

## SUPPORTING STATEMENT

### Case Problem Submission Worksheet

(Form DHS-7001)

OMB No. 1601-0004

#### A. Justification:

1. The Citizenship and Immigration Services (CIS) Ombudsman was created under section 452 of the Homeland Security Act of 2002 (Public Law 107-296) to: (1) assist individuals and employers in resolving problems with the U.S. Citizenship and Immigration Services (USCIS); (2) to identify areas in which individuals and employers have problems in dealing with USCIS; and (3) to the extent possible, propose changes in the administrative practices of USCIS to mitigate problems. This form is used by an applicant who is experiencing problems with USCIS during the processing of an immigration benefit.
2. The information collected on this form will allow the CIS Ombudsman to identify the problem such as: (1) a case problem which is a request for information about a case that was filed with USCIS ("case problem"); or (2) the identification of a systemic issue that may or may not pertain to an individual case which the individual, attorney or employer is seeking to bring to the attention of the CIS Ombudsman ("trend").

For case problems, the CIS Ombudsman will refer case specific issues to the Customer Assistance Office for USCIS for further research, and review.

For trends received, the CIS Ombudsman notes the systemic issue identified in the correspondence which may or may not be incorporated into future recommendations submitted to the Director of USCIS pursuant to section 452(d)(4) of Public Law 107-296.

3. The use of this form provides the most efficient means for collecting and processing the required data. The CIS Ombudsman needs approval to collect and process information electronically. The system (DHS CISOMB

Virtual Ombudsman System) will collect the exact same information as the currently approved DHS 7001 Form. This will allow transmission of the data through an electronic version of the DHS Form 7001. The current fillable PDF version of the DHS Form 7001 will continue to be available to the general public as previously approved. We are requesting a three year approval for the form as we have submitted all required paperwork to amend this document for the electronic version of this form.

4. A review of the DHS Forms Inventory Report revealed no duplication of effort, and there is no other similar information currently available which can be used for this purpose.

5. This information collection does not have an impact on small businesses or other small entities.

6. If this information is not collected the CIS Ombudsman will not be able to identify problem areas, propose changes, and assist individuals experiencing problems during the processing of an immigration benefit with USCIS.

7. The special circumstances contained in item 7 of the supporting statement are not applicable to this information collection.

8. The CIS Ombudsman's published a 60-day notice in the Federal Register on Thursday, April 29, 2010, at 75 FR 22609 and a 30-day notice on Friday, July 16, 2010 at 75 FR 41506 requesting comments from the public. No public comments were received from either of the notices published.

9. CIS Ombudsman does not provide payments or gifts to respondents in exchange for a benefit sought.

10. There is no assurance of confidentiality provided to the respondents for this information collection.

11. There are no questions of a sensitive nature.

12. Annual Reporting Burden:

- |    |                       |       |   |
|----|-----------------------|-------|---|
| a. | Number of Respondents | 2,600 |   |
| b. | Number of Responses   |       | 1 |

c.	Total Annual Responses	2,600
d.	Hours per Response	1
e.	Total Annual Reporting Burden	2,600

The projected hours per response for this collection of information were derived by first breaking the process into three basic components:

Learning about the Law and the Form:	20 Minutes
Completion of the Form:	30 Minutes
Assembling and Filing the Form:	10 Minutes

Total Hours per Response	1 Hour
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**Total annual reporting burden hours is 2,600.** This figure was derived by multiplying the number of respondents (2,600) x frequency of response (1) x hours per response (1 hour).

13. There are no capital or start-up costs associated with this information collection. Any cost burdens to respondents as a result of this collection are identified in question 14.

14. Annualized Cost Analysis:

a. Printing Cost	\$ 2,500
b. Collecting and Processing	\$ 104,000
c. Total Cost to Program	\$ 106,500
d. Fee Charge	\$ 0
e. Total Annual Cost to Government	\$ 106,500

**Government Cost**

**The estimated cost to the Government is \$106,500.** This figure is calculated by multiplying the estimated number of respondents 2,600 x 1 hour (1.0) (time required to collect and process information) x \$40 (Suggested average hourly rate for clerical, officer, and supervisory time with benefits). In addition, this figure includes the estimated overhead cost for printing, stocking, and distributing the form which is \$2,500.

## **Public Cost**

**The estimated annual public cost is \$26,000.** This figure is calculated by multiplying the number of respondents 2,600 x 1 hour (1.0) per response x \$10 (average hourly rate).

15. There has been no increase or decrease in the estimated annual burden hours previously reported for this information collection.

The only change that is noted in this collection of information is the addition of the DHS CISOMB Virtual Ombudsman System which will collect the exact same information as the currently approved DHS 7001 Form.

16. CIS Ombudsman does intend to employ the use of statistics or the publication thereof for this collection of information.
17. CIS Ombudsman will display the expiration date for OMB approval of this information collection.
18. CIS Ombudsman does not request an exception to the certification of this information collection.

## **B. Collection of Information Employing Statistical Methods.**

See separate document uploaded to ROCIS