

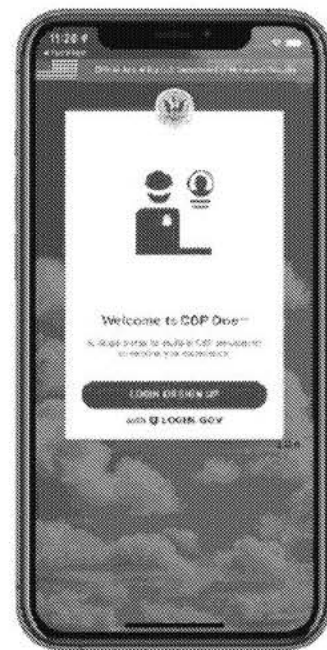


Fact Sheet: Using CBP One™ to Schedule an Appointment

The **free** CBP One™ mobile application enables noncitizens without appropriate documents for admission who seek to travel to the United States through certain southwest border land ports of entry (POEs) the ability to submit information through a module within the application instead of coming directly to wait at a POE.

Beginning **January 12, 2023**, noncitizens who seek to travel to the United States through southwest border land POEs to request exception from the Center for Disease Control and Prevention's *Order Suspending the Right To Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, may use the CBP One™ mobile application to submit certain information in advance, attest that they, a spouse or child accompanying them, meet specific vulnerability criteria, and schedule an appointment to present themselves for inspection at a participating POE.

Use of CBP One™ **streamlines** the experience at the port of entry, may reduce wait times, and permits a **safe** and **orderly** process at POEs for all travelers.



Available in English and Spanish, the CBP One™ application allows noncitizens located in Central and Northern Mexico to schedule an appointment and submit certain biographical information prior to their scheduled arrival at a POE.

Participating POEs are available in Texas at Brownsville, Eagle Pass, Hidalgo, Laredo and El Paso (Paso del Norte); Nogales in Arizona; as well as Calexico West and San Ysidro (Pedestrian West – El Chaparral) in California.

This process utilizes Login.gov for **secure**, private access in submitting noncitizens biographical information and a live photo of the traveler, and requesting a date and time to present at a POE.

On arrival at the POE, a photo will be taken of the noncitizen which will confirm a match to the information supplied in advance and facilitate the process at the POE.

Visit CBP One™ online at
cbpone.cbp.dhs.gov



U.S. Customs and
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CBPONE™

Questions? Contact us at
CBPOne@cbp.dhs.gov

Download CBP One™ from the
Apple App Store or Google Play Store



**U.S. Customs and Border Protection
Office of Field Operations
Operations Directorate
January 6, 2023**

CBP One™ Direct Individual Submission Release Plan

Executive Summary

To facilitate the safe and orderly arrival of noncitizens seeking an exception from the Centers for Disease Control and Prevention (CDC) *Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists* under Title 42, Department of Homeland Security (DHS) is expanding use of the CBP One™ mobile app functionality to allow noncitizens to directly schedule arrival times at ports of entry (POE). This scheduling function will allow noncitizens to schedule a time and place to seek an exception from the Title 42 public health order for humanitarian reasons based on self-certification of a vulnerability at a port of entry. Additionally, this app will be available for all noncitizens who lack documents sufficient for admission to schedule a date and time to present themselves at a POE for inspection and processing once the Title 42 public health order is no longer in place. Individuals do not need to be at the border to schedule an appointment; expanded access reaching Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.

Background

Previously, the CBP One™ scheduling function was only accessible by certain Non-Governmental Organizations (NGO) and advocacy groups, who aided in identifying vulnerable noncitizens for consideration of humanitarian exception to Title 42, to request appointments at the following specified POEs:

- California: Calexico and San Ysidro (Pedestrian West – El Chaparral);
- Arizona: Nogales; and,
- Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte).

Expansion of CBP One™ will enable individual noncitizens to directly submit their information to Customs of Border Protection (CBP) to reserve a date and time to present at a POE to request an exception to the Title 42 order. This is expected to reduce nefarious actors exploiting the vulnerable and facilitate a safe and orderly flow of travel into POEs. The granting of an appointment does not guarantee an exception from the Title 42 order. CBP will make determinations of whether an exception is authorized at the POE. The cadence of Title 42 exceptions under the CBP One™ Direct Individual Submission Release plan will remain at approximately [b] individuals across the eight identified POEs.

Operational Plan

Communications

- A three-pronged communications package will be executed covering the following populations:

CBP One™ Direct Individual Submission Release Plan

- Internal – management to employees with guidance and leadership internal talking points.
- External – media releases, CBP One™ Fact Sheet and talking points for leadership to use and engage with the public.
- External – for management to use when engaging with NGOs, other governmental organizations (e.g., Department of State, Government of Mexico, non-governmental organizations).
- A social media push will launch prior to the update to inform the public of their ability to directly submit an application in CBP One™.
- Public messaging on the use of the CBP One™ to request appointments for consideration of Title 42 exceptions will be initiated at specified POEs by:
 - Expanding messaging to the public by Office of Field Operations (OFO) Communications Management Office (CMO) via social media and Public Affairs Officers.
 - Modifying the CBP One™ Expansion Communication Plan drafted for Post Title 42 operations and implementing for Title 42 exception use.
 - Initiating international messaging for International Affairs and the Department of State to broadcast to target population (CMO will work with CBP Public Affairs). CMO estimates seven-days to execute messaging and outreach campaign.

Pre-Arrival

- Noncitizens seeking an exception who are located in Central and Northern Mexico (north of the 19th parallel) will have ability to access and submit through CBP One™ certain biographic and biometric information to CBP and schedule their arrival at specified POEs on a specified date.
- Direct access to the CBP One™ scheduling module will allow noncitizens to self-attest to existing vulnerability criterion and request a date/time at select POEs to request an appointment to be considered for an exception from the Title 42 public health order for humanitarian reasons. This capability will be deployed on Tuesday, January 10, 2022.
- NGO access will remain for one (1) week after the CBP One™ individual release to allow for a smooth transition without impacting current humanitarian needs. While NGO submission access will be removed, this will not impact the ability of NGOs or other advocates to assist noncitizens submitting requests through the CBP One™ application.

At U.S. Boundary

- CBP Officers (CBPOs) will continue to be assigned at the U.S. boundary line assisting in the enforcement of the Title 42 public health order, permitting entry to documented travelers requesting entry to the U.S., and allowing entry to undocumented noncitizens with appointments made via CBP One™. Each POE will determine boundary line operations to maintain the security of the border, and an orderly flow into POEs, limiting adverse impacts to normal operations, including facilitation of lawful trade and travel.
- CBPOs will utilize smart devices or tablets at the boundary line to verify CBP One™ appointment requestors via facial recognition.
 - Equipment for identity verification and Wi-Fi/mobile connectivity needs are being identified for cost and procurement.

~~For Official Use Only/Law Enforcement Sensitive~~

- Undocumented noncitizens without CBP One™ appointments will generally be prevented from entry pursuant to the Title 42 public health order.
- OFO will continue to consider humanitarian exceptions outside of the CBP One™ app in emergent medical situations; all others will be directed to the CBP One™ app.

At POE

- Noncitizens who have CBP One™ appointments will be directed to the appropriate lane to await pedestrian primary inspection.
- At Pedestrian Primary inspection, noncitizens with CBP One™ appointments will be processed in the Simplified Arrival Pedestrian (b)(7)(E) where facial matching to the advance information submitted will occur and where the noncitizen will be referred for secondary inspection, consistent with current policy.
- An appointment does not guarantee an exception from the Title 42 order. CBPOs have authority to grant an exception at the POE, or may, upon further review, process the individual under Title 42.
- CBP officers may import the information submitted by the noncitizen in CBP One™ to prepopulate the Unified Secondary (USEC) event.
 - CBPOs will consider all available information, including information supplied in advance by the traveler, and the totality of the individual case circumstances and will determine the appropriate processing disposition for each individual.
 - Case processing dispositions for CBP One™ appointment holders will be determined on a case-by-case basis.
 - Noncitizens presenting a national security or public safety risk (b)(7)(E) (b)(7)(E)
 - CBPOs will be required to record the completion of inspection and disposition of custody for CBP One™ appointment holders in accordance with existing procedure.
- Unaccompanied noncitizen children are not subject to the Title 42 public health order. Processing procedures for unaccompanied noncitizen children remain unchanged and must be conducted in accordance with existing policy and procedure, to include transfer of custody to the Department of Health and Human Services (HHS).

Implementation:

- Given the necessary stakeholder engagement and technology timeline, OFO will open appointments on January 12th for processing beginning January 18th; NGOs access will be removed on January 25th.



U.S. Customs and
Border Protection

CBP One™

Request an inspection for the importation of agricultural and biological products

Download CBP One™ Today!

Expedites agriculture and biological product inspections.

Easily adhere to CBP entry requirements.

Improves import safety and security.



To get started, download CBP One™ from the Apple App Store or Google Play Store.

Sign In Using Login.gov

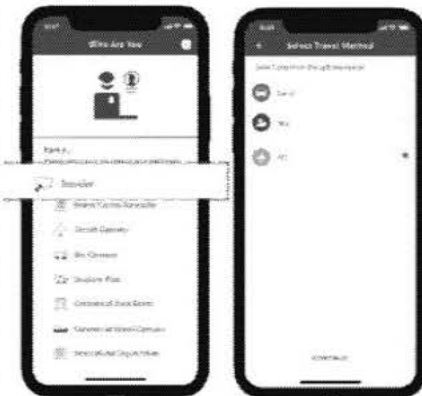


The app will redirect to login.gov where you can either create or login to your existing account.

Questions? Contact us at: CBPOne@cbp.dhs.gov

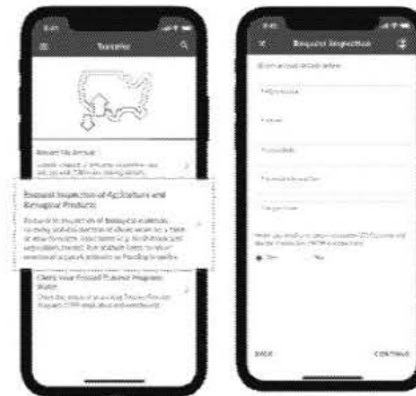
1. Who Are You

Tap "Traveler" then "Air" to begin.



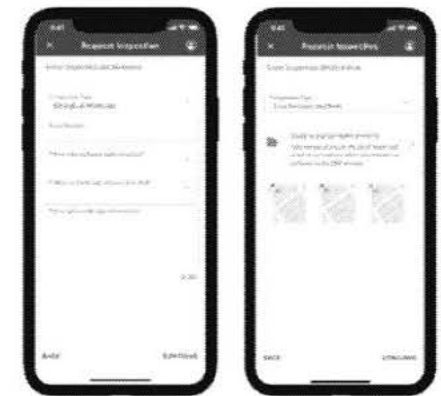
2. Request Inspection

Tap on "Request Inspection of Agriculture and Biological Products" and fill in your arrival details.



3. Inspection Details

Select the inspection type and fill in the required fields. The fields will vary depending on the inspection type selected.



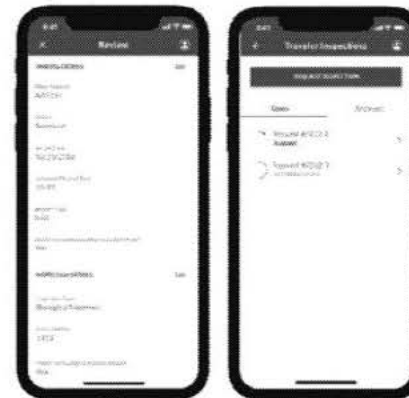
4. Import Permit Details

Fill in your import permit details and take a photo of each permit (not applicable for clean and disinfect footwear inspections).



5. Review and Submit

Review all information and tap on "Submit." You may edit information on this page by tapping "edit." After submitting, you will be able to view the status and details of your inspection.



6. View Details and Chat

View, edit, or cancel the details of your inspection, or respond to a chat from a CBP officer under the "Conversation" tab.





U.S. Customs and
Border Protection

STATEMENT

CBP ONE ADVANCED INFORMATION SUBMISSION

Beginning December 21, 2022, noncitizens who seek to travel to the United States through southwest border land ports of entry (POEs) may use the CBP One application to submit certain information in advance and to schedule an appointment to present themselves for inspection at a such a POE. The use of CBP One is expected to streamline processing and reduce wait times.

Noncitizens will be able to use CBP One to submit information and request a date to present themselves at the Brownsville, Eagle Pass, Hidalgo, Laredo and El Paso (Paso del Norte), Texas POEs; Nogales, Arizona, as well as Calexico and San Ysidro (Pedestrian West – El Chaparral), California.

The application will enable noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE. This information will not be used to pre-determine a noncitizen's admissibility to the United States, and the pre-submission does not constitute an immigration inspection. Instead, the pre-submission of information is used to better facilitate the travel of noncitizens at land POEs. Admissibility determinations will continue to be made by a CBP officer at the POE when the noncitizen presents to CBP in person.

Appointments in CBP One will become available by Dec. 20, 2022, to schedule an appointment through Dec. 27, with new days released daily at 9 a.m. EST. The CBP One application is available now in the Apple and Google Application Stores as well as at www.cbpone.cbp.dhs.gov. Reference material related to this capability can be found at <https://www.cbp.gov/about/mobile-apps-directory/cbpone>.

Guidance

CBP Public Affairs Officers in the field may use the talking points and questions & answers in this public affairs guidance to respond to inquiries from local and regional media outlets in their areas of responsibility.

Inquiries from national and international media outlets shall be referred to the public affairs point of contact listed below with CBPMediaRelations@cbp.dhs.gov copied to the message.

The public affairs point of contact for this issue is:

- Rhonda Lawson, Office of Public Affairs, U.S. Customs and Border Protection, Rhonda.m.lawson@cbp.dhs.gov, Mobile: (202) 856-2358

Talking Points

- **Key Messages**

- CBP is working to increase its ability to process noncitizens without appropriate travel documents at land POEs along the southwest border (SWB). As part of its efforts to increase processing capabilities, CBP is working to develop innovative approaches to processing at land POEs by streamlining case processing and implementing technology to collect advance information to facilitate a safe, orderly, and humane arrival of noncitizens seeking entry at a POE, and potentially limit the impact to other critical port operations.
- As part of this process, CBP will leverage the CBP One application to allow noncitizens without appropriate travel documents to voluntarily submit certain information, including a photograph, in advance of their intended travel to a land POE. Individuals utilizing CBP One will also have the ability to request a date and time to present themselves for inspection at certain land POEs.
- Utilizing CBP One will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.
- CBP One is a free mobile application available for download by any individual on a Google or Apple enabled device, as well as at www.cbpone.cbp.dhs.gov.
- CBP continues to work with its partners across the immigration-related processing continuum, including U.S. Immigration and Customs Enforcement (ICE) Enforcement and Removal Operations (ERO), U.S. Citizenship and Immigration Services (USCIS), and the Department of State (DOS), to facilitate safe and orderly processing at POEs.

Questions and Answers

Q: What is the CBP One™ app?

A: CBP One is a free mobile application that is intended to act as an intuitive portal for the public to access a variety of CBP services. Through a series of intuitive questions, it will guide each type of user to the appropriate services based on their needs. Beginning December 21, 2022, noncitizens who seek to travel to the United States through southwest border land ports of entry (POEs) may use the CBP One application to submit certain information in advance of their arrival, and to schedule an appointment to present themselves for inspection at a land POE. The use of CBP One is expected to streamline processing and potentially reduce wait times.

Q: Who can use the CBP One™ app?

A: The CBP One app currently offers virtual services for air travelers, bus operators, noncitizens, CBP brokers, air carriers, freight forwarders and international organizations.

Q: Can noncitizens use this application functionality from anywhere?

A: No. Noncitizens without appropriate travel documents, who are seeking to travel to a land POE must be in Central or Northern Mexico to submit advance information and request a date and time to present at a port of entry. If the CBP One application determines a user is not in the vicinity of Northern Mexico, it will submit their information, provide a confirmation number, and advise the traveler to return to the application to request a presentation date if in Northern Mexico.

Q: What language is this capability available?

A: This capability is available in both English and Spanish.

Q: How many people may request an appointment at the POE each day?

A: The number of individuals who may request appointments on a given date will vary by POE. Each POE will identify the number of individuals using CBP One that it expects to be able to process by specific days and hours. The CBP One application will only display those days and times that are available at the time the user is presented with the ability to request. However, the use of CBP One does not guarantee that an individual will be processed on a given date or at a given time.

Q: What if there are no available days after the advance information is submitted?

A: If the application indicates there are no available days and times at the time that a user accesses the application, they will be encouraged to check back for new availability each day, as schedules are constantly updated, and a new day is added each morning. Individuals are not required to utilize CBP One to present themselves at a POE.

Q: What POEs are offering the CBP One application? If a POE does not offer CBP One, can migrants still present at the POE for inspection?

A: This CBP One functionality will be available at the Nogales, Arizona; Brownsville, Eagle Pass, Hidalgo, Laredo, El Paso (Paso del Norte), Texas Ports of Entry; as well as Calexico and San Ysidro, California POEs. Noncitizens without appropriate travel documents may present

themselves at any CBP POE, but CBP encourages noncitizens to present at one of these eight ports of entry even if they choose not to use CBP One.

Q: Why does the app take me to login.gov when I click “LOG IN OR SIGN UP”?

A: Travelers are required to have a login.gov account to securely log into the CBP One application. This log in will also be utilized to allow noncitizens to retrieve their requested presentation date to cancel or request an updated date/time.

Q: How do I use login.gov with the CBP One app?

A: Users sign into CBP One by doing the following:

- Click on “LOG IN OR SIGN UP”. After you accept the terms and conditions, the app will automatically redirect you to a login.gov website.
- If you have a login.gov account, use it to sign in.
- If you do not have a login.gov account, create an account, using a valid email address and phone number that can receive texts.
- After authenticating through your login.gov account, you will be redirected back to the CBP One™ app and can then submit your arrival.

It is important to note that CBP One restricts users to a single advance information submission per login.gov ID. The submission can include multiple family members or co-travelers.

Q: Am I required to provide a live photo for every submission?

A: Yes, one of the security features of the CBP One application is the requirement that an individual take of photo of themselves in real-time each time they access the application to request or modify a presentation date. This security feature is designed to prevent bad actors from utilizing the app to obtain presentation dates for fraudulent identities. CBP One will capture a live photo during the initial submission, compare that live photo if the presentation date is modified, and compare that live photo when the noncitizen presents themselves to CBP.

Q: What security features has CBP implemented to minimize the opportunity for individuals to exploit the CBP One application to take advantage of undocumented noncitizens?

A: CBP has implemented several features within CBP One to minimize the fraudulent use of the application or the exploitation of the noncitizen population. First, CBP One is a free application, available to everyone who has access to a mobile device. Also, a live photo is captured of the traveler who is submitting the advance information and requesting a date to present for inspection. When an applicant is encountered at the limit line, this photo will be compared to the person to confirm a match. Finally, CBP is limiting submissions to one per login.gov authenticated identity. These measures will prevent third parties from fraudulently obtaining bulk appointments or submitting information for false identities.

Q: If I am having problems with the CBP One app or a trip I submitted on the app, who do I contact?

A: For technical issues regarding CBP One, please contact the CBP One Support Team at cbpone@cbp.dhs.gov.

Q: What do I do if the app is down?

A: Please ensure you have internet access from your desktop or mobile device. Close out and relaunch the CBP One mobile application. If the app is still down, please continue to try again as high demand may make the app temporarily unavailable at times.

Q: What do I do if I have incorrectly submitted my information?

A: Noncitizens will have an opportunity to correct any information submitted in advance while they are being inspected at the port of entry.

Q: If a migrant does not have a smart device with the CBP One app, how can they report their entry?

A: Noncitizens may work with third parties, such as non-governmental organizations (NGOs), to submit information in CBP One and schedule arrivals at POEs on their behalf.

Q: Where can migrants find information on how to utilize the application?

A: CBP has posted Quick Reference Guides, a User Guide, and an instructional video to the following site on [CBP.gov](https://www.cbp.gov) at [CBPone Traveler Reference Guidance - English](https://www.cbp.gov/traveler-reference-guidance) or [CBPone Traveler Reference Guidance - Spanish](https://www.cbp.gov/traveler-reference-guidance).

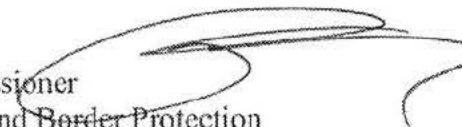


**U.S. Customs and
Border Protection**

Commissioner

November 1, 2021

MEMORANDUM FOR: William A. Ferrara
Executive Assistant Commissioner
Office of Field Operations

FROM: Troy A. Miller 
Acting Commissioner
U.S. Customs and Border Protection

SUBJECT: **Guidance for Management and Processing of
Undocumented Noncitizens at Southwest Border
Land Ports of Entry**

This memorandum provides updated guidance for the management and processing of noncitizens who, without proper documents (“undocumented noncitizens”), present at land ports of entry (POEs) along our Southwest Border, including those who may be seeking humanitarian protection in the United States. This memorandum also rescinds and supersedes the November 27, 2019 memorandum from the former Commissioner, *Prioritization-Based Queue Management*; and CBP Office of Field Operations (OFO) April 27, 2018 and April 30, 2020 memoranda, *Metering Guidance*. Today, Secretary Mayorkas rescinded Secretary Nielsen’s June 5, 2018 memorandum, *Prioritization-Based Queue Management*, upon my recommendation.

The ability to process undocumented noncitizens in a timely manner is impacted by a wide range of factors, including staffing constraints, outdated infrastructure, and significantly at this time, the COVID-19 pandemic. The COVID-19 pandemic specifically has limited processing and holding capacity based on protocols to protect the workforce, the noncitizens whom we encounter at the POEs, and the American public. The Centers for Disease Control and Prevention’s August 2, 2021 Public Health Order, which was issued pursuant to Title 42 of the U.S. Code and suspends the introduction of certain non-citizens into the United States for public health reasons, remains in force, and we will continue to implement it as applicable. At all times, the capacity to process undocumented noncitizens must take into account CBP’s other vital priorities, including our mission to protect public safety and national security, interdict the flow of narcotics and contraband, and facilitate lawful trade and travel.

