

Row	Number	Investigation Type	Current Activity	Last Activity Date	Closed	Method of Receipt	Source	Date to DHS	Date to CRCL	Summary of Allegation	Components Involved	Complaint Issue	Issue Basis	Situation	Situation Basis	Incident Location	Incident Date	City	State
1	20-08-USCIS-0703	Short Form	Review Component Response and Conduct Investigation	8/19/2020		Email	Direct	5/15/2020	5/15/2020	<p>Contact 20-1884, Sabado USCIS DIRECT</p> <p>On May 15, 2020, CRCL received a direct correspondence from attorney (b)(6) (G-28 provided) from the Central American Resource Center on behalf of (b)(6) who is reportedly deaf and requires a Certified Deaf Interpreter (CDI) to communicate. According to the correspondence, on June 24, 2019, after Ms. (b)(6) attorney received notice of the July 1, 2019 biometrics appointment at the ASC located in Los Angeles, he called USCIS to request an ASL interpreter. He alleges that he was provided with a confirmation and was told that a response would be provided in 15-30 days. He alleges that he informed them he needed a faster response due to the July 1 appointment, but was told this was not possible. He alleges that, to date, he has not received a response and that Ms. (b)(6) went to her appointment and had to call GLAD (Greater Los Angeles Agency on Deafness) to assist with her biometrics.</p> <p>On January 24, 2020, her attorney alleges that he received the N-400 interview notice and submitted a request for a CDI or "at the minimum an ASL interpreter" on the USCIS website with an estimated response date of February 10. On January 28, he alleges he received an email stating that he would be contacted after the file was reviewed. Thereafter, on February 11, he reports he called the National Customer Service line and received a call back from "Officer (b)(6)" who said the request was pending. On February 19, the day before the interview, he alleges that (b)(6) confirmed that a CDI would be available (but she allegedly could not confirm that the office had also arranged for an ASL). He alleges that as a safeguard he also contacted GLAD and asked them to provide a CDI and ASL interpreter for the interview.</p> <p>According to the correspondence, on February 20, Ms. (b)(6) and her attorney arrived to find an ASL interpreter named (b)(6) and initially believed he was a GLAD interpreter as he never clarified he was contracted by USCIS - after approximately 20 minutes the confusion was cleared up when the GLAD interpreters arrived. The interview was reportedly conducted by Officer (b)(6) (b)(7)(C) who stated that only Ms. (b)(6), her attorney, and the ASL interpreter (b)(6) were allowed into the interview - the officer allegedly denied the attorney's request to have the CDI interpreter present stating that he had worked with (b)(6) before and trusted him and that the CDI's attendance would present privacy concerns. The attorney alleges that the officer lacked training and sensitivity in dealing with deaf applicants, especially in how to appropriately interact with a deaf applicant. He also alleges he had an interaction with office staff (possibly (b)(6) or (b)(6)) that indicated that staff did not understand the difference between an ASL and CDI interpreter as the individual insisted that Roy was a CDI interpreter and that the attorney had been notified that a CDI interpreter would be provided. He is also wondering what USCIS policy is with respect to CDI and ASL interpreters at the upcoming oath ceremony.</p>	USCIS	Disability Discrimination		DHS Supported Activity		USCIS Office		Los Angeles	California
2	18-08-USCIS-0433	Short Form		10/31/2018	10/31/2018	Email	Direct	5/10/2018	5/10/2018	<p>On May 10, 2018, CRCL received a complaint referral from (b)(6) an AUSA with DOJ, regarding (b)(6) Mr. (b)(6) forwarded correspondence from (b)(6) of the Ocean State Center for Independent Living that discussed Ms. (b)(6)'s concern with USCIS.</p> <p>The complaint claims that Ms. (b)(6) was supposed to have an ASL interpreter for her appointment on March 8, 2018, at the USCIS Application Appointment Center in Cranston, RI. The complainant alleges that there was no interpreter and that she received a letter from USCIS that says, "We do not provide an ASL interpreter for your biometrics appointment because the process is fairly simple. You will have to show ID, present your appointment notice, fill out a worksheet and, from then on it is just physical directions that don't need verbalization. You will be assisted at the time of your appointment but if you feel more comfortable bringing someone to assist you, you are welcome to do so."</p> <p>As she has a limited understanding of English, she was not able to understand the written instructions.</p>	USCIS	Disability Discrimination		Immigration Benefit Application Processing		USCIS Application Center		Cranston	Rhode Island
