

# 2021



# IMPACT REPORT

**“**  
*I feel like I have a voice now...I  
can vote, I'm able to travel and I  
can work in government jobs. I feel  
good! -Am Ngeth, immigrated  
from Cambodia*  
**”**



“

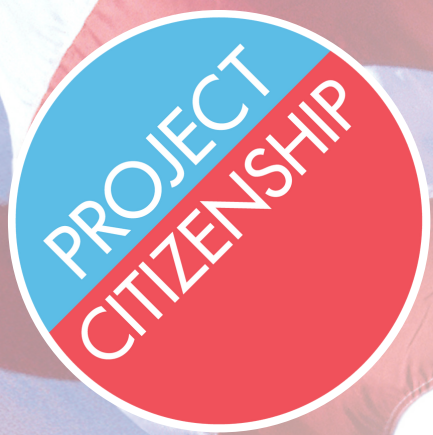
**Our Nation is enriched socially and economically by the presence of immigrants, and we celebrate with them as they take the important step of becoming United States citizens.**

Biden-Harris Administration, *Executive Order on Restoring Faith in Our Legal Immigration Systems and Strengthening Integration and Inclusion Efforts for New Americans* (2/2/2021)

”

On February 2, 2021 the Biden-Harris administration issued an Executive Order supporting increasing access to citizenship. The new administration gave us a renewed sense of hope for our immigrant community, giving us momentum throughout the year.

We are excited to share the story of the Project Citizenship community in 2021 and show you all the elements that contribute to us achieving our mission to increase the naturalization rate.





# DEAR PROJECT CITIZENSHIP COMMUNITY,

We started 2021 full of hope as we welcomed a new administration and saw the promise of vaccines on the horizon. But the year brought more challenges than we expected in the form of new Covid-19 variants, political instability, climate change, and rising inequality. Though the ground beneath us sometimes felt shaky, we at Project Citizenship stood firm and are proud to report the significant impact we had this past year.

Our success was made possible thanks to our expert and dedicated staff, an involved Board, loyal volunteers, and generous donors, and we are grateful to all of them for making 2021 a success for Project Citizenship and the community we serve.

As we faced another year of pandemic restrictions, we continued to embrace technology and improve our virtual model, offering a full calendar of Zoom citizenship workshop during 2021. In this way, we continued to broaden our reach to clients who, even before the pandemic, would not have been able to attend an in-person clinic. Even as the pandemic recedes and someday disappears, we will continue to offer virtual clinics as a complement to our in-person clinics, so that we can help as many clients as possible in the way that works best for them.

Amidst the tumult of 2021, we also took time to develop our three-year strategic plan and are proud to share some highlights with you on pages 4 and 5.

As you review this report, we hope that you share our energy and commitment to supporting immigrants. Our work, after all, lies at the intersection of social justice, democracy building, and economic development. We encourage you to join us in our effort to increase the naturalization rate in Massachusetts and beyond.

Sincerely,



*Dr. Mitra Shavarini*  
**Executive Director**



*Brenda Diana, Esq.*  
**Board Chair**



## OUR MISSION

Project Citizenship seeks to increase the naturalization rate in New England, with a focus on the most vulnerable and disadvantaged populations.



## OUR VISION

To be New England's leading organization that helps green card holders to become U.S. citizens and to develop an efficient model that can be replicated and scaled throughout the country.



Project Citizenship is a nonprofit that provides free, high quality legal services to permanent residents to help them become U.S citizens. Project Citizenship offers free workshops, eligibility screening, application assistance, legal referrals and all materials needed to apply for U.S. citizenship. In addition, Project Citizenship works collaboratively with community-based partners in Massachusetts to provide a range of support services, civics instruction, application assistance, and ESOL classes.

