

# Office of Citizenship Assistance (OCA)

## Annual Program Report – Calendar Year 2025

### Overview

From January through the present, the Office of Citizenship Assistance (OCA) advanced its mission to support legal immigrants, and Limited English Proficient (LEP) Alaskans through, employment assistance, worker protection, comprehensive immigration navigation, digital literacy, and community outreach. OCA's work directly supported Alaska's workforce development goals by helping newcomers participate fully, safely, and legally in the labor market while strengthening partnerships with employers, training providers, and community organizations statewide.

### Direct Services & Program Impact

#### Employment & Workforce Services

OCA provided over **100 employment-related services**, including:

- Résumé development and job readiness coaching
- AlaskaJobs enrollment and account activation
- Job matching and apprenticeship referrals
- Interview preparation and digital job applications

Staff assisted over **40 clients with their online job applications** for positions in education, healthcare, hospitality, seafood processing, and skilled trades (including union pathways with pre-apprenticeships). These efforts resulted in **15 confirmed hires**, directly contributing to Alaska's workforce pipeline.

#### Worker Protection & Public Benefits Support

OCA assisted over **50 individuals** with:

- Unemployment Insurance (UI) guidance
- Wage and hour concerns
- Workers' compensation claims
- Social Security and Medicare updates
- Real ID preparation and compliance

This work strengthened worker protection and ensured safe, informed participation in Alaska's labor market.

#### Education, Training & Digital Literacy

OCA supported more than **40 workshops** in Digital Literacy and English Conversation, and referred over **60 individuals** to:

- English as a Second Language (ESL) and adult education programs
- Apprenticeships and workforce training (including STEP grant)
- Job center and partner-led employment services

## **Immigration & Legal Navigation**

OCA delivered over **250 immigration navigation services**, provided immigration-related information and application guidance based on USCIS policies, and publicly available resources.

- Naturalization and citizenship preparation: Inform eligibility, required documents
- Provide guideline Employment Authorization Document (EAD) renewals
- Family- and humanitarian-based pathways (TPS, U4U, re-entry permits)
- USCIS online accounts and document uploads
- Mock citizenship interviews and digital filing support

All services were logged with **100% compliance** in OCA's tracking system, improving data accuracy and indicator reporting.

## **Outreach & Community Engagement**

### **Community Events (11)**

OCA actively participated in **11 diverse community events**, expanding access to services and strengthening trust with immigrant and refugee communities, including:

1. Kimchi Day cultural celebration
2. Japanese Summer Festival
3. Filipino Heritage Month community event
4. Hmong Harvest Festival
5. Refugee community open house
6. Multicultural health and wellness fair
7. Adult education partner open house
8. Community ESL program outreach event
9. Faith-based immigrant resource event
10. Cultural center community celebration
11. Pacific Island Community Event

These events supported outreach to immigrant population and strengthened OCA's visibility statewide.

### **Job & Resource Fairs (7)**

OCA participated in over **7 job and resource fairs**, connecting job seekers with employers, unions, and training providers:

1. Statewide job and resource fair
2. Union and apprenticeship recruitment fair
3. Healthcare and hospitality hiring event
4. Education and public sector job fair
5. Workforce development resource fair
6. Immigrant-focused employment fair
7. Regional community job fair

During this year, OCA strengthened its public communications by launching a **social media presence** and improving its **website** to better share services, workforce resources, and

community information with legal immigrants and new Alaskan statewide. OCA also developed a **monthly newsletter** to provide regular updates to partners and stakeholders, increasing visibility, engagement, and access to timely information.

**Partnerships & Coordination**

OCA strengthened partnerships with:

- Job Centers (including Juneau, Kodiak, Fairbanks, Mat-Su) and workforce agencies
- Adult education and ESL providers
- Refugee service organizations
- Training and apprenticeship programs
- Employers and unions

Ongoing coordination improved referrals, service continuity, and readiness for the Refugee Resettlement Services (RSS) transition.

