

Enforcing and Administering Our Immigration Laws

Virtually all Americans are affected by our immigration system. A fair and effective immigration system enriches American society, unifies families, and promotes our security. Conversely, persistent problems in immigration policy can consume valuable resources needed to advance other security objectives, undermine confidence in the rule of law, and make it harder to focus on the most dangerous threats facing our country. In short, the success of our nation's immigration policy plays a critical role in advancing homeland security, and our overall homeland security policy must be implemented in a manner that supports an immigration system that succeeds in advancing American interests.

Immigration Questions and Concerns

CIS Ombudsman Annual Reports to Congress 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. For more information, see http://www.dhs.gov/files/publications/gc_1301971419354.shtm#1.

CIS Ombudsman Updates share information on current trends and issues to assist individuals and employers in resolving potential problems with USCIS. For more information, see http://www.dhs.gov/xfoia/gc_1306427283101.shtm.

CIS Ombudsman's Community Call-In Teleconference Series provides an opportunity to discuss your interactions with USCIS and share your comments, thoughts, and suggestions as well as any issues of concern. For more information, including questions and answers from previous teleconferences and a schedule of upcoming calls, visit http://www.dhs.gov/files/programs/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.

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. http://www.dhs.gov/files/publications/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. Recommendations for process changes should not only identify the problem experienced, but should also contain a proposed solution that will not only benefit an individual case, but others who may be experiencing the same problem as well. Send comments, examples, and suggestions to cisombudsman@dhs.gov.

Submit a Case Problem to the CIS Ombudsman If you are experiencing problems during the adjudication of an immigration benefit with 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). For more information, see http://www.dhs.gov/files/programs/editorial_0497.shtm.

Immigration

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

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>.

USCIS Avoid Scams Resource Center is web-based to help applicants, organizations and legal service providers understand immigration services scams and gain the necessary knowledge on seeking immigration help and how to legally provide help. For more information, see www.uscis.gov/avoidscams.

USCIS Citizenship Resource Center is as a web-based portal that centralizes citizenship resources for immigrants, educators and organizations. This free, easy-to-use website helps users understand the naturalization process and gain the necessary skills to be successful during the naturalization interview and test. For more information, see <http://www.uscis.gov/citizenship>.

USCIS Information for Employers and Employees is a website regarding the employment authorization verification process and the immigration petition process. Please visit www.uscis.gov and click on 'Information for Employers and Employees' under 'Working in the US' or click [here](#). For more information contact Public.Engagement@dhs.gov.

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 including 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>. USCIS has also made all of our public use applications and petitions available on our website. Customers can immediately access forms from a computer, download and save the forms, fill them in electronically, and print them on demand. See the "Forms" section at <http://www.uscis.gov>. For more information contact Public.Engagement@dhs.gov.

Visa Waiver Program (VWP) enables citizens and nationals from 36 countries to travel to and enter the United States for business or visitor purposes for up to 90 days without obtaining a visa. For more information about the Visa Waiver Program, please visit

http://www.cbp.gov/xp/cgov/travel/id_visa/business_pleasure/vwp/.

Employment Eligibility Verification

E-Verify is a fast, free and easy to use Internet-based service that allows employers to determine the eligibility of their employees to work in the United States. E-Verify uses information provided on each employee's Form I-9, but employers must enroll in E-Verify before gaining access to the service. For most employers, enrolling in E-Verify is voluntary and only new hires must be verified using the service. To help prepare you to enroll, E-Verify provides guides, videos, webinars, and a number of other resources online in English, Spanish and other languages. You may also request an E-Verify speaker for your next event. For more information, visit www.dhs.gov/E-Verify or www.uscis.gov/Espanol/E-Verify, follow us on Twitter <http://twitter.com/USCIS>, [subscribe to our e-newsletter](#), [E-Verify Connection](#), or call (888) 464-4218.

E-Verify and Unfair Labor Practices Training is provided by CRCL staff on the responsibilities imposed upon the private sector when using E-Verify. Training includes best practices, examples of unlawful practices against workers, and instructions for how to prepare a human resources department. The training assists employer understanding of how to use E-Verify in a responsible manner without violating prohibitions against discrimination. In collaboration with U.S. Citizenship and Immigration Services, CRCL has created two videos, Understanding E-Verify: Employer Responsibilities and Worker Rights and Know Your Rights: Employee Rights and Responsibilities, to ensure employers and employees are knowledgeable about their rights and responsibilities. To view the videos, please visit www.dhs.gov/E-Verify or www.youtube.com/ushomelandsecurity. For more information, contact CRCL at crcltraining@dhs.gov, (202) 357-8258.

