

AILA Citizenship Day 2026: Citizenshipworks

JUSTICIALAB



 Citizenshipworks



Welcome, I'm Sandra!



Sandra Sandoval

(she/her/ella)

Product Manager

Scale Justice/ Justicia Lab

Citizenshipworks

- **Manage the Citizenshipworks Project**
Coordinate partner feedback, work on new features, brainstorm with partners on new initiatives.
- **Partner Training and Support**
Schedule time to learn more about how Citizenshipworks can work for your organization and community.

Hi everyone, I'm Daniel!



Daniel Jaen

(he/him/his/el)

Citizenship Clinic Assistant

**Florida Immigrant
Coalition (FLIC)**

- **Oversee our Virtual Clinics**
Lead planning and execution of FLIC's virtual clinics, with sole Citizenshipworks utilization, with over 19 successfully executed virtual clinics in 2026 alone!
- **Applicant, Volunteer, and Partner Coordination, Outreach, and Training**
Collaborate with partners to increase outreach for applicants and volunteers while providing easy-to-follow trainings on the Citizenshipworks platform



Delivering Immigrant Justice for over 15 years

In 2007, [Scale Justice \(formerly Pro Bono Net\)](#) joined forces with national immigrants' rights groups to create the [Immigration Advocates Network](#) (or IAN).

From its roots as a single destination for advocates supporting immigrants, IAN quickly grew to develop new digital tools and initiatives to help immigrants find low-cost legal assistance, know their eligibility for immigration relief, and apply for naturalization.

In 2022, we became [Justicia Lab](#)!



We create digital tools that transform the immigrant experience

Justicia Lab partners with **immigrants** and their **advocates** to identify current challenges and **design scalable digital tools** that simplify the immigration process while upholding the **human right to dignity, privacy, and safety.**



Our Partners

We partner with leading immigrant advocacy groups to help them bridge the digital divide, supercharge campaigns, and bring the tools of justice to hard to reach communities.



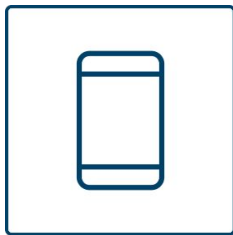


Citizenshipworks is an online tool designed to make applying for citizenship **easier**.

Applicants can screen for **eligibility**, **complete the citizenship form**, and **connect to legal help**.



Why Citizenshipworks?



Mobile Responsive

User-friendly tool accessible on desktop or mobile



Multilingual Tool

Available in plain-language English, Spanish, and Chinese



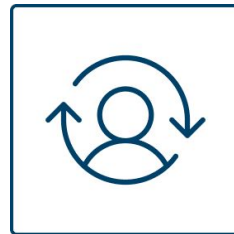
Built-in Safeguards

Identifies incomplete questions, "red flags," and add a watermark



Connect to Legal Help

Applicants can connect to legal help in-person or online



Community Partners Nationwide

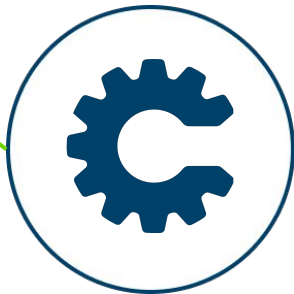
Leveraging the power of libraries, educational centers, and more!

A safe & simple path...



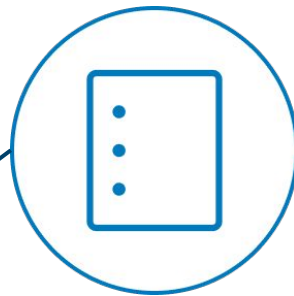
Prescreen

Determine if the applicant is eligible for citizenship



Create an account

Open a free account to get started



The N-400

Complete the form at your own pace



Legal Review

Connect with a CW Advocate for legal help

Citizenshipworks Demo



Citizenshipworks:

How one of our top national partners utilizes it!



