

Office of the Citizenship and Immigration Services Ombudsman

Michael Dougherty, Ombudsman
and

Fatimah Mateen, Senior Advisor

Getting Through the Maze:

*How an Ombudsman Untangles the Complexity of the Immigration
Benefits Process at U.S. Citizenship and Immigration Services
(USCIS)*



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Fatimah Mateen, Moderator



Fatimah Mateen serves as a Senior Advisor at the Office of the Citizenship and Immigration Services Ombudsman. As a Senior Advisor, she identifies and analyzes systemic challenges the public encounters with U.S. Citizenship and Immigration Services related to the processing of immigration benefits and recommends solutions to mitigate these challenges. Mrs. Mateen joined the office in October 2015, as an Immigration Law Analyst. Previously, she worked at the Executive Office for Immigration Review as an Attorney Advisor to the Board of Immigration Appeals and as the Counsel for Legislative and Public Affairs, at the Department of State, and in private practice. Fatimah has a zeal for U.S. immigration policy and traveling. She is a graduate of American University's Washington College of Law.



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Michael Dougherty, Ombudsman



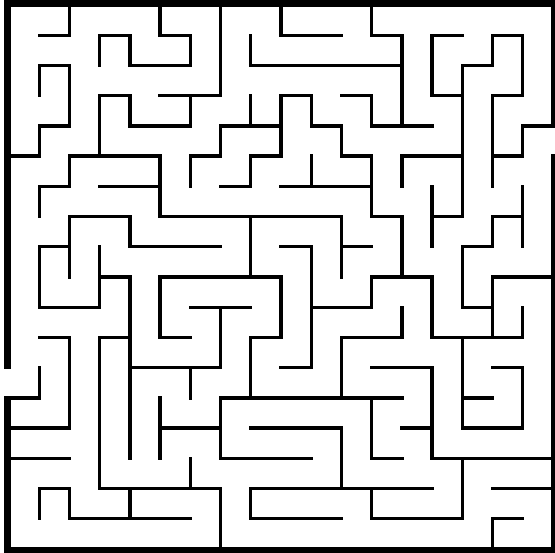
Michael T. Dougherty serves as the sixth Citizenship and Immigration Services Ombudsman at the Department of Homeland Security (DHS). Before his appointment as the Ombudsman, Mr. Dougherty was the Assistant Secretary for Border, Immigration, and Trade Policy at DHS. Mr. Dougherty previously served with DHS as the Citizenship and Immigration Services Ombudsman. He also served as the Acting Director for Immigration with the Border and Transportation Security Directorate at DHS.

Prior to joining DHS, Mr. Dougherty was Legislative Counsel to Senator Jon Kyl and staff member with the Subcommittee on Terrorism, Technology, and Homeland Security within the Senate Judiciary Committee. He was also a litigator for the Department of Justice, serving as a Trial Attorney for the Office of Immigration Litigation and as a Special Assistant U.S. Attorney in the Eastern District of Virginia. Mr. Dougherty also served as an Attorney Advisor to the Board of Immigration Appeals within the Executive Office for Immigration Review. He also worked in the private sector on border security, technologies, immigration services and identity management.



