



**Homeland  
Security**

# Engagement Readout

## **The CIS Ombudsman's Listening Session: DHS Form 7001, Case Assistance Form**

On February 7, 2022, the Department of Homeland Security's (DHS) [Office of the Citizenship and Immigration Services Ombudsman \(CIS Ombudsman\)](#) hosted a listening session about proposed changes to [DHS Form 7001](#).

On December 16, 2021, DHS published a [60-day notice](#) in the *Federal Register* seeking comments on proposed changes to DHS Form 7001. During this session, CIS Ombudsman staff provided an overview of the form revisions and engaged with attendees to gather feedback. Topics of discussion included who is eligible to submit a case assistance request; what actions should be taken before submitting a case assistance request; types of documentation to include with a case assistance request; and alternatives to make the case assistance process easier.

A total of 35 stakeholders joined this listening session. Below is a sample of the feedback received:

### **Section 1A: Actions Taken with USCIS for Resolution**

- Provide more detailed guidance on what "action" entails, how many attempts to resolve issues with USCIS are sufficient, and what happens if the requestor has not made sufficient attempts at resolution with USCIS before reaching out to the CIS Ombudsman for assistance.
- Add guidance to DHS Form 7001 to help requestors understand when they should contact the USCIS Lockbox about a pending case.

### **Section 2: Reason(s) for Requesting Case Assistance**

- Confirm whether the CIS Ombudsman's office accepts requests for case assistance when there is no receipt number.
- Add a link on DHS Form 7001 to the USCIS [How to Make an Expedite Request](#) web page.
- Add a new checkbox for requestors to indicate that they are at risk of losing status or accruing unlawful presence.

### **Section 8: Supporting Documentation**

- Further explain the type and amount of supporting documentation requestors should submit in support of an expedite request.
- Add USCIS rejection notice as an option in the list of supporting documentation examples.
- Define who must submit a privacy waiver and create separate checkboxes for the privacy waiver and third-party consent.

### **Section 9: Consent for Applicant/Petitioner**

- Clarify whether an employee signature is required for each DHS Form 7001 if an employer is filing a request for case assistance for one petition for multiple employees.
- Clarify who needs to submit a wet signature on DHS Form 7001.
- Confirm whether a legal representative must include signed consent from the applicant or petitioner if a Form G-28 is attached to the case assistance request.

### **Speakers**

Phyllis Coven, Ombudsman, Office of the CIS Ombudsman, DHS

Stacy Shore, Acting Chief of Staff, Office of the CIS Ombudsman, DHS

Bertha Anderson, Chief of Public Engagement, Office of the CIS Ombudsman, DHS