Even before the COVID-19 pandemic, processing capacity was limited due to increasingly large volumes of lawful trade and travel. During the five years preceding the pandemic, CBP processed, on average, 326 inadmissible individuals each day at POEs across the Southwest land border. At the same time, CBP apprehended, on average, a much larger number—1,266 individuals each day—between POEs.

As a complement to enforcement efforts between POEs and to incentivize an alternative to such unlawful crossings, I instruct Southwest Border OFO management to consider and take appropriate measures, as operationally feasible, to increase capacity to process undocumented noncitizens at Southwest Border POEs, including those who may be seeking asylum and other forms of protection. As part of this effort, CBP personnel should continue to employ and should further accelerate ongoing steps to leverage technological and processing efficiencies to streamline POE processing.

Possible additional measures include the innovative use of existing tools such as the CBPOne™ mobile application, which enables noncitizens seeking to cross through land POEs to securely submit certain biographic and biometric information prior to arrival and thus streamline their processing upon arrival. OFO also should accelerate ongoing efforts to digitize processing at POEs and more effectively use data to increase throughput. In developing these solutions, CBP should, as appropriate, collaborate with interested non-governmental organizations and other key partners, consistent with applicable privacy protections and civil rights and civil liberties.

Importantly, however, asylum seekers or others seeking humanitarian protection cannot be required to submit advance information in order to be processed at a Southwest Border land POE. The submission (or lack thereof) of advance information should not influence the outcome of any inspection. CBP will continue to make admissibility and processing determinations on a case-by-case-basis at the POE.

A POE's capacity to process undocumented noncitizens is influenced by operational realities and circumstances that could change day to day and could include unanticipated incidents, emergencies, or challenges. However, POEs must strive to process all travelers, regardless of documentation status, who are waiting to enter, as expeditiously as possible, based on available resources and capacity. At all times, the capacity to process undocumented noncitizens must take into account CBP's other vital priorities, including our mission to protect public safety and national security, interdict the flow of narcotics and contraband, and facilitate lawful trade and travel.

CBP may manage the intake of undocumented noncitizens at POEs, including by providing staffing at the border line to facilitate and manage safe and orderly travel into the POE. In all cases, however, undocumented noncitizens who are encountered at the border line should be permitted to wait in line, if they choose, and proceed into the POE for processing as operational capacity permits. Absent a POE closure, officers also may not instruct travelers that they must return to the POE at a later time or travel to a different POE for processing. Officers also may not preclude those in line from departing and returning at a later time. Once in the United States, an individual must be inspected and processed by CBP Officers and may not be directed to return across the land border without appropriate processing.

Based on past, current, and expected volumes of individuals seeking entry at Southwest Border land POEs, there may be extended wait times in processing lines.

This Administration has outlined a comprehensive strategy to expand safe, orderly, and humane pathways for migration, including for noncitizens who may be seeking protection to access the United States. *See* Executive Order 14010, 86 FR 8267 (2021). This guidance is issued in furtherance of that strategy and is effective immediately.

**Office of Field Operations
Title 42 Humanitarian Exceptions
Communications Plan
January 2023**

ISSUE:

The Office of Field Operations (OFO) continues to facilitate safe and orderly arrival of certain noncitizens seeking a humanitarian exception from the Title 42 public health order. The proposed outline includes OFO's plan to manage internal and external messaging.

EXECUTIVE SUMMARY:

Beginning January 12, 2023, noncitizens who seek to travel to the United States through southwest border land ports of entry (POEs) and who meet certain vulnerability criteria may use the CBP One mobile application to submit certain information in advance, attest that they, a spouse or child accompanying them, meet specific vulnerability criteria, and schedule an appointment to present themselves for inspection at participating POE to seek a humanitarian exception from the Centers for Disease Control and Prevention's (CDC) Order *Suspending the Right To Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*. Appointments will be available for scheduling up to 14 days in advance, with initial appointments beginning January 18, 2023.

To ensure the workforce is informed of the process for considering Title 42 humanitarian exceptions, OFO is prepared to respond and provide appropriate messaging specific to processing Title 42 humanitarian exceptions through the CBP One application. CBP One will now be made available for noncitizens seeking an exception from the Title 42 public health order, allowing them to directly schedule appointments to present themselves at POEs. The use of CBP One is expected to streamline processing, reduce wait times, and help ensure safe and orderly processing.

OBJECTIVE:

1. Inform the CBP workforce about changes to the process for handling arriving noncitizens who are seeking a humanitarian exception to Title 42 and provide leadership with talking points for internal messaging.
2. Inform key stakeholders, including the travel and tourism industry, land border associations, and Congress (handled by Office of Congressional Affairs (OCA)), about the process under which covered noncitizens may present themselves to be considered for a potential humanitarian exception to Title 42.
3. Inform and educate the public about the ability for noncitizens seeking a potential exception to Title 42 to use the CBP One application to schedule a date to present at a POE, in a safe and orderly manner and the expected operational changes.

INTERNAL AUDIENCE:

- Field Offices
- Ports of Entry
- Public Affairs Officers
- Comms SMEs at CBP HQ
- Public Affairs Liaisons/Border Community Liaisons
- Field Communications Management Offices
- OFO Executive Assistant Commissioner, Deputy Executive Assistant Commissioner

INTERNAL TALKING POINTS:

- U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) continues to assist the Centers for Disease Control and Prevention (CDC) in enforcing the CDC's *Public Health Reassessment and Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, also known as Title 42, in addition to executing its border security mission.
- As required by a combination of the Supreme Court's December 27 order and a separate district court injunction prohibiting the implementation of the CDC termination of the Title 42 public health order, the Title 42 Order remains in effect.
- Per the CDC Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests. OFO has previously developed and implemented mechanisms to facilitate the processing of undocumented noncitizens who have been identified as potentially eligible for an exception to the CDC Title 42 Order.
- CBP will continue to process all travelers in a safe, efficient, and orderly matter, while balancing our Border Security, National Security and facilitation of lawful trade and travel missions.
- OFO has worked diligently during the last year to continue advancing innovative technologies to provide streamlined processes at our POEs to enhance security and reduce administrative data entry for CBP Officers.
 - One of those technologies is the CBP One mobile app.
- To facilitate the safe and orderly arrival of noncitizens seeking a humanitarian exception from Title 42, Department of Homeland Security (DHS) is expanding use of the CBP One mobile application for noncitizens to schedule arrival dates and times at select POEs.
- This scheduling function will allow noncitizens to directly schedule a time and date to come to a POE to seek an exception from the Title 42 public health order for humanitarian reasons based on an individualized assessment of vulnerability.
- Permitting direct access to CBP One will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.
- The mobile application will enable noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE.

- Individuals do not need to be in the immediate area of the border to schedule an appointment; expanded access of the app in Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.
- Using the CBP One mobile app does not guarantee that an individual will be granted an exception to the Title 42 Order.
- Processing determinations will continue to be made by a CBP officer at the POE when the noncitizen arrives at a POE at the scheduled date and time and determined on a case-by-case basis.
- Appointments in CBP One will become available January 12, 2023, to schedule appointments starting January 18, 2023, with new days released daily at 9 a.m. EST up to 14 days in advance.
- Unaccompanied noncitizen children are not subject to the Title 42 Order. POEs will continue to process unaccompanied noncitizen children in accordance with existing legal requirements, policy, and procedure, to include transfer of custody to the Department of Health and Human Services (HHS).
- Vaccination requirements issued under Title 19 authority continue to apply to all noncitizen, non-lawful permanent resident (LPR) travelers 18 years of age or older, with limited exceptions. U.S. citizens, LPRs, and American Indians who have a right by statute to enter the United States are not subject to these requirements.
 - The current Temporary Travel Restrictions Applicable to Land Ports of Entry and Ferries Service Between the United States and Canada / Mexico Title 19 (i.e., Title 19 restrictions) remain in effect, applicable at land POEs and ferry terminals along the northern and southern borders.
 - Noncitizen, non-lawful permanent residents should continue to be processed as described in the January 20, 2022, *Title 19 Temporary Travel Restrictions: Vaccination Requirements*. Generally, noncitizens without appropriate documents for admission will be processed consistent with their lack of documents, with appropriate consideration given to vaccination status as well as the use of CBP One to submit advance information.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests.
 - Factors weighing in favor of a humanitarian exception to the Title 42 public health order include, but are not limited to, the following:
 - a physical or mental illness,
 - disability,
 - pregnancy,
 - lack of access to safe housing or shelter,
 - age (under 21 years old or over 70), and/or
 - the individual has been threatened or harmed while in Mexico.
 - Individuals attest that they, or a spouse or child accompanying them, meet one of these vulnerability criteria.
- OFO will continue processing noncitizens seeking an exception to Title 42 at select POEs.

(b)(7)(E)

- Individuals who use the CBP One app will be able to schedule an appointment to present themselves at the following eight (8) ports of entry:
 - Arizona: Nogales;
 - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte); and
 - California: Calexico and San Ysidro (Pedestrian West – El Chaparral).
- Border wait times are expected to increase as we manage operational resources.
 - Land border POEs are already experiencing a 20 percent rise in traffic volumes compared to pre-COVID volumes.
- As of January 25, 2023 Non-governmental Organizations (NGOs) will no longer have access to the CBP One application. Our border security mission remains our number one priority.
- The orderly and safe processing of all arriving persons, as well as the safety of our personnel and the surrounding communities, is paramount.

WORKFORCE MESSAGING:

- We recognize that the work you do every day, including processing Title 42 humanitarian exceptions, can be tough on our workforce.
- We care deeply about each of you. Your health and well-being remain our number one priority.
- Many of you have volunteered to go on TDY and sacrificed time with your family, friends, and loved ones.
 - We thank you and your family for making the sacrifice.
- We appreciate those of who have been supporting our SWB ports and Headquarters during this historic time in CBP history.
 - You embody CBP’s core values of Vigilance, Integrity, and Service to Country.
 - The work you are doing is an integral part of CBP’s mission.
- As we face trying times, please continue to reach out for support through CBP’s various resources.
 - Find a Chaplain, Peer Support, or Veteran Support member.
 - Visit the CBP Wellness and Resilience Programs website.
 - Download the myCBP mobile app. CBP employees and their family members can download the latest version to their Government-issued and personal mobile devices through the Apple AppStore or Google Play. The app is free and contains the latest information on resources and services available to CBP families.
 - Visit the CBP Employee Assistance Program online (password: CBPEAP) or call 800-755-7002.

EXTERNAL AUDIENCE:

- Stakeholders
- Non-Governmental Organizations (NGO)
- Media
- Public
- Congress
- Federal partners: State Department and local consulates
- Government partners on Northern and Southern Border (Canada and Mexico)

EXTERNAL TALKING POINTS:

- U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) continues to assist the Centers for Disease Control and Prevention (CDC) in enforcing the CDC's *Public Health Reassessment and Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, also known as Title 42, in addition to executing its border security mission.
- The Order has been vacated by the D.C District Court but this decision has been stayed by the Supreme Court of the United States. As required by a combination of the Supreme Court's December 27 order and a separate district court injunction prohibiting the implementation of the CDC termination of the Title 42 public health order, the Title 42 Order remains in effect.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests. OFO has previously developed and implemented mechanisms to facilitate the processing of undocumented noncitizens who have been identified as potentially eligible for an exception under the CDC's Title 42 Order.
- CBP will continue to process all travelers in a safe, efficient, and orderly matter.
- OFO worked diligently during the last year to continue advancing innovative technologies to provide streamlined processes at our POEs to enhance security and reduce administrative data entry for CBP Officers.
 - One of those technologies is the CBP One application.
- To facilitate safe and orderly arrival of noncitizens seeking a humanitarian exception from Title 42, Department of Homeland Security (DHS) is expanding use of the CBP One mobile application for noncitizens to schedule arrival times at POEs to seek an exception from Title 42.
- CBP One is a free mobile or desktop application available for download by any individual on a Google or Apple enabled device, as well as at www.cbpone.cbp.dhs.gov. Utilizing CBP One will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.
- This new scheduling function will allow noncitizens to schedule a time and place to come to a POE to seek an exception from the Title 42 public health order for humanitarian reasons based on an individualized assessment of vulnerability.
- CBP One will enable noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE.
 - Individuals do not need to be at the border to schedule an appointment; expanded access to the app in Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.
- Using the CBP One mobile app does not pre-determine a noncitizen's processing disposition.
 - Instead, the pre-submission of information is used to better facilitate the travel of noncitizens at land POEs.
 - Processing dispositions, including, as appropriate, admissibility determinations, will continue to be made by a CBP officer at the POE when the noncitizen arrives at the POE.

- Appointments in CBP One will become available January 12, 2023, to schedule appointments starting January 18, 2023, through January 31, 2023, with new days released daily at 9 a.m. EST.
- Processing dispositions for undocumented noncitizens will be determined on a case-by-case basis.
 - Unaccompanied noncitizen children are not subject to the Title 42 Order. POEs will continue to process unaccompanied noncitizen children in accordance with existing legal requirements, policy, and procedure, including transfer of custody to HHS ORR.
- Vaccination requirements issued under Title 19 authority continue to apply to all noncitizen, non-lawful permanent resident (LPR) travelers 18 years of age or older, with limited exceptions. U.S. citizens, LPRs, and American Indians who have a right by statute to enter the United States are not subject to these requirements.
 - During their inspection process, noncitizens must verbally attest to their COVID-19 vaccination status and provide, upon request, proof of vaccination against COVID-19 in accordance with Title 19 vaccination requirements.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests.
 - Factors weighing in favor of a humanitarian exception to the Title 42 public health order include the following:
 - a physical or mental illness,
 - disability,
 - pregnancy,
 - lack of access to safe housing or shelter,
 - age (under 21 years old or over 70), and/or
 - the individual has been threatened or harmed while in Mexico.
 - Individuals attest that they, or a spouse or child accompanying them, meet one of these vulnerability criteria.
- Individuals who use the CBP One app will be able to schedule an appointment to present themselves at the following eight (8) ports of entry:
 - Arizona: Nogales;
 - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte); and
 - California: Calexico and San Ysidro (Pedestrian West – El Chaparral).
- Border wait times are expected to increase as we manage operational resources.
 - Land border POEs are already experiencing a 20 percent rise in traffic volumes compared to pre-COVID volumes.
- The public's patience and understanding are key to ensuring the safe and orderly processing of all arriving persons at our POEs.
 - The public's cooperation for orderly and safe arrivals is paramount to CBP's ability to process efficiently.
 - Be prepared to present your entry documents and any other documents requested by the CBP officer. Have the documents in your hand when approaching an officer.

- Once the Title 42 public health order is no longer in place, this scheduling mechanism will continue to be available for those noncitizens without documents sufficient for lawful admission, including those who may wish to seek asylum in the United States, to schedule a time to present themselves at a port of entry for inspection and processing, rather than arriving unannounced at a port of entry or attempting to cross in between ports of entry.
- CBP is the Nation’s largest Federal law enforcement agency and takes the protection of its officers and workforce very seriously. In enforcing immigration and customs laws, CBP officers are at risk of assault when safeguarding and managing the Nation’s borders.
 - 18 U.S.C. § 111 makes it a federal crime to assault any Federal officer. A person attempting to circumvent the immigration process, impede an inspection, or who assaults a federal officer could be subject to administrative action and criminal charges.
- CBP will continue to facilitate the safe release of noncitizens from POEs, and coordinate, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders.
- Border management is a shared responsibility. CBP continues to work closely with stakeholders and international partners to ensure orderly and safe entry into our POEs.
- In response to the increased processing volumes, OFO currently has approx. (b)(7)(E) personnel deployed to the SWB.
- OFO will continue to prioritize criminal threats to border security along the Southwest Border.

GUIDANCE:

Inquiries from national and international media outlets shall be referred to the public affairs point of contact listed below with CBPMediaRelations@cbp.dhs.gov copied to the message.

The public affairs point of contact for this issue is:

- Rhonda Lawson, Office of Public Affairs, U.S. Customs and Border Protection, Rhonda.m.lawson@cbp.dhs.gov, Mobile: (202) 856-2358

TIMELINE:

| Phases | Responsibilities | Lead | Due Date |
|-------------|---|------------------------|----------|
| Preparation | Develop two sets of talking points (1) internal to inform the workforce; (2) external to inform stakeholders. | OFO Communications | 1/6/2023 |
| | Complete national press release | OFO Communications | 1/6/2023 |
| | Draft social media posts and develop “toolkit” for wider social media use. | OFO Communications/OPA | 1/6/2023 |

| | | | |
|--------------------|---|--------------------------|---------------------|
| | Coordinate messaging review with OPA and Ops Directorate. | Dir. (b)(6), (b)(7)(C) | 1/6/2023 |
| | Translations of social media and Public Facing Content | BC (b)(6), (b)(7)(C) | 01/06/2023 |
| | Distribute Communications Plan to Field Offices. | Dir. (b)(6), (b)(7)(C) | 01/06/2023 |
| | Distribute Communications Plan to OCA, IPL, OLA, etc. | OFO Communications/OPA | 01/07/2023 |
| | Develop and distribute muster messages to DFOs. | Ops | 01/06/2023 |
| | Field Offices to message Stakeholders with high level talking points from Communications Plan. | Field Offices | 01/06/2023 |
| | Prep international media campaign with International Affairs and Dept of State coordination | OPA | Week of 01/07/2023 |
| | Request paid advertising in northern Mexico | OFO Communications/OPA | TBD |
| | Hold National Press Conference. (optional) | DHS | TBD |
| Launch | Messaging to Media/Public through press releases, social media, on-camera/radio interviews with Field Office Public Affairs Liaisons. | OFO/Field Offices | 01/07/2023 |
| | Planned launch day | DHS | 1/12/2023 |
| | Distribute social media posts (develop frequently) | Field Offices | 1/06/2023 |
| Post-Launch | Request imagery on processes from field. | Field Offices | Ongoing Post-Launch |
| | Continue updating our messaging, participate in radio spots, etc. | CBP/OFO HQ/Field Offices | Ongoing Post-Launch |

COMMUNICATIONS TOOLBOX ATTACHMENTS:

- Social Media Strategy
- Press release
- Frequently Asked Questions
- CBP One FACT Sheets

CBP Supporting the Fight Against Human Trafficking



U.S. Customs and
Border Protection

September 2022

Who Are You



I am a...

Please select from the options provided below.

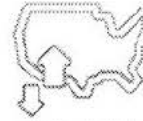
- Traveler
- Broker/Carrier/Forwarder
- Aircraft Operator
- Bus Operator
- Seaplane Pilot
- Commercial Truck Driver
- Commercial Vessel Operator
- International Organization
- Department of Homeland Security

Select Travel Method

Select one from the options below.

- Land
- Sea
- Air

Traveler



Report My Arrival

Submit a report of arrival to streamline your process with CBP rules and regulations.

Report My Departure

Report your departure from the United States by land to fulfill your I-94 requirements.

Apply for I-94 in Advance

Apply for an I-94 in advance to save time at your next border crossing.

Get My Record I-94

Need proof of where you've been? Click to retrieve current I-94s.

View My Travel History

View your U.S. arrival and departure history for the past 5 years.

CONTINUE

Please select the language you would like to fill out this form in.

Seleccione su preferencia de idioma.

- English
- Español

BACK

CONTINUE

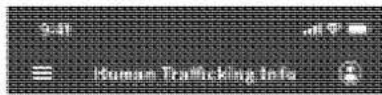
Please Know: The I-94 you apply for on this page is provisional. To complete your I-94 application you will also need to:

1. Appear at a port of entry within seven days of completing this online application. If you do not appear within seven days or are not issued an I-94 for any reason, there are no refunds.
2. At the port of entry, submit your biometrics (if required) and complete an interview.
3. Please bring the documents you entered into the application with you to the port of entry.
4. Be prepared to show evidence of your residence, employment and/or travel plans, if asked by the Customs and Border Protection (CBP) Officer.
5. If you believe your rights as a worker have been violated in the U.S., or you have been trafficked, [CLICK HERE](#).

(b)(7)(E)

BACK

CONTINUE



Call the National Human Trafficking Hotline toll-free hotline at 1-888-373-7888.

Anti-Trafficking Hotline Advocates are available 24/7 to take reports of potential human trafficking.

Text the National Human Trafficking Hotline at 233723. Message and data rates may apply.

Chat with the National Human Trafficking Hotline via www.humantraffickinghotline.org/chat.

Submit a tip online through the anonymous online reporting <https://humantraffickinghotline.org/report-trafficking>.

For more information about your rights as worker in the United States, see the Department of State video: [Rights and Protections for Temporary Workers](#).

BACK

Interactive Page with Support Links

- ✓ Clicks on phone numbers or text will initiate a phone call/texts.
- ✓ Clicks on internet pages will launch the websites.
- ✓ Clicks on the “Rights and Protections for Temporary Workers” will launch the You Tube video.



CBP One





U.S. Customs and
Border Protection

January 6, 2023

MEMORANDUM FOR: Directors, Field Operations
Office of Field Operations

FROM: Casey Durst (b)(6), (b)(7)(C)
Executive Director, Operations
Office of Field Operations

SUBJECT: CBP One™ Direct Individual Submission for Consideration of
Title 42 Exception

To facilitate the safe and orderly arrival of noncitizens seeking an exception from the Centers for Disease Control and Prevention (CDC) *Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists* under Title 42, the Department of Homeland Security is expanding CBP One™ mobile app functionality to allow noncitizens to directly submit certain personal information to U.S. Customs and Border Protection (CBP) and to schedule their arrival at a port of entry (POE) for consideration of a humanitarian exception from the CDC's Title 42 Order.

Initially, this functionality will allow noncitizens to submit advance information and schedule a time and place to present themselves for inspection at specified POEs, when seeking an exception from the Title 42 public health order for humanitarian reasons. Such noncitizens will be required to attest to their belief that they, or an accompanying spouse or child(ren), meets identified vulnerability factors (e.g., a physical or mental illness, disability, pregnancy, lack of access to safe housing or shelter in Mexico, age (under 21 years old or over 70, including families), or an indication that the individual has been threatened or harmed while in Mexico).

Effective January 12, 2023, noncitizens physically located within the covered areas of Mexico will have the ability to directly access CBP One™ to submit certain advance information and request a date and time to present themselves to be considered for exception from the CDC's Title 42 Order at the previously identified southwest border (SWB) POEs (San Ysidro, Calexico, Nogales, El Paso, Eagle Pass, Laredo, Hidalgo, and Brownsville). Noncitizens do not need to be in close physical proximity of the SWB of the United States to submit their information or schedule their arrival in CBP One™. The scheduling function of the app has been expanded to reach Central Mexico and is designed to discourage noncitizens from congregating near the border in unsafe conditions.