3	19-02-DHS-0073	Short Form		6/10/2019	6/10/2019	Email	OIG	11/27/2018	11/27/2018	<p>On November 27, 2018, CRCL received a referral from DHS, Office of Inspector General (OIG) regarding allegations by (b)(6) that CBP wrongly denied her entry at Blaine Port of Entry in Blaine Washington on October 18, 2018. Ms. (b)(6) alleges that CBP officers detained and interrogated her and then used force to take her fingerprints against her wishes. Ms. (b)(6) alleges that she was falsely charged with attempting to enter the U.S. with false documents, and is being held at Northwest Detention Center in Tacoma, Washington.</p> <p>(b)(6), (b)(5), (b) (7)(C)</p>	CBP, ICE, USCIS	Conditions of detention		Immigration Detention		San Diego, CA			
4	20-12-USCIS-0999	Short Form	Close Complaint	5/9/2021	1/14/2021	Email	Direct	8/27/2020	8/27/2020	(b)(6)	USCIS	Disability Discrimination		DHS Supported Activity		USCIS building			
5	18-02-USCIS-0051	Short Form		7/3/2018	7/3/2018	Email	Direct	11/29/2017	11/29/2017	<p>On November 29, 2017, (b)(6), (b) (7) , a USCIS Supervisory Refugee Officer at USCIS Headquarters, alleged that, since 2011, (b)(6) , USCIS Biometrics Coordinator, Refugee Affairs Division, USCIS Headquarters, has been requiring that Muslim female refugee applicants who wear religious headscarves to remove their headscarf and show their ears to be photographed for USCIS identification. Mr. (b)(6) contends that this is an arbitrary requirement given that official State Department policy, which was adopted by USCIS in 2004, is to allow religious head coverings in photos, to include refugee application photos. Mr. (b)(6) notes that USCIS Policy Memorandum entitled "USCIS Policy for Accommodating Religious Beliefs during Photograph and Fingerprint Capture," dated July 23, 2012, states, "An individual's ears should be exposed, but religious head wear is allowed to cover the ears if USCIS can still identify the individual." Mr. (b)(6) states that, despite such guidance, Mr. (b)(6) has been training and instructing Refugee Affairs Division fingerprinters and supervisors to remove Muslim female applicants' headscarves to display their ears for photos. Mr. (b)(6) states that Mr. (b)(6) is issuing these instructions "out of sheer hatred for Muslims and Islam" and that, as a result, female Muslim refugee applicants are humiliated and are threatened that their application will not proceed if they do not allow their ears to be photographed.</p>	USCIS	Religious Accommodation (Other religious issues covered by inappropriate questioning/discrimination)	Religious Headwear	Immigration Benefit Application Processing		USCIS Offices		Washington	District of Columbia
6	20-03-USCIS-0177	Short Form	Review Component Response and Conduct Investigation	2/21/2020		Email	Direct	12/10/2019	12/10/2019	<p>On December 10, 2019, CRCL received an email from attorney (b)(6) (b)(6) on behalf of (b)(6) , attaching a November 13, 2019 letter to USCIS. According to the attached letter, Ms. (b)(6) was scheduled for a biometrics appointment at the USCIS ASC office in Philadelphia, PA, in connection with her pending I-539 Application to Change Non-Immigrant Status. According to the letter, Ms. (b)(6) is hospitalized in critical condition after suffering a life-threatening brain injury and resulting coma. Ms. (b)(6) is reportedly immobile and will likely remain in the hospital for the foreseeable future, and it is uncertain whether she will be able to function normally. As a result, per the correspondence, Ms. (b)(6) attorney has made four requests to USCIS to waive the biometrics appointment but USCIS has not provided a response. The attached letter to USCIS requests that USCIS waive the biometrics requirements and adjudicate the pending I-539 or, alternatively, requests that USCIS make special accommodations to conduct biometrics in the medical facility where Ms. (b)(6) remains. The submission also includes a letter from Ms. (b)(6) neurologist, dated September 6, 2019, requesting that Ms. (b)(6) be excused from her "immigration appointment" due to her ongoing hospitalization which commenced on August 2, 2019.</p>	USCIS	Disability Discrimination		DHS Supported Activity		USCIS Office		Philadelphia	Pennsylvania

