

PROVIDING INFORMATION TO CALL CENTERS

I. Purpose

This directive establishes the Department of Homeland Security (DHS) policy for providing information to existing call centers.

II. Scope

This directive applies to all DHS organizational elements.

III. Authorities

This directive is governed by numerous Public Laws and national policy, such as:

- A. Public Law 93-502 (Freedom of Information Act, as amended)

IV. Definitions

- A. **Agency Call Center**: A formal organization within a DHS incoming agency whereby employees are tasked with providing information to the public in response to a phone inquiry, electronic mail inquiry, or written correspondence.
- B. **Knowledgebase**: A body of information that is accessed to provide answers to public inquiries. This includes electronic databases, printed material, the internet, and other sources.

V. Responsibilities

- A. The **Assistant Secretary for Public Affairs**: shall ensure that all DHS personnel comply with this directive.

VI. Policy & Procedures

A. **Policy**: Incoming organizational elements with call centers will continue to utilize their existing databases of information that have been cleared within their agencies to provide constituents with relevant information. The Department of Homeland Security Office of Public Affairs will supplement agency call center information with DHS related public information, including frequently asked questions and answers. The Office of Public Affairs shall also provide guidance to agency call centers with regards to message content and delivery if necessary.

B. **Procedures**: Agency call centers shall include the information provided by DHS in their knowledgebases.

C. **Questions or Concerns Regarding the Process**: Any questions or concerns regarding this directive should be addressed to the Office of Public Affairs.