A scheduled appointment through CBP One™ is not a guarantee that the noncitizen will be excepted from the CDC Title 42 Order. CBP retains discretion to determine the appropriate processing disposition for any individual.

The current Temporary Travel Restrictions Applicable to Land Ports of Entry and Ferries Service Between the United States and Canada / Mexico Title 19 (i.e., Title 19 restrictions) remain in effect, applicable at land POEs and ferry terminals along the northern and southern borders. Noncitizens, non-lawful permanent residents should continue to be processed as described in the January 20, 2022, *Title 19 Temporary Travel Restrictions: Vaccination Requirements*. Generally, noncitizens without appropriate immigration documents for admission will be processed consistent with their lack of documents, with appropriate consideration given in the processing decision to whether they are vaccinated or used CBP One™.

Noncitizens subject to the CDC Order without documents sufficient for entry, who do not have a CBP One™ appointment, and who are not amenable to an exception to Title 42, will continue to be prevented from entry or expelled pursuant to Title 42.

Absent national security or public safety concerns, noncitizens for whom an exception from Title 42 is determined to be appropriate may generally be served with a Notice to Appear and placed into removal proceedings under Section 240 of the Immigration and Nationality Act (INA). However, the Office of Field Operations retains all existing discretion to determine the appropriate processing disposition for a particular individual, including processing amenable noncitizens for expedited removal pursuant to section 235(b)(1) of the INA.

Processing of unaccompanied noncitizen children (UCs) will remain unchanged. UCs are not subject to the CDC Order.

Nothing in this guidance is intended to supersede the local exercise of discretionary authority and the ability of the port to make determinations regarding appropriate processing, on a case-by-case basis, considering the totality of circumstances.

Please reach out to me with any questions or have a member of your staff contact Director (b)(6), (b)(7)(C) Incident Response Branch at (b)(6), (b)(7)(C)

Attachment



CBP One™

Traveler: Land:
Submit Advance Information



U.S. Customs and
Border Protection



CBP One → Executive Summary

CBP One

- ✓ On December 20th – Undocumented Noncitizens (UNCs) will be able to submit advance information and schedule appointments to present at POEs as soon as December 21st.
 - ✓ Dec 21st – 27th will be available on 20th.
- ✓ CBP One will be available at Brownsville, Eagle Pass, Hidalgo, Laredo and Paso Del Norte, El Paso, Texas as well as Nogales, Arizona and Calexico and San Ysidro (Pedestrian West – El Chaparral) in California.
- ✓ The application will require individuals use mobile devices, submit a live photo, and utilize geofencing to ensure they are within a certain proximity to the border. Proximity will encompass Mexico City and Guadalajara.
- ✓ This is voluntary process for UNCs.

✓ **(b)(7)(E)**

✓ **(b)(7)(E)**



CBP One → Additional Notes

- All POEs will have dedicated queues for CBP One appointments.
- Travelers with appointments in the designated queues can be verified by (b)(7)(E) or through CBP One application
- Travelers must be processed in Simplified Arrival Pedestrian (SA-Ped) (b)(7)(E)
- CBP One data n prepopulate Primary and Secondary systems.

Demonstration of the CBP One App for UNCs



I am a...

Please select from the options provided below.

Traveler

Broker/Carrier/Forwarder

Aircraft Operator

Bus Operator

Seaplane Pilot

Commercial Truck Driver

International Organization

Department of Homeland Security

CONTINUE

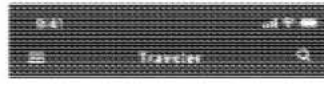


Select one from the options below.

Land

Sea

Air



Report My Arrival

Submit a report of arrival to streamline your process with CBP rules and regulations.

Report My Departure

Report your departure from the United States to find out how to meet your I-94 requirements.

Apply for I-94 in Advance

Apply for an I-94 to save time at your next border crossing.

Get My Recent I-94

Need proof of valid status? CBP is retrieving current I-94s.

View My Travel History

View your U.S. arrival and departure history for the past 5 years.

View My Compliance

View your compliance with the terms of your admission into the U.S. which includes your date of arrival and departure.

Submit Advance Information: Modify Presentation Date

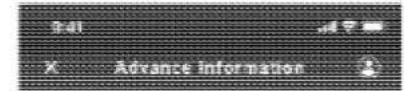
Provide advance information for unaccompanied non-U.S. citizens intending to travel to the U.S. and modify your presentation date.

Check Border Wait Times

Check estimated wait times and open line status (AVT) at land ports of entry.



SUBMIT ADVANCE INFORMATION



Please select the language you would like to fill out this form in.

Seleccione su preferido de idioma.

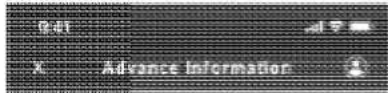
English

Español

BACK

CONTINUE

CBP One – All mandatory fields required for a USEC Case - Live Photos will be Required

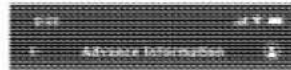


Edit/delete an individual or add to all individuals traveling together who share a common U.S. destination and permanent foreign addresses on this trip.

+ ADD INDIVIDUAL

BACK

CONTINUE



TAKE A PHOTO
Press and hold the camera icon to begin
photo capture session.

BIOMETRIC INFORMATION

* Ethnicity

* Last Name

* Birth Date

* Day of Birth

* Country of Birth

* Country of Residence

* Gender

* Height (cm)

* Hair Color

* Eye Color

* Ethnic Language

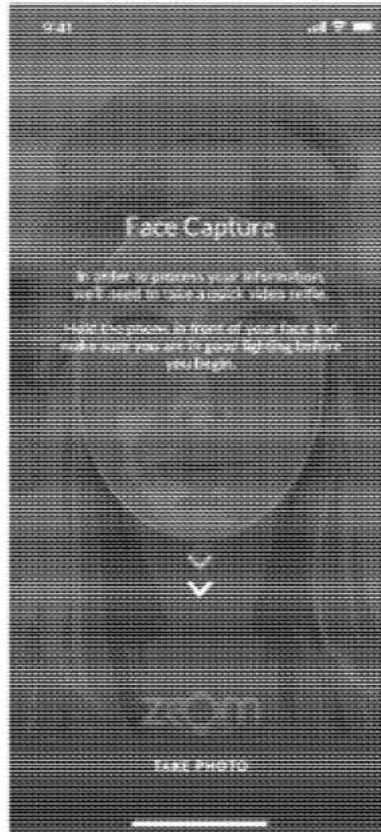
DOCUMENT INFORMATION

Do you have an identification?

Yes No

BACK

CONTINUE



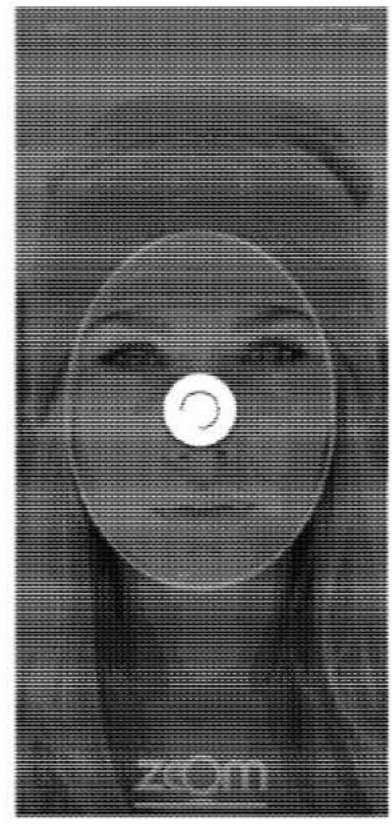
Face Capture

In order to process your information, we'll need to take a quick video selfie. Hold this phone in front of your face and make sure you are in good lighting before you begin.

TAKE PHOTO

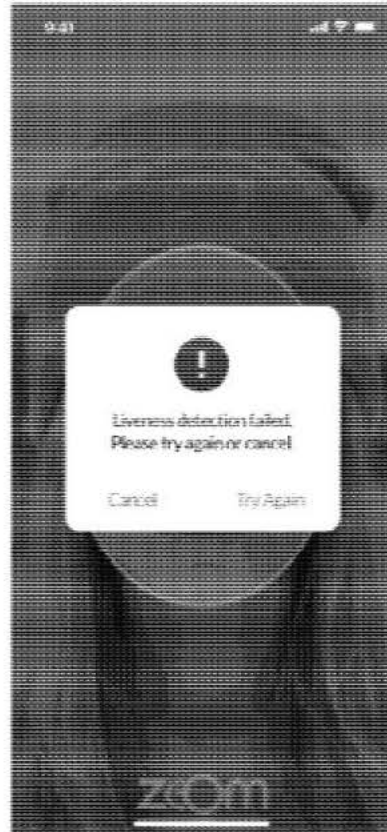
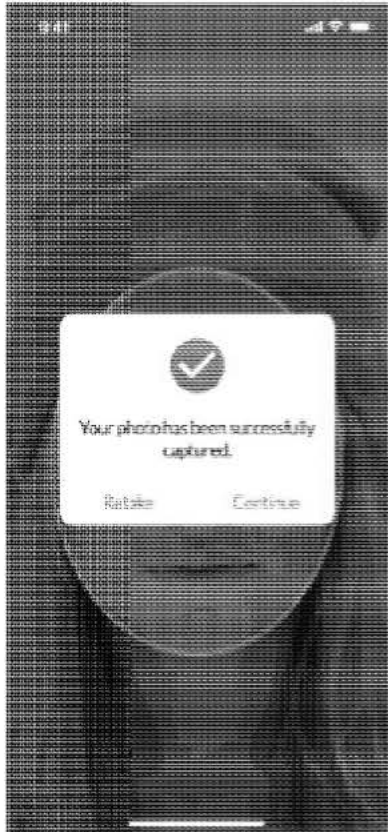


MOVE PHONE AWAY



TAKE PHOTO

CBP One – Additional Data Elements Required



A screenshot of the CBP One app showing the "Advance Information" form. The form is titled "Advance Information" and includes a profile picture and the name "SERGIO PINOLO (SERGIO)". Below the name is a list of fields for "BUSINESS INFORMATION" and "CONTACT INFORMATION".

BUSINESS INFORMATION

- * First Name: (b)(6), (b)(7)(C)
- * Last Name: (b)(6), (b)(7)(C)
- * First Email: (b)(6), (b)(7)(C)
- * Second Email: (b)(6), (b)(7)(C)
- * Current Email: (b)(6), (b)(7)(C)
- * Country of Residence: (b)(6), (b)(7)(C)
- * Gender: Male
- * Height: (b)(6), (b)(7)(C)
- * Weight: (b)(6), (b)(7)(C)
- * Hair Color: Black
- * Eye Color: Brown
- * Primary Language: English

CONTACT INFORMATION

- * Country of Residence: (b)(6), (b)(7)(C)
- * No. of Family Members: 1
- * Travel Document: Passport
- * Country of Birth: (b)(6), (b)(7)(C)
- * Country of Residence: (b)(6), (b)(7)(C)
- * Home Country (not US/PR/MS): (b)(6), (b)(7)(C)
- * Residence (not PERM/NOYD): (b)(6), (b)(7)(C)

At the bottom, there are "BACK" and "CONTINUE" buttons.

A screenshot of the CBP One app showing the "Advance Information" form with contact information fields. The form is titled "Advance Information" and includes a profile picture and the name "SERGIO PINOLO (SERGIO)". Below the name is a list of fields for "CONTACT INFORMATION", "EMPLOYMENT INFORMATION", and "TRAVEL INFORMATION".

CONTACT INFORMATION

- Email Address
- Is this an international phone number?
 - Yes
 - No
- Phone Number
- Phone Type

EMPLOYMENT INFORMATION

- Are you employed?
 - Yes
 - No

TRAVEL INFORMATION

- Have you traveled to another country in the last year?
 - Yes
 - No

At the bottom, there are "BACK" and "CONTINUE" buttons.

A screenshot of the CBP One app showing the "Advance Information" form with family information fields. The form is titled "Advance Information" and includes a profile picture and the name "SERGIO PINOLO (SERGIO)". Below the name is a list of fields for "FATHER" and "MOTHER".

Enter family information below

- * Marital Status: (b)(6), (b)(7)(C)

FATHER

- Is your father alive?
 - Yes
 - No/Unknown

MOTHER

- Is your mother alive?
 - Yes
 - No/Unknown

At the bottom, there are "BACK" and "CONTINUE" buttons.

CBP One – Co-Travelers can be Added – Geolocation Required to Access Schedule



Edit/delete a individual or add in all individuals traveling together on this trip

➕ ADD INDIVIDUAL

(b)(6), (b)(7)(C)
Passport (b)(6), (b)(7)(C)

BACK

CONTINUE



PLEASE FILL OUT THE ADDRESS FOR WHERE YOU LIVED BEFORE COMING TO THE USA ALONG WITH SOME ADDITIONAL INFORMATION

PERSONAL INFORMATION

* Name: [REDACTED]

* Address: [REDACTED]

* City: [REDACTED]

* State: [REDACTED]

* Zip Code: [REDACTED]

US Citizen or Permanent Resident?

Yes No

Passport # [REDACTED]

When? [REDACTED]

PERSONAL CONTACT INFORMATION

Have an email

* Email: [REDACTED]

* Phone: [REDACTED]

US Citizen or Permanent Resident?

Yes No

* First Name: [REDACTED]

* Last Name: [REDACTED]

* Email Address: [REDACTED]

BACK CONTINUE



Please fill out the address for where you lived before coming to the USA along with some additional information

PERMANENT ADDRESS ABROAD/FOREIGN

I don't have one

* Address 1
(b)(6), (b)(7)(C)

* Address 2
[REDACTED]

* Country
(b)(6), (b)(7)(C)

* City
(b)(6), (b)(7)(C)

* Zip Code
(b)(6), (b)(7)(C)

PREPARER INFORMATION

Did someone else ask you to submit this information?

Yes No

* First Name
(b)(6), (b)(7)(C)

* Last Name
(b)(6), (b)(7)(C)

* Email Address
(b)(6), (b)(7)(C)

BACK

CONTINUE



SCHEDULE YOUR ENTRY

* Requested Port of Entry
San Ysidro

BACK

CONTINUE



SCHEDULE YOUR ENTRY

* Requested Port of Entry
San Ysidro

Select a date and time

May 2021

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

08:00

14:00

BACK

CONTINUE

-Geolocation check here- PASS

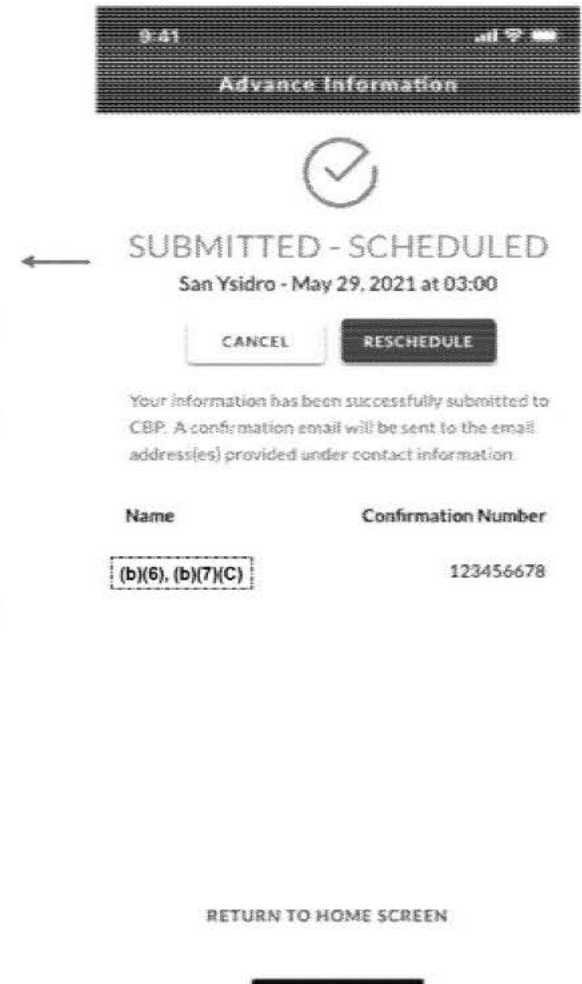
CBP One → Scheduling

- Upon implementation, the schedule will open for 7 days.
- Each day thereafter, a new day will be added as an 8th day at 8 CST/7MST/6PST.
- Port capacities will be defined by the field to allot available time slots on the CBP One calendar.
- The time slots in the app are ONLY reporting times. The processing times will vary based on operational realities at the POE.

CBP One – Opportunity to Review/Edit – Confirmation Screen



- Confirmation Screen will provide a unique confirmation number for traveler.
- If scheduled, it will provide the POE, Date and Time PLUS a confirmation email will be sent to the traveler.
- Travelers can cancel and reschedule their appointments through the app.



Submit Advance Information:
Too Far from the Border and **NOT** Able to Schedule

CBP One – Too Far from Border, Unable to Schedule



SUBMITTED - NOT SCHEDULED

Don't forget to check back later for available timeslots!

Your information has been successfully submitted to CBP. A confirmation email will be sent to the email address(es) provided under contact information.

HOWEVER: You must be within close proximity of the Mexico border to schedule presentation at a Port of Entry. You may utilize the "Modify Request" capability with this confirmation number to schedule at a later date.

Name

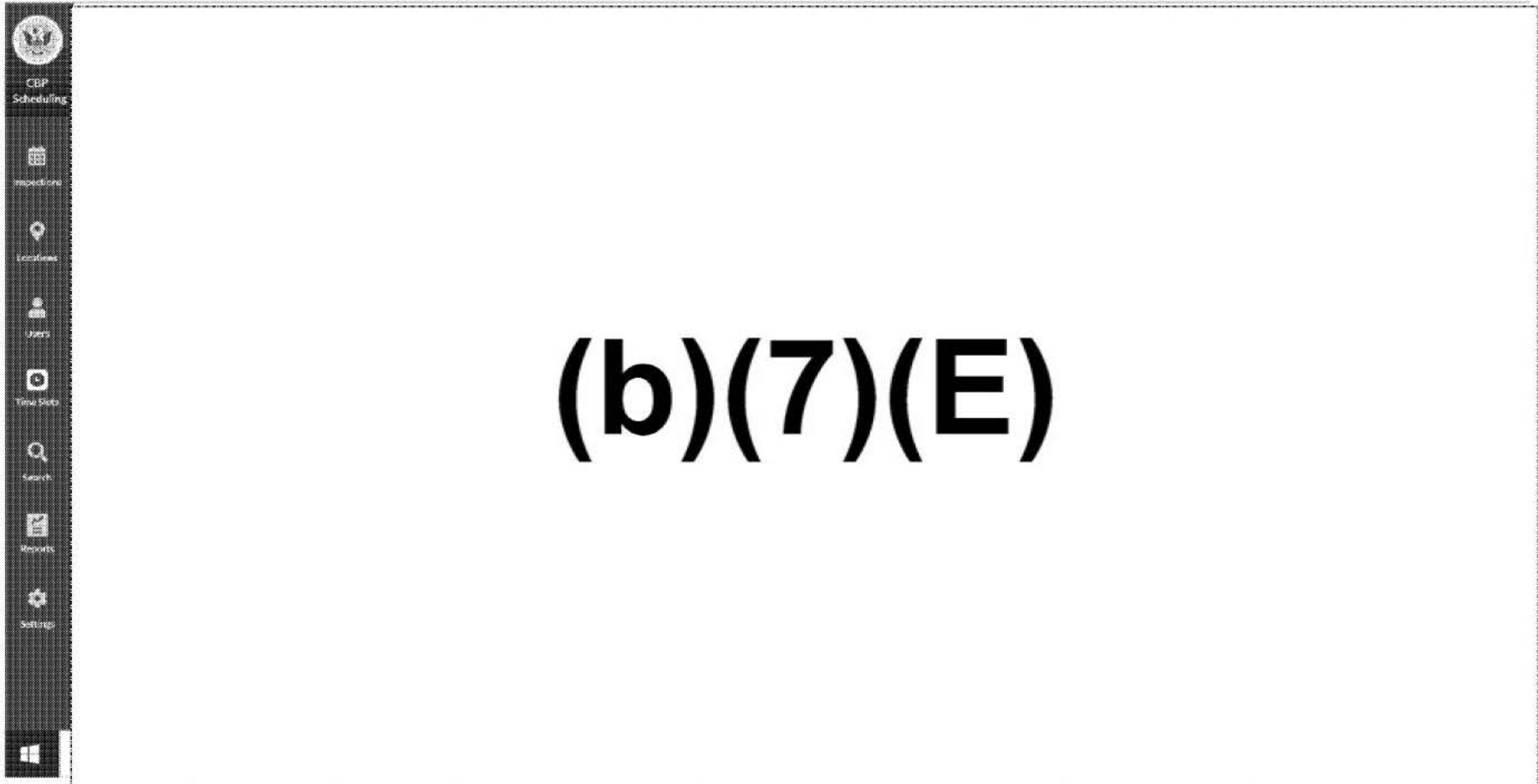
Confirmation Number

(b)(6), (b)(7)(C)

123456678

RETURN TO HOME SCREEN

CBP One – Backend Capacity is Maintained by a Dashboard Updated by HQ – POEs will Gain Access Once Finalized



Submit Advance Information:

(b)(7)(E)

CBP One – Traveler > Land >

(b)(7)(E)

(b)(7)(E)

CBP One – Traveler > Land >

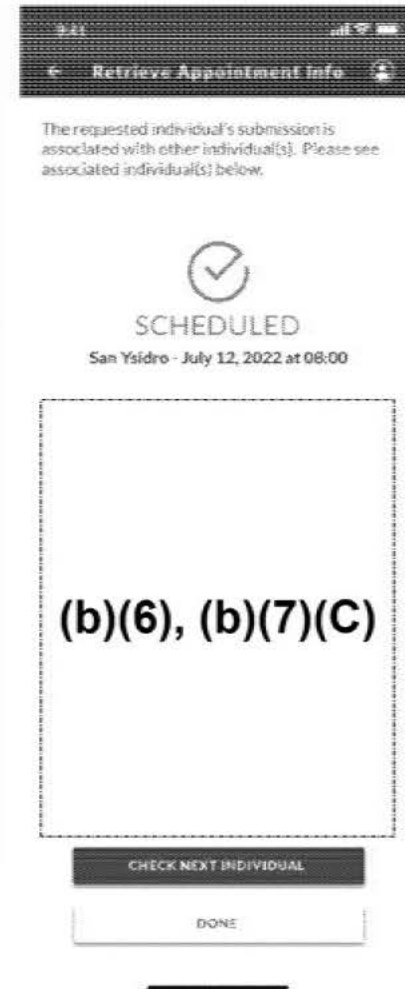
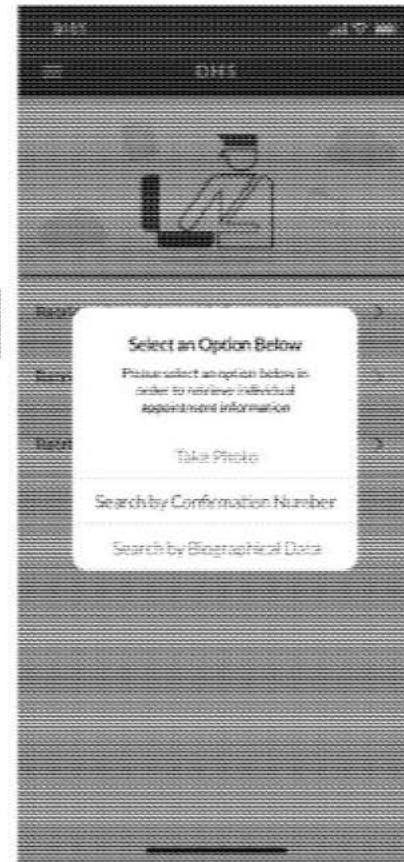
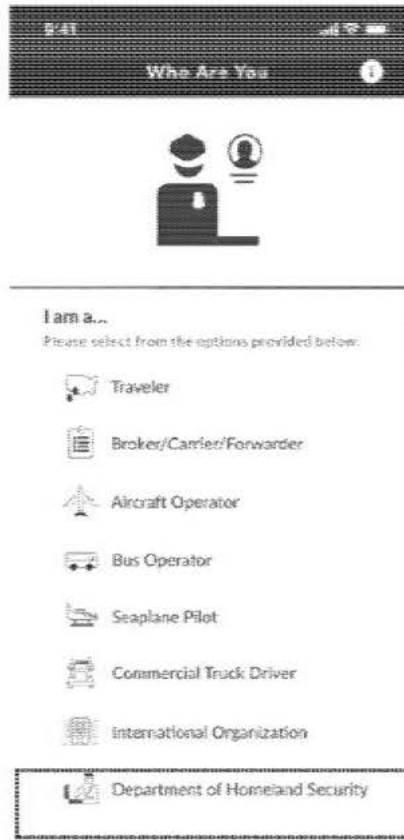
(b)(7)(E)

(b)(6), (b)(7)(C), (b)(7)(E)

Submit Advance Information:
Appointments are Verified at the Limit Line

CBP One – Confirming Appointments at the Limit Line

- Officers can utilize CBP One to:
 - Take a **Photo**
 - Query **biographics** or the **confirmation #**
 - One query will pull all co-travelers.