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7	20-01-USCIS-0017	Short Form	Closed Monitoring Response Received	5/27/2020	5/27/2020	Email	Direct	10/7/2019	10/7/2019	504 On October 7, 2019, CRCL received a direct email correspondence from attorney (b)(6) from Tapia-Ruano & Gunn P.C. regarding (b)(6). According to the correspondence, on November 27, 2017, Ms. (b)(6) filed her Application for Naturalization, Form N-400 along with her Medical Certification for Disability Exceptions, Form N-648 with the U.S. Citizenship and Immigration (USCIS) Chicago Field Office. Per the correspondence, her N-400 application requested "Homebound Processing" as she is bedridden, incapacitated and homebound and her attorney reports that she is unable to walk, speak, and write due to widespread muscle weakness after suffering a severe stroke and is under the care of her adult U.S. citizen daughter (b)(6). According to the correspondence, Ms. (b)(6) received a USCIS Receipt Notice (b)(6), dated November 29, 2017, from the USCIS National Benefits Center. On December 11, 2017, Ms. Almaraz received her first biometrics appointment notice scheduling her to attend a local USCIS Application Support Center (ASC) on December 22, 2017. Per the correspondence, on December 12, 2017 and December 15, 2017, her attorney requested at-home fingerprinting services to capture her N-400 biometrics with the USCIS Customer Service - a service request was filed for a USCIS Supervisor to contact her attorney to schedule the biometrics appointment. On January 17, 2018 and March 2, 2018, her attorney's office called the USCIS Customer Service due to the USCIS' failure to contact their office. On March 30, 2018, Ms. (b)(6) was scheduled for a second biometrics appointment at a USCIS ASC and on April 6 and 11, 2018, her attorney requested another at-home biometrics appointment with the USCIS Customer Service. Per the contact, having not heard from USCIS for three months, on July 17, 2018, her attorney contacted USCIS Customer Service and the call was transferred to "Escalated Customer Services" to request in-home processing, but there was no contact from a USCIS Supervisor for over a month. It is reported that on September 4, 2018, Ms. (b)(6) attended an in-person biometrics appointment at a local USCIS ASC in a wheelchair, with various medical equipment and family members, to avoid further delays. On October 4, 2018, her attorney scheduled and attended an INFOPASS appointment at the local USCIS Chicago Field Office to make an in-person request for special in-home accommodations for Ms. (b)(6)'s Naturalization interview with USCIS. A service report was placed for a USCIS officer to schedule an in-home Naturalization interview. According to the correspondence, on October 9, 2018, Ms. Almaraz was scheduled for a Naturalization interview which her attorney attended to avoid the denial of Ms. (b)(6) application due to her absence. According to her attorney, at the time of the interview, USCIS Officer (b) apologized for the inconvenience and informed him that Ms. (b)(6) case was on track for off-site/home visit, and therefore cancelled the Naturalization interview for that day. For the next three months, her attorney's office reports that they were not contacted by USCIS. On January 11, 2019, her attorney submitted an inquiry to the USCIS Branch Chiefs and on January 18, 2019, to the USCIS Director (b)(6), (b)(7) via email. According to the correspondence, on May 8, 2019, her attorney contacted USCIS Customer Service and spoke to a supervisor to request in-home processing for Ms. (b)(6) a service report was placed (confirmation (b)(6)) and was informed to wait at least 3 months for instruction. According to the correspondence, Ms. (b)(6) has not undergone Homebound Processing in connection to her Naturalization application that was filed in November 2017.	USCIS	Disability Discrimination		DHS Supported Activity		USCIS Chicago Field Office		Chicago	Illinois	
8	21-06-DHS-0292		Review Matter Before Proceeding	3/10/2021		Email	Direct	6/22/2020	6/22/2020	FIRST AMENDMENT On June 22, 2020, CRCL reviewed a letter sent on June 5, 2020, to Chad Wolf, Acting Secretary of the Department of Homeland Security (DHS), from Representative Carolyn Maloney, Chair of the House Committee on Oversight and Reform. In the letter, Representatives question the DHS's use of resources—including drones and armed uniformed officers—to surveil and intimidate peaceful protesters who were exercising their First Amendment rights to protest the murder of George Floyd by the Minneapolis Police Department, and in numerous other jurisdictions around the country. The representatives also seek information regarding DHS's use of facial recognition with respect to protestors, and complete list of jurisdictions where DHS conducted or assisted in conducting surveillance of any protests since Monday, May 25, 2020, including information about who requested DHS's assistance, among other information.	DHS	First Amendment (free speech/association)		Political Demonstration/Rally		Nationwide Protests	2020-05-27			