# PROJECT CITIZENSHIP'S THEORY OF CHANGE

## 1 HOPEFUL CITIZENS



### IMMIGRANTS

Assist eligible immigrants in solidifying their roots in the U.S. through citizenship

## 2 PROJECT CITIZENSHIP'S FREE SERVICES



### SUPPORT FROM START TO FINISH

Follow through from eligibility screening to naturalization ceremony



### LEGAL EXPERTISE

Specialize in higher-need cases such as fee waiver and disability exemptions



### APPLICATION ASSISTANCE

Volunteers and pro bono attorneys fill out and review citizenship applications



### CITIZENSHIP INFORMATION

Present on citizenship eligibility and naturalization process, and answer questions for current and prospective clients

## 3 RESULTS OF CITIZENSHIP



### UNITED FAMILIES

Bring and keep families together



### STRENGTHENED COMMUNITIES

Help those who wouldn't be able to naturalize on their own



### EMPOWERED INDIVIDUALS

The right to vote, travel, receive government benefits and feel secure and accepted



### A UNITED COMMUNITY & STRENGTHENED NATION



# SNAPSHOT OF OUR 2021 IMPACT

**30,600**



triaged  
phone calls  
+ emails

**1,000**  
volunteers



**825**

individuals  
finished the  
process and  
became citizens!



**1,783+**

hopeful  
citizens  
screened for  
eligibility



**58**

citizenship  
workshops



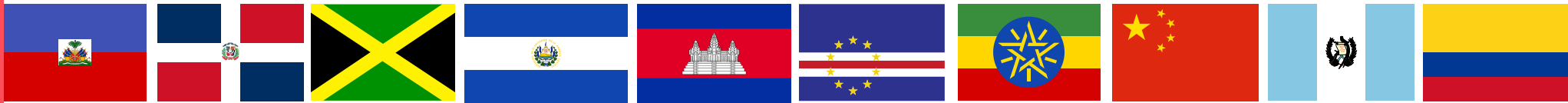


# HOPEFUL CITIZENS: WHO APPLIED IN 2021



1,036

hopeful citizens submitted citizenship applications to USCIS (U.S. Citizenship and Immigration Services) and received legal and support services in the process.



93  
countries

Out of the 93 countries, we had the most applicants from these **Top 10 Countries of Origin**: Haiti, Dominican Republic, Jamaica, El Salvador, Cambodia, Cape Verde, Ethiopia, China, Guatemala, and Colombia.



741

individuals received  
financial support



There is a \$725 filing fee for a US citizenship application, which is a barrier for many of our clients. We increase access to citizenship by helping clients with fee waiver applications that allow them to apply at no cost.



59 approved to apply in  
their native language

English exceptions increase accessibility to citizenship. We supported 59 people apply in 19 different languages.



6 years old to  
89 years old

# INCREASING ACCESS TO CITIZENSHIP THROUGH DISABILITY WAIVERS

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Many people who apply for citizenship have a disability that prevents them from meeting the requirements to learn English or pass the civics test. They can apply for a disability exemption waiver on a special form, known as N-648, to bypass these requirements. However, the form is complicated, and completing it correctly requires gathering proof from physicians, expert legal review, and many revisions. Then, once the N-648 has been completed and filed, volunteer attorneys are needed to represent these clients at their citizenship interviews. At Project Citizenship, we take pride in the extra time, effort, and expertise needed to support these challenging cases so that we can increase access to citizenship.

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## OUR 2021 SUPPORT:

**114** individuals

submitted an application with a disability exemption request.

**95** new citizens

were successfully naturalized with a disability exemption.

**15** oath waivers were approved

**Oath waivers** require an **additional** exemption to the disability waiver. It is a hugely time intensive process, and without this extra step they would not receive citizenship.

**104** clients received pro bono legal representation at their interview

Receiving attorney representation at the interview increases an applicant's chances of being approved and that is especially true for clients with disability exemption applications.

**5x** the amount of staff time

These 'N-648' applications require an estimated average of five-times as much staff time to complete due to their complexity and additional requirements.