CBP One → Final Notes

CBP One

- A comms package is being finalized with press release, PAG, FAQs, social media, QRG, User Guide and marketing video.
- Queue signage will be provided.
- Travelers in the regular queue can be encouraged to submit advance data while in queue as it will reduce manual data entry during secondary processing.

Point of Contact for CBP One – (b)(6), (b)(7)(C)



TM **CBP One**





Public Affairs Guidance

CBP IMPLEMENTS NEW PROCESS TO SCHEDULE CBP ONE APPOINTMENTS

MAY 23, 2023

CBP has worked diligently during the last year to continue advancing innovative technologies to improve the security of our nation's borders while enhancing lawful travel and trade, providing streamlined processes at our POEs, and reducing administrative data entry for CBP Officers. This includes making changes and enhance the CBP One application to address the issues and concerns raised by noncitizens on the Southwest border and the organizations who provide them support. However, users and stakeholders continue to report frustration and stress, particularly related to a process that requires all users to access the app at the same time and attempt to get a limited number of appointments. Most importantly, CBP is concerned about the incidences of fraud and reports of exploitation of these noncitizens as bad actors continue to try to monetize what is intended to be a free and safe pathway to the United States.

Effective May 12, 2023, U.S. Customs and Border Protection (CBP) is adjusting the scheduling process to a proactive appointment allocation process to mitigate the bandwidth, connectivity issues by providing noncitizens additional time to complete the process. This new process will also eliminate the market for fraudulent obtaining and selling appointments to further ensure an equitable process.

The new process will allow users 23-hours to request appointments each day and if selected by a randomizer, they will have 23-hours to confirm their appointment. The randomizer will not consider any individual factors except more than half will be dedicated those who have been in the process the longest as indicated by when they created their registration. This will not impact the number of appointments CBP is offering each day and does not change the way in which this population will be processed at the Port of Entry.

CBP will continue to facilitate the safe release of noncitizens from POEs, and engage, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders. CBP will also remain committed to its privacy obligations and has taken steps to safeguard the privacy of all travelers.

Background

Despite multiple changes and enhancements to the CBP One Individual Advance Information Submission workflow, there continue to be challenges with the scheduling process. Specifically, end users, non-governmental organizations (NGOs) and other external stakeholders continue to provide feedback on bandwidth and connectivity issues, leading to the perception that only those with strong connections and new mobile phones can schedule appointments. These stakeholders also report that the daily rush to schedule an appointment within minutes causes anxiety and frustration as

noncitizens have limited opportunity to complete the process. Most importantly, CBP has received information on various efforts to commit fraud to exploit this vulnerable population.

Public Affairs Objectives

1. Acknowledge the ongoing challenges with the CBP One scheduling functionality for the undocumented noncitizen populations as it relates to bandwidth and connectivity issues.
2. Stress CBP's priority to provide an equitable process and fight bad actors' efforts to commit fraud and exploit an already vulnerable population.
3. Highlight this new scheduling process which will allow for significantly expanded timeframes for users to request and confirm appointments to mitigate bandwidth and connectivity issues. Additionally, the new scheduling process will remove the opportunity for bad actors to monetize a process intended to be free to the public.

Key Messages

- U.S. Customs and Border Protection (CBP) has been working diligently to make changes and enhance the CBP One application to address the issues and concerns raised by noncitizens and the organizations who provide them support.
- However, these stakeholders continue to report frustration and stress, particularly related to a process that requires all users to access the app at the same time and attempt to get a limited number of appointments.
- Most importantly, CBP is concerned about the incidences of fraud and reports of exploitation of these noncitizens as bad actors continue to try to monetize what is intended to be a free and safe pathway to the United States.
- U.S. Customs and Border Protection (CBP) is adjusting the scheduling process to a random appointment allocation process to provide noncitizens additional time to complete the process and further ensure equitable access.
- The random selection for appointments will dedicate a portion of the appointments for those who have been in the process the longest as indicated by when they created their registration.
- This will not impact the number of appointments CBP is offering each day and does not change the way in which this population will be processed at the Port of Entry.
- CBP will continue to facilitate the safe release of noncitizens from POEs, and engage, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders.

Talking Points

- U.S. Customs and Border Protection (CBP) is adjusting the scheduling process to a random appointment allocation process to provide noncitizens additional time to complete the process and further ensure equitable access.
- There will be no change to the way users create registrations today. They will have 23 hours to select their registration that contains all members of their family or co-travelers who share a common US destination address to request an appointment each day.
- However, under the updated process, noncitizens will no longer be required to access the application at 1100 eastern each day to search for the availability of an appointment.
- Noncitizens will be randomly allocated daily appointments from a pool of those who request an appointment each day. The selection process will be completely random except 60 percent of those selected will be selected from a pool of the oldest registrations.
- Noncitizens who receive an appointment offer would be given 23 hours to confirm the appointment by completing the photo capture and liveness detection process just as they do today.
- In the event a noncitizen is not selected for an appointment, they must request an appointment again to be considered for the next day's allocation.
- Any appointment that is not confirmed within the allotted timeframe will be reallocated to a registration on the original roster until all appointments are filled or the appointment would be less than 5 days from arrival. This cutoff is to reduce late notifications for families and individuals to prepare for presentation at the Port of Entry.

FREQUENTLY ASKED QUESTIONS

Q. What change did CBP implement?

A. Users will no longer be required to access the application at the same time each day to select a Port of Entry to see the availability of appointments and frantically attempt to compete the process to secure one. The process will now allow users to request an appointment once each day at the time that is best for them and then check to see if they were selected for an appointment the following day. The process for them to confirm an appointment has not changed. They will continue to be required to provide a live photo that will be matched to the original photo in the registration.

Q. Do users still have to be located within Central or Northern Mexico to get an appointment?

A. Yes, the application will utilize geolocation to ensure they are within this boundary at the time they request an appointment and again when they confirm their appointment.

Q. Why did CBP implement this change?

Despite multiple changes and enhancements to the CBP One Individual Advance Information Submission workflow, there continue to be challenges with the scheduling process. Specifically, users, NGOs and other external stakeholders continue to provide feedback on bandwidth and connectivity issues, leading to the perception that only those with strong connections and new mobile phones can schedule appointments. These stakeholders also report that the daily rush to schedule an appointment within minutes causes anxiety and frustration as noncitizens have limited opportunity to complete the process. Most importantly, CBP has received information on various efforts to commit fraud to exploit this vulnerable population.

Q. When will this be implemented?

A. On May 12, 2023, for appointments that will be offered on May 25th.

Q. What time will the appointments be posted each day?

A. Appointments will be posted each day at 1200 eastern. Users will know whether they were selected or not at this time.

Q. How will individuals be notified they were selected for an appointment?

A. Individuals will be notified that they were selected for an appointment through an email notification, a push notification to the device that requested the appointment, an in-app message that will display when they access the app and an update to their registration status.

Q. What factors will be included in the randomizer?

A. The only factor considered when selecting registration for an appointment will be 60% of the appointments will consider the age of the registration based on the create date.

Q. How will you ensure that people are not submitting multiple registrations for consideration?

A. There are security features within the applications that will ensure each individual is considered for an appointment on any given day. Users who try to submit someone who has already been entered will receive an immediate message notifying them that they are considered a duplicate and must be removed from the registration.

Q. How do you determine which registrations is the “oldest”?

A. The application calculates the age of a registrations by the “Create Date”.

Q. Does this impact the number of appointments being offered through the application?

A. No, this change does not impact the number of appointments being offered daily.

Q. What if a user who is offered an appointment continues to get an error about the inability to conduct a facial match?

A. CBP will be implementing the ability for an NGO to validate the individual matches the biographic details associated with a confirmation number. The NGOs will enter the confirmation number and login.gov ID and selecting a box to attest to that fact the individual provided sufficient documentation to validate their biographic data.

Q. What if an individual is offered an appointment and receives an error message because the system is unavailable?

A. The individual will have 23 hours to confirm their appointment. If they continue to have technical difficulties, they can request an automatic extension through the application of another 23 hours. If they still have not resolved their issue, they will need to ask for an appointment again. CBP will not further adjudicate these cases.



CBP One - Scheduling

Dashboard User Guide



U.S. Customs and Border Protection

Last Updated August 26, 2020



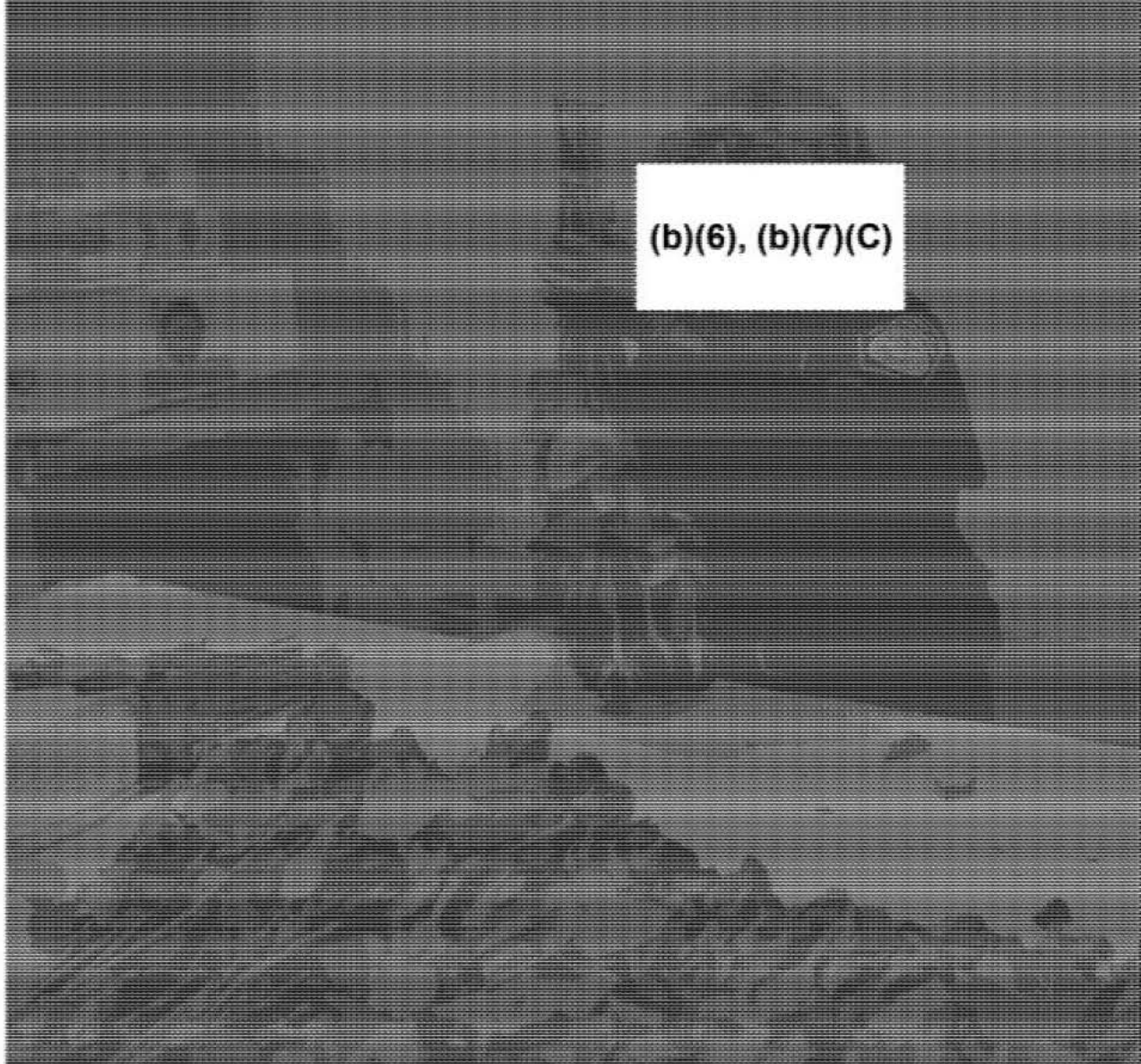
About CBP One Scheduling Dashboard

The CBP One - Scheduling application allows Agriculture Specialists to process inspection requests for travelers with permitted goods and brokers with permitted cargo.

This user guide will walk you through the major features of the Scheduling Dashboard.

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5. [Managing the Scheduling Dashboard](#)
 - [Overview](#)
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 - [Completing Inspections on Dashboard or Mobile](#)
 - [Internal Notes and Chat Features](#)
6. [Supervisory CBPAS Only Functions](#)
 - [Edit Inspection Details](#)
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 - [Reports](#)
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 - [Chat Message Notifications](#)



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Request Access to Scheduling Dashboard

Follow the steps to access the Scheduling Dashboard:

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(b)(7)(E)

Error Messages

If you are getting an error message like the ones shown on this screen, it may be due to one of the reasons below:

1. You have **not been added as a user by your AG Supervisor**. Please reach out to your supervisor so he/she can manually add you to the users list
2. Your **request for access has not been approved** yet by your Supervisor. Please wait until you receive an email confirmation

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Navigation

Appears on the left of the Scheduling Desktop. AG Specialists and Supervisors will have a different navigation bar due to the additional functionalities granted to users with the Admin role.

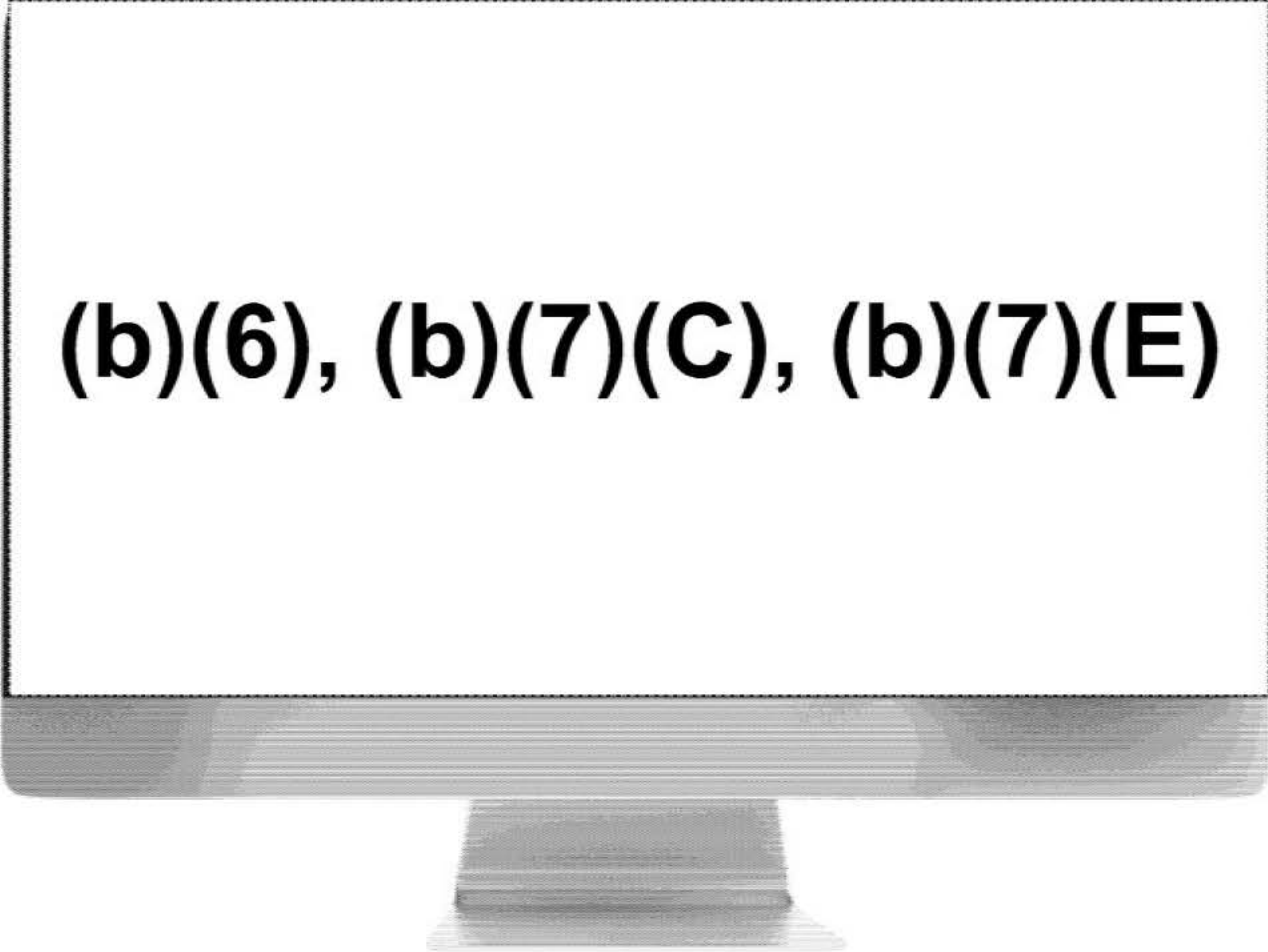
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Settings

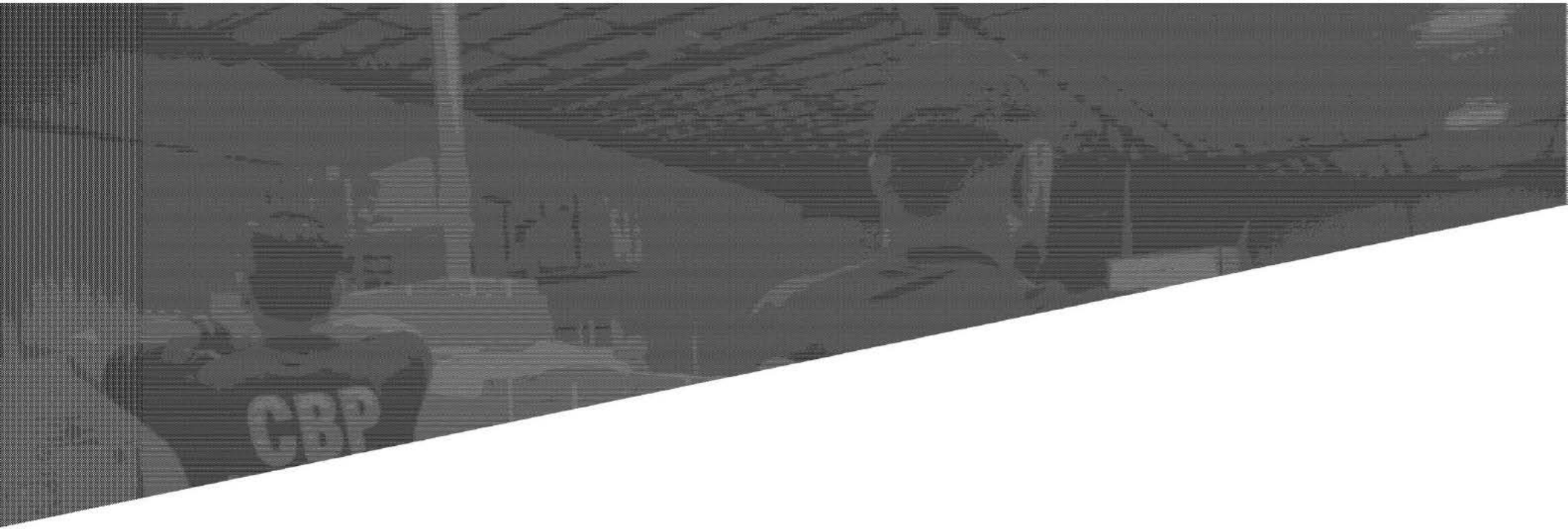
Default Port: This is the port that you are assigned to and ensures that you will see the inspections associated with that port.