9	21-07-ICE-0398		Review Matter Before Proceeding	5/3/2021		Email	Other	3/18/2021	3/18/2021	According to a March 18, 2021, New York Times "When Your Face is Not Your Own" the Immigration and Customs Enforcement Homeland Security Investigations has been using Clearview AI technology for a variety of criminal investigations and has signed a \$224,000 deal in August with Clearview AI in August 2021. The article notes that use of Clearview AI, which "scrapes" images off of the internet in order to conduct its facial recognition matching and is currently being used by at least 3,100 law enforcement agencies, raises several concerns. On major concern according to the article is that facial-recognition technology might be too flawed for law enforcement to rely as its algorithm was not been independently tested or verified. In addition, the article states that companies like Facebook and Google forbid "scraping," or the automated copying of data from their sites, in their terms of service and that the ACLU has argued that using a facial image for law enforcement purposes even when scrapped from public images on the internet is not protect by the First Amendment as it is "conduct" and not speech.	ICE	Fourth Amendment (search and seizure)	Electronic Devices	DHS Law Enforcement Activity	Other					

Row	Number	Active	Current Activity	Last Activity Date	Closed	Source	Date to DHS	Date to CRCL	Summary of Allegation	Component Referenced	Components Involved	Special Process	Special Process Type	Complaint Issue	Issue Basis	Situation	Situation Basis	Incident Date	Incident Location	City	State
1	Contact-DHS-21-0569	FALSE	Contact Process Complete	5/9/2021	12/11/2020	Direct	12/9/2020	12/9/2020	On December 8, 2020, CRCL received direct correspondence from (b)(6) regarding her experience at the USCIS application support office in Hauppauge, New York, on December 8, 2020. Mr. (b)(6) stated that she had a biometrics appointment, and the officer who fingerprinted her made several rude comments about her makeup and stated that she looked "awful" and "like a travesty" [sic]. Mr. (b)(6) stated that she felt this was unprofessional, offensive, and discriminatory. She did not know the agent's name, but provided her appointment time and application number.	USCIS	USCIS	FALSE	Inappropriate Questioning/Inspection Conditions (Non TSA)	Immigration Benefit Application Processing	2020-12-08	USCIS office	Hauppauge	New York			
2	Contact-DHS-20-1414	FALSE	Contact Process Complete	4/9/2020	4/9/2020	OIG	4/2/2020	4/2/2020	On April 2, 2020, CRCL received an email referral from DHS OIG (C2012413) regarding (b)(6), an ICE detainee at the Montgomery ICE Processing Center in Conroe, Texas. In a phone call to the OIG on March 31, 2020, Mr. (b)(6) alleged that on March 15, 2017, he was approved for citizenship, yet is being detained by ICE. Mr. (b)(6) claimed that he does not have a removal order. He contended that he should be released because he is in the process of obtaining citizenship. He stated that on February 8, 2020, while in ICE custody, he was sent an appointment notice for his biometrics after he was approved for renewal of his green card. (b)(6), (b)(5)	ICE	ICE	FALSE	Due Process	Removal/Release	Immigration Detention	MONTGOMERY ICE PROCESSING CENTER	CONROE	Texas			
3	Contact-DHS-21-0439	FALSE	Contact Process Complete	5/8/2021	2/18/2021	Direct	11/3/2020	11/3/2020	COVID-19/letter November 13 and 18, 2020, CRCL received five pieces of email correspondence from separate senders with similar to identical email messages alleging USCIS processing delays. The senders did not raise specific allegations regarding named their or other named individuals' applications for immigration benefits with USCIS but expressed concerns about delays with USCIS processing that they state have been exacerbated by the COVID-19 pandemic. On November 13, 2020, CRCL received an unsigned email from an email address with the associated name of (b)(6) on November 16, 2020, CRCL received a signed email from (b)(6) on November 17, 2020, CRCL received an unsigned email from an email address with the associated name of (b)(6) on November 17, 2020, CRCL received a signed email from (b)(6) on November 18, 2020, CRCL received an unsigned email with the associated name "Tim Resident." The wording of most of the emails state the following, some a few minor variations in text: "Problem Statement: USCIS processing delays have gone from bad to worse, especially for H4 EAD renewals (I-765 C26 category) and related I-539 processing. Applicants who are already employed, file timely to renew their EAD via I-765, so can continue with their job/employment. Applicants are predominantly women with young children, who often struggle with process and delays - left at mercy of USCIS and immigration lawyers. Why I'm frustrated: delays have reached a point, where applicants have paid