



[Home](#) > [Outreach](#) > [Upcoming National Engagements](#) > USCIS National Adoption Engagement

USCIS National Adoption Engagement

Monday, May 20, 2024

1–2:30 p.m. Eastern

U.S. Citizenship and Immigration Services invites you to participate in a National Adoption Engagement on **Monday, May 20, 2024**, from **1-2:30 p.m. Eastern**. USCIS will provide adoption-related updates, receive stakeholder feedback on adoption customer service and processing, and answer questions.

Topics of Interest and Questions for Consideration:

During this engagement, we would appreciate feedback on these topics:

Orphan and Hague Adoption Processing:

- What parts of the USCIS adoption process do you feel are working well?
- What would you like to see improve about the USCIS adoption process (notices, processing times, etc.)?

Customer Service:

- USCIS' adoption-related customer service (voicemail and email box) for orphan and Hague cases.

Please note, we are not asking for feedback or taking questions on areas that are the Department of State's (DOS's) responsibility, such as country conditions and adoption processing at consular posts abroad. Visit the [DOS adoption website](#) or email adoption@state.gov if you have feedback for DOS.

To Register:

1. Visit our [registration page](#).
2. You will be asked to provide your email address and select “Submit.”
3. On the next screen, you will see a notification that you successfully subscribed to this event.

To Submit Questions in Advance:

After we process your registration, you will receive a confirmation email with additional details. We encourage you to submit questions in advance by emailing public.engagement@uscis.dhs.gov by **4 p.m. Eastern on Friday, May 10**. Put “**National Adoption Engagement**” in the subject line. We will not

address case-specific questions, questions outside the scope of the engagement, or issues under litigation.

If you have any questions, or if you have not received a confirmation email within three business days, please email us at public.engagement@uscis.dhs.gov.

To request a disability accommodation to participate in this engagement, email us at public.engagement@uscis.dhs.gov by **4 p.m. Eastern on Monday, May 13**.

Note to media:

This webinar is not for press purposes. Please contact the USCIS Press Office at media@uscis.dhs.gov for any media inquiries.

We look forward to your participation!

Last Reviewed/Updated: 05/20/2024