

Change Required:

To enable more effective and efficient support to US citizens requesting assistance leaving Israel, we need to make a non-substantive change to the Consular Crisis Intake Form. The specific change we would like to make involves adding 1 additional option to an existing question – **we'd like to add "I am seeking US government departure assistance only" as an option to the "Additional Assistance" section.** Visualization below:

This form is for U.S. citizens and Lawful Permanent Residents (LPR) of the United States and their eligible family members. Please select the option below:

*What is the citizenship status of the person in need of assistance

- ☒ U.S. Citizen
- ☐ U.S. Lawful Permanent Resident (LPR)
- ☐ Spouse of U.S. Citizen
- ☐ Minor (under 21) Child of U.S. Citizen
- ☐ Parent of Minor U.S. Citizen
- ☐ Parent of Adult U.S. Citizen
- ☐ I do not see what I'm looking for

*Requested Service

- ☐ I plan to stay in the country and want to continue receiving updates from the Embassy
- ☐ I plan to leave the country on my own
- ☒ I plan to leave the country and may need assistance to leave
- ☐ I am confirming that I have left the country on my own

*Additional Assistance

- ☐ I may need a loan from the U.S. government to buy a commercial ticket
- ☐ I need help with a U.S. passport
- ☐ I need help with a visa for my accompanying spouse or minor child

Need to add "I am seeking U.S. Government departure assistance only."



Additional Background Context:

The crisis intake form lacks an option for users who need assistance leaving a country but do not require a loan, passport, or visa. This omission has led to confusion and abandonment of the form, resulting in a flood of redundant communications to embassies, support organizations, and Congressional offices. Additionally, incorrect categorization of US citizens needs impacts data integrity, which could delay coordinated evacuations. Clear and accurate language is essential to minimize ambiguity and ensure efficient assistance during crises. Fast track approval for an updated form is urgently needed to address these issues.

This change we are requesting is a non-substantive change request to a response set in a question in an already approved form; this update does not change the nature of the data collection or significantly increase the time that it takes for responses (burden).