thousands of dollars in application fees (in advance) and lawyer fees, but EAD is processed so late that applicants lose jobs and the money paid. Many applicants have their own business and employees and get severely impacted. Dictionary definition of fraud - where money is taken in advance, promising a timely service/benefit and then nothing of value is delivered (due to 6-8 months delay applicants have lost their job and ability to use the benefit promised). In addition USCIS has made it extremely difficult to create service request or to get in touch, by updating the requirements for submitting inquiries/service requests with a wait time of up to 9 months (e.g. I-539). While applicants are empathetic with Covid-19 situation, these delays are chronic and were present from even before year 2019, but even severely worsened in 2020. There are many measures or COVID 19 response action possible to resolve this fraud type situation for H4 EAD renewals (I-765 C26 category) applicants, that USCIS should immediately consider Possible Solutions/Covid19 responses: 1) Add H4 EAD renewals (I-765 C26 category) to 180 days auto-extension categories when timely filed, like for other categories; 2) Provide interim/temporary cards in lieu of Covid19 delays; 3) Waive biometrics requirements temporary for I-539 - they are recently introduced and most backlogged; 4) Rescind biometrics data for I-539, as this is already provided multiple time for most all H4 EAD applicants (I-765 C26 category); 5) Return the incurred the expenses to applicants (that includes application fees, lawyer fees and any additional expenses) have fixed timeframe (x days) for processing an application and application in accordance/ earlier if needed/background; Applicants can only file for renewal 180 days in advance. Current processing delays with I-539 and I-765 C26 ranges to 8+ months and have no certainty even for that time-frame (it can change anytime after applications are submitted). This particular category of C26 (I-765) doesn't have auto-extension while waiting for EAD like other categories under I-765 and needs to be renewed every three years. Applicants face uncertainty/inability use the EAD for this duration every three years. Applicants pay thousands of dollars in application + lawyer fees. When processing for I-539 and I-765 (C26) are delayed, applicants lose jobs and the money they paid in fees. Anticipating loss and unable to open any service requests with USCIS (due to wait time requirements), applicants become helpless and pursue several avenues that includes reaching out to Ombudsman, senator office and lawyers for help - which are still denied or have delayed responses due to wait time requirements, often with response came is within processing time-frame. Time-frame is not predetermined or fixed and is changed anytime in between. Officers/applicants are left at mercy of USCIS and lawyers, leaving them vulnerable to opportunistic lawyers. Further abuse of applicants when applications are delayed, applicants have no avenue left to lose their job and face financial loss (from fees paid + job loss). Officers often left huge consulting charges with lawyers, where lawyers further suggest legal action as the only way forward to get application processed and if lucky timely, which would further cost thousands of dollars in expenses. Immigration Lawyers aware of these delays and affected applicants, often are on fishing and on feeding frenzy - where applicants are further abused financially. Most often outcome of all these processes is still grim - "A day late and thousands of dollar short" Deviation from USCIS Mission statement/USCIS might have shifted its mission statement to reduce emphasis on customer (applicants) and customer service. These applicants serve US, by working for US employers, often in medical/judicial, contributing to treatment of US patients - more critical during such Covid19 crisis. These applicants own businesses in US communities and have employees. Many of these applicants work for front to back day-to-day business during this Covid19 crisis. Applicants have children, are breadwinners to whom they send final thoughts. While reporting this, I think about no one person or one applicant, but the thousands of I-765 C26 renewal applicants, their families, their employees, their children and the community. These delays transpire as fraud affecting entire communities.	USCIS	USCIS	FALSE	Due Process	Immigration Benefit Application Processing	USCIS Facilities Nationwide	Nationwide					
