MEMORANDUM

DATE: June 20, 2011

TO: Seattle City Council Members

FROM: Dannette R. Smith, Director
Human Services Department

RE: Response SLI 76-1-A-1-145: Evaluation of the New Citizen Program and Recommendations to Mitigate the Impacts of the State Budget Cut

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This memorandum was prepared by the City of Seattle Human Services Department (HSD) in response to City Council Statement of Legislative Intent (SLI) 76-1-A-1, which requested that the Department evaluate the City's New Citizen Program (NCP) and make recommendations to mitigate the State budget reduction, which occurred in late 2010. This memo describes HSD's investments in citizenship, the population served, services provided by the contractors, program outcomes, and actions taken to reconcile the loss of State funding to the NCP. In addition, this memo shares HSD's service approach and plan for future evaluation of program effectiveness.

In November 2010, Washington State eliminated its funding of the City's New Citizen Program, through the state Department of Social and Health Services (DSHS). Seattle had been awarded $1,136,060 for the 2010-2011 State fiscal year. As a result of the funding cut, the remaining program support is $525,262 in revenues from the City General Fund and $25,000 from the Seattle Housing Authority. The amount of funds available for contracts with NCP providers has decreased by 68% from $1,306,839 in 2010 to $419,168 in 2011. The number of NCP contracted agencies was decreased from 19 agencies in 2010 to 11 in 2011 and the remaining NCP revenue sources are only utilized to serve low-income Seattle residents. Starting in 2011, services are not provided to new citizenship applicants who live in King County outside the City of Seattle.

The NCP aligns with the City of Seattle's Immigrant and Refugee Action Agenda, which is part of the City's Race and Social Justice Initiative, an effort intended to strengthen the City's services for immigrant and refugee communities. As we move forward with our new strategic plan, HSD will continue to take the lead in coordinating the citizenship services and facilitating the collaborative partnerships in the NCP consortium and immigrant and refugee communities. HSD will also lead in the assessment and evaluation of the effectiveness of the program model and approach.

We approach our work with a sense of urgency. Community-based agencies are providing services at maximum capacity and cannot accommodate the high demands for citizenship assistance. Many service providers' waiting lists are longer with diminishing capacity to provide high quality services to meet the increased demands. Clients are waiting longer for services as a result. Citizenship is a critical component towards self-sufficiency. It's an investment that allows immigrants and refugees to maximize their potential and contribution to our City.

1. BACKGROUND AND METRICS

Background

The City's New Citizen Program (NCP), previously known as the New Citizen Initiative (NCI), was established in 1997. The program was created in response to the national welfare and immigration reform that limited federally funded public benefits to non-U.S. citizens. The program's goal was to help legal immigrants and refugees become United States citizens to reduce anticipated demands on City social services from non-citizens who lost public benefits. The City Council authorized funding to support naturalization services for Seattle residents. In 2000, DSHS provided additional funding that allowed NCP to serve more people in Seattle and extend its services to people living in King County.

NCP has evolved from its inception as a program serving at-risk elderly and disabled immigrants and refugees who were seeking citizenship to protect their public assistance benefits. Today, more than 60% of NCP's clients are of working age (18-59 years old). For many immigrants and refugees, citizenship is an important step on the path towards self-sufficiency. Gaining U.S. citizenship contributes to the security and unity of families, and increases opportunities for employment, education, mobility, access to services, and civic participation. By becoming U.S. citizens, immigrants and refugees living in Seattle maximize their potential and their contributions to help our City and neighborhoods thrive.