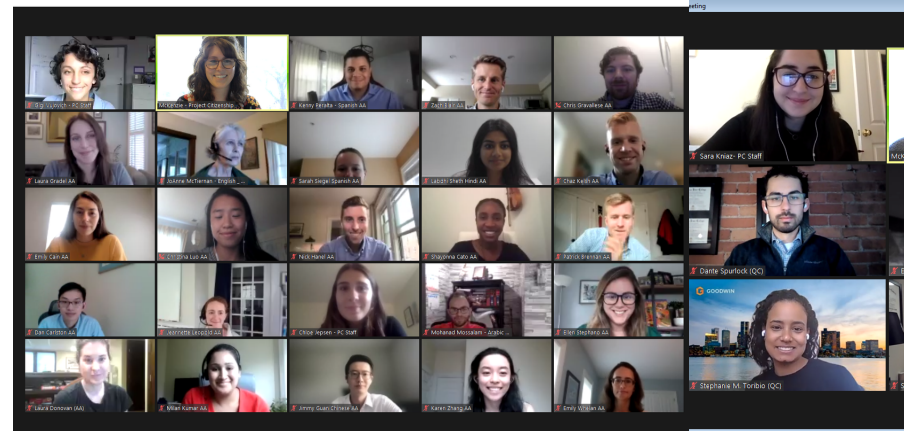


# CITIZENSHIP WORKSHOPS IN 2021

We hosted 58 workshops in 2021 with a hybrid model of virtual and in-person services. The ongoing pandemic has forced our staff to rethink how we provide the highest-quality, most accessible legal services we can. We look forward to applying the lessons we have learned as we deploy our hybrid citizenship workshop models in 2022!

## Our 2021 improvements included:

- Recording volunteer trainings reflecting our virtual model
- Recruiting volunteers across the country
- Developing client-centered materials to simplify signing finalized applications
- Increasing capacity to serve more applicants in Zoom
- Identifying tech improvements for 2022 to make virtual communications secure



On November 18, 2021, we held our first in-person workshop since the pandemic began. We served 24 applicants who were vaccinated and wearing masks. Most of our staff had never seen an in-person workshop before. Our November workshop reminded us of the joy and excitement of gathering together to accomplish a common goal. Extra special thank you to those who took the leap back to in-person with us!

# ABOUT OUR VOLUNTEERS

Our virtual workshops require **more volunteers** than in-person. We needed to **increase our volunteer base**. To do so, we engaged more than **10** new partners and our existing collaborators stepped up to help us meet this challenge. Our staff helped make each virtual workshop an accessible, efficient, and engaging experience for applicants and volunteers alike. Volunteers have always been the backbone of our work, and 2021 was no exception. Thank you to our fantastic volunteer partner organizations!

## Law Firms

Foley Hoag  
Fragomen  
Goodwin Procter  
Goulston & Storrs  
Latham & Watkins  
Morgan Lewis  
Nutter McClennen & Fish  
Ropes & Gray  
WilmerHale

## In-House Counsel

AbbVie  
AIG  
Apple Bank  
Bain Capital  
Bank of America  
Bloomberg  
Brighthouse Financial  
Citigroup  
Fidelity Investments  
FMR LLC  
IBM  
John Hancock  
MassMutual  
MFS Investment  
Management  
Putnam Investments  
TD Bank

**1,000**  
**VOLUNTEERS**



**3,767**  
**HOURS OF**  
**DONATED TIME**



**59**  
**VOLUNTEER**  
**PARTNERSHIP**  
**ORGANIZATIONS**

**73%**  
**WERE FIRST-TIME**  
**VOLUNTEERS**

HOLA!



SALUT!

HELLO!

**12%**  
**OF OUR VOLUNTEERS**  
**WERE MULTILINGUAL**



**42%**  
**INCREASE IN**  
**VOLUNTEER NUMBERS**  
**TO MEET NEEDS**



## Educational Institutions

Boston College  
Boston College Law School  
Boston University  
Boston University School of Law  
Brigham Young University  
Harvard Law School  
Harvard University  
Northeastern Law School  
Suffolk University Law School  
Tufts University

## Additional Collaborators

Alpha Kappa Alpha Sorority  
Boston Consulting Group  
Boston Scientific  
Cambridge Trust Company  
Citizens Bank  
Eastern Bank  
Eversource  
Fresenius  
HarborOne Bank  
Liberty Mutual  
Projector PSA  
Sun Life Financial  
Vertex Pharmaceuticals

# SUCCESSSES FROM OUR LEGAL TEAM

Our legal team is critical to realizing our mission. In addition to overseeing the legal aspects of the citizenship application process, our legal team also submits legal comments on issues of national importance related to the naturalization process, provides trainings and presentations to community partners, receives legal referrals from community partners, and provides advice on cases with community partners.