4	Contact-DHS-19-1646	FALSE	Contact Process Complete	5/23/2019	5/23/2019	Direct	5/9/2019	5/9/2019	On May 9, 2019, CRCL was copied on allegations submitted to USCIS by (b)(6). (b)(6) alleges that he needed to reschedule his asylum interviews because in December 2018 - January 2019 he was a victim of a natural disaster, and in February - April 2019, he was sick and temporarily disabled, and was therefore unable to recover all the evidence he needed for his claim. On 4/8/2019 (b)(6) made his third request to reschedule his asylum interview, as an accommodation to his unspecified temporary disability. That reschedule request was denied, while (b)(6) alleges was discrimination. (b)(6) alleges that he provided 1,000 pages of documentation at the interview and requested additional time to gather evidence, and believes that the USCIS officer had time to consider that evidence before the interview. While ICE CSR 2008(S) requires the asylum officer to consider evidence submitted at the interview, it does not require the asylum officer to reschedule or reschedule the interview to consider such evidence before the interview. The same regulation allows the asylum officer, as a matter of discretion, to grant a brief extension of time to submit additional evidence. (b)(6) has a website/blog (b)(6) where he claims to be an Amazon software engineer on an extended leave of absence who was retaliated against for attempting to unionize software engineers at Amazon and posts videos of himself protesting outside of Amazon buildings, appearing for interviews on podcasts, flying to NYC and back for protests, and walking around with protest signs during the period of time when he alleges that he was unable to appear for his asylum interview due to a temporary disability in a video posted to his website as part of a 4/12/2019 blog entry titled, "I am mentally sick. Again at 4th Street." (b)(6) standing outside an Amazon building in New York City, states that he is mentally sick and that Amazon HR will call social services to have him involuntarily admitted to a psychiatric hospital. He states, "I would like to tell a bit about my sickness. I have a dependency, like a junkie, dependency on public protest." (b)(6) states that very bad when does not protest for a few days and that protesting makes him feel very good, because he enjoys telling the truth to the people. (b)(6) compares his mental dependency on protesting to substance use. "This is the most interesting dependency I've ever had. I wish I could just have my mind. No, I don't have an official medical diagnosis of public protest dependency. I diagnosed myself" and then laughs. The video is captioned: "Bad news for Amazon: science does not invent yet the medication against illness "Dependency on the public protest against injustice". (b)(5), (b)(6)	USCIS	USCIS	FALSE	Due Process	Immigration Benefit Application Processing	2019-05-08	Seattle	Seattle	Washington			
5	Contact-DHS-19-0438	FALSE	Contact Process Complete	12/10/2018	12/10/2018	Other	11/28/2018	11/28/2018	On November 28, 2018, CRCL reviewed an article published by Yahoo News titled "Church members jailed after protecting immigrant from ICE." The article reports that Morrisville Police Department on orders from ICE detained more than two dozen members of the CityWell United Methodist Church on Friday, November 23, 2018, after they protested ICE's arrest of a Mexican immigrant. (b)(6) and 47, they had accompanied to an appointment with USCIS in Morrisville, NC. According to the report, Mr. (b)(6) had shown for an appointment with a biometrics scan that was scheduled for a particular country as part of a particular application. Mr. (b)(6) had been living in the church's basement, while he sought to delay his deportation. The article reports that, when Mr. (b)(6) arrived at the USCIS office, with his attorney, pastor, and 19-year-old U.S. born son Mr. (b)(6), 4 phantoms ICE officer tackled him in the waiting room and began to drag him to the door. The Washington Post reports (attached) that the group from the church mobilized to physically block the ICE officers and surrounded the van. ICE arrested Mr. (b)(6) - he now faces charges of assisting a government official in a crime concerning the arrest of a public body. According to an article published by the Washington Post, Mr. (b)(6) had been living in the church's basement since he first came to the United States in 1994 to live and work in Greenville, N.C. His wife, (b)(6) has lupus, a serious autoimmune disease, gave birth to their son in 1999. They decided to return to Mexico in 2011 because (b)(6) - her mother was in poor health, according to his church. They traveled back across the border illegally in 2013 to seek better medical care for Julia's lupus after she started coughing up blood, May said. Crossing the border months ahead of (b)(6) - she underwent heart surgery upon her arrival in Greenville. (b)(6) - however, was arrested and convicted of attempting to enter the country with fraudulent documents when he tried to return in 2014, the only blemish on his criminal record." According to the article, ICE deported Mr. (b)(6) to Mexico despite his pending claim for deferred action and the requests from two Congressmen.	ICE	ICE	FALSE	Abuse of authority/misuse of official position	Immigration Benefit Application Processing	2018-11-23	USCIS Office	Morrisville	North Carolina			
