NYCitizenship
Service Blueprint

WE ARE READY!!

CIVICS/ENGLISH CLASSES

FINANCIAL INTEGRATION GOAL

FUTURE CITIZEN ACTIONS

SERVICE PROVIDER ACTIONS

BACKSTAGE ACTIONS

MATERIALS

MAKE APPOINTMENTS

FINANCIAL INTEGRATION GOAL

FUTURE CITIZEN ACTIONS

SERVICE PROVIDER ACTIONS

BACKSTAGE ACTIONS

MATERIALS

CONTACT:
www.nyc.gov/nycitizenship

FINANCIAL INTEGRATION GOAL

Connect people to services across citizenship and financial empowerment & lower the barrier to entry for attending appointments.

FUTURE CITIZEN ACTIONS

Contact financial counselors directly to schedule appointments.

SERVICE PROVIDER ACTIONS

Attorneys make referrals to financial counseling. Financial counselors follow up on referrals and schedule appointments.

BACKSTAGE ACTIONS

Enter appointment information into the case management tracking system.

MATERIALS

System software
Library class schedule
System software

FINANCIAL INTEGRATION GOAL

Reinforce participants' attendance of more than one financial coaching appointment as the best way to benefit from financial empowerment services.

FUTURE CITIZEN ACTIONS

Participate in class as usual
Conduct class as usual
Make announcements about upcoming info sessions or other financial/citizenship resources

SERVICE PROVIDER ACTIONS

Make appointments about the citizenship process, legal help or finances

BACKSTAGE ACTIONS

Alignment meeting, receive materials
Maintain small stock of NYCitizenship workbooks

MATERIALS

Referral guide

FUTURE CITIZEN ACTIONS

Connect people to services across citizenship and financial empowerment & lower the barrier to entry for attending appointments.

SERVICE PROVIDER ACTIONS

Participate in class as usual
Ask questions about the citizenship process, legal help or finances

BACKSTAGE ACTIONS

Refer people to services in referral guide

MATERIALS

System software
Library class schedule
System software

WE ARE READY!!
NYCITIZENSHIP INFORMATION SESSION

FINANCIAL INTEGRATION GOAL

Conduct people to services across citizenship and financial empowerment
Inform facilitators the importance of integrating financial empowerment & citizenship, & ways to accomplish this in participants’ experience
Equip facilitators to inform about the citizenship process, including financial empowerment & visualizing Future Citizen’s unique citizenship journeys
Make participants feel welcome and collect contact information in order to make appointments for them later
Provide an overview of the citizenship process that incorporates financial empowerment and enables future citizens to build their unique path forward.

FINANCIAL CONSULTING/ATTORNEY APPOINTMENTS

FINANCIAL INTEGRATION GOAL

Conduct people to services across citizenship and financial empowerment
Inform facilitators the importance of integrating financial empowerment & citizenship, & ways to accomplish this in participants’ experience
Create a seamless experience between financial empowerment and citizenship
Connect people to services across citizenship and financial empowerment
Inform people about an overview of the citizenship process that incorporates financial empowerment
Inform people about an overview of the citizenship process that incorporates financial empowerment

NYCITIZENSHIP APPOINTMENT

Attends the appointment

Future consultation only. Notice if a client is interested in citizenship
Conduct appointment as usual, watch for possible referral needs
Roll client to other services when applicable
Give client a workbook if they don’t have it already
Ask if there are any questions recorded in the workbook that haven’t been covered
If applicable, add follow up appointment to the client’s workbook
Check in about other appointments on client’s workbook calendar
Enter information into the case management tracking system

ON-LINE

View videos on-line

SERVICE PROVIDER ACTIONS

Attend the appointment

Maintain small stock of NYCitizenship workbooks

MATERIALS

Workbook

Appointments

Workbook

Workbook

Workbook

Workbook

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