Through NCP, the Human Services Department (HSD) contracts with community-based agencies to provide citizenship services to eligible low-income non-citizen immigrants and refugees. Agency services include:

- Screening for citizenship eligibility and NCP enrollment
- Assessment of English language skills to determine how much citizenship instruction will be necessary and referral for English as a Second Language (ESL) instruction, which is often provided by the same agencies
- Citizenship instruction for the oral and written exam
- Assistance to complete and submit citizenship applications
- Assistance to obtain disability waivers
- Assistance to obtain fee waivers
- Legal assistance, consultation and/or representation for difficult cases
- Follow up and case management to ensure that services are appropriate and clients achieve citizenship status

2011 New Citizen Program Agencies

Before the State eliminated its funding for the NCP, the City contracted with 19 NCP agencies. As of the beginning of 2011, NCP is a consortium of 11 agencies (see Table 1) that work together to provide high quality citizenship services. One of these 11 agencies, the Northwest Immigrant Rights Project (NWIRP), provides both direct legal services to clients and training on citizenship and immigration legal issues for NCP agencies and other community-based agencies.

The HSD NCP Program Specialist monitors the 11 contracts, coordinates the consortium and provides technical assistance to the agencies. Her responsibilities include:

- Identifying and disseminating citizenship materials for instructors and students
- Assessment, planning and coordination of immigration and citizenship trainings for service providers to improve program quality
- Coordination of trainings to help service providers become accredited by the Bureau of Immigration Appeals (BIA) to represent clients in immigration court and receive direct correspondence from United States Citizen and Immigration Service (USCIS) on behalf of their clients
- Conducting site visits and monitor agency progress toward contract goals and ensure quality service delivery
- Linking agencies to resources that build capacity to ensure quality client services

Naturalization Process

NCP clients are low-income immigrants and refugees living in Seattle, many of whom have limited English language skills and/or are not literate in their own language. Priority for service is given to individuals for whom U.S. citizenship will immediately improve their livelihood, family security, or other vital opportunities. Program priority groups include:

- Parents with children under age 18 who also are not U.S. citizens
- Persons 60 years and older who may be more dependent on public benefits
- Victims of domestic violence and/or human trafficking
- Individuals who will lose their public benefits because they are not U.S. citizens

Candidates for naturalization must:

- Be age 18 or older;
- Be a legal permanent resident for at least five years; in certain circumstances, the period of time can be less, such as marriage to a U.S. citizen;
- Have a period of continuous residence and physical presence in the United States;
- Live within the state or USCIS district for at least three months prior to filing an application;
- Be a person of good moral character;

- Adhere to the principles and ideas of the U.S. Constitution;
- Be able to read, write, speak, and understand Basic English. There are exceptions to this rule for older adults who have been longtime residents and for people with permanent physical or mental impairments; and
- Have a basic knowledge of U.S. history, government, and civic principles.

The process of naturalization involves a number of steps. A candidate for citizenship must complete a N400 application and submit fingerprints and documentation. If the application is accepted as complete by the USCIS, within three to six months, USCIS will schedule the candidate for an interview with an adjudicator. During the interview, the adjudicator administers an English proficiency test and a series of questions to test the applicant's knowledge of U.S. history, government and civics. Failure on sections of the tests may result in remedial training and then a second interview. If the tests are passed, the candidate is given an appointment to take the oath of allegiance, and then receives a Certificate of Naturalization.

The naturalization process can be lengthy, depending on the needs and capacity of the clients to meet all of the requirements set forth by the USCIS. Many NCP clients pose unique challenges that extend the length of time and process to achieve citizenship. Some seniors have sensory or cognitive impairments and mobility problems. Other participants cannot read or write in their native language and are learning to read, write and speak English. It can take an individual as little as six months or as long as two years to complete the process.

Many non-naturalized individuals are unable to achieve citizenship due to the following barriers, which NCP is designed to address:

- The application fee (currently $680)
- Complexity of the application and the naturalization process
- Lack of access to free/inexpensive legal assistance/counsel
- Need for assistance in preparing for the interview exam
- Insufficient English proficiency
- Insufficient knowledge of U.S. history, government and civics

In recent years, significant political and policy changes have increased the number of immigrants seeking to apply for citizenship and the demand for NCP services has grown. The changes include:

- Increase in the naturalization application fee from $400 to $680
- Redesign of the citizenship exam to ensure individuals can demonstrate:
    - Knowledge of U.S. history, government and civic principles
    - Ability to read, write, speak, and understand basic English
- Increased security requirements and screening
- Elimination of the DSHS naturalization program
- Reduction or elimination of state-funded benefit programs for which immigrants and refugees were eligible (New American program; Refugee Employment Services; Disability Lifeline; State Food Assistance Program; and other programs affecting

immigrant and refugee children and seniors). (Source: The Color of Cuts: *The Disproportionate Impact of Budget Cuts on Communities of Color in Washington State.)*

As a result, NCP agencies are experiencing increasing demand and waiting lists for services.

