AND OPPORTUNITY

Dear friends,

The immigrants we serve take the challenges of integration, the English language, government bureaucracy, and other obstacles, and turn them into opportunities – opportunities for success, civic engagement and economic stability.

Inspired by our clients who come from 103 different countries across the globe and range in age from 1 to 103, we also have taken the challenges of the past year and turned them into opportunities.

We chose to honor the inauguration of a new president by doing what we do best – we assisted over 112 immigrants that day with the help of 131 volunteers. The Boston Globe provided coverage throughout the day.

When the demand for citizenship services increased, we added workshops to our calendar, digitized training materials, and improved our volunteer management system to be able to serve anyone who called, without any waiting list.

When the first travel ban took effect, we took the opportunity to contact all the mosques and Islamic Centers across Massachusetts to offer our free citizenship services. Due to this focused outreach, we served 111 immigrants from Muslim-majority countries in 2017 – a 150% increase since 2015. Because word of mouth is our biggest source of referrals, we know our efforts will pay dividends for years to come.

When a small staff of four was charged with the challenges of orchestrating Boston's largest Citizenship Day event for 375 immigrants and 315 volunteers, Project Citizenship summoned all of its resources and collaborated with the Mayor's Office for Immigrant Advancement, Goodwin Procter, and Eastern Bank to execute New England's largest citizenship workshop in history.

Because 10% of our clients are unable to learn English or civics due to a disability, we pursued the opportunity to take legal action in federal court to improve practices and secure important protections for our clients.

The year has been marked by dramatic challenges for our immigrant communities. We are proud of our unwavering focus on citizenship; our commitment remains unchanged. We are determined to serve as many immigrants as we can in the years to come with high-quality and free legal services. Thank you for your efforts and financial support to ensure that all immigrants understand and have access to the path to citizenship.

Sincerely,



Jim McGarry
Chair, Board of Directors
Goodwin Procter



Veronica Serrato
Executive Director

2017 HIGHLIGHTS

- ★ Representation of 1,628 permanent residents on the path to citizenship
- ★ Savings of \$846,595 for clients through successful fee waivers
- ★ Advocacy for 157 disabled immigrants



THE MISSION

Project Citizenship works to remove obstacles and reduce barriers to citizenship for permanent residents. We want to ensure that all immigrants understand and have access to the path to citizenship. We collaborate with a diverse group of community partners and a strong network of volunteers throughout New England.

CITIZENSHIP CENTER



Our Citizenship Center, located in Quincy Market, accommodates clients who need more flexible scheduling. For those who have health issues or work and childcare limitations, we schedule appointments in the Citizenship Center during normal business hours throughout the week. **The Ludcke Foundation** provided generous support for the Citizenship Center and has enabled Project Citizenship to expand its services in 2017 and into 2018.

WORKSHOPS

Each month, we host workshops in greater Boston to serve clients in a group processing model. We partner with area law firms and in-house counsel, including **Fragomen, WilmerHale, Morgan Lewis, and MFS Investment Management**, to assist clients applying for citizenship in a streamlined, efficient manner. In 2017, we hosted 26 workshops in Boston, Lawrence, Framingham, Brockton, Attleboro, Lynn, Quincy, and Chelsea.



PARTNERING FOR GOOD



Eastern Bank served as a Citizenship Day in Boston sponsor, providing water bottles, bags, and volunteers to assist with New England's largest citizenship event at the Reggie Lewis Track Center. **Eastern Bank** also provided a Targeted Grant to Project Citizenship in 2017 for Supporting Immigrants in our Community.

OUR VOLUNTEERS

Our ability to serve more than 2,000 immigrants each year depends on the generous giving of time by almost 1,000 volunteers – many are lawyers or law students, but others are involved community members. One example: **Santander Bank** provided 39 volunteers at workshops, as well as financial support for our work, as part of its charitable and social responsibility initiatives. Their employees bring enthusiasm and language capacity to our work.



WHO WE ARE

BOARD OF DIRECTORS

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THE PROJECT CITIZENSHIP TEAM



Veronica Serrato – Executive Director
Matt Jose – Director of Programs and Development
Melanie Torres – Director of Programs and Operations
Peter Haskin – Citizenship Coordinator
Mitch Montgomery – AmeriCorps Legal Advocate Attorney
Erik Finn – NAIP AmeriCorps Fellow
Leptune Paul – NAIP AmeriCorps Fellow
Casey McLaughlin – NAIP AmeriCorps Fellow
Kayla Walker – NAIP AmeriCorps Fellow

The Rands Foundation provided a grant in 2017 to fund our four New American Integration Program fellows. The NAIP AmeriCorps volunteers are critical to our ability to screen, refer, and advocate for more than 2,600 callers each year.