Form I-9, Employment Eligibility Verification is used to verify the identity and employment authorization of each new U.S. hire. Since November 6, 1986, employers are required to complete a Form I-9 and examine documentation for each new U.S. hire. On May 13, USCIS launched I-9 Central, a new online resource center dedicated to Form I-9. This free, easy-to-use website gives employers and employees one-click access to resources, tips and guidance to properly complete Form I-9 and better understand the Form I-9 process. I-9 Central complements the current Form I-9 page and the recently updated M-274 Handbook for Employers, Instructions for Completing Form I-9. USCIS also offers free webinars throughout the month about the use of Form I-9. For more information, visit www.uscis.gov/I-9Central, email I-9Central@dhs.gov, or call (888) 464-4218.

Self Check is a free online service of E-Verify that allows U.S. workers to confirm their own employment eligibility. It is the first online E-Verify service offered directly to workers. Available in English and Spanish, Self Check enables individuals to enter the same information into Self Check that employers enter into E-Verify. If a problem exists with their records related employment eligibility, Self Check explains how to resolve that issue. Job seekers are encouraged to use Self Check to make sure their records are in order. The Self Check site also has an information tool kit with materials that can be distributed to increase awareness of the service. For more information on Self Check, please visit www.uscis.gov/selfcheck or www.uscis.gov/selfcheck/espanol, email verifyselfcheck@dhs.gov, or call (855) 804-0296.

Verification Program Webinars are live Internet-based seminars offered to the public on Form I-9, E-Verify Overview, E-Verify for Existing Users, E-Verify for Federal Contractors, and Self Check. Monthly webinars are scheduled on each topic and USCIS can customize webinars for associations and large employers. For more information and to see the

schedule of webinars, visit the webinar page on www.dhs.gov/E-Verify or email e-verify@dhs.gov.

Immigration Enforcement

Carrier Liaison Program (CLP) provides standardized training and assistance to international air carriers related to admissibility and fraudulent document detection in order to encourage carrier compliance with U.S. immigration laws. For more information about CLP, visit http://www.cbp.gov/xp/cgov/travel/inspections_carriers_facilities/clp/, or contact CLP@dhs.gov 621-7817.

Electronic System for Travel Authorization (ESTA) is an automated system that determines the eligibility of visitors to travel to the U.S. under the Visa Waiver Program. The ESTA application collects the same information collected on Form I-94W. ESTA applications may be submitted at any time prior to travel, though it is recommended travelers apply when they begin preparing travel plans. Travelers participating in this program are required to pay a \$14.00 travel fee with their ESTA application. For more information, see <https://esta.cbp.dhs.gov/> or contact (202) 344-3710.

ICE Mutual Agreement between Government and Employers (IMAGE) Program is a joint government and private sector voluntary initiative that enhances employer compliance and corporate due diligence through training and sharing best practices regarding hiring practices. The goal of IMAGE is for the government to work with employers to develop a more secure and stable workforce and restore the integrity of the U.S. immigration system. For more information, see www.ice.gov/image or contact IMAGE@dhs.gov.

Project CAMPUS Sentinel is an outreach initiative established in April 2011 by ICE Homeland Security Investigations (HSI) directed toward academic institutions that are approved by HSI to enroll nonimmigrant students. The purpose of this outreach

program is to build mutual partnerships between HSI Special Agent in Charge offices and Student and Exchange Visitor Program certified institutions. This exchange will enable HSI to detect and proactively combat student visa exploitations and address inherent national security vulnerabilities. For more information, contact CTCEU@DHS.gov.

The Student and Exchange Visitor Program (SEVP) was established in 2003 to balance national security concerns with facilitating eligible nonimmigrant student and exchange visitor participation in America's outstanding academic and cultural exchange programs. SEVP exemplifies our commitment to open doors and secure borders by facilitating the process for millions of welcomed students and exchange visitors while closing loopholes for those wishing to defraud our systems or do us harm. On behalf of the Department of Homeland Security (DHS), SEVP manages schools, nonimmigrant students in the F and M visa classifications, and their dependents. The Department of State manages Exchange Visitor Programs, nonimmigrant exchange visitors in the [J visa](#) classification, as well as their dependents. Both SEVP and the Department of State use the Student and Exchange Visitor Information System (SEVIS) to track and monitor schools, exchange visitor programs, and F, M and J nonimmigrants while they visit the United States and participate in the U.S. education system. The result is an easily accessible information system that provides timely data to the Department of State, Department of Justice, U.S. Customs and Border Protection, U.S. Citizenship and Immigration Services, and ICE. For more information, visit <http://www.ice.gov/sevis> or contact the SEVP Response Center at (703) 603-3400.

Verification Programs Videos are available to help employers use E-Verify in a non-discriminatory manner and in full compliance with their responsibilities under the terms of use. The videos provide invaluable information to human resources personnel. The videos, produced jointly by CRCL and USCIS are available online at www.uscis.gov/everify. Written pamphlets accompany the videos and serve as

helpful desktop reminders. You may order (at no cost) the DVD videos and written pamphlets by contacting the DHS Office for Civil Rights and Civil Liberties at crcl@dhs.gov.