6	Contact-DHS-18-1712	FALSE	Contact Process Complete	4/17/2018	4/17/2018	OIG	4/9/2018	4/9/2018	On April 9, 2018, CRCL received an email referral from DHS OIG (C1829933) regarding (b)(6), an ICE detainee at the Otay Mesa Detention Center in San Diego, CA. In a phone call to DHS OIG on March 21, 2018, Mr. (b)(6) alleged that on March 15, 2018 he sent a notice of action to Deportation Officer Polanco regarding his biometrics appointment with USCIS on March 23, 2018, but had not been anything back. Mr. (b)(6) noted how important this appointment was, and that he didn't want to miss it.	ICE	ICE	FALSE	Due Process	Immigration Detention	OTAY MESA DETENTION CENTER (SAN DIEGO CDF)	SAN DIEGO	California				
7	Contact-DHS-19-0663	FALSE	Contact Process Complete	1/31/2019	1/31/2019	Direct	1/2/2019	1/2/2019	On January 2, 2019, CRCL received correspondence via email from (b)(6) - (Mr. (b)(6) listed (b)(6) but EARM has no records for that A#). Mr. (b)(6) wrote that he was inadvertently issued a green card showing his class of admission as an IR-1 (two year admission) as opposed to the correct CR1 (10 year admission) that he should have received. He was advised by USCIS to file an I-90, which he did. While that was in progress, Mr. (b)(6) filed a form I-311 reentry permit, which was approved with an expiration date of June 20, 2020. Mr. (b)(6) alleges that USCIS made another mistake by denying his I-90 application stating that the name is correct, when the only issue he was trying to correct was the expiration date. He filed Form I-290b to reopon, but it was also rejected. Mr. (b)(6) states that he is now being held by USCIS that he must refile again for a new I-90 and wait an entire year with new biometrics even though it is USCIS's mistake. Mr. (b)(6) included correspondence from USCIS noting that he was misclassified as a conditional permanent resident when he should have been admitted as a permanent resident without conditions and advised him to file a new Form I-90 to obtain a corrected permanent resident card and to use "Reason 4d" (My card was issued with incorrect information because of a USCIS administrative error).	USCIS	USCIS	FALSE	Due Process	Immigration Benefit Application Processing	USCIS	Newark	New Jersey				
8	Contact-DHS-19-1102	FALSE	Contact Process Complete	3/20/2019	3/20/2019	OIG	3/11/2019	3/11/2019	On March 11, 2019, CRCL received an OIG referral email (#C1910557) regarding Senora Leone National (b)(6), an ICE detainee at the Buffalo Federal Detention Facility in Batavia, NY. The OIG referral states that Mr. (b)(6) attached his most recent biometrics appointment dated March 1, 2019 as well as a note to a (b)(6) requesting that his case be reviewed as this would be his second time getting his fingerprints done. (The attachment was not forwarded to CRCL. (b)(6), (b)(5), (b)(7)(E)	ICE	ICE	FALSE	Due Process	Immigration Detention	BUFFALO (BATAVIA) SERVICE PROCESSING CENTER	BATAVIA	New York				
9	Contact-DHS-18-0379	FALSE	Contact Process Complete	12/11/2017	12/11/2017	OIG	11/16/2017	11/16/2017	On November 16, 2017, CRCL received an email referral from DHS OIG (C1805866) regarding (b)(6), an ICE detainee at York County Detention Center in York, South Carolina. In a phone call to the OIG on November 4, 2017, Mr. (b)(6) alleges that the York Detention Center has no made an appointment for a biometric appointment. His initial request was on 10/17/17; he made 3 requests in total. (b)(6), (b)(7)(E)	ICE	ICE	FALSE	Due Process	Immigration Detention	YORK COUNTY PRISON	YORK	Pennsylvania				
10	Contact-DHS-18-3571	FALSE	Contact Process Complete	7/20/2018	7/20/2018	OIG	7/17/2018	7/17/2018	On July 17, 2018, CRCL received an email referral from DHS OIG (C183447) regarding (b)(6), an ICE detainee at Aurora Detention Center in Aurora, CO. In a phone call to the OIG on June 27, 2018, (b)(6) alleged that he had a biometrics appointment and hearing on June 27. He had wanted to have the hearing moved, but he was not able to do so until after the hearing moved, but the judge told him that he had to have the biometrics done before the judge could take further action. However, (b)(6) was never taken to his biometrics appointment because transportation could not find him despite his being at the facility the entire time. (b)(6) has allegedly been waiting to have his biometrics taken for the past 7 months. His hearing was moved to June 28, 2018, but he still won't have his biometrics by then and he believes the facility should be held accountable for this.	ICE	ICE	FALSE	Due Process	Immigration Detention	DENVER CONTRACT DETENTION FACILITY	AURORA	Colorado				
