

U.S. Citizenship and Immigration Services (USCIS)

U.S. Citizenship and Immigration Services (USCIS) is the government agency that oversees lawful immigration to the United States. USCIS will secure America's promise as a nation of immigrants by providing accurate and useful information to our customers, granting immigration and citizenship benefits, promoting an awareness and understanding of citizenship, and ensuring the integrity of our immigration system. www.uscis.gov

USCIS Asylum Program resources include an information guide for prospective asylum applicants available in a number of languages, "How Do I" Guides for Refugees and Asylees, and the Asylum Officer Basic Training Course Lesson Plan. For more information, visit www.uscis.gov/asylum.

E-Verify is an Internet-based system that allows an employer, using information reported on an employee's Form I-9, to determine the eligibility of an employee to work in the United States. For most employers, the use of E-Verify is voluntary and limited to determining the employment eligibility of new hires only. There is no charge to employers to use E-Verify. Available resources include searchable web pages, demonstration videos, guides on employee rights and employer responsibilities, fact sheets, weekly webinars, an overview presentation, brochures and posters for employers and employees. USCIS also has speakers and trainers available to give live presentations at conferences and meetings across the country. See <http://www.dhs.gov/everify>. Contact E-Verify@dhs.gov, (888) 464-4218 with any questions or comments.

Civics and Citizenship Toolkit - A Collection of Educational Resources for Immigrants contains a variety of educational materials designed to help permanent residents learn more about the U.S. and prepare for the naturalization process. For more information, visit <http://www.citizenshiptoolkit.gov>.

Expanding ESL, Civics, and Citizenship Education in Your Community: A Start-Up Guide provides an overview and recommendations to help organizations design and offer ESL and civics/citizenship classes for immigrants. See <http://www.uscis.gov/USCIS/Office%20of%20Citizenship/C>

[citizenship%20Resource%20Center%20Site/Publications/PDFs/M-677.pdf](http://www.uscis.gov/citizenship%20Resource%20Center%20Site/Publications/PDFs/M-677.pdf).

Form I-9, Employment Eligibility Verification, is a form that U.S. employers and their new hires have been required to complete since November 6, 1986. Completion of the form shows that the employer has examined documentation from each newly hired employee to verify his or her identity and eligibility to work in the U.S. Available resources include a Form I-9 web page, the *M-274, Handbook for Employers, Instructions for Completing Form I-9*, and the *How Do I Complete Form I-9, Employment Eligibility Verification? (M-584)* brochure. See <http://www.uscis.gov>. Call (888) 464-4218 with any questions or comments.

USCIS Genealogy Program is a fee-for-service program providing family historians and other researchers with timely access to historical immigration and naturalization records. The USCIS Genealogy Program offers two services: **Index Search** using biographical information provided by the researcher and a **Record Copy Request** where researchers with valid record citations (USCIS file numbers), gained through a USCIS Genealogy Program index search or through independent research, may request copies of historical immigration and naturalization records. Questions about the USCIS Genealogy Program may be sent to Genealogy.USCIS@dhs.gov. For more information, see <http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnnextoid=d21f3711ca5ca110VgnVCM1000004718190aRCRD&vgnnextchannel=d21f3711ca5ca110VgnVCM1000004718190aRCRD>.

Guide to Naturalization contains information about the naturalization process, laws and regulations. See <http://www.uscis.gov/files/article/M-476.pdf>.

If You Have the Right to Work, Don't Let Anyone Take it Away Poster is a poster with Department of Justice information regarding discrimination in the workplace. See <http://www.uscis.gov/files/natedocuments/e-verify-swa-right-to-work.pdf>.

USCIS Citizenship Resource Center USCIS officially launched the Citizenship Resource Center - a Web-based portal that centralizes citizenship resources for immigrants, educators and organizations. This free, easy-to-use website will help users understand the naturalization process and gain the necessary skills to be successful during the naturalization interview and test. To visit the Citizenship Resource Center, see <http://www.uscis.gov/citizenship>.

USCIS Information for Employers and Employees on the employment authorization verification process and the immigration petition process. See <http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnnextoid=ff1d83453d4a3210VgnVCM100000b92ca60aRCRD&vgnnextchannel=ff1d83453d4a3210VgnVCM100000b92ca60aRCRD>. For more information contact Public.Engagement@dhs.gov.

USCIS Information for Prospective Adoptive Parents provides information about adopting a child from overseas and the process by which to do so, dependent on the country chosen to adopt from. See <http://www.uscis.gov/portal/site/uscis/menuitem.eb1d4c2a3e5b9ac89243c6a7543f6d1a/?vgnnextoid=8d5e901bf9873210VgnVCM100000082ca60aRCRD&vgnnextchannel=8d5e901bf9873210VgnVCM100000082ca60aRCRD>

USCIS Office of Public Engagement (OPE) seeks to focus on open, candid, and constructive collaboration with community stakeholders at all levels. OPE coordinates and directs USCIS-wide dialogue with external stakeholders to advance the Agency's vision of customer inclusiveness by actively engaging stakeholders to ensure information flow and to institutionalize a mechanism whereby their input will be considered in the process of policy formulation, priority calibration, and assessment of organizational performance. The goal of the office is to provide information and invite feedback to inform our work. See the Outreach tab at <http://www.uscis.gov>. For more information contact Public.Engagement@dhs.gov.

