

SUPPORTING STATEMENT
The Office of the Citizenship and Immigration Services Ombudsman
(CIS Ombudsman)
Request for Case Assistance Form
(DHS Form 7001)
OMB No. 1601-0004

Justification:

1. The Office of the Citizenship and Immigration Services Ombudsman (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 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 individuals and employers who are experiencing problems with USCIS during the processing of immigration benefits.
2. The information collected on this form will allow the CIS Ombudsman to identify the problem problems encountered by individuals seeking immigration benefits, 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 CIS Ombudsman collects and processes requests for case assistance, the majority of which are submitted electronically through the website. This form provides the most efficient means for collecting and processing the required data. The electronic form feeds the information collected directly into the Case Assistance Analytics and Data Integration (CAADI) system. Per Paperwork Reduction Act (PRA) requirements, a fillable PDF version is available on the website and may be emailed or printed and mailed to the CIS Ombudsman’s Office. Paper forms are scanned into the CAADI system and then destroyed. Using the paper method may result in delays due to mail delivery and intake processing. Once approved, the online and PDF versions of the new form will be posted on the CIS Ombudsman’s website at <http://www.dhs.gov/case-assistance>.
4. A review of the DHS Forms Inventory Report revealed no duplication of effort, and there is no other similar information currently available that 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 assist individuals and employers 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 Department of Homeland Security (DHS) published a 60-day notice in the Federal Register on December 16, 2021 at [86 FR 71517](#) and a 30-day notice on March 4, 2022 at [87 FR 12480](#) requesting comments from the public.
 - a. Only one comment was received on December 16,2021, and it was unrelated to the form
9. The CIS Ombudsman does not provide payments or gifts to respondents in exchange for a benefit sought, nor does it charge a fee for providing case assistance services.
10. The CIS Ombudsman follows fundamental ombudsman principles, such as confidentiality, neutrality, and independence while undertaking its statutory mission.
11. The paper and electronic versions of Form DHS-7001 are constructed in compliance with all applicable DHS Privacy Office, DHS Chief Information Office (CIO), DHS Records Management, and OMB regulations regarding data collection, use, storage, and retrieval. The proposed public use data collection system is intended to be distributed for public use primarily by electronic means with limited paper distribution and processing of paper forms.
12. Form 7001 and the related CAADI System are covered by the following privacy compliance documentation:
 - a. Privacy Impact Assessment: [DHS/CISOMB/PIA-001 – Ombudsman Case Assistance Analytic Data Integration System](#)
 - b. System of Records Notice: [DHS/CISOMB-001 Case Assistance Analytics and Data Integration \(CAADI\) System, November 26, 2021,86 FR 59408.](#)
13. There are no questions of a sensitive nature.
14. Annual Reporting Burden:
 - a. Number of Respondents 18,000
 - b. Number of Responses 1

c.	Total Annual Responses	18,000
d.	Hours per Response	1
e.	Total Annual Reporting Burden	18,000

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
Completing 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 of 18,000 hours was derived by averaging the total number of forms received during Fiscal Years 2020 and 2021. Case assistance requests fluctuate from year to year due to various reasons and are difficult to predict.

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

16. Annualized Cost Analysis:

a.	Printing Cost	\$ 0
b.	Collecting and Processing	\$1,231,200
c.	Total Cost to Program	\$1,231,200
d.	Fee Charge	\$ 0
e.	Total Annual Cost to Government	\$ 1,231,200

Government cost: This figure is calculated by multiplying the estimated number of respondents 18,000 x 1-hour (1.0) (time required to collect and process information) x \$68.40 (suggested average hourly rate for clerical, officer, and supervisory time with benefits is based on GS-7 median hourly pay rate from the 2021 OPM Federal GS Salary Table https://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/salary-tables/21Tables/html/GS_h.aspx of \$48.86 (\$20.76 per hour and \$28.10 for clerical, officer, and supervisory time). The government pay rates are not fully loaded for benefits and overhead. Benefits for a fully loaded wage rate = \$68.40 [\$48.86 (median hourly rate) x 1.4 benefit multiplier = \$68.40/hour]. This multiplier was derived from the May 2020 Bureau of Labor Statistics. [May 2020 National Occupational Employment and Wage Estimates \(bls.gov\)](https://www.bls.gov/news.release/emp2.toc). Note: the estimated overhead cost for printing, stocking, and distributing the form which was \$2,500 is now \$0 as respondents can now download the PDF form for free or use the online system to submit their information.

17. Summary of proposed form updates:

- a. To save time for the customer:
 - a. New and improved instructions make it clear when it is appropriate to submit a request for case assistance and who can submit a request.
 - b. New instructions were added to the beginning of each section of the form; previously they were listed on a separate form.
- b. To reduce processing time:
 - a. Form sections were re-ordered (see below) and expanded to obtain more information up front and in a logical order.
 - b. Enhanced instructions clarify the supporting documentation needed to submit along with the form to reduce the number of times customers are asked to provide additional documentation.

The revised Form 7001 includes these re-ordered and named sections; 3 new sections are indicated in bold:

- 1. Actions Taken with USCIS for Resolution
 - a. Other Actions Taken
 - 2. Reasons for Requesting Case Assistance
 - 3. Applications/Petitions Filed
 - 4. Type of Benefit Sought
 - 5. Name of Applicant or Petitioner
 - 6. Contact Information
 - 7. Identification
 - 8. Supporting Documentation**
 - 9. Consent for Applicant/Petitioner
 - 10. Consent for Attorney/Accredited Representative
 - 11. Consent for Family Member Applicants**
 - 12. Beneficiary Information for Employment-Based Petitions**
18. CIS Ombudsman does not intend to employ the use of statistics or the publication thereof for this collection of information.
19. CIS Ombudsman will display the expiration date for OMB approval of this information collection.
20. CIS Ombudsman does not request an exception to the certification of this information collection.
21. This ICR does not contain surveys, censuses, or employ statistical methods.