2017 SOCIAL INNOVATION FORUM INNOVATOR

Project Citizenship, one of seven Social Innovators, selected after a competitive process, received more than \$150,000 in cash and in-kind services and participated in a two-year nonprofit accelerator program, funded by Boston Open Impact.

- Investment prospectus and 5-minute pitch with consultant Wendy Swart Grossman
- Executive coaching from Lina Foster, Beth Shapiro, Steve Sulck, and Kristine Svenson
- Showcasing, networking, and relationship-building support
- Presentation coaching from Julie Pierce for 4 staff members



NEW CITIZENS SPOTLIGHT



HELEN Eritrean-American

Helen applied for citizenship with us in 2016. Born and raised in Sudan, Helen immigrated to the U.S., as a refugee, in 2011. “Becoming a U.S. citizen has big meaning in my life because for the first time in my life, I found a country that has accepted me, welcomed me to be a part of their nation. I feel free.” She is now a Bunker Hill Community College student and works part-time as a work study intern with Project Citizenship.

CARINA Salvadoran-American

Carina came to this country nearly nine years ago. She couldn’t bring her then 4-month-old son due to immigration restrictions, but she dreamed of creating a brighter future for him in the U.S. Even after many years here, Carina delayed applying for citizenship for fear that her English wasn’t strong enough. Luckily, Carina worked in the same building as Project Citizenship. After realizing that she was eligible, we encouraged her to apply for citizenship. With a great deal of hard work and patience, Carina was sworn in as a U.S. citizen, inspired her brothers to naturalize, and has given her son a life of freedom and opportunity in this country. “I am proud to be the motivation for others.”



MARIE Haitian-American

It took Marie two attempts before achieving citizenship in 2017. As a permanent resident for 11 years, Marie was required to learn to read, write and speak English to become a U.S. citizen. With Project Citizenship’s advocacy, she obtained a disability waiver from her physician due to a history of dementia. Her daughter served as interpreter for her mother during the interview. Goodwin Procter attorney, Danielle Panetta, advocated for Marie and ensured that the process went smoothly. Marie added, “I thank Project Citizenship so very much and am very grateful for its wonderful assistance. The service was great. I would encourage other people like me to try this.”



PRO BONO SPONSOR

In 2017, Ropes & Gray LLP, the largest law firm in Massachusetts, sponsored two workshops at its office in the Prudential Tower, volunteered at our Citizenship Center in Quincy Market, and staffed community workshops throughout greater Boston. Project Citizenship clients are fortunate to receive such high-quality assistance from committed advocates.

ROPES & GRAY LLP

The firm has been a *pro bono* sponsor of Project Citizenship's work since 2016 and continues to increase its commitment to ensuring that immigrants achieve citizenship.



720.5 Pro Bono Hours in 2017



179 Volunteers Involved

153 Lawyers

26 Paralegals

ROPES & GRAY

VOLUNTEER SPOTLIGHT



“Volunteering at Project Citizenship’s naturalization clinics provides a real and direct positive impact on the lives of numerous immigrant families. In a few short hours, you have the pleasure of meeting wonderful people, and the privilege of helping them secure their future in the United States. Providing this assistance is now more important than ever.”