NCP Eligible Population

Of the 48,000 foreign born non-citizens living in Seattle in 2010, approximately 7,300 meet the five year naturalization residence requirement and have low incomes (below 50% of HUD median income) that would qualify them to receive NCP services. The 7,300 number may be inflated because the U.S. Census Bureau's American Community Survey does not distinguish between legal and illegal immigrants.

Roughly 80% of potential NCP clients are of working age (18 to 64 years old), 10% are younger than 18, and about 10% are age 65 or older. The vast majority are people of color: 13% are non-Hispanic Blacks, 42% are non-Hispanic Asian or Pacific Islanders, and 37% are Latinos. About half of the potentially eligible NCP clients speak English well enough to expect to pass the English language naturalization test. Those who do not speak English 'well' or 'very well' (and therefore in need of language instruction) are more likely than the English-proficient to be older than age 60, to have less than a high school education, and to come from Asian countries. See Table 4 for demographic data on clients served by NCP.

Program Outcomes

The numbers of participants served and other outcomes achieved in the years 2000-2010 are listed in Table 2. The annual number of participants naturalized varies depending on readiness, skills, and knowledge of the participants who request service and available funding for the program. The political and policy changes cited earlier also impact the number of people seeking NCP services.

In 2010, NCP served 2,208 citizenship candidates including 1,269 Seattle residents and 939 residents of King County living outside the City of Seattle. During 2010, 786 of the 2,208 completed the naturalization process and achieved citizenship. In 2011, based on first quarter outcomes and projections, we estimate that 562 Seattle residents will be served and that 260 individuals will complete the naturalization process and achieve citizenship.

A summary of the City's efforts to reconcile the program with the elimination of State funding is included in the "At-A-Glance" chart (Table 3) attached.

Actions Taken to Mitigate the Budget Losses

The elimination of DSHS funding for naturalization services was announced late last year, as HSD was completing a Request for Investment (RFI) process for NCP. HSD staff convened two meetings with the service providers that had completed the RFI interview process to discuss the implications of the State budget cuts. The goals of the meetings were to determine:

1. The type, mix and number of NCP contractors that could best serve Seattle's diverse immigrant/refugee population given reduced 2011 NCP funding
2. Service delivery model that would best meet NCP clients' needs

HSD staff reviewed and analyzed data including the populations served, services provided, and program costs to establish goals and service projections for 2011. HSD set three priorities for any service model:

- Without State funding, NCP would only serve Seattle residents
- Maintain the capacity to serve Seattle's diverse immigrant and refugee populations, rather than focusing on fewer language/ethnic groups
- Maintain services to the hardest-to-serve

Based on program analysis, HSD developed different contracting/service options that were presented to the service providers in the first meeting. Agencies provided feedback on the options and suggested changes. HSD staff considered the agencies' feedback and at the second meeting presented another option based on that feedback. The selected option achieves the following:

- Citizenship services for the largest number of immigrants/refugees, given reduced funding
- Inclusion of both small and large community-based agencies in order to serve the diverse, unique and emerging immigrant/refugee populations
- Service delivery model that ensures that the full range of citizenship program services including citizenship instruction, assistance with application completion and submission, and naturalization completion are available to all citizenship candidates and provided by all NCP agencies
- Continued citizenship services for the most vulnerable and hard-to-serve NCP populations

HSD and the agencies reached consensus to move forward with this option. The agreed-upon plan preserves high quality of services and strengthened the City's NCP consortium and partnership with NCP agencies at a time when funding was significantly reduced.