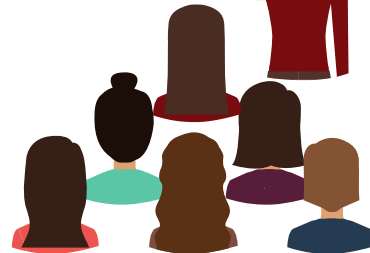
## COMMUNITY CONNECTIONS



Delivered **16 trainings & presentations** to different providers reaching over **215 individuals**



Fielded legal referrals and provided advice on complicated cases with **14 different legal organizations**



## LEGAL ADVOCACY



With the help of **Goulston & Storrs**, submitted comments **identifying barriers** across USCIS benefits and services in May 2021.



Submitted comments **suggesting improvements** to the Form N-648 for **medical disability exemptions** in June and November of 2021.



Submitted first Freedom of Information Act Request for advocacy purposes in December of 2021.



# NEW PROGRAMS & COLLABORATORS

## COOKING WITH CULTURE

WE MADE SWEET  
POTATO PIES WITH  
TERESA MAYNARD OF  
SWEET TEEZ BAKERY



In November of 2021, we began our new **Cooking with Culture** series, where we **invite immigrant chefs to share their cuisine** via a live cooking demonstration on Zoom. We hope you'll join us as we host more demonstrations in 2022!



EMMANUEL  
COLLEGE



We partnered with a class cohort at Emmanuel College to dive deeper into our clients' stories to better understand their experiences and our impact. The students who interviewed our clients spoke many different languages, and through this project we were able to learn a lot about our clients and their citizenship stories.



In 2021, we joined the New Americans Campaign (NAC), a national citizenship campaign, as an affiliate organization. The NAC reports yearly on the national impact of naturalization support organizations and includes our numbers in their national campaign to increase naturalization rates.



# VOICES OF 2021

## Volunteers



**DAVID**

"I volunteer because it's good for everyone, and these immigrants deserve their chance at the American Dream like everyone else."

### JOSEPH

"I am a law student and first started volunteering at Project Citizenship when it was doing in-person workshops...This cause is important to me because my dad became a U.S. Citizen after immigrating from Chile. It's great to see the results and help the immigrant community."

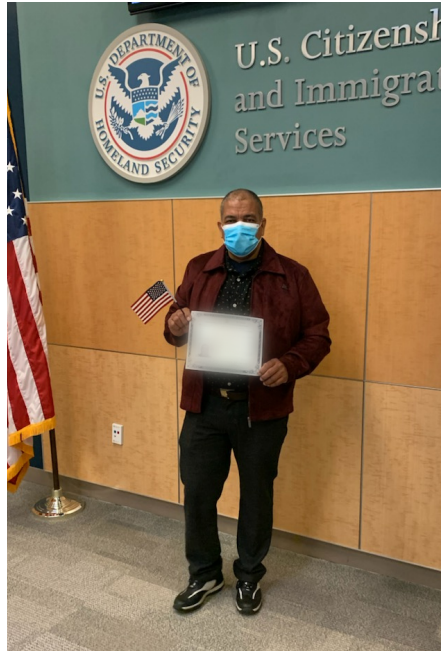
### SHOGING

"I helped my parents fill out their citizenship application when I was a teenager. I come from a family of immigrants so the work that Project Citizenship does is important to me."

"I've always been passionate about immigration reform, and I'm in law school to become an immigration lawyer. I understand the importance of Project Citizenship's work because my family comes from immigrants who have been through the same thing."



**EMILY**



## Hopeful Citizens



**KATHERINE**

"It was hard when I first came here from the Dominican Republic. I had no idea that I was pregnant. I worked hard, and when I had my daughter, I got an apartment, because I wanted that for my baby. I want to stay, this has been home for years, and I'm just glad to be here."

### NATALIE

"I moved from Haiti with my family, and I want to be a citizen so I can serve my country. Doing the process in-person is helpful because I can see the process with the application."

### ALICIA

"I am from China, though I have many relatives who live here. I hope to become [an] American so I can stay here forever. I am grateful for the help, and hopeful too. Now is a good time for me to become a citizen."