FLIC: Working together for the fair treatment of all people, including immigrants

Founded in 1998 and formally incorporated in 2004, FLIC is a statewide coalition of 83 member organizations and over 100 allies. Their work has helped protect immigrants across Florida, such as by playing a key role in the passing of the Anti-Notario Fraud Bill (House Bill 915)!

Their Services Department provides free access to vital community services including their Legal Consultations with Immigration Attorneys, Hotline, and Naturalization clinics.

In 2025 alone, their two (2) person citizenship team saw over 1,100 people across their clinics!



General Clinic Roles & Stations



General roles and stations used at our clinics!

Roles

- Legal Captain
- Attorney
- Preparers
- Applicants

Common Workshop Stations

- Applicant Briefing Room
- Attorney Review Room
- N-400 & Fee Waiver Preparation
- Checkout
- Logistics



How We Use Citizenshipworks

Communications



How We Use Citizenshipworks: The Custom Landing Page

Here you can tailor-make your landing page to appear
HOWEVER you would like!

We include **client testimonials**, but you can also add links to videos, step by steps, and more!

***Our Goal –
make it as friendly and
trustworthy as possible!***



How We Use Citizenshipworks: Publishing Events on the Calendar



The screenshot displays the Citizenshipworks user interface. At the top, there is a navigation bar with four tabs: 'Account', 'Application', 'Messages', and 'Help Center'. The 'Help Center' tab is selected, indicated by an orange arrow. Below the navigation bar, the 'Help Center' section is visible. On the left, there is a sidebar with four menu items: 'My Organization & Advocate', 'Registered Events', 'Online Appointments', and 'My Organization Events'. An orange arrow points to the 'My Organization Events' menu item. The main content area shows the 'My Organization Events' page. It features a title 'My Organization Events' and a subtitle 'APPLY TO BECOME A CITIZEN AT OUR SAFE AND SECURE VIRTUAL...'. Below this, there is a date and time 'Friday, Jul 31 0:00 a.m. - 0:00 a.m. (Eastern Daylight Time)' and a location '0 Miles 561 NE 79th St Suite 400, Miami, FL 33138'. There is a green button labeled 'APPOINTMENT' and a green button labeled 'Details'. An orange box highlights the 'Details' button and the location information.

You can leverage
Citizenshipworks to support
promotional efforts!

We use this to let applicants
keep track of citizenship
drives that they have signed
up for in one place.