Contract awards were made in accordance with the RFI selection process and input from the service providers' meetings. Agencies were selected based on the following criteria:

1. Capacity to serve Seattle residents with service locations in Seattle
2. Proven track record of success in providing citizenship services
3. Capacity to provide all of the citizenship services and meet the City's contract outcomes and requirements
4. Ability and resources to reach a wide range of ethnic and language groups in Seattle (the collective mix of agencies awarded City funds would have to achieve this criteria)

NCP's new contract model is client-centered and ensures high quality services to the most vulnerable populations in Seattle. For example, HSD has maintained disability waiver assistance

as an important NCP service component even though it is one of the most complicated and time consuming services. It requires extensive staff time and expertise to ensure that the paperwork is completed properly by a physician and supported by appropriate documentation. The process can range from two to six months or longer depending on the type of disability. NCP contracts now require all agencies to provide disability waiver assistance, which is a paid performance outcome in the contracts.

Until 2011, HSD's contract model allowed for variation in agency contract budgets by using different percentages for the Base and Performance payments , based in part on the higher costs of some agencies due to staff with greater expertise and credentials to serve higher need clients such as homebound or a high disability waiver case load. Now, all NCP contracts have 80 percent Base pay and 20 percent Performance pay. Due to standardization of payment for services and the new formula for Base and Performance pay, some agencies have had to absorb greater reductions in their NCP funding.

Also, NCP agencies now have to provide the full range of citizenship services relevant and appropriate for their target population, rather than providing only some services. Agencies that previously had only provided citizenship instruction or application assistance are now expected to provide all of the citizenship services.

With reduced funding, NCP agencies have taken one or more of the following steps:

- Rely more on volunteers to assist in providing citizenship services
- Eliminate some paid staff positions
- Decrease the number of citizenship instruction classes offered
- Open their citizenship programs to paying customers who are ineligible for NCP services due to income or residency
- Find other resources to help supplement NCP services

2. PROGRAM EVALUATION

HSD staff have researched other citizenship programs from around the country and have not identified any other program as comprehensive as NCP. NCP agencies provide free individualized support and services to low-income clients from enrollment to attainment of their citizenship.

We found programs that provide some of the services that NCP provides, but not the full range of services. Many provide access to citizenship information and resources to individuals interested in becoming U.S. citizens through web sites and workshops. Individuals are responsible for managing their own citizenship process. There is no support or review to ensure that the application meets USCIS requirements. Often there is no reporting mechanism to track successes and/or failures in the naturalization process.

Approach and Best Practices

The USCIS has issued a guide that outlines the elements necessary for a successful program. NCP has all of the components outlined by USCIS and we intend to assess all of our NCP agencies in light of the USCIS guide. We haven't been able to identify any other established best practices for programs that assist immigrants and refugees through the citizenship process.

NCP is a unique model, based on a collaborative partnership approach, bringing together a consortium of community-based agencies working together towards one goal--naturalization of individuals seeking to become U.S. citizens. The program approach allows agencies to:

- Increase collaboration to identify solutions, coordinate services, and share best practices and resources
- Avoid duplication of services
- Advocate on issues and policies impacting immigrant and refugee communities and the naturalization process
- Provide culturally relevant and linguistically appropriate high quality services
- Leverage resources to provide other needed services to clients, such as ESL instruction

Through this approach, HSD is able to achieve the following:

- Develop and produce high quality and relevant tools and resources to support services, agencies, and clients
- Implement an inclusive collaborative process with community-based agencies on program strategies and policies
- Build a strong partnership and support network with community-based agencies
- Increase NCP agency expertise and knowledge
- Serve the most vulnerable immigrants and refugees (preliterate, homebound, seniors, disabled) seeking to become citizens

Cost Saving Efficiencies

In order to prioritize services and because NCP is contracting with fewer agencies, HSD has abrogated one of the two NCP Senior Grants and Contracts Specialist positions, a savings of $83,562. Funding for professional development, training and other resources for NCP contractors has also been reduced by approximately $140,651.