"I decided to become a citizen for the right to vote. I moved from Colombia to New York to do my PHD at Columbia University. I've been here ever since, and I think the process (of naturalization) is going well."



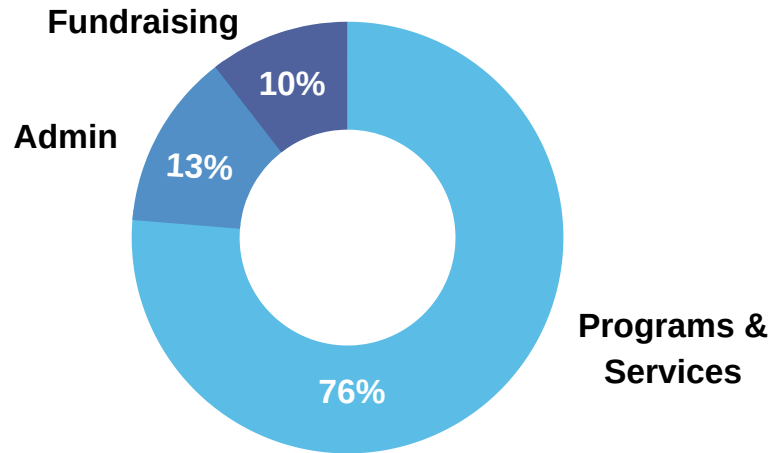
**TULIA**





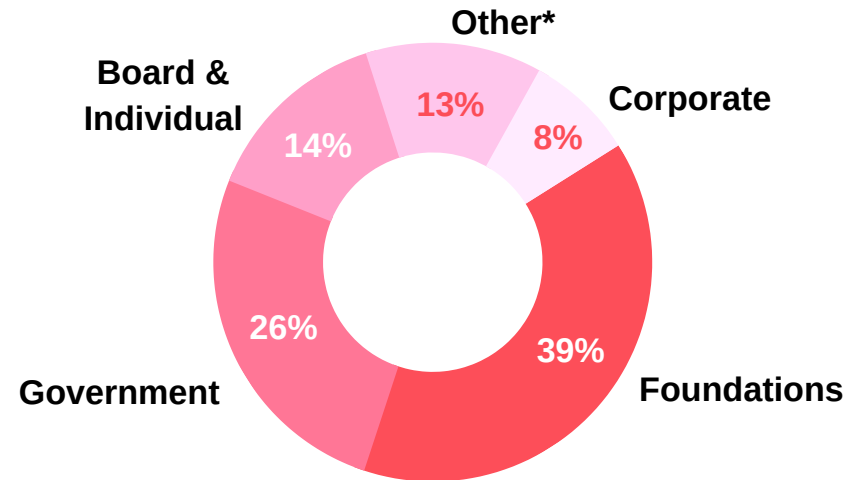
# OUR FINANCIAL SUMMARY 2021

## 2021 EXPENSES



**\$775,703**

## 2021 REVENUE



**\$1,378,585**

*\*Other = Lease Forgiveness*

## DONOR STORIES

**“SECURE THE FUTURE OF OUR COUNTRY BY HELPING SOMEONE ELIGIBLE OVERCOME THE HURDLE-FILLED PROCESS OF CITIZENSHIP - IT'S THE PATRIOTIC THING TO DO**

**ANNE POULIN**  
DONOR to Project Citizenship\*  
Photo used not donor



**“PROJECT CITIZENSHIP HAS A VERY GOOD RECORD OF HELPING THOSE THINKING OF APPLYING FOR CITIZENSHIP ACHIEVE IT. THEY PROVIDE SPECIFIC HELP AND FOLLOW UP.**

**THEY ARE SUCCESSFUL IN HELPING THOSE WHO WANT TO BECOME CITIZENS DO SO.**

**MARYA LEVENSON**  
Professor at Brandeis University  
DONOR to Project Citizenship





# BOARD OF DIRECTORS

# ADVISORY BOARD



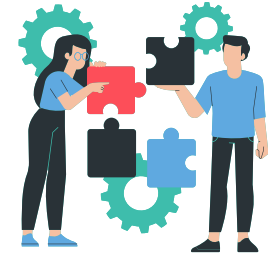
We are incredibly grateful for the thoughtful and invaluable support, donations, oversight, and advice that our Board of Directors and Advisory Board members provided in 2021. Thank you all, we could not do this without your dedication and support of our programs and services.

