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**From:** Contreras, January  
**Sent:** Monday, October 18, 2010 2:40 PM  
**To:** Contreras, January  
**Subject:** CIS Ombudsman Announces New Leadership Additions

Good afternoon,

As it is the responsibility of any government organization to look for ways to continuously improve its service to the public, I'm happy to announce important leadership additions and organizational changes in the Ombudsman's Office that will position us to better carry out our mission.

The greatest resource that we have in the Ombudsman's Office is our employees. Every time that our work is able to help someone or influence change, it is our team of professionals that make the difference. We are very fortunate to have recently added new positions and members to our leadership team. The unique experiences and perspectives of these leaders will further strengthen our ability to serve the many individuals, employers, and organizations seeking our help.

For the first time in the Ombudsman's Office, we have added a Deputy Director position that is a part of the Senior Executive Service. Additionally, I have added a new Senior Ombudsman position, three Senior Advisor positions to lead the office in humanitarian, family, and employment issues, an Assistant Chief for our Case Resolution team, an Assistant Chief for our Policy Team, and a group of newly created Case Resolution Specialists.

Together with our existing leadership team, including Chief for Case Resolution, James Reaves, and Chief for Policy, Gary Merson, the Ombudsman's Office is focused on increasing our interaction with stakeholders, reaching constituencies with diverse interests, and utilizing what we gain from interactions to influence and impact change with the delivery of citizenship and immigration services.

Please join me in congratulating our team, and know that you are invited to reach out to them and to me personally.

I look forward to what we can achieve together.

January Contreras  
Citizenship and Immigration Services Ombudsman

**Deputy Director** – Debra Rogers joins the team this week to share her leadership, experience, and deep commitment to responsive government. Debra previously served as Associate Director for the Field Operations Directorate at U.S. Citizenship and

Immigration Services (USCIS) where she was responsible for leading the four Regional Offices, 26 Districts, and 90 Field and Support Offices that service the public across the country. Prior to that, Debra served as the Chief of the USCIS Information and Customer Service Division. Previously, Debra served as the District Director for the San Diego District office and a variety of supervisor and officer positions. Throughout her career in government, Debra has demonstrated a passion for addressing individual cases and the systemic problems they can reflect.

**Senior Ombudsman** – The role of Senior Ombudsman is being added to serve as an advisor on standards, practices, and ethical responsibilities related to ombudsman work, and to help lead the development of innovative ways to carry out the Ombudsman’s mission. I am pleased to share that Wendy Kamenshine, who has worked in a variety of roles in the Ombudsman’s Office over the past several years, including serving as an architect of the Ombudsman’s Annual Report, will be serving in this role.

**Senior Advisors** – Three Senior Advisors have been welcomed to our team to help lead the office’s strategic direction and work in humanitarian, family, and employment based issues. Rená Cutlip-Mason will be leading the office’s work on humanitarian issues, including asylum and the administration of immigration remedies for victims of violence and other crimes. Rená comes to us with a wealth of experience from her role as an advocate for farmworkers, low income immigrants, and as the Director of Legal Services at Tahirih Justice Center. Peggy Gleason will be leading the office’s work on family issues, including fee waivers and the Child Status Protection Act. Peggy brings to the office her 23 years of experience as an immigration attorney and trainer with Catholic Legal Immigration Network (CLINIC). Frederick Troncone will be leading the office’s work on employment issues, while also emphasizing recommendations that impact all stakeholders such as the administration of Requests for Evidence. Fred joined the Ombudsman’s Office in 2008 and previously founded an immigration law office in Washington D.C., with associated offices in Tokyo and Toronto and prior to that, served for ten years as an immigration and employment law partner at a firm where he added immigration law as an additional practice area.

**Assistant Chiefs** – There are two new Assistant Chief positions in the Ombudsman’s Office. Veronica Vaughan was recently promoted to help lead our individual and employer case assistance work, and more specifically, a newly created group of Case Resolution Specialists who will be joining our office. Veronica joined the Ombudsman’s Office in 2008, after serving as a Senior Immigration Legal Assistant for several law firms, and will use this experience to work with USCIS on resolving some of the most complex and urgent cases that reach our office. A selection process for the Assistant Chief for the policy team will also soon begin.

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