User Guide: The desktop user guide will download once clicked.

Feedback: Click on the hyperlink, and an email will open addressed to the development team.



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Managing the Scheduling Dashboard

Dashboard: Overview

After logging into the application, this screen will be displayed with the following fields:

ID: Created based on the date that the inspection was submitted and the queue number for that day

Date: Date of inspection

Inspection Time: Inspection window start and end time

Company Name: Company name submitted by the broker

Location: Location of where the inspection will take place

Commodity/Activity: The “type” of cargo being inspected, or the activity being requested

Overtime Authorized: Whether overtime is authorized

Status: Status of inspection; please refer to slide 18 for more details

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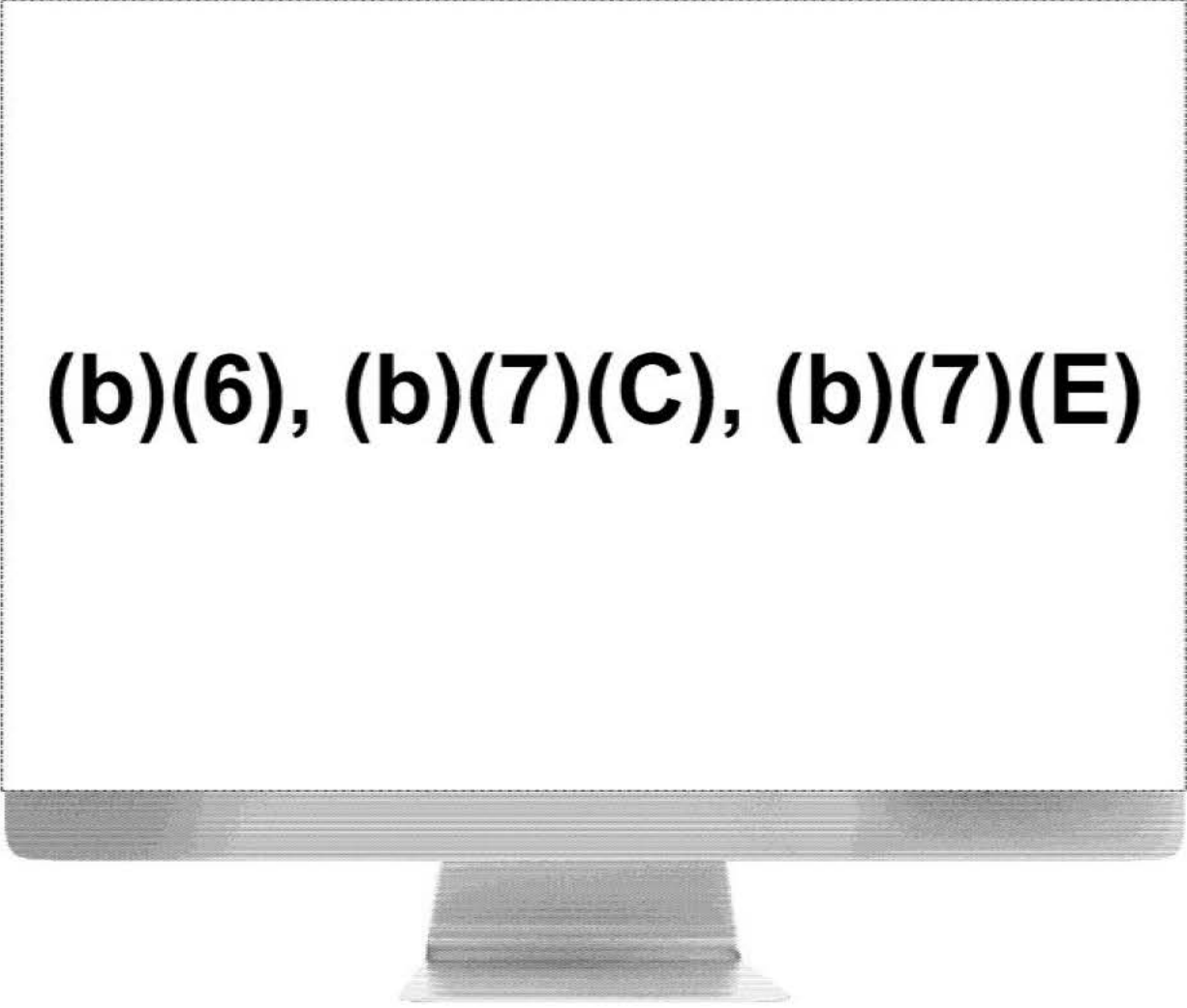
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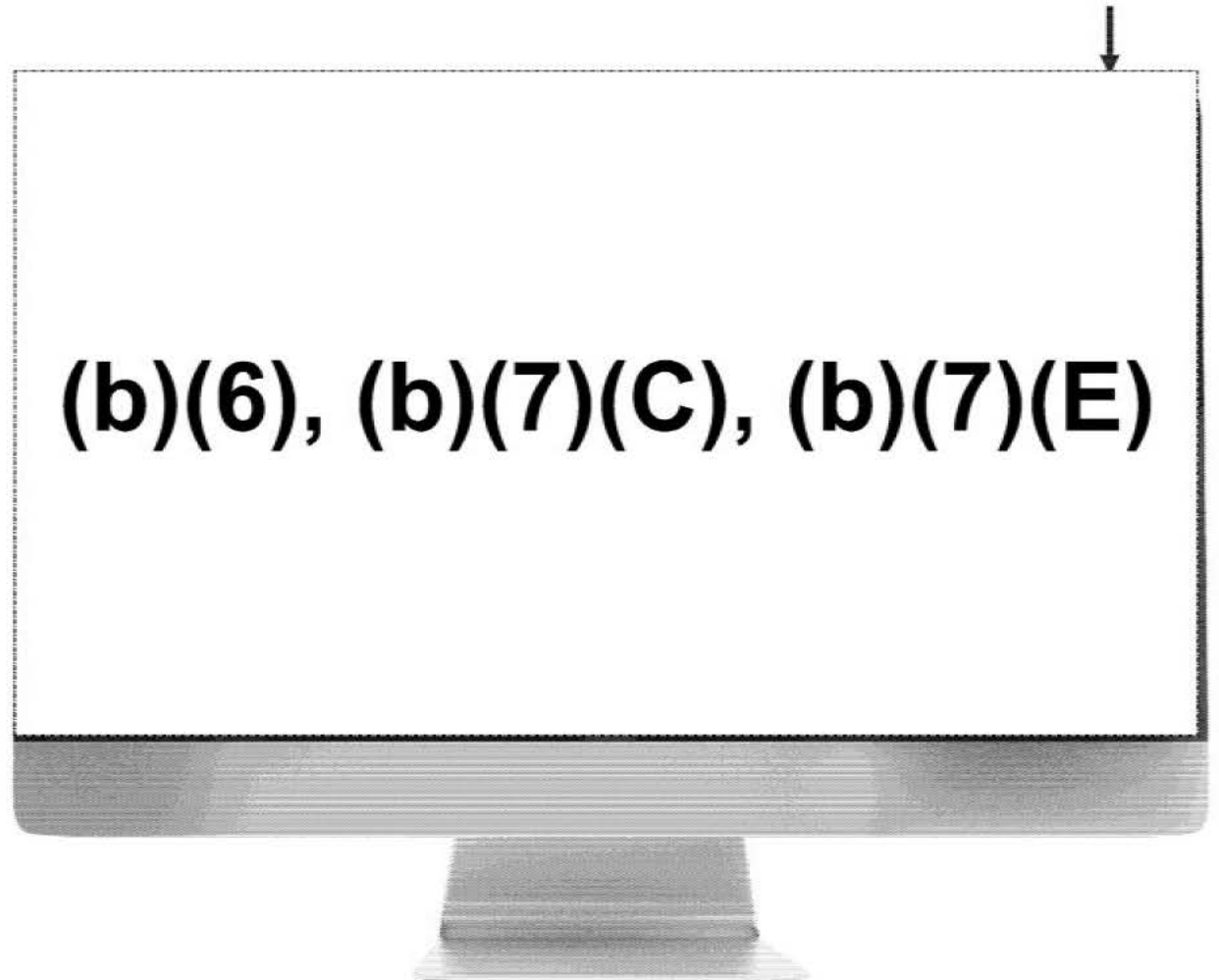


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Dashboard: Calendar View

Users can toggle between the summary list view and a calendar view.

The calendar view displays all upcoming inspections, color coded by status.



Dashboard: Detailed View

To view the details of an inspection, select the inspection, and a similar screen on the right should appear.

In the inspection details, users can see the

(b)(7)(E)

(b)(7)(E) of each individual inspection.

Users will only be able to **view** the fields on this screen unless they are an AG Supervisor.

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Dashboard: Completing Inspections on the Dashboard or a Mobile Device

For enroute inspections assigned to you, a “**Mark Complete**” button will be available in the inspection details view.

CBPAS Supervisors can update the inspection status to “complete” on the dashboard from the office.

CBPASs assigned to the inspection can access the dashboard from their mobile device and select “**Mark Complete**”.

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Dashboard: Internal Notes and Chat Features

1. **Internal Notes:** Allows AG Specialists and Supervisors to communicate with each other.
2. **Chat with Importer:** Allows AG Specialists and Supervisors to communicate with brokers. The conversation can only be initiated by a CBPAS.

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Supervisory CBPAS Only Functions

Edit Inspection Details

To edit the details of an inspection, select the inspection, and a similar screen on the right should appear.

A supervisor may **edit the fields seen on this screen and select “update inspection”**. These updates will be reflected on the summary list view (screenshot below).

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Updating Inspection Status

There are **8 inspection statuses** available.

Stakeholders **WILL** receive notifications when one of the following is selected:

- **Pending:** Default status when a request is received
- **Acknowledged:** CBP has reviewed the request
- **Scheduled:** Notifies stakeholder of inspection time frame
- **Enroute:** CBPAS is enroute to inspection
- **Completed:** On-Site inspection is complete
- **Cancelled:** CBP has canceled the inspection

The following are internal statuses that stakeholders **WILL NOT** see:

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Cancelling Appointments

1. If you want to cancel an appointment, select '**Cancelled**' from the status dropdown.
2. Select '**Update Inspection**'
3. Please provide comments regarding the reason for the cancellation and select '**Save**'.

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Locations

Supervisors may **add, edit, and delete** locations.

Add a new location:

1. Click on 'Add New Location' button
2. A **pop-up will** will appear
3. Fill in the required fields and click "add"

Edit an existing location:

1. Click on the "pencil" icon
2. A **pop-up will** will appear
3. Edit and save changes

Delete an existing location:

1. Click on the "X" icon
2. A **pop-up will** will appear asking if you would like to delete the selected location
3. Select "Yes"

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Users

This displays the users assigned to a specific port.

Please note: if you are an AG Supervisor, you may need to manually add new users in each port

Add New User:

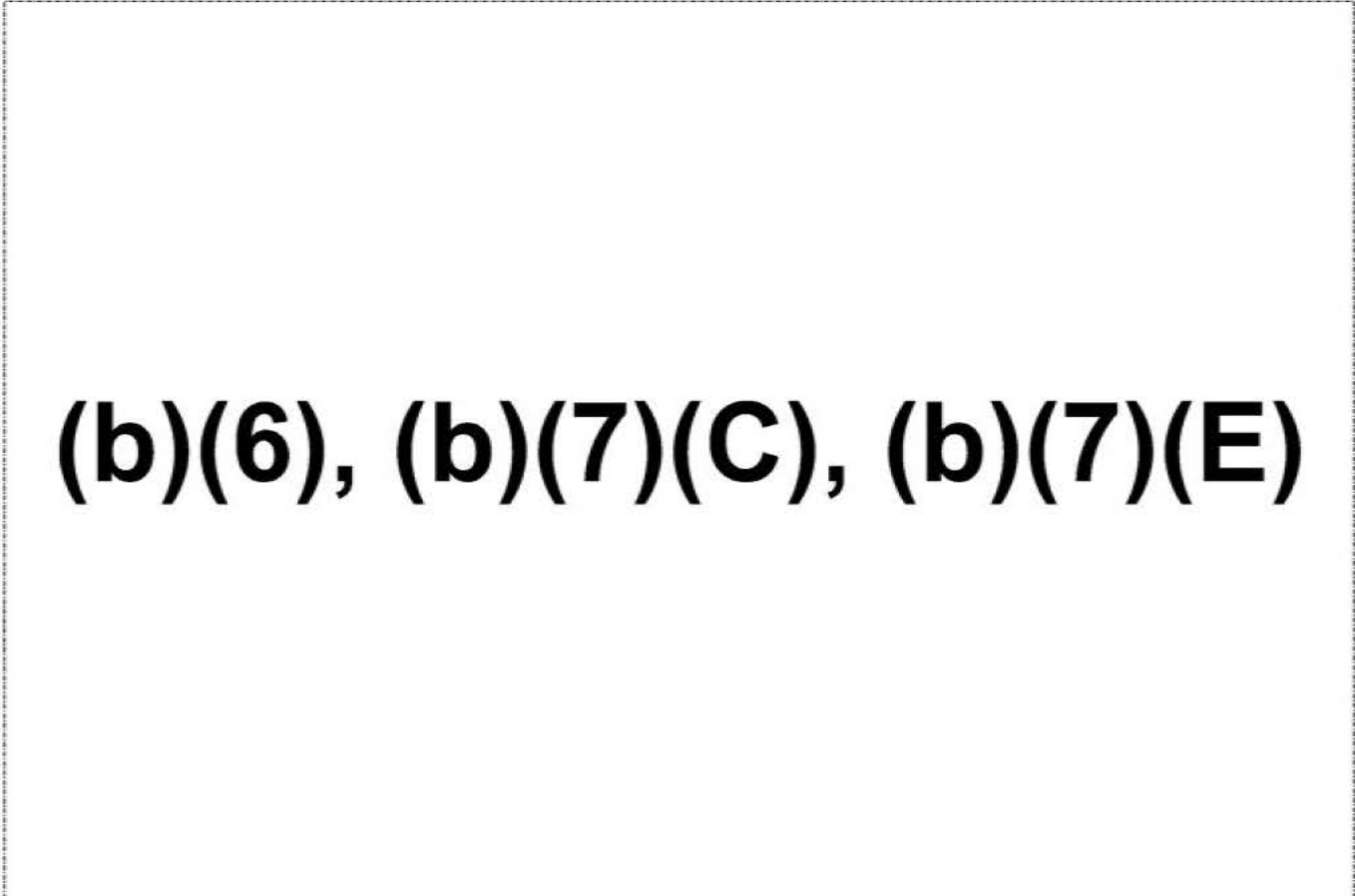
1. Click on 'Add New User' button
2. A **pop-up will** appear
3. Fill in the required fields and click "add"

Edit User:

1. Click on the "pencil" icon
2. A **pop-up will** appear
3. Edit and save changes

Remove User:

1. Click on the "X" icon
2. A **pop-up will** appear asking if you would like to delete the selected user
3. Select "Yes"



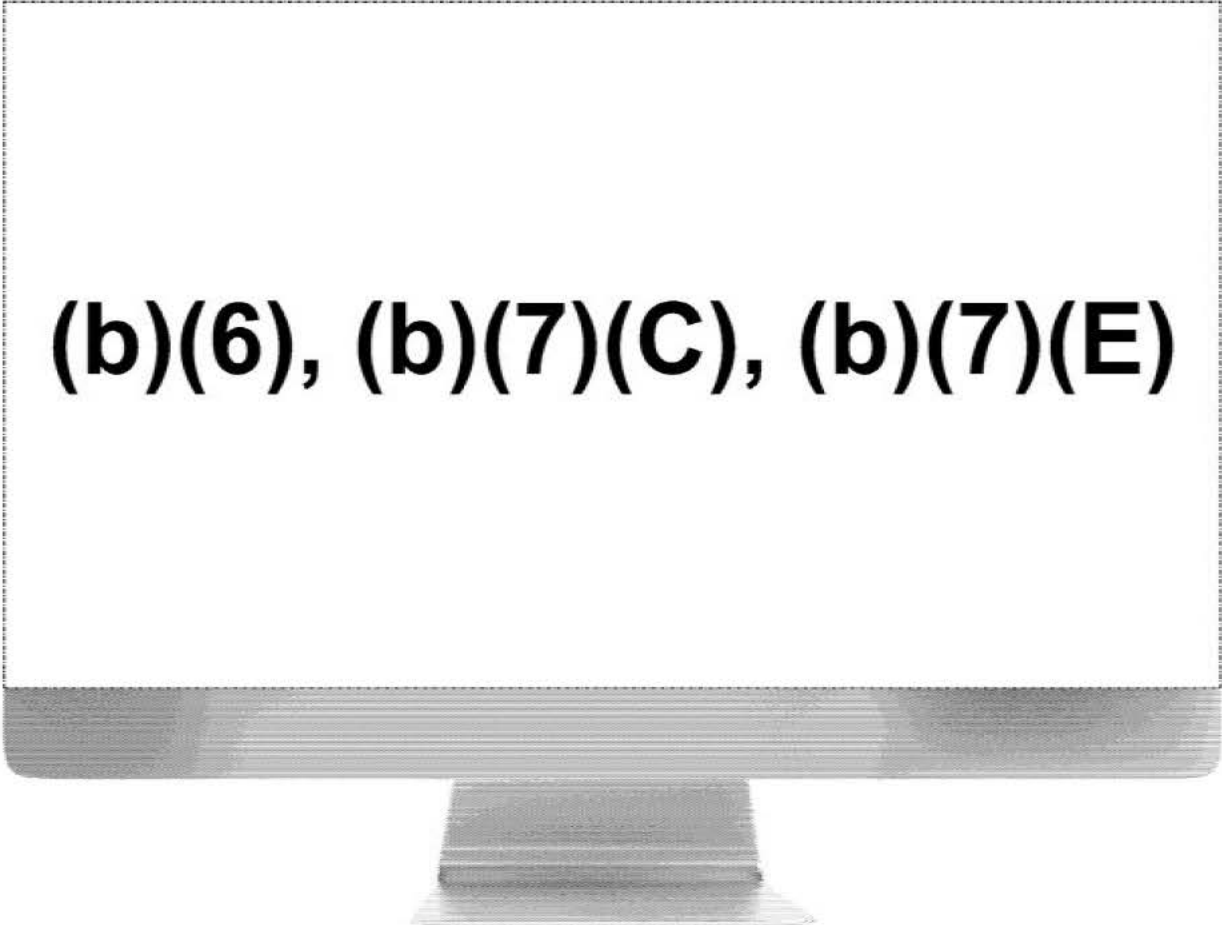
(b)(6), (b)(7)(C), (b)(7)(E)

Search

Admins can search for inspections based on the following:

- Inspection date
- Company name
- Locations
- Commodity/activity
- CBPAS Assigned
- Status

Similar to the inspections view, users can click on the column headers to sort by that column and selecting an inspection will take users to the details of that inspection.

A computer monitor is shown with a large redacted area on its screen. The redaction is represented by a dashed rectangular border. Inside this border, the text "(b)(6), (b)(7)(C), (b)(7)(E)" is displayed in a large, bold, black font. The monitor itself is a simple, modern design with a silver or grey base and a thin bezel.