**Brenda Diana** - Chair - Ropes & Gray  
**Sameer Ahmed** - Vice Chair - Harvard Law School  
**Milton Manousaridis** - Treasurer - Cambridge Trust  
**Alicia Rubio-Spring** - Clerk - Goodwin Procter  
**Jim McGarry** - Chair Emeritus - Goodwin Procter  
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**Charles Sanders** - Latham & Watkins  
**Melanie Torres** - Archipelago Strategies Group  
**Amy Wax** - Wax Law Office  
**Myles Weisenberg** - Brandeis University



# ADDITIONAL CITIZENSHIP COLLABORATORS



There are many organizations that help us accomplish our mission. The organizations listed below help us provide more services, decrease costs, plan new events, collect stories, and share resources. We are so grateful for our collaborators who help us advance our mission.

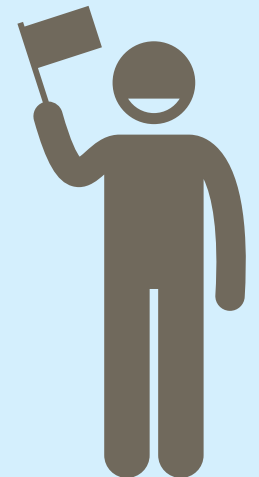
**Emmanuel College** - Storytelling & recording  
**Boston Bullpen Project** - Financial support for applications for those who don't qualify for fee waiver  
**Commonwealth Kitchen** - Cooking with culture events  
**Baramor** - Fundraiser at immigrant-owned restaurant  
**Quincy Asian Resources, Inc. (QARI)** - Sub-grantee partner for citizenship and English classes

## **Worked with Community Legal Organizations:**

Committee for Public Counsel Services  
ABCD  
The Right to Immigration Institute  
Northeast Justice Center  
Boston University School of Law Immigrants' Rights and Human Trafficking Program  
The Second Step  
Massachusetts Alliance of Portuguese Speakers  
Justice Center of Southeastern Massachusetts  
Catholic Charities  
Central West Justice Center  
MIRA Coalition  
PAIR Project  
Greater Boston Legal Services  
Cambodian Mutual Assistance Association

## **Provided Trainings & Presentations to:**

Lawrence General Hospital Community Medical Associates  
Greater Lowell Health Alliance Health Equity Task Force  
Lynn Community Health Center  
Greater Lowell Health Alliance  
Boston University School of Law  
Boston Bar Association  
Bloomberg  
De Novo  
Morgan Lewis  
Boston Scientific  
Nutter  
Boston University School of Law  
Episcopal Migration Ministries  
Suffolk University School of Law  
Boston Bar Association  
Eversource



# OUR SPONSORS & SUPPORTERS 2021

## Foundation Support

**\$164,000+**

Fish Family Foundation

**\$30,000-\$50,000**

Clowes Fund  
Cradle to Career  
The Klarman Family Foundation

**\$10,000-\$29,999**

Foundation for MetroWest  
HarborOne Foundation  
Lincoln and Therese Filene Foundation  
Mifflin Memorial Fund  
Nathaniel and Elizabeth Stevens Foundation  
Sailors' Snug Harbor of Boston  
The Forest Foundation  
The Philanthropy Connection  
The Rands Foundation

**\$1,000-\$9,999**

Aubert J. Fay Charitable Fund  
Boston Bar Foundation  
Bushrod H. Campbell & Adah F. Hall Charity Fund  
Cambridge Community Foundation  
Equal Justice America  
Greater Lowell Community Foundation  
Massachusetts Bankers Association Charitable Foundation  
Rockland Trust - Blue Hills Charitable Foundation

## Corporate Sponsors

**\$10,000+**

Eastern Bank  
Santander  
MFS Investment Management  
Latham & Watkins  
Plymouth Rock Assurance Corporation  
Ropes & Gray LLP

## Corporate Sponsors

**\$2,500-\$9,999**

Synergy Financial, LLC  
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Limerick Machine  
Bank of America  
Cambridge Trust Company  
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EnterpriseDB

