On March 18th, U.S. Citizenship and Immigration Services (USCIS) temporarily suspended routine in-person services at its field offices to help slow the spread of coronavirus (COVID-19). On June 4th, USCIS began reopening some field offices, and resumed non-emergency services, including in-person interviews and naturalization oath ceremonies.

Please join the Citizenship and Immigration Services Ombudsman for a webinar with USCIS on the reopening of its field offices. USCIS officials will provide an overview of reopening procedures and share guidelines for naturalization oath ceremonies.
entering USCIS facilities. The presentation will include guidance for the public on what to expect when preparing for and attending in-person appointments at USCIS offices.

Please join us for this event. Click on the RSVP link below to register.

RSVP

Wait There's More...

Find out the many ways on how the Citizenship and Immigration Services Ombudsman works for you.

**Ombudsman Annual Reports:** By statute, the Office of the Citizenship and Immigration Services Ombudsman submits an Annual Report to Congress by June 30 of each year. The Ombudsman’s Annual Report must provide a summary of the most pervasive and serious problems encountered by individuals and employers applying for immigration benefits with USCIS. The Annual Report also reviews past recommendations to improve USCIS programs and services. Click [here](#) to view current and past Annual Reports.

**Asking the Ombudsman for Help:** The Ombudsman provides an impartial and independent perspective to USCIS in an attempt to resolve problems with pending cases. The Ombudsman does not have the authority to make or change USCIS decisions. Before contacting the Ombudsman, you must first try to resolve your problem through USCIS customer service avenues. Learn more on how the Ombudsman can help [here](#).

**Recommendations:** The Ombudsman identifies systemic problems that individuals and employers face when seeking services from USCIS and makes recommendations with the goal of influencing change and improving the services at USCIS for both those who apply for and those who administer immigration benefits. In addition to the formal reviews and recommendations that the Ombudsman issues to USCIS, we also work in less formal ways to identify emerging issues and begin discussions with USCIS about how problems can be addressed. Find out more information about recommendations by the Ombudsman.

**Public Engagement:** The Ombudsman meets with stakeholders across the country to learn how the delivery of immigration benefits and services impacts communities and to share information about how our office can help. The Ombudsman is interested in meeting with you when we travel to your community. If you are interested in meeting with the Ombudsman and sharing information about your experience with USCIS, please email us.
Contacting the Ombudsman: Have questions regarding case assistance inquiries and stakeholder engagements? Contact the Ombudsman.

Stay Connected: Sign up to receive updates on events hosted by the Ombudsman's Office.

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