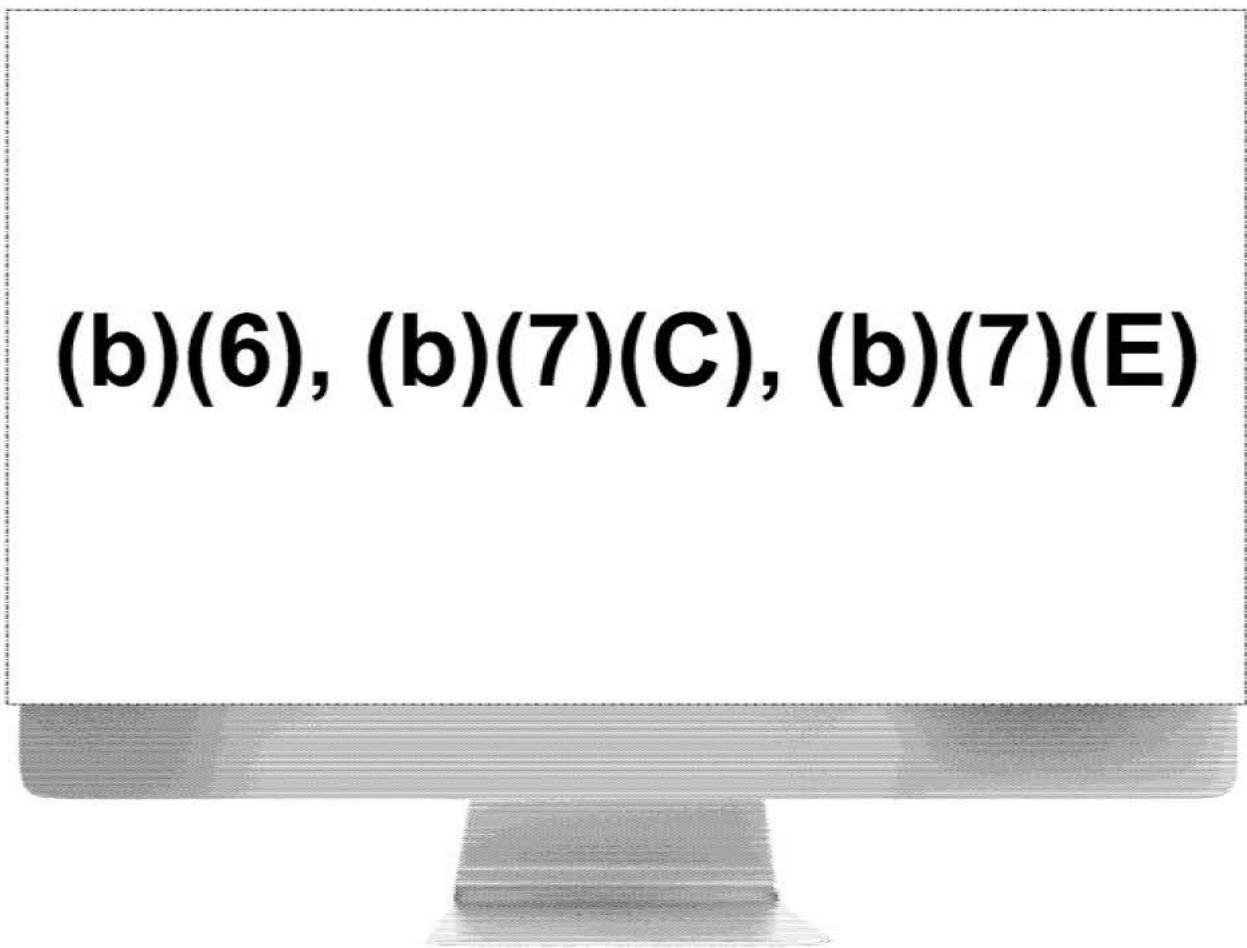
(b)(6), (b)(7)(C), (b)(7)(E)

Reports

Reports can be generated based on the **shift date start - shift date end**, and **shift time start – shift time end** range selected

You will see a screen like the one displayed with the following metrics based on the range you selected:

- Number of Appointments
- Number of Inspections Pending
- Number of Inspections on AGROT
- Total Units
- Boxes Pending for Inspection
- Average Response Time
- Response Time Greater than 2 Hours
- Max Response Time
- Oldest Request Time Not Covered



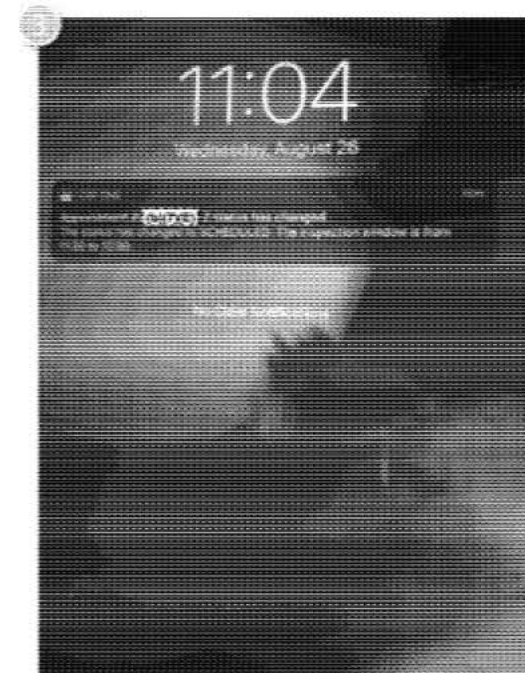
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Communications

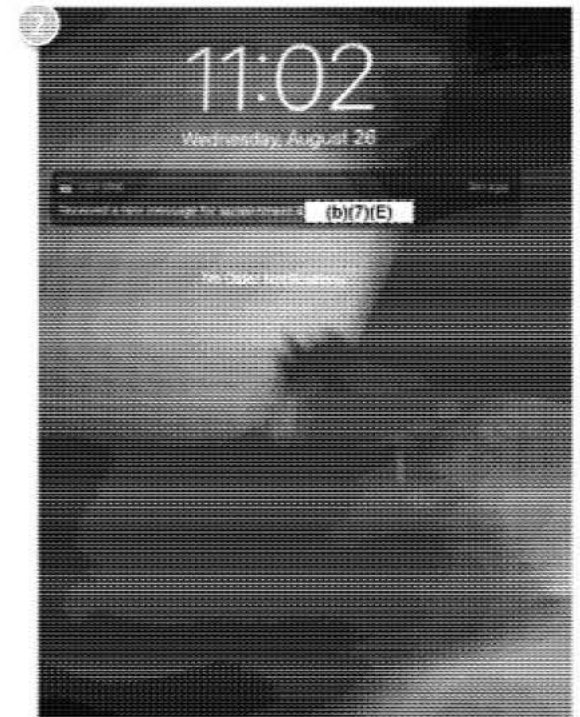
Status Change Notifications

- 1. Email:** Stakeholders will receive an email confirmation of all status changes. These will be sent to the email provided in the stakeholder's profile.
- 2. In-App Notifications:** Stakeholders will receive in-app notifications at the top of the screen for all status changes while using the app
- 3. Push Notifications:** Stakeholders will receive push notifications for status changes if they are outside the app



Chat Message Notifications

1. **In-App Notifications:** Stakeholders will receive in-app notifications at the top of the screen for new messages while using the app
2. **Push Notifications:** Stakeholders will receive push notifications for new messages if they are outside the app



TWITTER – Audience: Noncitizens without appropriate travel documents

(222)

Today, @CBP announced a new scheduling function in the #CBPOne app.

Using innovative approaches to secure our borders— Learn more about CBP's efforts to ensure safe and orderly processing: go.dhs.gov/(Press Release Link)

Image:



(209)

ATTN Non-citizens: To see the relevant vulnerability criteria that may warrant a humanitarian exception, use the #CBPOne mobile app to begin the process.

Download the @CBP One app today: go.usa.gov/xexAY

Image:

(279)

⚠️ To promote a safe and orderly processing experience, #CBPFieldOps recommends noncitizens who believe that they may be eligible for a humanitarian exception to Title 42, use the #CBPOne app to schedule their arrival at a port of entry.

Safe, secure, and FREE to use! Processing is prioritized through the app.

Image:



(244)

Easy, safe, secure, and free to use!

The #CBPOne app has a new scheduling feature. To see the relevant vulnerability criteria that may warrant a humanitarian exception, start the process in the app.

Download the @CBP One app: go.usa.gov/xexAY

Image:



(192)

@CBP is using innovative technology to streamline processing, reduce wait times, and help ensure safe and orderly processing.

Use the #CBPOne app if you're seeking a humanitarian exception to Title 42 to schedule a date and time to present at a designated port of entry.

Image and link of FACT sheet if found on CBP.gov:

(168+166) Thread

Part one

In a few steps, the secure @CBP One mobile app enables noncitizens to certify whether they believe they meet one of the vulnerability criteria and schedule their arrival at a port of entry to be considered for a humanitarian exception to Title 42.

Part two

- ▶ Download the #CBPOne app
- ▶ Submit biographical info
- ▶ Snap a facial photograph
- ▶ Certify qualification for specified vulnerability criteria
- ▶ Schedule a date to arrive at a port of entry.

Learn more: [go.dhs.gov/\(Press Release Link\)](https://go.dhs.gov/(Press+Release+Link))

Video:

[16-9 - T42 - CBPOne Steps.mp4](#)



FACEBOOK – (HQ USE)

FB

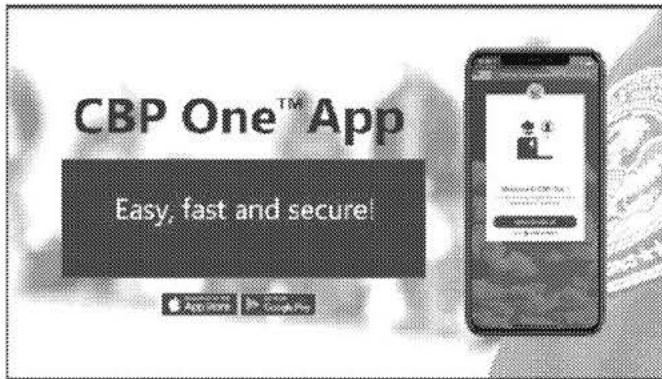
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Using innovative approaches to secure our borders—the #CBPOne app enables noncitizens to certify whether they believe they meet one of the vulnerability criteria and schedule their arrival at a port of entry to be considered for a humanitarian exception to Title 42.

Learn more about CBP's efforts to ensure safe and orderly processing: [go.dhs.gov/Press Release Link](https://go.dhs.gov/PressReleaseLink)

Video:

[16-9 - T42 - CBPOne Steps.mp4](#)



Office of Field Operations
CBP One™ Individual Submission for
Title 42 Humanitarian Exception
Talking Points
March 28, 2023

Overview:

- U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) continues to assist the Centers for Disease Control and Prevention (CDC) in enforcing the CDC's *Public Health Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, also known as Title 42, in addition to executing its border security mission.

Background on Title 42:

- The Title 42 Public Health order has been vacated by the D.C. District Court, but this decision has been stayed by the Supreme Court of the United States. As required by a combination of the Supreme Court's December 27 order and a separate district court injunction prohibiting the implementation of the CDC termination of the Title 42 public health order, the Title 42 Order remains in effect.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests. OFO has previously developed and implemented mechanisms to facilitate the processing of undocumented noncitizens who have been identified as potentially eligible for a humanitarian exception to the order.

CBP One™ Mobile Application:

- OFO has worked diligently during the last year to continue advancing innovative technologies to improve the security of our nation's borders while enhancing lawful travel and trade, providing streamlined processes at our POEs, and reducing administrative data entry for CBP Officers.
- One of those technologies is the CBP One™ application, a free application that serves as a single portal to a wide variety of CBP services. Through a series of guided questions, the app directs users to the appropriate services based on their needs.
- The app includes defined user roles for different functionality for travelers, importers, brokers, carriers, and additional stakeholders to improve access to and their experience with a variety of CBP services.
- From a travel and trade perspective, CBP One™ facilitates the advance application, payment, and retrieval of electronic I-94s, advance information for biological or other permitted agriculture products for travelers, as well as the ability to quickly create and submit manifests for bus passengers or schedule perishable inspections.
 - Key capabilities include scheduling exams with live status updates and chat capability, instant access to proof of admission status and authorized length of stay, and advance submission of import documents to streamline arrival inspection.

T42 Exception Processing:

- To facilitate the safe and orderly arrival of noncitizens seeking a humanitarian exception from Title 42, the Department of Homeland Security (DHS) expanded use of the CBP One™ mobile application to allow functionality for noncitizens to schedule arrival times at select ports of entry (POE) along the Southwest border to seek an exception from Title 42.
- CBP One™ is a free mobile application available for download by any individual on a Google or Apple

enabled device, as well as at www.cbpone.cbp.dhs.gov. Utilizing CBP One™ will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.

- By the end of April 2023, the desktop version of CBP One™ will be available for noncitizens to submit advance information. Due to geolocation requirements, individuals using the desktop version of CBP One™ may submit their advanced information but are unable to schedule appointments to present at a POE.
- This new scheduling functionality allows individual noncitizens to schedule a time and place at certain land border POEs to seek an exception from the Title 42 public health order for humanitarian reasons based on an individualized assessment of vulnerability factors.
- CBP One™ enables such noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE.
 - Individuals do not need to be at the border to schedule an appointment; expanded access to the app in Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.
- Use of the CBP One™ mobile application to schedule an appointment does not pre-determine a noncitizen's processing disposition upon inspection at the port of entry by a CBP officer.
 - The pre-submission of information is used to streamline the processing of noncitizens at land POEs by reducing data entry necessary during the inspection process and ensures a safe, humane, and orderly flow at the ports of entry.
 - All processing determinations will continue to be made by a CBP officer on a case-by-case basis, as appropriate, when a noncitizen arrives at the POE.
- The CBP One™ scheduling capability is currently divided into two distinct steps.
 - The first is a registration where noncitizens enter the biographical information and take a photo of everyone in their submission.
 - The second is scheduling the appointment to present at the POE. Once logged into the app, this step will allow noncitizens to select their completed registration, select the POE where they want to request an exception to the CDC's Title 42 Order, and be presented with any available dates and time. The user requesting the appointment will be required to submit another photo that will be subject to a liveness and geolocation verification as well as facial matching to the photo they submitted during their registration.
- Every noncitizen who is seeking to request an exception to the CDC's Title 42 Order through the CBP One™ mobile application, whether applying as an individual or as a family, requires their own individual appointment.
 - When using the CBP One™ mobile application for a family, families must submit a single submission. This will ensure users will only see appointments that will accommodate all family members together.

Processing at POEs:

- Processing dispositions for undocumented noncitizens will be determined on a case-by-case basis.
- Unaccompanied noncitizen children are not subject to the Title 42 Order. POEs will continue to process unaccompanied noncitizen children in accordance with existing legal requirements, policy, and procedure, including transfer of care and custody to HHS ORR.
 - CBP strongly encourages families not to send unaccompanied noncitizen children by themselves to the POEs and to remain together until they are able to obtain an appointment as a group.
- The number of appointments available for processing individuals seeking a humanitarian exception from Title 42 is constrained by several factors, including ongoing Title 42 litigation, the requirement within the CDC Order that exceptions be made on a case-by-case basis, port infrastructure, and CBP's ability to carry on with our primary missions -- anti-terrorism, anti-smuggling, trade compliance, and agriculture

- protection while simultaneously facilitating lawful trade and travel at all U.S. ports of entry.
- The current Temporary Travel Restrictions Applicable to Land Ports of Entry and Ferries Service Between the United States and Canada / Mexico Title 19 (19 U.S.C. 1318) remain in effect, applicable at land POEs and ferry terminals along the northern and southern borders.
 - During the inspection process, noncitizens must verbally attest to their COVID-19 vaccination status and provide, upon request, proof of vaccination against COVID-19 in accordance with Title 19 temporary travel restrictions.
 - Per CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests.
 - Factors weighing in favor of a humanitarian exception to the Title 42 public health order include the following:
 - a physical or mental illness,
 - disability,
 - pregnancy,
 - lack of access to safe housing or shelter,
 - age (under 21 years old or over 70), and/or
 - the individual has been threatened or harmed while in Mexico.
 - As part of the CBP One™ undocumented noncitizen scheduling module, individuals attest that they, or a spouse or child accompanying them, meet one of these vulnerability criteria.
 - Individuals who use the CBP One™ app are then able to schedule an appointment to present themselves at the following eight (8) ports of entry:
 - Arizona: Nogales;
 - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte); and
 - California: Calexico and San Ysidro (Pedestrian West – El Chaparral).
 - Scheduling an appointment for Title 42 humanitarian exception does not guarantee an individual entrance into the U.S.
 - Following arrival at a POE, individuals who are excepted from Title 42 are processed under Title 8 of the U.S. Code, for appropriate removal proceedings, where any noncitizen may apply for asylum or other humanitarian protections. CBP officers do not make asylum determinations or adjudicate any claims of fear.
 - Border wait times are expected to increase as CBP manages operational resources.
 - Land border POEs are already experiencing a 20 percent rise in traffic volumes compared to pre-COVID volumes. The public's patience and understanding are key to ensuring the safe and orderly processing of all arriving persons at our POEs.
 - The public's cooperation for orderly and safe arrivals is paramount to CBP's ability to process all travel and trade efficiently.
 - Be prepared to present your entry documents and any other documents requested by the CBP officer. Have the documents in your hand when approaching an officer.

Process Improvements:

- CBP is in constant communication with stakeholders to include Non-Government Organizations (NGOs). CBP has conducted several formalized briefings of NGOs both pre- and post-implementation. CBP local leadership is in contact with stakeholders to address issues and concerns each day.
- CBP has also provided NGOs live training sessions regarding the use of the app, to assist in any support such entities may wish to provide to noncitizens utilizing the application.
- Based on user and stakeholder feedback, CBP has identified several process improvements and will continue to enhance the CBP One™ application as additional improvement opportunities arise consistent with CBP priorities and resources.
 - Language - The CBP One™ undocumented noncitizen scheduling functionality is available

in English, Spanish, and Haitian Creole. Based on a study CBP conducted, three languages cover over 80% of the primary language of the top 10 citizenships.

- Frequent errors or “crashing” - CBP has largely addressed reports of frequent error messages due to bandwidth issues with a third-party software for liveness. There was perception that such errors related to racial bias with facial recognition, and challenges with taking photos of small children.
 - CBP addressed these issues by splitting the workflow into the two distinct phases: registration and scheduling. This eliminated liveness detection during registration, which was the cause of those issues.
- Geolocation - CBP has addressed reported challenges related to geolocation, whether users identified as too close or are able to access outside the geofenced area.
- Groups – Once CBP split the workflows into two distinct phases, this eliminated delays associated with liveness detection and CBP saw an increase in the number of group appointments. Also, CBP consolidated appointment times to accommodate larger groups more easily.
- Data Elements – CBP now allows special characters in name fields, provided guidance in the application on properly formatting names, and have made height and weight optional.
- Appointments are now open at 11:00 EST to allow users more time to log into the application.
- As CBP continues to work on process improvements, the CBP One™ application has successfully enabled noncitizens seeking an exception from Title 42 to schedule their arrival, thus ensuring a safe, humane, and orderly process at the ports of entry.
- It is important for users to approve location services when prompted in the application or they will be unable to schedule an appointment.

Privacy and Security for CBP One™:

- CBP is committed to its privacy obligations and has taken steps to safeguard the privacy of all travelers. CBP complies with the Privacy Act of 1974 (as amended) the E-Government Act of 2002, the Homeland Security Act of 2002, and Departmental policies that govern the collection, use, and maintenance of personally identifiable information.
- Please refer to the Privacy Impact Assessment on CBP One™ for more details on privacy compliance. [DHS/CBP/PIA-068 CBP One™ Mobile Application | Homeland Security](#)
- CBP has implemented several features within CBP One™ to minimize the fraudulent use of the application or potential exploitation of the noncitizen population.
 - CBP One™ is a free application, available to everyone who has access to a mobile device.
 - CBP is limiting submissions per login.gov authenticated identity. This measure will prevent third parties from fraudulently obtaining bulk appointments or submitting information for false identities.

Looking ahead:

- Once the Title 42 public health order is no longer in place, the CBP One™ scheduling mechanism will continue to be available for those noncitizens without documents sufficient for lawful admission, including those who may wish to seek asylum in the United States, to schedule a time to present themselves at a port of entry for inspection and processing, rather than arriving unannounced at a port of entry or attempting to cross in between ports of entry.
- CBP is the Nation’s largest Federal law enforcement agency and takes the protection of its officers and workforce very seriously. In enforcing immigration and customs laws, CBP officers are at risk of assault when safeguarding and managing the Nation’s borders.
 - 18 U.S.C. § 111 makes it a federal crime to assault any Federal officer. A person attempting to circumvent the immigration process, impede an inspection, or who assaults a federal officer could be subject to administrative action and criminal charges.

- CBP will continue to facilitate the safe release of noncitizens from POEs, and engage, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders.

Statistics:

Title 42 Exception numbers are not for dissemination to external organizations.

- Due to ongoing litigation, CBP may currently only process a limited number of Title 42 exceptions. However, given a significant increase in the number of individuals who have presented themselves with situations that warrant humanitarian exceptions pursuant to the terms of the CDC's Title 42 public health orders, DHS has, at times, gradually increased the number of humanitarian exceptions it applies, subject to operational constraints. Every month DHS reports the number of noncitizens that have been excepted from Title 42 under the NGO-supported humanitarian exception process or the number of noncitizens that have applied to present at one of eight designated ports of entry and were granted humanitarian exceptions, including those noncitizens who applied through the CBP One mobile application, respectively.

Below are the only allowed numbers for external release:

- As of March 27, 2023, CBP One™ has successfully captured:
 - Over 62,000 appointments have been scheduled.



Muster

Date of Muster: October 29, 2020

Topic: CBP One™ – Mobile Scheduling/Appointment Feature for Requesting Inspections of Perishable Cargo entering the U.S.

Headquarters POC: (b)(6), (b)(7)(C) Program Manager, OFO Innovation Center, Strategic Transformation Office (b)(6), (b)(7)(C)

OFO has launched the CBP One™ mobile application. The app offers a series of guided questions that directs users to the appropriate CBP services based on their needs. The CBP One app is being rolled out in phases, starting with the ability to **request inspections for perishable cargo** entering the U.S. which is now available.

- The scheduling application will provide a new streamlined process for scheduling perishable cargo inspections with CBP. The same information provided by telephone is required to be submitted by app which allows most information to be saved. The application also provides transparency to the inspection process from request to completion.
- These requests are accessible to CBP Agriculture Specialists (CBPAS) via a dashboard where Supervisors can review the requests' details and assign Agriculture Specialists to each inspection. If a CBPAS needs to engage in further communications with a user they can initiate the chat feature which allows real-time messaging.
- Brokers will still be able to schedule inspections via phone in lieu of utilizing the scheduling application. CBP foresees the mobile scheduling application to become the sole means of reporting within the next couple of months.
- A demo of the feature can be accessed here: CBP One™ Requesting Inspection Appointments.
- The app was an idea from a SCBPAS at a Shark Tank innovation event hosted by the Miami Field Office. Your idea is now going to be available on the app store and implemented nationwide.

Instructions to request access to the Scheduling Dashboard:

1. Download Google Chrome to your desktop



2. Go to
3. Click on 'Request Access'
4. Find and select 'Scheduling' on page 3

If you are an Ag. Specialist:

5.
6. Select 'Next' and complete with your request

If you are an Ag. Specialist Supervisor or will be operating in the role of a Supervisor:

7.
8.
9. Select 'Next' and complete your request
10. Once your access is approved by your Supervisor, access the dashboard here

CBP One™ SharePoint Page:

For more information on CBP One, please visit the SharePoint page.

The Scheduling Dashboard Quick Reference Guide can also be viewed on the CBP One™ Reference Materials page in SharePoint which contains additional reference materials, including the video demo of the Appointment feature.

For any additional technical questions, please follow this link to view the FAQs, which can also be accessed in the SharePoint page.



Fèy Enfòmasyon: Sèvi ak CBP One™ pou pran yon randevou

Lè restriksyon Tit 42 yo leve, aplikasyon CBP One™ ki **gratis** pral pèmèt moun ki pa sitwayen yo ki san dokiman apwopriye pou admisyon ki vle vwayaje Ozetazini atravè sèten pò antre nan fwontyè sidwès (POE) yo kapab soumèt enfòmasyon atravè aplikasyon an olye pou yo vin dirèkteman pou tann nan lan yon POE.

Itilizasyon CBP One™ **rasyonnalize** eksperyans nan pò antre a, ka diminye tan datant yo, epi pèmèt yon pwosesis ki an **sekirite** ak **lòd** pou POE yo ak tout vwayajè yo.

Disponib an Angle ak Panyòl, aplikasyon CBP One™ a pèmèt moun ki nan Sant ak Nò Meksik pran yon randevou epi soumèt sèten enfòmasyon byografik pou rive nan yon POE.



POE k ap patisipe yo disponib nan Texas nan Brownsville, Eagle Pass, Hidalgo, Laredo ak El Paso (Paso del Norte); Nogales nan Arizona; osi byen ke Calexico ak San Ysidro (Pyeton West – El Chaparral) nan Kalifòni.