GEOFFREY M. MASON
PARTNER, *ROPES & GRAY LLP*

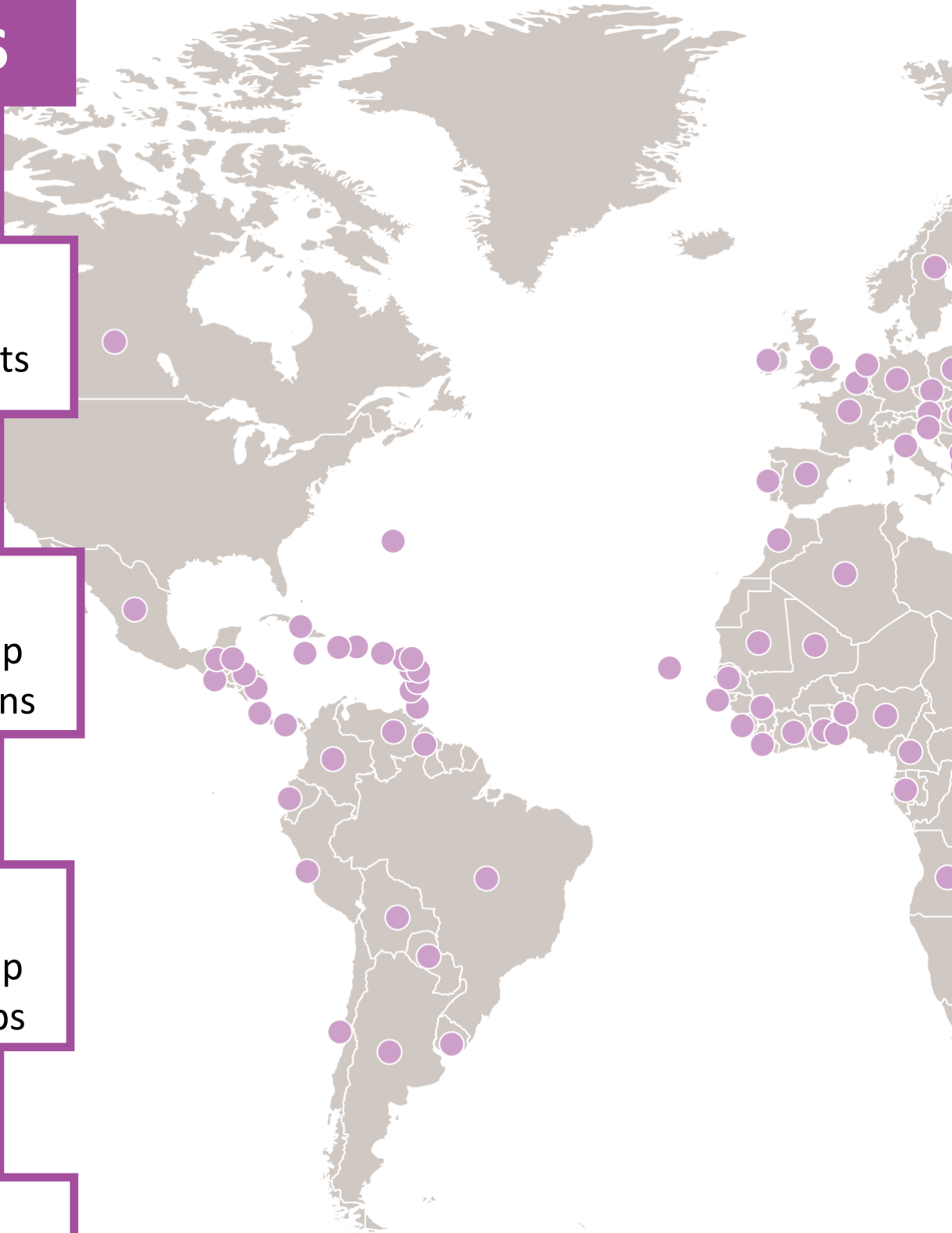
2017 STATS

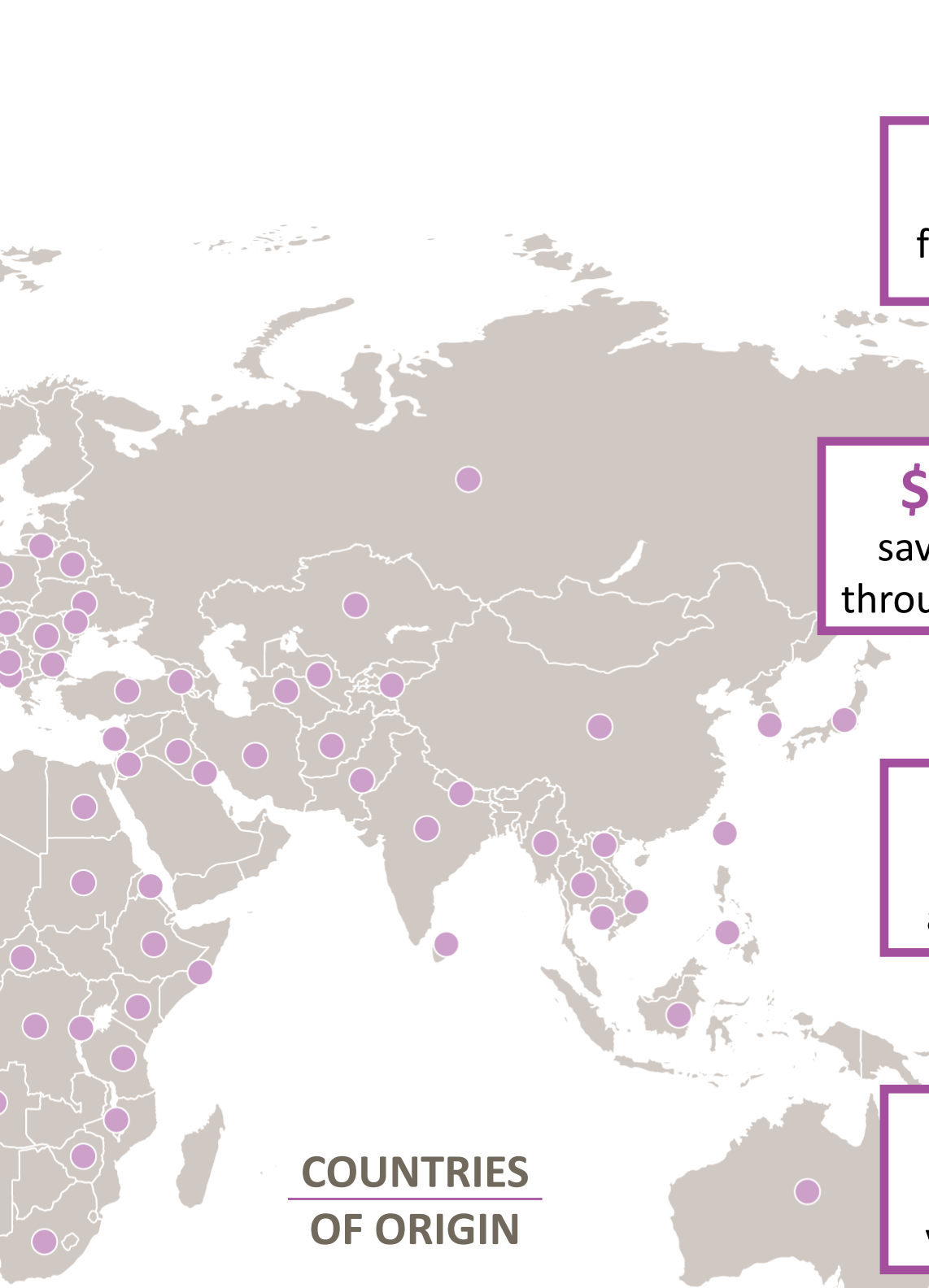
2,620
new clients

1,628
citizenship
applications

26
citizenship
workshops

37
trainings





**COUNTRIES
OF ORIGIN**

1,118
fee waivers

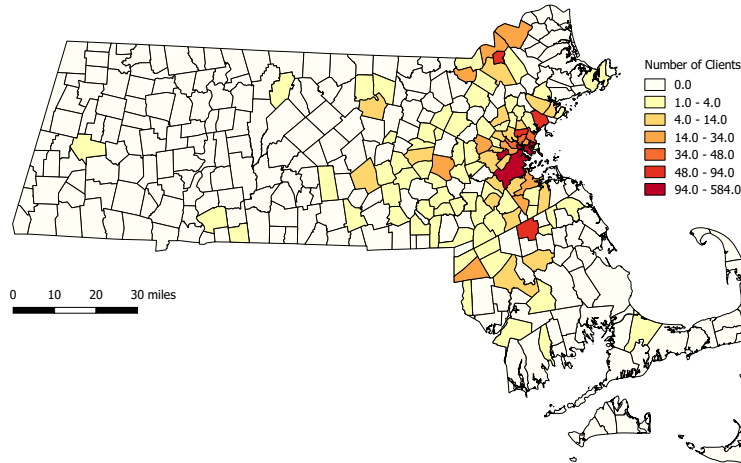
\$846,595
saved by clients
through fee waivers

157
disabled
applicants

934
active
volunteers

24%
repeat
volunteers

2017 MASSACHUSETTS CLIENTS BY CITY



The **John H. and H. Naomi Tomfohrde Foundation** supports our work in Boston, Brockton, Cambridge, Chelsea, Everett, Framingham, Lynn, Malden, Revere, and Salem.

Our work in the MetroWest is supported by the **Foundation for MetroWest**, **Latham & Watkins**, and **Boston Scientific**.