11	Contact-DHS-19-0318	FALSE	Contact Process Complete	12/21/2018	12/21/2018	OIG	11/13/2018	11/13/2018	On November 13, 2018, CRCL received an email referral from the DHS OIG (C1902052) regarding (b)(6), an ICE detainee at Cambria County Jail in Ebensburg, Pennsylvania. In a call to the OIG hotline on 10/24/2018, Mr. (b)(6) claimed he was ordered by court to get medical test and biometrics test for his immigration case, however, he never received the forms, and he cannot reach his deportation officer. (b)(6) never received the forms, and is being told to contact his deportation officer about the matter.	ICE	ICE	TRUE	Medical Referral	Medical/Mental Health Care	Immigration Detention	CAMBRIA COUNTY JAIL	EBENSBURG	Pennsylvania			
12	Contact-DHS-20-0667	FALSE	Contact Process Complete	1/15/2020	1/15/2020	Direct	12/30/2019	12/30/2019	(b)(6) CRCL received a direct submission on December 28, 2019 from (b)(6). Mr. (b)(6) stated that he and his immigrant spouse appeared at the Las Vegas Field Office on December 24, 2019 for a biometrics appointment. He alleged that they, along with dozens of other persons with appointments on that date, were not previously advised that the USCIS offices were closed and that their appointments would be rescheduled. Mr. (b)(6) stated, "We were left standing outside in 40 degree temperatures for at least 30 minutes before realizing the offices were not going to open." Mr. (b)(6) and his spouse returned on December 26, under the advice of their attorney. Mr. (b)(6) alleged that the staff at the field office asked about the date that several other people had the same scheduling issue and that when he asked for an explanation as to why he and others were left standing in the cold on December 24th without notice, a USCIS employee told him to "take it up with President Trump." Mr. (b)(6) states that he responded, "that's bullshit." Mr. (b)(6) alleged that a security officer then told him he could not use that kind of language there and had to leave. Mr. (b)(6) stated that he asked the employee to identify themselves and to speak to someone in charge, and was not given an answer by any of the staff present. Mr. (b)(6) stated that one of the security officers called the police and that when he took out his cell phone to record the interaction, the security officers and staff present threatened him. Mr. (b)(6) stated that this occurred in the public lobby. Mr. (b)(6) stated when the police arrived, he was handcuffed and given a warning for criminal trespass, and that a "uniformed federal police officer" was present and stated "a government building is not a public place." Mr. (b)(6) stated that he was told to leave for wanting the word, "bullshit." Mr. (b)(6) said that he was arrested in an attempt to passively resist my government. My utterance of the word bullshit was in response to a presumed (he never identified himself) government employee's smart-aleck comment about President Trump."	USCIS	USCIS	FALSE	First Amendment (free speech/association)	Immigration Benefit Application Processing	2019-12-24	USCIS Las Vegas Field Office	Las Vegas	Nevada			
13	Contact-DHS-18-1778	FALSE	Contact Process Complete	5/7/2018	5/7/2018	OIG	4/12/2018	4/12/2018	On April 12, 2018 CRCL received an OIG referral from (b)(6) and ICE detainee at the Irwin County Detention Center in Ocala, GA. Mr. (b)(6) alleges he missed his USCIS biometrics appointment set for 03/26/18 because he was not provided any transportation. (b)(6) states a copy of the appointment was sent to his deportation officer yet no transportation was arranged.	ICE	ICE	FALSE	Due Process	Immigration Detention	IRWIN COUNTY DETENTION CENTER	OCCALA	Georgia				

26	Contact-DHS-20-1017	FALSE	Contact Process Complete	5/8/2021	6/1/2020	Other	2/12/2020	2/12/2020	On February 11, 2020, CRCL reviewed an article published by Vox, titled "The world's scariest facial recognition software, explained." The article reports that Clearview AI has created a database of more than 3 billion images scraped from the internet and that, using its app, law enforcement can "identify a face and match it with publicly available information about the person, within just a few seconds." The article reports that according to reporting by the New York Times (supplemental), DHS has used Clearview AI within the past year. DHS did not respond to a request for comment.	DHS	DHS	FALSE		Fourth Amendment (search and seizure)	DHS Supported activity		DHS		
									First Amendment Fourth Amendment										