**\$1,000-\$2,499**

Deloitte  
Fresenius  
Bank of the West  
Vertex Pharmaceuticals  
St. Anne's in the Fields  
Foley Hoag  
The Episcopal Church Center  
Leader Bank  
Baramor

**\$500-\$999**

Akakpo & Co.  
Parker Gallini LLP  
Projector PSA

**\$1-\$499**

Alexander, Aronson, Finning & Co., PC  
AmazonSmile Foundation  
Bose  
Dell Technologies  
Liberty Mutual  
Network for Good  
Planned Giving Group of New England  
PwC  
Suffolk University

## Government Support

**\$22,000-\$200,000+**

Massachusetts Office of Refugees and Immigrants  
City of Boston  
U.S. Citizenship & Immigration Services

## Individual Donors

**\$25,000+**

Brenda & Peter Diana

**\$10,000-\$24,999**

Elaine Boltz  
Ed & Alisha Boyajian  
Jim & Carolyn McGarry

**\$5,000-\$9,999**

Jim Barstow and Susan Ensign  
Chris Gaffney  
Robert & Katherine Haas  
Drew & Maggie Loucks  
Andy Palmer  
Charles & Nora Sanders  
Rom Watson & Susan Bazett  
Kim & Patrick West

**\$2,500-\$4,999**

Sameer Ahmed  
Natalia Ivanytsky  
Alicia Rubio-Spring & Brian Spring  
Detlev Suderow

**\$1,000-\$2,499**

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Jeanne Reid  
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**\$1,000-\$2,499**

Larry & Nancy Rowe  
Gayle Smalley & Judith Curby  
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Colleen Boyle & Sarah Freedman  
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Nathan Edwards  
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Deborah Jackson Weiss  
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Bianca Jordan  
Arvind Kannan  
Stephanie Karanevskii  
Kim Larie  
Chris McMahon  
Martin Murray & Lucy Miller Murray  
Carolyn & Robert Osteen  
O'Neil Outar & Jane Mahoney  
Outar  
Susan Pereira  
Anne & John Poulin  
Rhoda Ritzenberg & Ken Heitner  
Joseph Savage  
James Thomas  
Melanie Torres  
Catherine Truman

**\$100-\$499**

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Linda Adams  
Kevin Agatstein  
Afarin Assadian  
Penny Austen  
Reuven Aviyonah  
John Baraniak

**\$100-\$499**

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Alisa Barbera  
David Baron  
Molly Barstow  
Rachel Berube  
Jessica Bethoney  
Lester Burns  
Marie Cadet  
Tenisha Callender  
Lynne Castronuovo  
Toby Chaiken  
Carmen Chan  
Ed Chazen & Barbara Gross  
Susan Cheever  
Andrea Clardy  
Maura Conron  
Margaret Covert  
Luke Cummiskey  
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Hilary Detmold & Dan Ryan  
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Mary-Beth & George Jones  
Jennifer Kelly  
Crystal Komm  
Andy Koppel



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Joe & Maureen Laurin  
Glover Lawrence  
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Kevin Yurkerwich

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Sheryl Seller  
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Resham Singh  
Chelsea Theokas  
Hilary Tuckerman  
Bob Unger  
Janet Van Liere  
Paul Walsh

## \$25-\$49

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Amy Copperman  
Denyse Cox  
Mary Fernandes  
Alise Gobron  
Lorraine Goldstein & Gustaaf  
Driessen  
Lisa Grace  
Pedro Guedes  
Ashley Guevara  
Erica Hill  
Dylan Jones  
Catherine Kannam  
Diane Koziel  
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John Strymish  
Catherine Trombly  
Kim Weismantle  
Dean Whalen  
Jacqueline Zajac

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Debi-Seth Buccieri  
Faridah Davis  
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**A SPECIAL THANK  
YOU TO THE FISH  
FAMILY  
FOUNDATION FOR  
THEIR GENEROUS  
SUPPORT OF OUR  
MISSION**



# *Thank you*

**TO EVERYONE WHO CONTRIBUTED  
TO OUR SUCCESS IN 2021!**

**WANT TO GET INVOLVED?**

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Check out our website to  
learn about ways you can  
help us achieve our mission  
to increase the  
naturalization rate!