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Mission

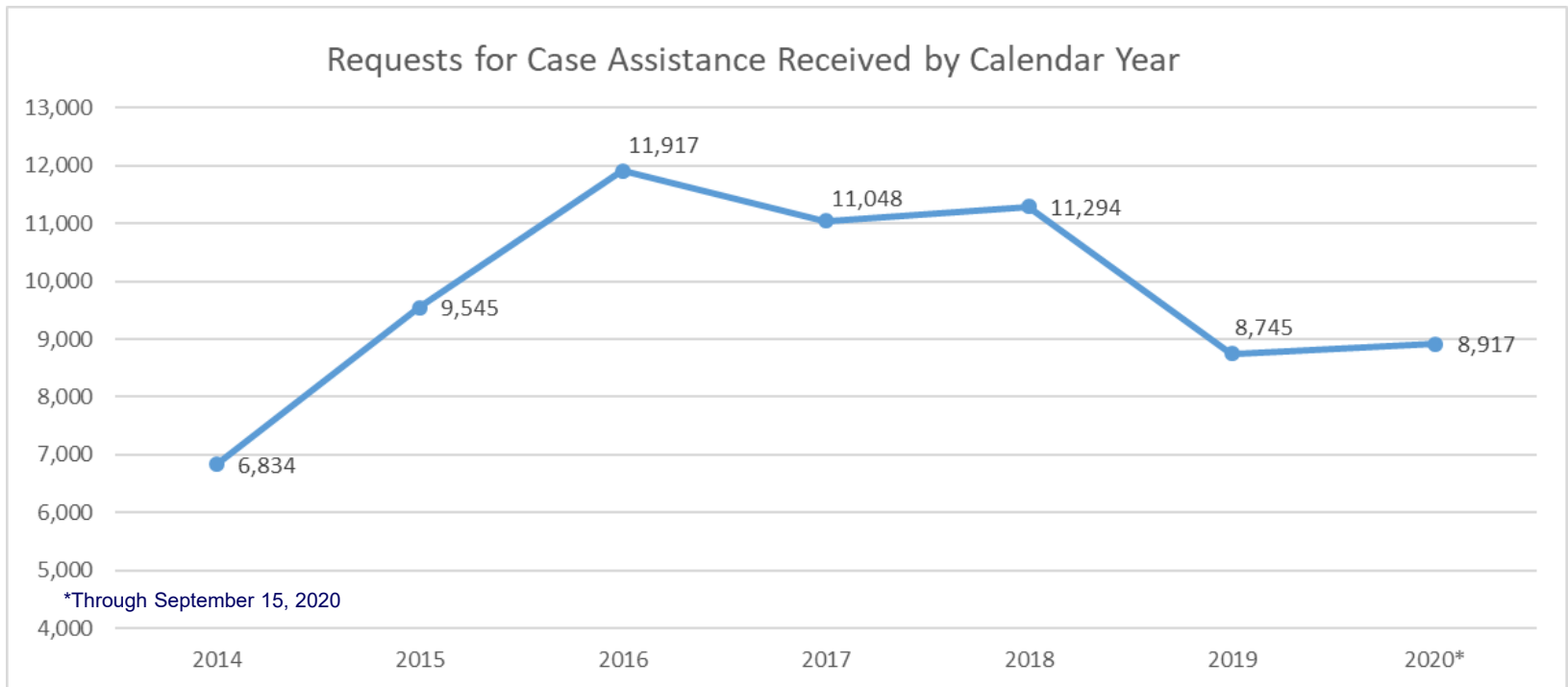


- The Ombudsman’s Office was created by Congress in the Homeland Security Act of 2002 to:
 - Assist individuals and employers in resolving problems with U.S. Citizenship and Immigration Services (USCIS);
 - Identify areas in which individuals and employers have problems in dealing with USCIS; and
 - To the extent possible, propose changes in the administrative practices of USCIS to mitigate those problems.
- The Ombudsman’s Office is **independent**, **confidential**, and **impartial**. The Ombudsman’s Office is not part of USCIS.



Case Assistance Requests

A core function of the Ombudsman is to help individuals and employers resolve issues with USCIS through case assistance requests.



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Submitting a Request to the Ombudsman's Office

- First, exhaust remedies with USCIS
- Submit your request on Form DHS-7001 online at www.dhs.gov/cisombudsman
- Include:
 - A brief summary of the issue
 - USCIS receipt numbers, including for underlying petitions
 - Copies of relevant documents
 - Signed G-28 (if a legal representative is involved)



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The Ombudsman's Annual Report to Congress

- Under section 452(c) of the Homeland Security Act of 2002, the Ombudsman must submit an Annual Report to Congress by June 30 of each year.
- The Ombudsman's 2020 Annual Report to Congress focuses on:
 - The Ombudsman's mission and services;
 - USCIS programmatic and policy challenges during the reporting period;
 - Pervasive and serious problems, recommendations, and best practices in the administration of our immigration laws.



Annual Report 2020

Citizenship and Immigration Services
Ombudsman

June 30, 2020

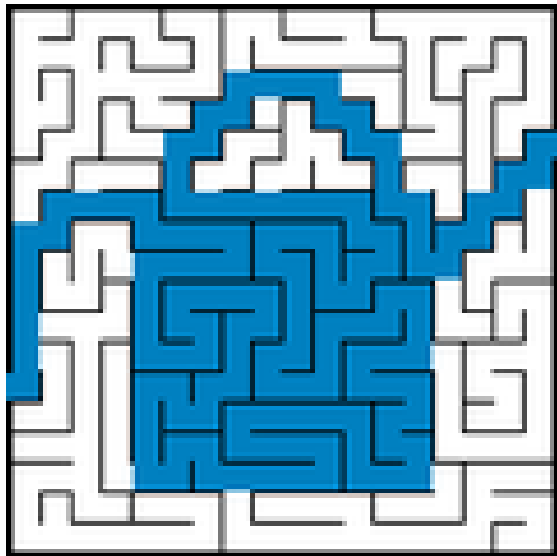


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Contact Us



- Website: www.dhs.gov/cisombudsman
 - To stay connected: Please sign up to receive updates on events hosted by the Ombudsman's Office. You can find the link on the left navigation bar at the bottom of our website.
- Phone: 1-855-882-8100
- For general/policy inquiries: cisombudsman@hq.dhs.gov
- For public affairs inquiries, such as information relating to a teleconference or stakeholder engagements: cisombudsman.publicaffairs@hq.dhs.gov



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