**Looking Ahead: Priorities for the New Year**

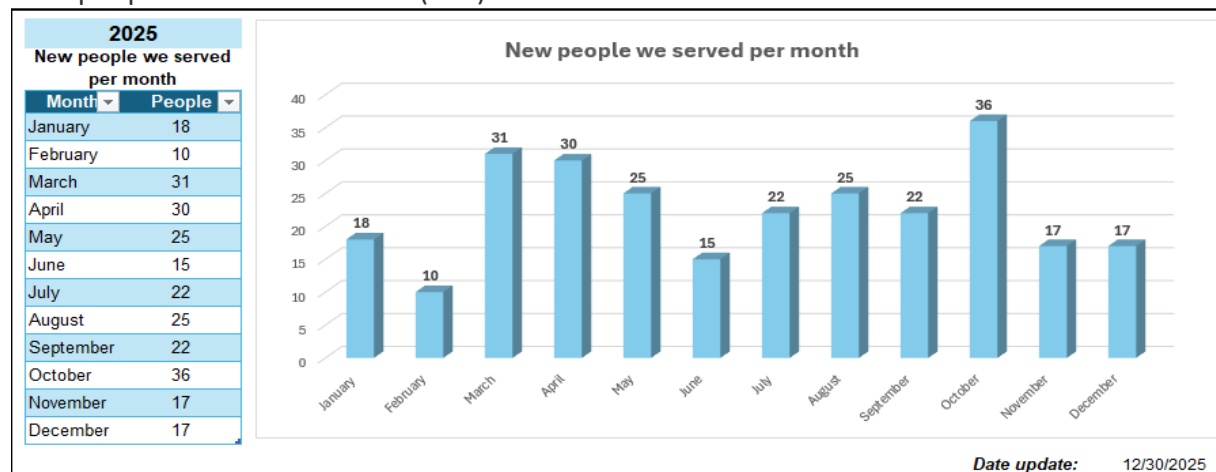
In the coming year, OCA will continue to:

- **Support Alaska’s workforce** by helping immigrants and refugees participate fully, safely, and legally in employment
- **Focus on ongoing outreach**, including targeted engagement with employees and workers
- **Strengthen partnerships** with employers, training providers, and service organizations
- **Expand outreach and community engagement** across urban and rural Alaska
- **Improve language access and digital literacy**

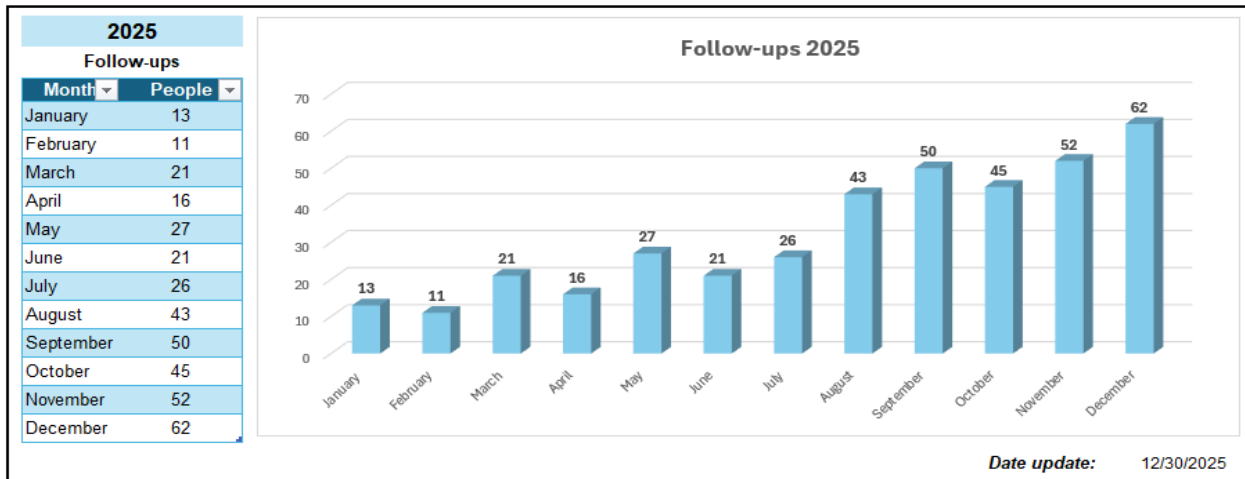
Through these priorities, OCA will continue advancing workforce equity, economic participation, and community integration for Alaska’s diverse newcomer populations.

**Thank you for being part of this work. We look forward to another year of collaboration, learning, and making a positive impact.**

New people we served in 2025 (268)



## Follow ups (387)



## Type of service

Month	Citizenship mock interview	DOL Services	Education Referral	Emergency	Employer	Event Hosting	Form Completion	Immigration information	Job search assistance	Multiple	Workplace protection	Workshop English	Workshop Digital Literacy	Other	Total
January	1		6				1	4	5	0				1	18
February	0		1				0	4	3	2				0	10
March	4		1				2	13	7	2				2	31
April	0		2				1	15	3	0				9	30
May	1		0				0	12	3	4				5	25
June	0		0				0	5	6	2				2	15
July	1		1				0	9	7	2				2	22
August	0		0				0	11	9	0				5	25
September	12	5	1	0		0	3	27	8	0	1			15	72
October	5	4			1			30	12	5	3	8	8	5	81
November	3	2	3	0	0	0	0	13	9	4	5	12	10	8	69
December	6	10	0	0	1	0	0	17	12	1	0	22	4	6	79