CITIZENSHIP FOR DISABLED IMMIGRANTS

DISABILITY WAIVERS

Clients who cannot learn English or civics due to a mental or physical disability, including Alzheimer's, cognitive impairments, or autism, may be exempt from the English or civics tests. In 2017, we advocated for 157 disabled clients applying for citizenship. In what makes up 10% of our caseload, our staff advocates with medical providers to obtain needed documentation, works with social workers and patient advocates, and helps navigate the complicated process.

In December 2017, Project Citizenship joined a lawsuit filed on behalf of nine disabled permanent residents from New York, Massachusetts, and Alaska who have been wrongfully denied citizenship. Project Citizenship is one of three organizational plaintiffs. **WilmerHale** represents Project Citizenship on a *pro bono* basis.

PRO BONO ATTORNEYS

Disabled clients seeking waivers need attorneys at their naturalization interviews to ensure that their cases receive full and appropriate consideration. Project Citizenship recruits, trains, and mentors *pro bono* attorneys willing to advocate on behalf of these clients. In 2017, 37 attorneys and advocates represented 157 clients at their naturalization interview. Project Citizenship has an over 90% approval rate for disability waiver forms, far above the national average of about 56%.

ROSA, Peruvian-American

Rosa, at age 78, suffered from mini-strokes, and was unable to learn to speak English and memorize the 100 questions for the civics test. Project Citizenship obtained a disability waiver form from Rosa's physician, prepared the application and supported Rosa through the six-month process. Finally, Project Citizenship provided an interpreter and advocate for Rosa at her interview. Rosa is proud to be a U.S. citizen.

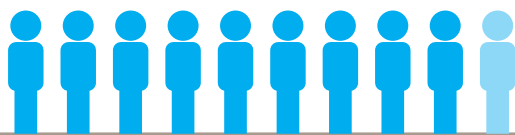
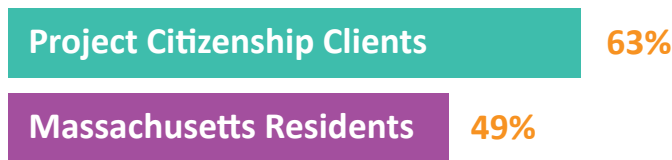


OUR SOCIAL IMPACT

During the summer of 2017, the Analysis Group conducted a client survey to measure our social impact. The results demonstrate the transformative impact of citizenship for Project Citizenship clients.



Voter Participation



9 in 10 clients feel safer after attaining their citizenship

53%

Cited cost, lack of knowledge, or anxiety, as barriers to citizenship before working with Project Citizenship

98%

Had a positive experience with Project Citizenship



1 in 3 clients bought a house, applied for a credit card, or applied for a loan after becoming a citizen

THE NETWORK

In 2017, additional funding from the Fish Family Foundation, the Parker Foundation, and the Davis Foundation, supported the work of 16 community partners throughout New England. The network of community partners in Connecticut, Maine, Massachusetts, and Rhode Island assisted an additional 2,344 immigrants to apply for citizenship in 2017. Fee waivers for 58% of clients served saved \$1,024,915 in filing fees alone.

EXPANDING OUR REACH

Asian American Civic Association
Boston, MA

Action for Boston Community Development
Boston, MA

Agencia ALPHA
Boston, MA

Ascentria Care Alliance
Worcester, MA

Cambodian Mutual Assistance Association
Lowell, MA

Chelsea Collaborative
Chelsea, MA

Dorcas International Institute of RI
Providence, RI

Hartford Public Library
Hartford, CT

Immigrant Legal Advocacy Project
Portland, ME

International Institute of New England
Lowell, MA

Jewish Family Services of Western Mass
Springfield, MA

Massachusetts Alliance of Portuguese Speakers
Cambridge, MA



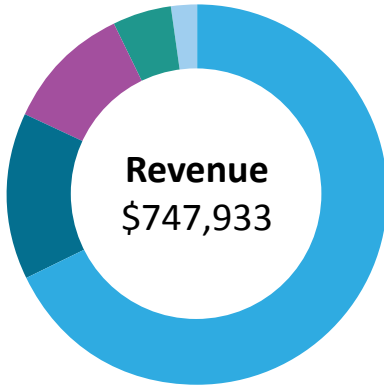
Massachusetts Immigrant and Refugee Advocacy Coalition
Boston, MA

Refugee and Immigrant Assistance Center
Boston, MA

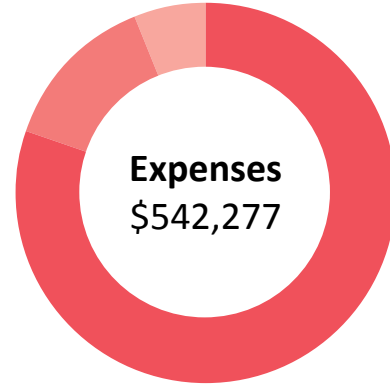
United Neighbors of Fitchburg
Fitchburg, MA