Pwosesis sa a itilize Login.gov pou aksè an **sekirite** ak prive lè w ap soumèt enfòmasyon biografik moun ki pa sitwayen yo, yon foto vwayajè a an dirèk, epi mande yon dat ak lè pou prezante nan yon POE.

Lè yo rive nan POE a, yo pral pran yon foto ki pa sitwayen ameriken an ki pral konfime yon matche ak enfòmasyon yo bay davans epi fasilite pwosesis la nan POE a.

Vizite CBP One™ sou Entènèt nan s
<https://cbpone.cbp.dhs.gov>



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Kesyon? Kontakte nou nan CBPOne@cbp.dhs.gov

Telechaje CBP One™ nan Apple
App Store oswa Google Play Store





Ficha Técnica: Utilizando o aplicativo CBP One™ para agendar uma entrevista.

Quando as restrições do Título 42 forem suspensas, o aplicativo gratuito CBP ONE™ permitirá aos imigrantes que não possuem os documentos apropriados para admissão e buscam viajar para os Estados Unidos através de certos portos de entrada terrestre (POEs) da parte Sudoeste, o envio de informações por meio de um módulo no aplicativo ao invés de vir diretamente para aguardar em um porto de entrada.

O uso do aplicativo CBP ONE™ agiliza a experiência no porto de entrada, pode reduzir o tempo de espera, e permite um processo seguro e organizado para os portos e viajantes.

Disponível em inglês e espanhol, o aplicativo CBP One™ permite que indivíduos da parte Central e Norte do México agendem sua entrevista e enviem determinadas informações biográficas ao chegarem no porto de entrada.



Os portos participantes estão disponíveis no Texas em Brownsville, Eagle Pass, Higald, Laredo e El Paso (Paso del Norte); Nogales no Arizona; assim como Calexico e San Ysidro (passagem de pedestres na parte oeste - El Chaparral) na Califórnia.

Este processo utiliza o Login.gov com um acesso seguro e privado para enviar informações biográficas de imigrantes, uma foto ao vivo do viajante, e solicitar data e hora para apresentação no porto de entrada.

Na chegada ao porto de entrada será tirada uma foto do imigrante, confirmando que correspondem às informações previamente fornecidas, facilitando o processo no porto de entrada.

Visite o CBP One™ no site
<https://cbpone.cbp.dhs.gov>

Faça o download do CBP One™ no
Apple App Store ou Google Play Store



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Dúvidas? Entre em contato conosco pelo e-mail
CBPOne@cbp.dhs.gov





Информационный бюллетень: Использование CBP One™ для записи на прием

Когда ограничения Титула 42 будут сняты, **бесплатное** приложение CBP One™ даст негражданам без соответствующих документов для допуска, которые хотят поехать в Соединенные Штаты Америки через определенные наземные порты въезда (POE) на юго-западной границе, возможность подать свою информацию через модуль внутри приложения вместо того, чтобы приезжать и ждать непосредственно в порту въезда.

Использование CBP One™ **упрощает** работу в порту въезда, может сократить время ожидания и обеспечивает **безопасный и упорядоченный** процесс для порта (POE) и всех путешественников.

Приложение CBP One™, доступное на английском и испанском языках, позволяет лицам Центральной и Северной Мексики назначить встречу и предоставить определенную биографическую информацию для прибытия в порт въезда.

Участвующие Порты доступные в Техасе - Браунсвилл, Игл-Пасс, Идальго, Ларедо и Эль-Пасо (Пасо-дель-Норте); Nogales в Аризоне; а также Калексико и Сан-Исидро (Пешеходный Запад - Эль-Чапараль) в Калифорнии.

Этот процесс использует Login.gov для **безопасного**, частного доступа для отправки биографических данных неграждан, живой фотографии путешественника и запроса даты и времени для прибытия в порт въезда.

По прибытии в пункт пропуска негражданин будет сфотографирован, что подтвердит соответствие предоставленной заранее информации и облегчит процесс в порту въезда.



Посетите CBP One™ онлайн по адресу
<https://cbpone.cbp.dhs.gov>

Загрузите CBP One™ из Apple
App Store или Google Play Store



U.S. Customs and
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CBP ONE™

Вопросы? Свяжитесь с нами по
CBPOne@cbp.dhs.gov





Fact Sheet: Using CBP One™ to Schedule an Appointment

The **free** CBP One™ mobile application enables noncitizens without appropriate documents for admission who seek to travel to the United States through certain southwest border land ports of entry (POEs) the ability to submit information through a module within the application instead of coming directly to wait at a POE.

Beginning **January 12, 2023**, noncitizens who seek to travel to the United States through southwest border land POEs to request exception from the Center for Disease Control and Prevention's *Order Suspending the Right To Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, may use the CBP One™ mobile application to submit certain information in advance, attest that they, a spouse or child accompanying them, meet specific vulnerability criteria, and schedule an appointment to present themselves for inspection at a participating POE.

Use of CBP One™ **streamlines** the experience at the port of entry, may reduce wait times, and permits a **safe** and **orderly** process at POEs for all travelers.



Available in English and Spanish, the CBP One™ application allows noncitizens located in Central and Northern Mexico to schedule an appointment and submit certain biographical information prior to their scheduled arrival at a POE.

Participating POEs are available in Texas at Brownsville, Eagle Pass, Hidalgo, Laredo and El Paso (Paso del Norte); Nogales in Arizona; as well as Calexico West and San Ysidro (Pedestrian West – El Chaparral) in California.

This process utilizes Login.gov for **secure**, private access in submitting noncitizens biographical information and a live photo of the traveler, and requesting a date and time to present at a POE.

On arrival at the POE, a photo will be taken of the noncitizen which will confirm a match to the information supplied in advance and facilitate the process at the POE.

Visit CBP One™ online at
cbpone.cbp.dhs.gov



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Questions? Contact us at
CBPOne@cbp.dhs.gov

Download CBP One™ from the
Apple App Store or Google Play Store





Hoja Informativa: Usando CBP One™ Para Programar una Cita

Cuando las restricciones del Título 42 sean levantadas, el uso gratuito de la aplicación CBP One™ permitirá a personas sin los documentos correspondientes para ingresar a los Estados Unidos y que desean viajar a los Estados Unidos a través de ciertos puertos de entrada terrestres en la frontera suroeste, la capacidad de ingresar información a través de un módulo dentro de la aplicación en lugar de ir directamente a un Puerto de Entrada.

El uso de CBP One™ agilizará la experiencia en el Puerto de Entrada, puede reducir los tiempos de espera, y permite un proceso seguro y ordenado para los Puertos de Entrada y todos los viajeros.

Disponible en Inglés y Español, la aplicación CBP One™ permite a las personas en el centro y norte de México programar una cita y enviar cierta información biográfica antes de llegar a un Puerto de Entrada.



Los Puertos de Entrada participando en Texas que estarán disponibles incluyen Brownsville, Eagle Pass, Hidalgo, Laredo y El Paso (Paso del Norte); Nogales en Arizona; además de Calexico y San Ysidro (Peatonal Oeaste- El Chaparral) en California.

Este proceso utiliza Login.gov con acceso seguro y privado al enviar información biográfica del usuario, una foto en vivo del viajero y solicitará una fecha y hora para presentarse en un Puerto de Entrada.

Al llegar al Puerto de Entrada, se tomará una foto del viajero que confirmará la información proporcionada por adelantado y facilitará el proceso en el Puerto de Entrada.

Visite CBP One™ en línea en
<https://cbpone.cbp.dhs.gov>



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Preguntas ? Contacte CBPOne@cbp.dhs.gov

Descarge CBP One™ del negocio
de Apple App or Google Play



CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

MAY 2023



CBP ONE SUPPLEMENTAL SYSTEMS GUIDE

FOR OFFICIAL USE ONLY



9:41

Advance Information

Edit/delete a individual or add in all individuals traveling together on this trip

+ ADD INDIVIDUAL

(b)(6), (b)(7)(C)
Passport # (b)(6), (b)(7)(C)

BACK CONTINUE

9:41

Advance Information

Please fill out the address for where you lived before coming to the USA along with some additional information

PERMANENT ADDRESS ABROAD/FOREIGN

I don't have one

Address 1
123 Apple St.

Address 2

Country
Mexico

City
Mexico City

Zip Code
12345

9:41

Advance Information

SCHEDULE YOUR ENTRY

* Requested Port of Entry
San Ysidro

Select a date and time

May 2021

| Su | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

08:00

14:00

BACK CONTINUE

CBP One Pre-Arrival Processing

- A noncitizen completes a CBP One Application, including a live photograph, prior to arrival and receives a CBP One confirmation number.
- Then, the noncitizen arrives at the pre-selected date/time at one of the eight designated ports of entry:
 - Brownsville, Hidalgo, Laredo, Eagle Pass, El Paso, Nogales, San Ysidro, or Calexico.

Note: CBP One submissions are limited by geo-fencing to north of the 19th parallel north.



(b)(6), (b)(7)(C), (b)(7)(E)

REV | N/A

Unified Passenger **(b)(7)(E)**

- 1)
- 2)
- 3)

(b)(7)(E)



(b)(7)(E)

SA Pedestrian - (b)(7)(E)

- Upon arrival, officers will process this group of noncitizens in Simplified Arrival Pedestrian (SA-PED) (b)(7)(E) mode.
 - From the menu button, select:

(b)(7)(E)



(b)(6), (b)(7)(C), (b)(7)(E)

Facial Match within (b)(7)(E)

- Officers should verify the noncitizen has a valid appointment time on the day they are being processed. Once the appointment is verified, the officer may begin the primary inspection by taking a photo.
- If a facial match is found, TVS returns the facial match along with the CBP One confirmation number and biographical information.



(b)(6), (b)(7)(C), (b)(7)(E)

CBP One Confirmation number not found

- If no facial match is found, officers will be prompted to complete a manual query using biographical information or a CBP One confirmation number provided by the noncitizen.



(b)(7)(E)

Mandatory Referrals to Unified Secondary (USEC)

- If a facial match is found, the mandatory secondary referral to USEC will state “Valid CBP One Application Found.”
- If no facial match is found, the mandatory referral to USEC will state “No CBP One Application Found.”

Note: Officers will be required to refer all noncitizens processed in **(b)(7)(E)** **(b)(7)(E)** mode.



(b)(6), (b)(7)(C), (b)(7)(E)

USEC - CBP One Referrals displayed in Secondary Details

All noncitizens must be referred from primary.

(b)(7)(E)

(b)(7)(E)

A CBP One details section will appear in the Secondary Details tab when:

(b)(7)(E)

This section will display the traveler's CBP One details in a card-like view. From here, officers can:

- View general information about the traveler, such as their Full Name, Date of Birth, Citizenship, etc.

(b)(6), (b)(7)(C), (b)(7)(E)

USEC - CBP One Details Card Data & Import

1.

(b)(7)(E)

2.

(b)(7)(E)

(b)(7)(E)

(b)(6), (b)(7)(C), (b)(7)(E)

USEC – CBP One in **(b)(7)(E)**

(b)(7)(E)



(b)(6), (b)(7)(C), (b)(7)(E)

USEC **(b)(7)(E)** – Optional Import

(b)(7)(E)



(b)(6), (b)(7)(C), (b)(7)(E)

CBP One – **(b)(7)(E)** data for import

(b)(7)(E)



(b)(6), (b)(7)(C), (b)(7)(E)

CBP One – **(b)(7)(E)** data for import

(b)(7)(E)



(b)(6), (b)(7)(C), (b)(7)(E)

Adding CBP One Confirmation number

(b)(7)(E)

- **(b)(7)(E)**



(b)(7)(E)

Converting an ERCF to an NTA

If a processing officer needs to convert an Expedited Removal with Credible Fear to a Notice to Appear, officers should:

(b)(7)(E)

Additionally, officers should update the boxes in the I-275/discretionary form, make note of the change in the I-213/I-275 narratives, and strike through I-860/I-296 forms.



(b)(6), (b)(7)(C), (b)(7)(E)

NTA with a Port Parole within USEC

(b)(7)(E)



U.S. Customs and
Border Protection

August 15, 2023

MEMORANDUM FOR: See Distribution

FROM: Casey Durst (b)(6), (b)(7)(C)
Executive Director, Operations
Office of Field Operations

SUBJECT: CBP One Appointment Holder Vetting Requirements

While continuing to facilitate the safe and orderly arrival of noncitizens without documents sufficient for entry to the U.S., ports of entry (POEs) must ensure appropriate review of available advanced information on travelers, including information on noncitizens who have prescheduled their arrival via the CBP One application, for indicators of threats to national security.

The eight designated POEs along the Southwest Border accepting CBP One appointments should conduct vetting of available advanced traveler information to identify possible indicators of national security, criminality, or transnational criminal organization threats prior to arrival and inspection at the POE. (b)(7)(E)

(b)(7)(E)

Please distribute the attached muster and (b)(7)(E) Guide to the ports & CBP One ports within your area of responsibility.

Should you have any questions or require additional information, please contact (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) Director, Operations, Incident Response Division at (b)(6), (b)(7)(C) or (b)(6), (b)(7)(C) (b)(7)(E) at (b)(6), (b)(7)(C)

Attachments

Distribution: Director, Field Operations, San Diego
Director, Field Operations, Tucson
Director, Field Operations, El Paso
Director, Field Operations, Laredo



U.S. Customs and
Border Protection

March 28, 2023

MEMORANDUM FOR: See Distribution

FROM: Casey Durst (b)(6), (b)(7)(C)
Executive Director, Operations
Office of Field Operations

SUBJECT: Title 42 Exception Requests not using CBP One

Due to the increased number of full-term pregnant migrants arriving at ports of entry, ports handling T42 exception processing will accept requests for T42 exceptions via email from NGOs on behalf of the migrant with supporting documentation.

Supporting documentation for this type of request may include a medical professional's official letter identifying: (1) the individual's pregnancy gestation period to be 39 weeks or later; or (2) diagnosis of the individual's high-risk pregnancy, which means there is a higher-than-normal chance of experiencing problems before or during delivery (e.g., diabetes, eclampsia, blood clots, chromosome abnormalities, etc.).

Title 42 exceptions must continue to be evaluated on a case-by-case basis, based on the totality of the circumstances, and the facts presented. Ports should strive to schedule these requests within five days of receipt.

Any exception granted from appointments made through the email process should also be documented in the same manner as those granted from appointments scheduled through CBP One. CBP anticipates no more than 10-15 cases per week and would request port directors monitor any increase in requests for further analysis of the durability of this process. Should any increase in requests or derogatory information concerning abuse of this process be identified, Field Offices are requested to notify the headquarters POC listed below awareness.

Please contact me with any questions, or a member of your staff may contact Director (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) at (b)(6), (b)(7)(C) or at (b)(7)(E)

Attachment

Distribution:
Director, Field Operations – El Paso
Director, Field Operations – Laredo
Director, Field Operations – Tucson
Director, Field Operations – San Diego



U.S. Customs and
Border Protection

March 28, 2023

MEMORANDUM FOR: Directors, Field Operations
Office of Field Operations

FROM: Casey Durst (b)(6), (b)(7)(C)
Executive Director, Operations
Office of Field Operations

SUBJECT: Updated Guidance Regarding Noncitizen Releases from Office of
Field Operations Custody

The Office of Field Operations (OFO) continues to face a critical period of increased irregular migration, with resource and capacity constraints. as CBP executes the processing of inadmissible noncitizens in a safe, orderly, and efficient manner. While OFO has developed a process focused on immediate operational adjustments to manage increased migration flows at ports of entry (POEs), we continue to anticipate situations where U.S. Immigration and Customs Enforcement (ICE) Enforcement and Removal Operations (ERO) is unable to accept custody of noncitizens, such that noncitizens are released pending removal proceedings.

Each Field Office will determine its own guidance for releases of noncitizens after inspection and processing on a case-by-case basis after considering all relevant factors, including, but not limited to:

(b)(7)(E)

Release of processed noncitizens should be conducted in a safe, humane, and orderly fashion. If a noncitizen has access to transportation, or the ability to safely depart the POE, such individual should be permitted to do so without delay. If noncitizens choose to avail themselves of the services of NGOs or other partners, they will be permitted to do so.

If deemed necessary by the Port Director, CBP appropriations and assets may be used to transport noncitizens to provide a safe, orderly, and humane release to meet identified operational needs. Use of CBP resources in this manner requires that the Port Director first determine and document that release directly from the port is not safe or that transporting the noncitizen away from the port is necessary to meet an identified operational need.

The location selected to transport noncitizens to for safe and orderly release should be based on a reasonable assessment of conditions at area locations. In certain limited situations where noncitizens do not have the means to obtain their own transportation, and there is a sustained influx of noncitizen encounters such that local resources (NGOs, shelters, transportation hubs, etc.) are overwhelmed and unavailable, and the Port Director determines that continuing to release the noncitizens into the local community is not safe due to the present oversaturation and lack of resources available, CBP resources may be used to transport the noncitizen to a safe location outside the local area.

In the event the Port Director determines that OFO assets are necessary to transport noncitizens as authorized in this memorandum, the Port Director will document that determination along with the relevant facts and circumstances consider when making the determination. Should questions arise concerning whether transportation as authorized in this memorandum is appropriate, the Port Director should coordinate the determination with their local Office of Chief Counsel (OCC).

Notifications and reporting:

Field Offices will notify OFO Headquarters through the (b)(7)(E) (b)(7)(E) at (b)(7)(E) and their respective Lead Field Coordinator, if applicable, when noncitizens are transported in accordance with above guidance.

All releases of noncitizens without transportation assistance require annotation in the Unified Secondary (USEC) by selecting "Yes" (b)(7)(E) (b)(7)(E)

Alternatively, transportation of released noncitizens require annotation in the Unified Secondary (USEC) by selecting "No" (b)(7)(E) (b)(7)(E)

This guidance is applicable to both Northern and Southern land border locations.
Any updates or modifications to local guidance will require consultation and approval by OFO Headquarters, if not already provided.

Should you have any questions or require additional information, please contact (b)(6), (b)(7)(C) (b)(6), (b)(7)(C) Director, Operations, at (b)(6), (b)(7)(C) or via email to the (b)(7)(E)

Attachments



Operations Directorate



Muster

Date: August 15, 2023
Topic: CBP One Appointment Holder Vetting Requirements
Office: Office of Field Operations, Operations Directorate
Headquarters POC: (b)(6), (b)(7)(C) Director, Operations, Incident Response
Division at (b)(6), (b)(7)(C) or (b)(6), (b)(7)(C), (b)(7)(E)
(b)(7)(E) at (b)(6), (b)(7)(C)

- The CBP One mobile application contains a scheduling functionality for noncitizens without appropriate documents for lawful entry into the United States to submit their biographic and biometric information to CBP and schedule an appointment to present themselves at one of eight select Ports of Entry (POEs) along the Southwest Border.
- The eight POE's will conduct vetting of available advanced traveler information (for CBP one appointment holders) to determine possible matches to indicators of national security, criminality, or transnational criminal organization (TCO) information prior to arrival and inspection at the POE.

(b)(7)(E)

-

(b)(7)(E)

-

-

-

-



Operations Directorate



Muster

Date: March 28, 2023
Topic: Title 42 Exception Requests
Office: Office of Field Operations, Operations Directorate
Headquarters POC: (b)(7)(E)

Due to the increased number of full-term pregnant migrants arriving at the ports of entry, ports handling T42 exception processing will accept requests for a T42 exception via email from NGOs on behalf of the migrant with supporting documentation.

Supporting documentation for this type of request should include a medical professional's official letter identifying:

- the individual's pregnancy gestation period to be 39 weeks or later; or
- diagnosis of the individual's high-risk pregnancy, which means there is a higher-than-normal chance of experiencing problems before or during delivery. Examples include:
 - diabetes, eclampsia, blood clots, chromosome abnormalities, etc.

Title 42 exceptions must continue to be evaluated on a case-by-case basis, based on the totality of the circumstances, and the facts presented. Ports should strive to schedule these requests within five days of receipt.

Any exceptions granted from appointments made through the email process should also be documented in the same manner as those granted from appointments scheduled through CBP One. CBP anticipates no more than 10-15 cases per week and would request port directors flag any increase in requests for further analysis of the durability of this process. Should any increase in requests or derogatory information concerning abuse of this process be identified, port directors are requested to notify the headquarters POC listed below awareness.

Notifications and reporting:

Should you have any questions or require additional information, please contact IRB Director, (b)(6), (b)(7)(C) at (b)(6), (b)(7)(C) or have a member of your team contact the IRB Team at (b)(7)(E)



CBPONE™

Did You Use CBP One™ to Schedule an Appointment?



▶ With the **free** CBP One™ application, undocumented non-citizens can

volunteer to submit their travel information and schedule a specific day and time to report to the Port of Entry for processing.

▶ Officers will verify your **proof of submission** and your scheduled day and time to be eligible for **streamlined processing**.

Visit CBP One™ online at <https://cbpone.cbp.dhs.gov>



U.S. Customs and
Border Protection

CBPONE™

Questions? Contact us at CBPOne@cbp.dhs.gov

Download CBP One™ from the
Apple App Store or Google Play Store



Download on the
App Store



GET IT ON
Google Play

What is Unified Passenger?

U.S. Customs & Border Protection
U.S. Department of Homeland Security

Unified Passenger - Field -

Unified Passenger (UPAX) is a user interface, not a system of record:

(b)(7)(E)



U.S. Customs and
Border Protection

~~Law Enforcement Sensitive - FOR OFFICIAL USE ONLY~~

1

Why UPAX?