3. ALTERNATIVE FUNDING SOURCE AND MODELS

Funding for citizenship services is limited. HSD and the research librarian at Public Health – Seattle & King County has not been able to find any other municipal government that funds comprehensive citizenship services. USCIS does fund citizenship services. In the recently completed USCIS national competition, only one agency in the State of Washington, the Ukrainian Community Center of Washington in Renton, was awarded funding. Cities are not eligible to compete for USCIS funding.

4. RACE AND SOCIAL JUSTICE IMPACTS

The Immigrant and Refugee Action Agenda is part of the City's Race and Social Justice Initiative and is intended to strengthen the City's services for immigrant and refugee communities. NCP helps immigrants and refugees to gain U.S. citizenship, which contributes to the security and unity of families and increases opportunities for employment, education, mobility, access to public benefits and other services, and civic participation.

The elimination of the State's naturalization program has decreased the number of people who can be assisted. NCP services are now limited to low-income immigrants and refugees living in Seattle. Approximately 16,000 low-income individuals living outside Seattle in King County are eligible to apply for citizenship, but we can no longer serve this population. People from the Latino, East African, Ukrainian, Russian, Vietnamese, and Cambodian communities living outside of Seattle are not being served by NCP.

With the elimination of State funding of naturalization services and other State budget reductions to programs serving immigrants and refugees, the City's funding for NCP becomes even more important. Continued funding of the NCP supports services for immigrants and refugees who are disproportionally impacted during this great recession. It further strengthens our race and social justice efforts to create a city that is enriched by its diverse cultures and participation by all its residents. And as a result, contributes towards the effort to minimize and/or eliminate inequities in our community.

I look forward to discussing with you further the NCP program, our evaluation and analysis, and recommended next steps. If you have any questions, please feel free to contact me directly at (206) 684-0263.

5. RECOMMENDATIONS

The services provided by NCP align with the City's efforts to support immigrant and refugee communities and the Race and Social Justice Initiative. The current 11 contracted NCP agencies have a track record of success, expertise and knowledge of immigration and citizenship issues, and a collaborative partnership with the City that helps leverage resources and services for clients.

Even with the loss of State funding, continued City funding for NCP maintains a long-standing system, albeit now a much smaller one, that benefits Seattle residents during this difficult economic period. Based on NCP's track record of success and our review, HSD recommends that we:

1. Continue City funding and support for the program.

2. Continue the new program model and approach that were implemented at the start of 2011 after the elimination of DSHS funding.

3. Assess and review the effectiveness of the new model and approach implemented and make further program adjustments and improvements as indicated. HSD staff will lead an assessment of NCP effectiveness using program data submitted by NCP agencies. By combining the data on client characteristics, service use and naturalization, we will be able to describe the 'client mix' of high need and lower-need service recipients in each agency. This will help us evaluate if the recent decision to pay all agencies the same for providing similar services is reasonable, given possible differences in client needs. It will also move us toward calculation of each agency's rate of naturalization for its clients, taking into account that clients with more needs will be expected to take longer than others and to require more services. We can then review these rates with the consortium and develop program and contracting improvements.

4. Consider developing a sliding fee scale for BIA-accredited NCP agencies. BIA-accredited agencies meet USCIS standards to provide legal immigration and citizenship services. In order to protect clients from exploitation, BIA recommends that only accredited agencies are allowed to charge a nominal fee. A sliding fee scale would help mitigate agencies' loss of State funds and help preserve services for needy clients. All agencies would be allowed to charge a minimal fee to cover costs of educational materials.

5. Assess all NCP agencies in light of USCIS guidelines for citizenship programs and assist them in implementing all program elements, taking into account available resources.