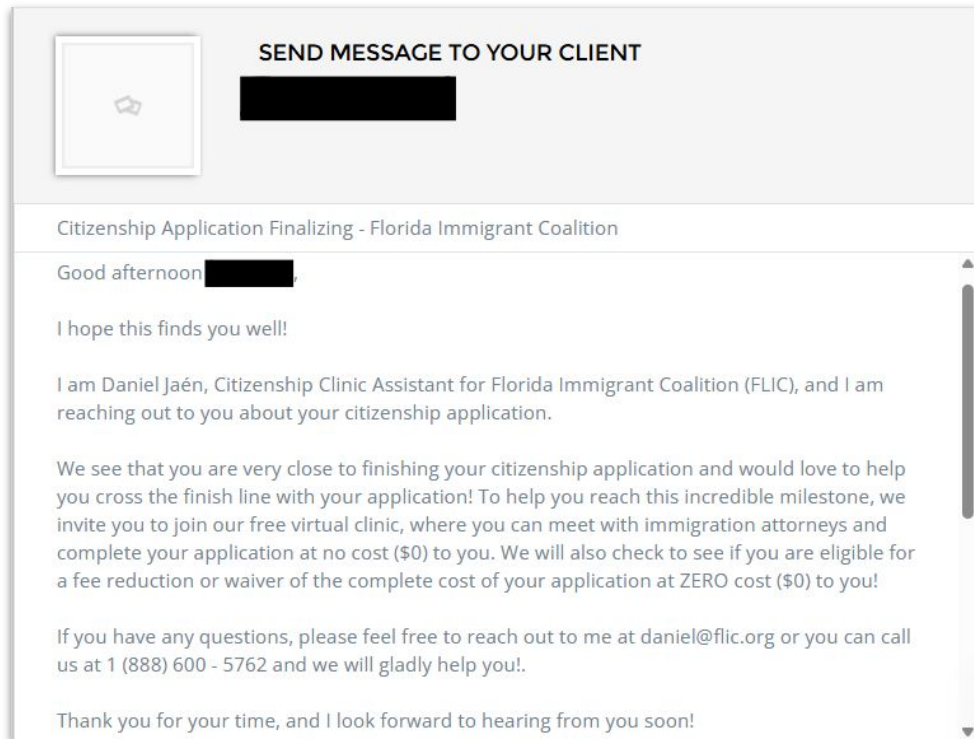


How We Use Citizenshipworks: Internal Communications



Citizenshipworks allows you to also send messages directly to applicants – making it helpful in centralizing communications as well as making it easier for the applicant & the organization to stay in touch with each other.

We use this system to inform them of upcoming citizenship drives that they can attend to finish their application.



How We Use Citizenshipworks: Custom Pre-Made Messaging



Custom Enrollment Notice

When a user enrolls with the organisation directly or via registering for an event, a notice will display confirming the enrollment. The content below will be appended to the end of the displayed notice.

☒ On

☐ Off

English ▼

[Previews](#)

[Join Org](#)

[Join Org via event](#)

[Change Org](#)

[Change Org via event](#)

Thank you for enrolling with FLIC - we are beyond thrilled that you have chosen us to help you in your journey to getting citizenship and helping you get peace of mind!

Please know that we have free, safe, and secure virtual citizenship clinics where your application will receive appropriate legal reviews before finalizing. Registration is required before attending, and you may find the link below!

Thank you again, and we look forward to seeing you soon!

Upcoming Citizenship Drives: flic.fyi/citizenship

You can also use Citizenshipworks to create an automated messaging system for when a user enrolls for your event or with your organization!

We use this to send our thanks when enrolling with FLIC and to inform them of upcoming drives & how to register!



How We Use Citizenshipworks: Attorneys



The attorneys are a vital part of our citizenship drives, providing insight and legal advice when needed.

Attorney Training

Before the clinic starts, we train our attorneys on how to do a review on Citizenshipworks. This includes:

- How to log in
- How to find applicants
- How to make edits
- How their services will be needed

Attorney Access

We will provide access to the attorneys as Advocate.

They then do a trial run through to ensure they have access, understand the platform, and how to conduct their reviews.

Streamlined Review

Once completed, they have the option of remaining in a breakout room for them or joining an applicant's breakout room

- Ultimately, this allows them make direct edits to the application and streamlines the checkout process!



How We Use Citizenshipworks: Volunteers



We create guest Advocate accounts for volunteers to complete an attendee's N-400!

1 Give briefing presentation

During this presentation, we walk-through:

- The Citizenshipworks platform,
- The N-400,
- The flow of the clinic!

2

Provide Access & Ensure Comfort

- We give volunteers guest accounts with advocate level access.
- We make sure they can:
 - Log in
 - Locate applicants
 - Feel comfortable with both the form and the UI.