USCIS Resources USCIS offers a variety of resources for our customers, the organizations that serve them and the public. USCIS is committed to supporting the resource needs of stakeholders, including Congress, community-based organizations and legal practitioners, and educators and researchers. Resources include customer guides, videos, citizenship toolkits, an immigration law glossary, reports and studies, civics and citizenship education resources, and a historical library. See the "Resources" section at <http://www.uscis.gov>. For more information contact Public.Engagement@dhs.gov.

Welcome to the United States: A Guide for New Immigrants With this landmark publication, the federal government reaches out to new immigrants with essential orientation materials needed to adjust to life in America. It also contains basic history and civics information that introduces new immigrants to U.S. history and the system of government. See <http://www.uscis.gov/files/nativedocuments/M-618.pdf>.

Citizenship and Immigration Services Ombudsman (CIS Ombudsman)

The CIS Ombudsman is a separate office within the Department of Homeland Security dedicated to improved national security, efficiency, and customer service in the immigration benefits process. The CIS Ombudsman provides recommendations for resolving individual and employer problems with the United States Citizenship and Immigration Services (USCIS). The CIS Ombudsman assists individuals and employers in resolving problems with USCIS; identifies areas in which individuals and employers have problems in dealing with USCIS; and proposes changes to mitigate identified problems. Please note that the CIS Ombudsman is not part of USCIS. The CIS Ombudsman is dedicated to open and accessible communication with both individuals and employers and not only welcomes, but encourages your comments. Comments, examples, and suggestions may be sent to the Ombudsman at cisombudsman@dhs.gov. www.dhs.gov/cisombudsman

CIS Ombudsman Annual Reports to Congress By June 30 of each calendar year, the Annual Report is delivered to the House and Senate Committees on the Judiciary without any prior comment or amendment from any administrative agency official including: the Secretary, Deputy Secretary, or Director of USCIS. The Ombudsman's annual reports focus on identifying systemic issues that cause delay in granting immigration benefits as well as pervasive and serious problems faced by individuals and employers in their interactions with USCIS. The Annual Report contains cumulative analysis and recommendations and provides details on activities undertaken by the Ombudsman during the reporting period of June 1 through May 31 of the calendar year. See http://www.dhs.gov/xabout/structure/gc_1183996985695.shtm.

CIS Ombudsman's Community Call-In Teleconference Series provides an opportunity to discuss your interactions with U.S. Citizenship and Immigration Services (USCIS) and share your comments, thoughts, and suggestions as well as any issues of concern. For more information, including questions and answers from previous teleconference and a schedule of upcoming calls, visit http://www.dhs.gov/xabout/structure/gc_1171038701035.shtm. To participate in these calls, please RSVP to cisombudsman.publicaffairs@dhs.gov specifying which call you would like to join. Participants will receive a return e-mail with the call-in information.

CIS Ombudsman Updates share information on current trends and issues to assist individuals and employers in resolving problems with USCIS. See http://www.dhs.gov/xabout/structure/gc_1221837986181.shtm.

Previous Recommendations by the CIS Ombudsman are intended to ensure national security and the integrity of the legal immigration system, increase efficiencies in administering citizenship and immigration services, and improve customer service in the rendering of citizenship and immigration services. Problems reported to the Ombudsman by individuals and employers (during the Ombudsman's travels), discussions with immigration stakeholders, and suggestions of USCIS employees themselves provide the basis for many of the recommendations. To view the recommendations as well as USCIS responses, see http://www.dhs.gov/files/programs/editorial_0769.shtm.

Send Your Recommendations to the CIS Ombudsman Your recommendations are accepted and encouraged. The Ombudsman is dedicated to identifying systemic problems in the immigration benefits process and preparing recommendations for submission to U.S. Citizenship and Immigration Services (USCIS) for process changes. The Ombudsman believes that process change recommendations from individuals like you represent one of the best sources for identifying systemic problems in the immigration benefits process. Ideally, your recommendations for process changes should not only identify the problem you are experiencing, but should also contain a proposed solution that will not only benefit your individual case, but others who may be experiencing the same problem as well. Send your comments, examples, and suggestions to cisombudsman@dhs.gov or to the following mailing address:

Citizenship and Immigration Services Ombudsman
ATTN: Recommendations

United States Department of Homeland Security
Mail Stop 1225
Washington, D.C. 20528-1225

Submit a Case Problem to the CIS Ombudsman If you are experiencing problems during the adjudication of an immigration benefit with U.S. Citizenship and Immigration Services (USCIS), you can submit a case problem to the CIS Ombudsman using DHS Form 7001 (CIS Ombudsman Case Problem Submission Form). To submit a case problem on behalf of somebody other than yourself, you should ensure that the person the case problem is about (the applicant for a USCIS immigration benefit, or the petitioner who seeks to obtain an immigration benefit for a third party) consents to your inquiry (see Submitting a Case Problem using DHS Form 7001: Section 15 Consent). See http://www.dhs.gov/files/programs/editorial_0497.shtm.