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Table 1

2011 New Citizen Program (NCP) Agencies

Agency Name	Languages and/or Populations served
Asian Counseling and Referral Services	Cambodian, Chinese, Lao, Hmong, Korean, Mien, & Vietnamese. *Has the ability to serve emerging population.*
Catholic Community Services of Western Washington	East African, Somali, Ethiopian, Iraqi, Iranian, Laos, Turkey, Nepal, Burma, Bhutan, Russia, Filipino, Azerbaijan, Ukraine, & Eritrea. *Has the ability to serve emerging population.*
Center for MultiCultural Health	East African, SE Asian, Russian and Ukrainian
Refugee Women's Alliance	East African, Southeast Asian & Eastern Europe. *Has the ability to serve emerging population*
Sea Mar Community Health Center	Spanish
Chinese Information and Service Center	Chinese (Mandarin & Cantonese dialects), Vietnamese and Spanish
Filipino Community of Seattle	Filipino dialects & Pacific Islanders dialects
Literacy Source	Tigrinya, Spanish, Amharic, Somali, Oromo, Vietnamese, Arabic, Punjabi & Russian. *Has the ability to serve emerging population.*
Neighborhood House	East African & SE Asian. *Has the ability to serve emerging population*
St. James ESL	Vietnamese, Chinese, Russian, Ukrainian, Taiwanese, Hispanic, Cham, and Laos
Northwest Immigrant Rights Project	Spanish, English, African, Asian, and Arab/Middle Eastern

Table 1

Former NCP Agencies not Funded in 2011

Agency Name	Languages and/or populations served
Agency clients are primarily King County residents living outside of the City of Seattle.	
My Service Mind	Korean & Eastern European
Ukrainian Community Center of Western Washington	Eastern Europe, former Soviet Union, Spanish, Punjabi, & Farsi
Jewish Family Service	Russian & Farsi
International Rescue Committee	Meshketian Turks, Somali, Vietnamese, Countries of the former Soviet Union, Iranian & other emerging refugee groups
Seattle agencies serving Seattle residents but were not funded because other agencies demonstrated the capacity to better serve Seattle's diverse immigrant and refugee population.	
Center for Career Alternatives	Vietnamese, Chinese, & Somali
International District Housing Alliance	Vietnamese, Chinese, & Khmer (Homebound)
El Centro de La Raza	Spanish

Table 2
New Citizen Program
Outcomes Achieved by Year

Outcomes	2000	2001	2002	2003	*2004**	2005	2006	2007	2008	2009	*2010***	*2011*** projected*
Participants served	1,949	1,891	1,693	1,834	1,885	1,892	1,729	1,689	2,211	1,899	2,208	562
City of Seattle residents	1,252	1,287	1,093	1,107	1,033	1,042	997	1,050	1,308	1,148	1,269	562
King County (outside of Seattle city limit)	697	604	600	727	852	850	732	639	903	751	939	0
Percentage of Seattle residents served	*64%*	*68%*	*65%*	*60%*	*55%*	*55%*	*58%*	*62%*	*59%*	*60%*	*57%*	*100%*
N400 Application assistance	648	697	476	461	390	727	677	543	538	731	1,123	370
Naturalization	390	354	451	552	662	759	557	511	606	564	786	260

Services from January 2000 to November 31, 2010 were made possible with funding from the City of Seattle, Seattle Housing Authority, and the Washington State Department of Health and Social Services (DSHS). Funding from the City of Seattle and Seattle Housing Authority supports the NCP services in 2011.

Participants served include:

- Individuals receiving instruction
- Individuals receiving additional support to prepare for the citizenship exam
- Individuals waiting for citizenship interview appointment

N400 Application assistance includes:

- Completion and submission of the N400 application
- Fee waivers completion and submission

**Naturalization numbers increased due to changes in post 9/11 policies that had created a backlog of individuals waiting for background checks to be cleared before being granted U.S. citizenship. **Public notification from the State announcing the elimination of the citizenship due to budget cuts, created an urgency and increased demand for free citizenship services. As a result, more citizenship applications were submitted in 2010. ***2011 projected numbers are based on first quarter actual and HSD staff projections; the numbers are greater than the 2011 contracted numbers.*

Table 2
New Citizen Program
Outcomes Achieved by Year

- Completion and submission of Disability waivers
- Payment of Application fee
- Fingerprint fee payment