3

Place an Applicant with Them

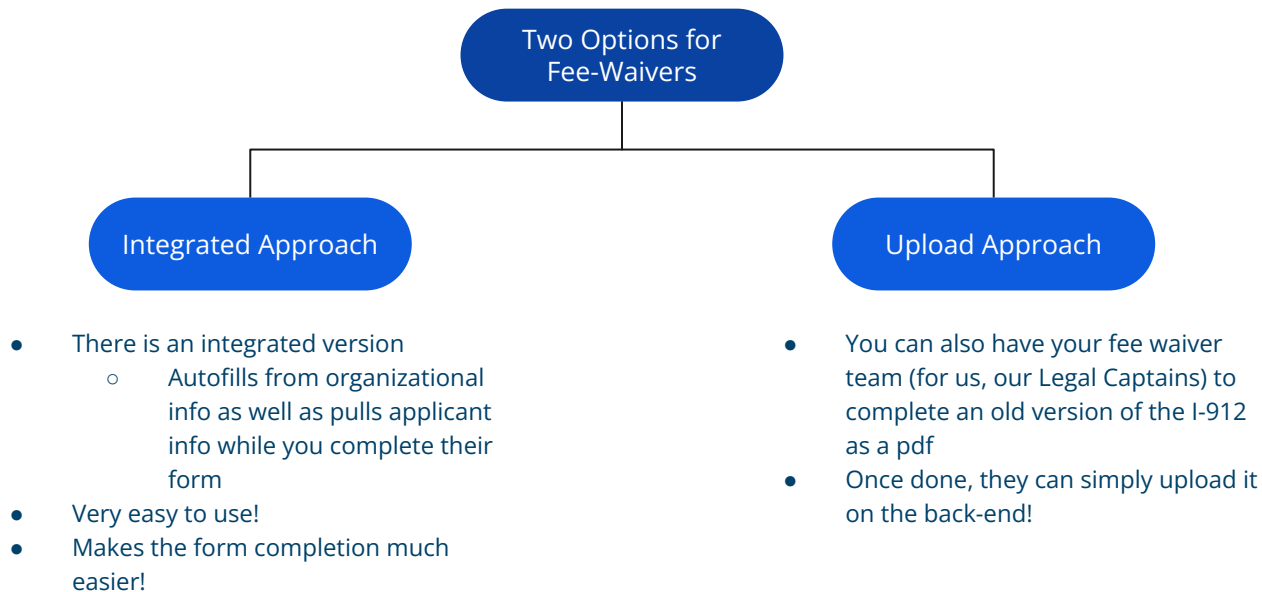
Once they feel comfortable, we place an available applicant in their breakout room!



How We Use Citizenshipworks: Fee Waivers



The platform allows for two approaches to completing a fee waiver form!



Clinic Insight: If you use the old I-912 form, using pre-templated versions & concurrently doing them as the applicant does their form helps save significant time!



Their Journeys at our Clinics:

Important Reminders

Things you should keep in mind before and during virtual clinics

- **Before a clinic:**

- Contact applicants several times in different ways
 - Email
 - Phone call
- **Goal: *make sure they don't forget about the clinic and that they know how to log onto the Zoom!***
 - You can also use this time to answer any questions they have to build trust!

- **Stay Fluid**

- Your process may look different during the actual clinic than the one you meticulously drew out
- Do your best to remain to the format, but when in doubt, follow the next bullet

- **Keep Moving the Attendee(s) Through the Process**

- You should aim to prevent having idle applicants (i.e. sitting in a breakout room doing nothing)
- Things you can do:
 - Fee waiver evaluations & form completions (if eligible)
 - Showing them how to access their documents

Clinic Insight: Doing periodic check-ins and over communicating with applicants helps a lot with mitigating this!

Also doing an applicant briefing before they start to address FAQ's (how long the process takes, what documents they need, the flow, etc.) helps tremendously!



Clinic Insights



Do Legal Captain Briefings to Review the Flow, Roles, and Responsibilities

- Meet with your team before the clinic to align on who will do:
 - Volunteer management
 - Applicant management
 - Logistics
 - Fee waiver completion
 - Form review
 - Checkout checklist preparation
 - Screenings

Do Briefings with Volunteers

- How to use Citizenshipworks (do it immediately before the clinic and also a separate, longer version in the days leading up to the clinic)
- What “Red Flags” (legal issues) will you not address at the workshop (and refer out)?
- Who they can turn to for what
- The event flow

Proactivity pays and prevents delays

- Proactively creating documents (checkout checklists, screeners, and even signatures), presentation materials, and a centralized place for internal documents pays *dividends* in time



Let's connect!

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Karlene Maxwell-Williams (karlene@flic.org)

Daniel Jaen, M.S. (daniel@flic.org)



If you are interested in seeing this in real-time or co-hosting a virtual clinic, feel free to reach out to us!

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