

SUPPORTING STATEMENT

Case Problem Submission

(Form DHS 7001)

OMB No. 1615-NEW

B. Collection of Information Employment Statistical Methods

The agency should be prepared to justify its decision not to use statistical methods in any case where such methods might reduce burden or improve accuracy of results. When Item 17 on the Form OMB 83-I is checked "Yes", the following documentation should be included in the Supporting Statement to the extent that it applies to the methods proposed:

a. Potential Respondent Universe

This public use data collection form will be made available to the general public worldwide. The public use data collection form is intended for any respondent who is seeking a resolution to a case problem with USCIS. This information collection is voluntary, however, respondents will be advised that unless all requested fields are completed, the CIS Ombudsman may be unable to assist them with resolution of their case problem.

b. Procedures

No specific methodology or specialized sampling for data collection cycles will be employed in the use of the proposed public use data collection form. The CIS Ombudsman intends to derive trends from each of the fields located on the proposed public use data collection form.

c. Methods to Maximize Response Rates

Since all responses are voluntary there will be close to 100% response rate. The respondent will submit information pertaining to his or her own case or on behalf of someone else. Where the information requested pertains to an individual other than the respondent, the respondent will first be required to obtain the signed consent of the individual who is the subject of the case problem. The information submitted will otherwise come directly from the respondent who will be inputting set fields of information, thus ensuring that the information collected is adequate for intended uses.

d. Tests of Procedures or Methods

The CIS Ombudsman's office will conduct preliminary testing with private stakeholder groups and other community based organizations in order to assess the efficiency, simplicity, and effectiveness of the public use data collection form.

5. **Provide the name and telephone number of individuals consulted on statistical aspects of the design and the name of the agency unit, contractor(s), grantee(s), or other person(s) who will actually collect and/or analyze the information for the agency.**

The information will be collected and processed by the case problem resolution unit at the office of the CIS Ombudsman.

Jonathan Micale 202-357-8112

Brad Hebert 202-357-8131

Raymond Mills 202-357-8128