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Ombudsman Alert: USCIS Response to COVID-19

U.S. Department of Homeland Security sent this bulletin at 03/30/2020 03:06 PM EDT

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Homeland Security

Citizenship and Immigration Services Ombudsman

March 2020

Dear Stakeholder,

First, we hope you are staying safe and healthy. For anyone afflicted by COVID-19, we sincerely hope you have the help and support needed to put you on the path to recovery.

On March 18, 2020, U.S. Citizenship and Immigration Services (USCIS) suspended routine in-person services to help slow the spread of [COVID-19](#). USCIS announced plans to re-open offices on April 7, unless the public closures are extended further.

While offices are closed to the public, USCIS staff continues to perform mission-critical duties that do not involve contact with the public and will provide emergency services for limited situations. Individuals can contact the USCIS Contact Center at 800-375-5283 (in the U.S.) or 212-620-3418 (outside the U.S.) to inquire about scheduling an emergency appointment.

USCIS has made other important announcements related to the National Emergency, and we recommend that you visit their website at [USCIS Response to COVID-19](#) frequently for updates.

[The Office of the Citizenship and Immigration Services Ombudsman](#), which is separate from USCIS, has temporarily suspended in-person engagements but remains operational and continues to process requests for case assistance. If you need assistance, please go to our [Case Assistance webpage](#). We also continue to track systemic issues, including those related to COVID-19, which can be submitted to our office at cisombudsman@HQ.DHS.gov.

For more information from the federal government regarding COVID-19, please visit the following websites:

- DHS.gov/coronavirus: Department of Homeland Security information;
- gov/coronavirus: Centers for Disease Control and Prevention (CDC) information; and
- Coronavirus.gov: Catalogue of U.S. government activities.

The Ombudsman's Office will provide further updates as warranted and will continue to follow CDC guidance.



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