Vietnamese American Civic Association
Boston, MA

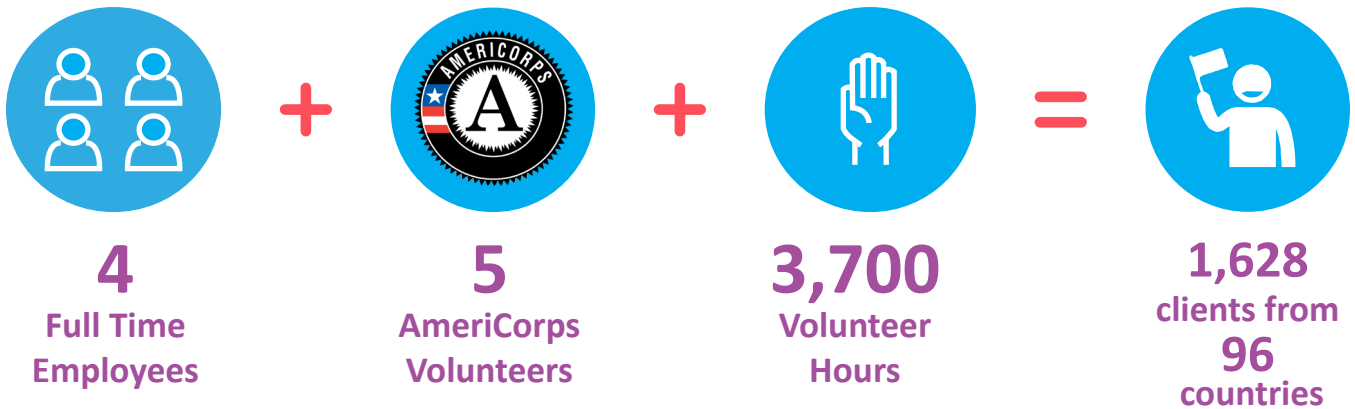
FINANCIAL SUMMARY



- Foundation Grants
- Corporate Contributions
- Major Gifts
- Individual Donations
- Government Grants

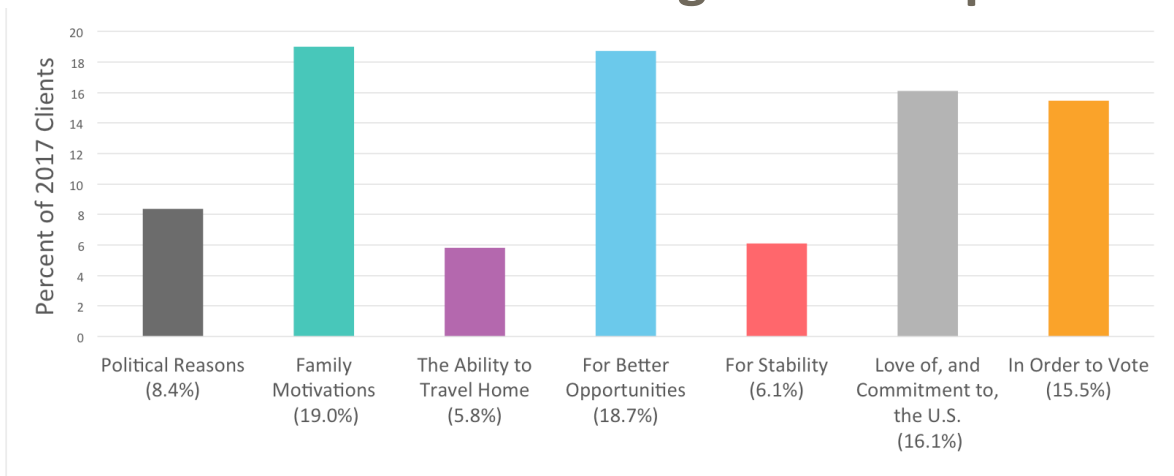


- Programming
- Management
- Fundraising



\$2.7M Worth of Services

Reasons for Seeking Citizenship



SPONSORS & SUPPORTERS

Project Citizenship would like to extend its sincere gratitude to all of its funders, donors, and collaborators who contributed in 2017. They made possible the work of Project Citizenship and moved the organization forward.

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