

Invitation



USCIS Multilingual Engagement Focus Group Washington, DC

Thursday, June 14, 2012 @ 3:00 pm (Eastern)

The USCIS Office of Public Engagement (OPE) and the Customer Service Directorate (CSD) invite you to participate in an in-person focus group on <u>Thursday</u>, <u>June 14</u>, <u>2012 from 3:00 pm to 5:00 pm</u> to assess the information needs and preferences of our Limited English Proficient (LEP) customers. This effort will inform the agency's multilingual outreach strategy and other customer service initiatives.

The focus group, hosted by MorganFranklin Corporation on behalf of USCIS, will take place in downtown Washington, DC and is intended for advocates and representatives of community-based organizations who interact with Spanish-speaking LEP communities. The session will be facilitated by MorganFranklin as an independent research firm and no personally identifying information will be reported to USCIS. MorganFranklin will present findings anonymously to USCIS.

To Participate in the Session

If you would like to participate, please email the independent research team at USCISsurvey@morganfranklin.com or contact Octavio Colominas at (305) 662-7288, Ext. 308, no later than Friday, May 11, 2012. Please reference "USCIS LEP Rep. Focus Group" in the subject line of your email and include your full name and the organization you represent, if any, and the best time for MorganFranklin staff to reach you by phone.

Please note that the focus group size will be limited. Participants will be selected on a first-come, first-serve basis. Further information regarding the location of the focus group and other details will be provided upon confirmation of your registration.

We look forward to engaging with you!