Naturalization includes:

- Passing the written and oral citizenship exam
- Reporting of the naturalization date & certificate numbers for verification of service completion

Other services provided through New Citizen Program (NCP):

- Screening for citizenship eligibility and NCP enrollment
- Assessment of English language skills to determine how much citizenship instruction will be necessary and referral for English as a Second Language (ESL) instruction, which is often provided by the same agencies
- Citizenship instruction for the oral and written exam
- Assistance to complete and submit citizenship applications
- Assistance to obtain disability waivers
- Assistance to obtain fee waivers
- Legal assistance, consultation and/or representation for difficult cases

Follow up and case management to ensure that services are appropriate and clients achieve citizenship status

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Table 3
New Citizen Program
Outcomes Achieved by Year

At – A- Glance: *Impact of losing State dollars on the New Citizen Program*		
	2010	**2011**
Program Budget	$1,461,848	$550,262
Amount Contracted to Agencies	$1,306,829	$419,168
Fund Source	Seattle General Fund ($521,568), Seattle Housing Authority (SHA) ($25,000), & DSHS ($915,280)	City of Seattle ($525,262) & SHA ($25,000)
Program Staff	2.5 FTE (2 Sr. G & C positions + .5 admin support)	1.5 FTE (1 Sr. G & C + .5 admin support)
Number of Contracted Agencies	19	11
Program Eligibility Criteria	King County residents (in and outside of Seattle) who have low incomes and/or receive public assistance	City of Seattle residents who have low incomes and/or receive public assistance
Number of people receiving citizenship assistance	2,208	562
Population Served	Higher numbers of hard to serve population: • Homebound • Seniors • Disabled • Preliterate (unable to read/write in their home language)	Same proportion of hard-to-serve populations, but overall a smaller number served

Table 4
Comparing the Estimated Seattle NCP-Eligible Population to Clients Actually Served by NCP in 2010

The estimated NCP-eligible population includes persons who meet residence requirements and the NCP income guidelines.

Characteristic	Estimated NCP Eligible Population in Seattle**	NCP Clients Served in 2010 (Countywide)	NCP Clients Served in 2010 (Seattle residents only)
Est. N foreign-born population meeting residence and income guidelines (2010)	7,300**	2,175	1,247
Male	44%	35%	34%
Female	56%	65%	66%
Refugee	NA**	45%	38%
Speak English 'well' or 'very well'	53%	30%	27%
Less than HS education	51%	N/A	N/A
Age <18 years	10%	0	0
Age 18-59 years	84%	63%	65%
Age 60+	15%	35%	35%
Race/Ethnic groups			
White Non-Hispanic	8%	20%	6%
Black (African) Non-Hispanic	13%	23%	30%

Data source for estimates: American Community Survey 2005-2009, Public Use Micro Sample (PUMS) data, and Census 2010 Table QT-PL.

Table 4
Comparing the Estimated Seattle NCP-Eligible Population to Clients Actually Served by NCP in 2010

Characteristic	Estimated Eligible Population**	NCP Clients Served in 2010	NCP Clients Served in 2010 Seattle residents
Asian Pacific Islander Non-Hispanic	42%	47%	60%
Latino	37%	10%	4%
Language spoken			
Spanish	37%**	7%**	5%**
Vietnamese	9%	17%	23%
Russian and Ukrainian	NA	23%	4%
English	9%	1%	2%
Cantonese	7%	7%	14%
Somali	8%	7%	13%
Chinese	5%	3%	2%
Tagalog	5%	3%	3%
Korean	3%	2%	0.40%
Other languages	17%	30%	34%

** The data source for these estimates does not distinguish legal from illegal immigrants, so some of the 7,300 may not be eligible for naturalization because they are not legal immigrants. From agency reports we suspect that illegal status disproportionately affects Latinos. This may account for the apparent under-representation of Latinos and Spanish speakers among clients served.

Data source for estimates: American Community Survey 2005-2009, Public Use Micro Sample (PUMS) data, and Census 2010 Table QT-PL.