(b)(7)(E)



U.S. Customs and
Border Protection

~~Law Enforcement Sensitive - FOR OFFICIAL
USE ONLY~~

Accessing UPAX

(b)(7)(E)



U.S. Customs and
Border Protection

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Glossary

(b)(7)(E)



U.S. Customs and
Border Protection

~~Law Enforcement Sensitive - FOR OFFICIAL
USE ONLY~~

(b)(7)(E)



U.S. Customs and
Border Protection

~~Law Enforcement Sensitive - FOR OFFICIAL USE ONLY~~

(b)(7)(E)



U.S. Customs and
Border Protection

~~FOR OFFICIAL USE ONLY~~

UPAX POE (b)(7)(E)

(b)(7)(E)



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Border Protection

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USE ONLY~~

Working (b)(7)(E)

(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
Border Protection

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USE ONLY~~

Passenger Details Screen

(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
Border Protection

~~Law Enforcement Sensitive - FOR OFFICIAL USE ONLY~~

Details

(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
Border Protection

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USE ONLY~~

10

Details (cont'd)

(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
Border Protection

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USE ONLY~~

UPAX POE Event Creation

(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
Border Protection

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Unified Passenger “Vetting”

(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
Border Protection

~~FOR OFFICIAL USE ONLY~~

13

(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
Border Protection

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(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
Border Protection

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15

(b)(6), (b)(7)(C), (b)(7)(E)



U.S. Customs and
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(b)(6), (b)(7)(C), (b)(7)(E)



Checking Status of Port Event

(b)(6), (b)(7)(C), (b)(7)(E)



Event Inbox

(b)(6), (b)(7)(C), (b)(7)(E)

Don't forget to close the event!



U.S. Customs and
Border Protection

~~FOR OFFICIAL USE ONLY~~



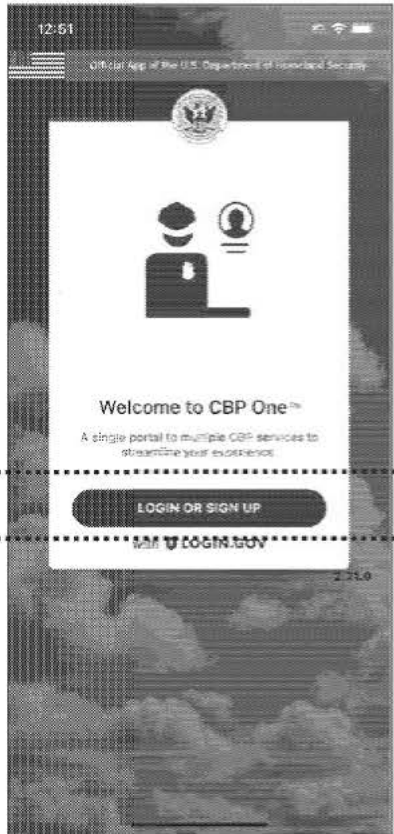
CBP One™

Traveler: Land:
Submit Advance Information



**U.S. Customs and
Border Protection**

CBP One – Traveler > Land > Submit Advance Information (Able to Schedule)



CBP One – Traveler > Land > Submit Advance Information (Able to Schedule)

The CBP One Mobile app is an official mobile application provided by U.S. Customs and Border Protection (CBP) that is intended to act as an intuitive single point of access to multiple CBP mobile application capabilities. CBP One will help guide each user to the appropriate application, based on their needs.

INFORMATION COLLECTED

After downloading the CBP One Mobile App, users will register with the General Services Administration's Login.gov to securely authenticate into the application. Login.gov will enable you to save your information for future use. In order to register with Login.gov, you will need to provide your email address and phone number, and you will need to create a password that you will use for login. Depending on your user profile, you will be asked to enter specific information, including, but not limited to, Personally Identifiable Information (PII) into the app: First Name (Given Name), Last Name (Surname), Date of Birth, Gender, Country of Residence, Country of Citizenship, SEVIS number, Trusted Traveler Program Number, Petition Number, Travel Document (including, Document Type (Passport/BCC), Document Number, Issue Date, Issue Country, and Expiration Date), Visa (including Visa Number, Issue Date, and Issue Country), Photo of Documents, Email address, Carrier Name, Broker Name, Importer Name, Importer ID/Filter Code, Phone Number, GPS Location and face image for verification. Your Device ID, including your operating system and version number, is also collected in order to send you push notifications.

USES OF INFORMATION

Information gathered through the CBP One Mobile App can be used to conduct an inspection, document arrivals into, and departures out of, the United States. The mobile application allows users to apply for an I-94 permit, trusted traveler programs or landing rights, search for existing I-94 permits, view travel history, view cargo holds and request inspections. The CBP One Mobile App passes the data entered by a user to CBP Agricultural Specialists or CBP Officers, who may correspond with the user throughout the inspection process. Within the application itself, the correspondence may consist of chat messages or an interview between Officers and users. Information collected by the CBP One Mobile App may be entered into a CBP database.

INFORMATION SHARING

CBP One Mobile App does not share information with entities outside the Department of Homeland Security (DHS).

APPLICATION SECURITY

CBP takes the security of your personal information very seriously and has implemented precautions to maintain the confidentiality, integrity, and availability of the information contained in CBP systems. The CBP One Mobile App complies with security standards in both iOS Security for iOS 13 and Google Play, to be downloaded on mobile devices such as tablets or phones. Additionally, the App is reviewed by the DHS Office of the Chief Information Officer to ensure app security and privacy.

HOW TO ACCESS OR CORRECT YOUR INFORMATION

CBP does not use CBP One Mobile App itself to directly share biographic or biometric information with entities outside the Department of Homeland Security (DHS). However, information provided to the CBP One Mobile App may be shared outside of DHS consistent with CBP's Systems of Records Notices and Privacy Impact Assessments. For more information, please see the Privacy Impact Assessments. For more information, please see the Privacy Impact Assessment <http://www.dhs.gov/publication/dhscbpgpia-068-cbp-one-mobile-application>.

ANALYTICS TOOLS

This app does not deploy any analytics tools.

PRIVACY POLICY CONTACT INFORMATION

This application reserves the right to make changes to the Privacy Policy by giving notice to its users on this page, and by ensuring protection of PII in all cases. For further information regarding CBP Privacy Policies, please visit: <http://www.cbp.gov/site-policy-notices/privacy-overview>. The use of this App is voluntary.

I certify that, to the best of my knowledge and belief, all of the information submitted through this App is true, correct, and provided in good faith.

I certify that all of the information I am providing is about myself, or about an individual for whom I am acting as an authorized agent.

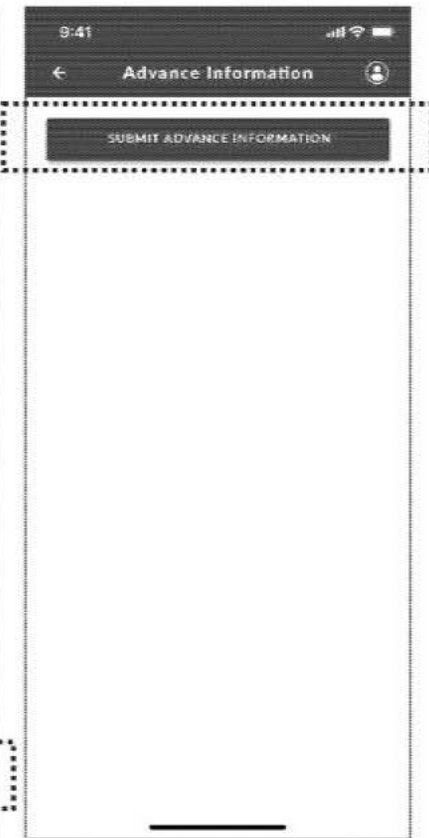
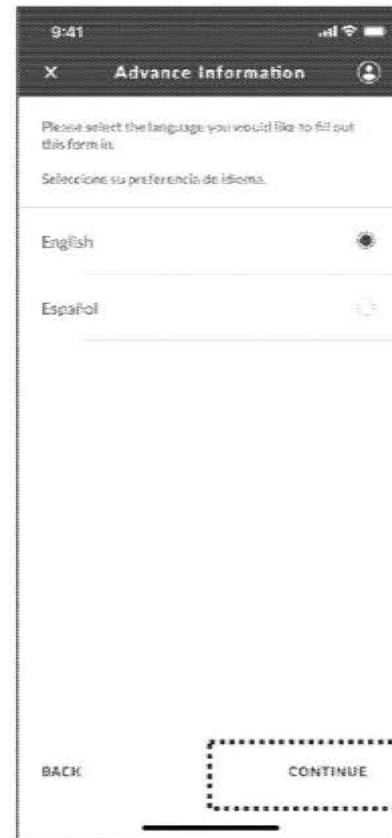
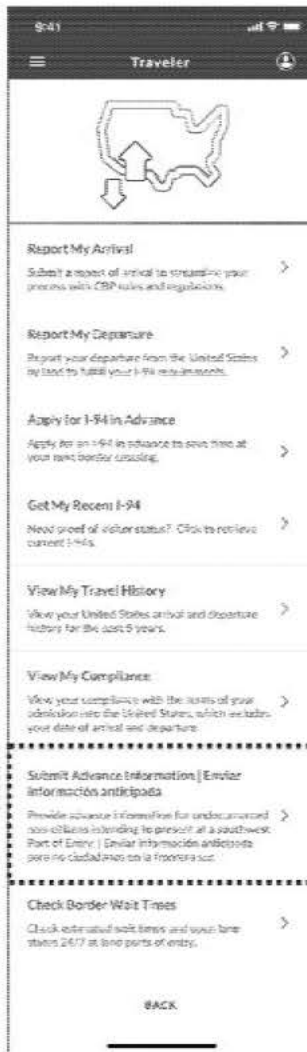
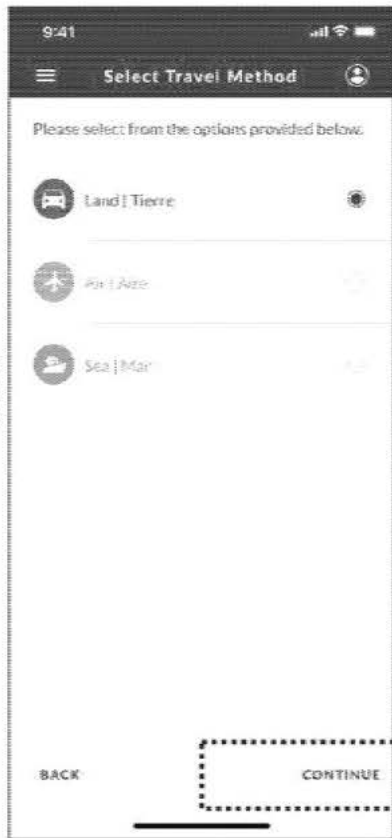
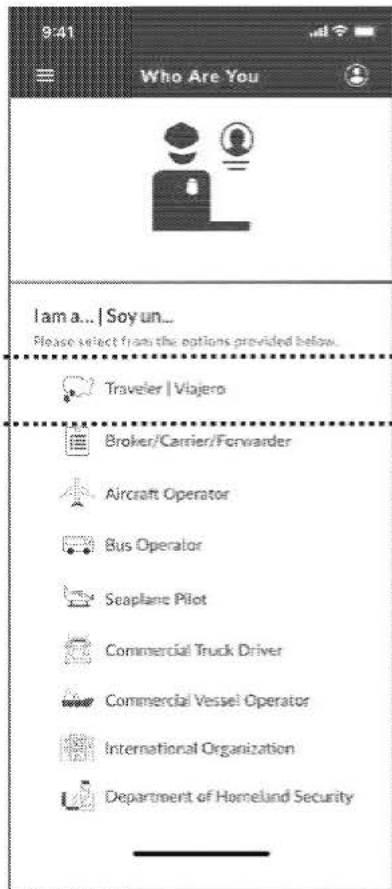
I understand that if I make an intentional false statement, or commit deception or fraud through data submitted through this App, I may be fined or imprisoned (18 U.S.C. Section 1001).

Users may not, under any circumstances, submit or query information on either CBP One™ or the I-94 website about another traveler, other than themselves, without the expressed permission and consent of that individual traveler.

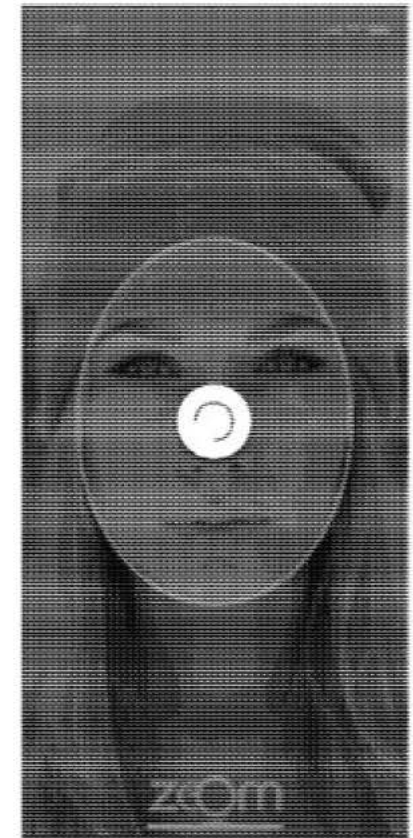
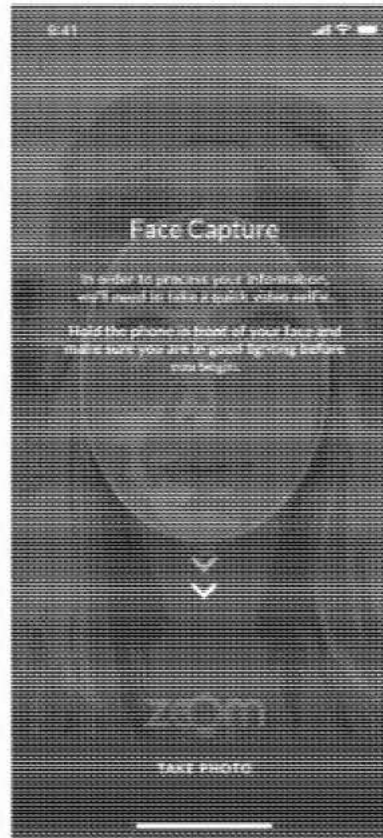
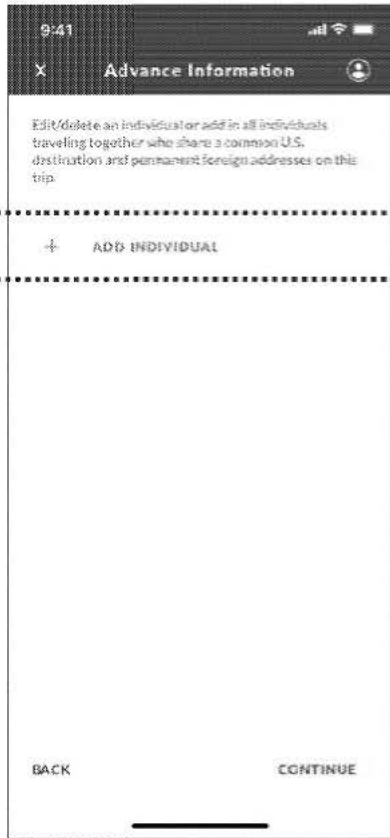
Paperwork Reduction Act: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number. The control numbers for this collection are 1651-0111, 1651-0138 and 1651-0140.

The control number for the Advance Travel Authorization collection is 1651-0143. The estimated average time to complete this application is 10 minutes. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection, Office of Regulations and Rulings, 90 K Street, NE, Washington DC 20002.

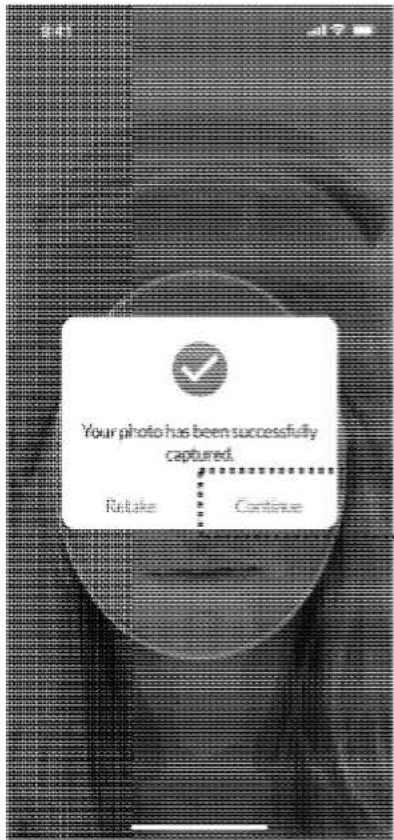
CBP One – Traveler > Land > Submit Advance Information (Able to Schedule)



CBP One – Traveler > Land > Submit Advance Information (Able to Schedule)



CBP One – Traveler > Land > Submit Advance Information (Able to Schedule)



CBP One – Traveler > Land > Submit Advance Information (Able to Schedule)

9:41

Advance Information

Edit/delete a individual or add in all individuals traveling together on this trip

+ ADD INDIVIDUAL

Passport # (b)(6), (b)(7)(C)

BACK CONTINUE

9:41

Advance Information

Please fill out the address for where you lived before coming to the USA

PERMANENT ADDRESS ABROAD/FOREIGN

Address 1 (b)(6), (b)(7)(C)

Address 2

Country (b)(6), (b)(7)(C)

City (b)(6), (b)(7)(C)

Zip Code (b)(6), (b)(7)(C)

PREPARER INFORMATION

Did someone assist you in submitting this information?

Yes No

* First Name (b)(6), (b)(7)(C)

* Last Name (b)(6), (b)(7)(C)

* Email Address (b)(6), (b)(7)(C)

BACK CONTINUE

9:41

Advance Information

Please fill out the address for where you lived before coming to the USA along with some additional information

PERMANENT ADDRESS ABROAD/FOREIGN

I don't have one

Address 1 (b)(6), (b)(7)(C)

Address 2

Country (b)(6), (b)(7)(C)

City (b)(6), (b)(7)(C)

Zip Code (b)(6), (b)(7)(C)

PREPARER INFORMATION

Did someone assist you in submitting this information?

Yes No

* First Name (b)(6), (b)(7)(C)

* Last Name (b)(6), (b)(7)(C)

* Email Address (b)(6), (b)(7)(C)

BACK CONTINUE

9:41

Advance Information

SCHEDULE YOUR ENTRY

* Requested Port of Entry

BACK CONTINUE

9:41

Advance Information

SCHEDULE YOUR ENTRY

* Requested Port of Entry San Ysidro

Select a date and time

May 2021

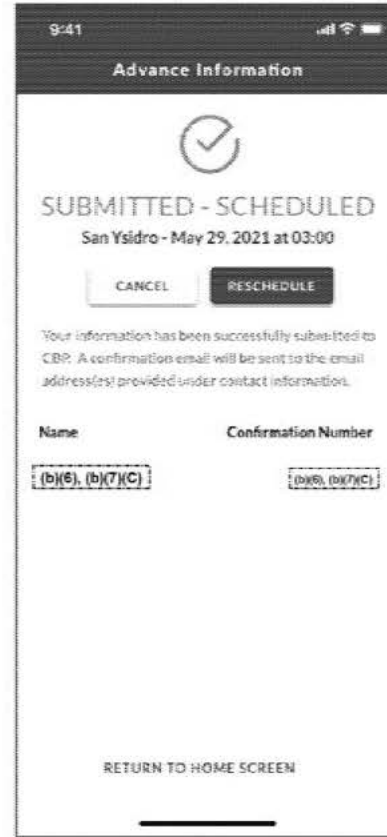
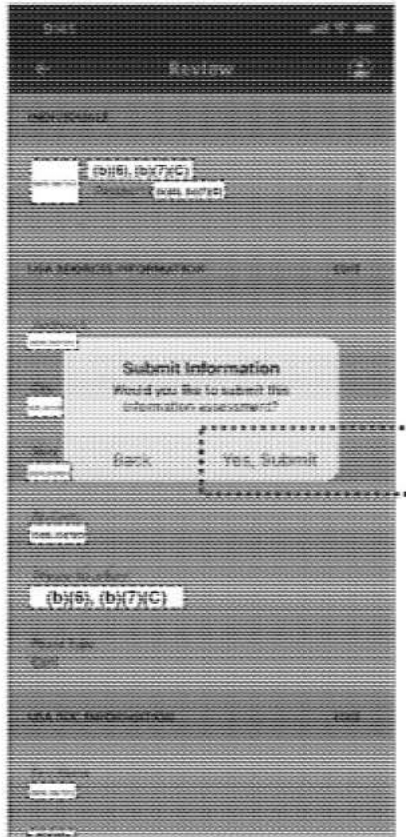
| Sa | Mo | Tu | We | Th | Fr | Sa |
|----|----|----|----|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

08:00

14:00

BACK CONTINUE

CBP One – Traveler > Land > Submit Advance Information (Able to Schedule)





In order to schedule a presentation date at the Port of Entry, you must certify that you, or a co-traveler, meet one or more of the below vulnerability criteria which may make you eligible for an exception to the CDC's Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists ("CDC Order") under Title 42.

VULNERABILITY CRITERIA

- Physical or mental illness
- Disability
- Pregnancy
- No access to safe housing or shelter in Mexico
- Under the age of 21
- Over the age of 70
- Have been threatened or harmed while in Mexico

By submitting this appointment request, I certify that I, or a co-traveler, meet one or more of the above vulnerability criteria and can provide supporting documentation upon presentation at the Port of Entry.

BACK**CONTINUE**



U.S. Customs and
Border Protection

Office of Information and Technology
Service Delivery Requirements Document

CBP One

CBP Originating Office: Office of Field Operations

Originating Office POC (Name): (b)(6), (b)(7)(C)

Originating Office POC (Phone Number): (b)(6), (b)(7)(C)

Date of Request: January 6, 2021

Detailed Description of Requirement:

- Compete the integration of CBP ROAM
- Complete the development and implement I-94 Exit
- Complete the development and implement the ability to apply for and update cruising licenses
- Complete the development of the desktop application for air cargo scheduling.
- Complete the development of plugins for easy integration of independently developed capabilities into CBP One.
- Complete the development of the ability to process cargo vessel and aircraft crew members.
- Complete the development of the ability to capture bus travelers and process through mobile primary
- Complete the ability to confirm liveness and biometric matching as plug ins.
- Develop the capability to capture advance information on undocumented individuals who may enter the United States and claim asylum as well as the necessary integration with USEC and Simplified Arrival if appropriate.
- Develop the capability for desktop applications for additional CBP One capabilities
- Complete the development of the ability for air travelers to submit advance information on permitted items along with the necessary officer facing dashboard for managing the notices.
- Develop the ability to schedule all international cargo vessel arrivals along with the necessary officer facing dashboard for managing the arrivals.
- Develop the ability to schedule cargo exams in all environments.

- Develop the capability to apply for and manage Landing Rights Requests along with the necessary officer facing dashboard for managing the request.
- Develop the capability to provide notices of diversions along with the necessary officer facing dashboard for managing the request.
- Develop the capability to provide notices of arrivals for commercial, cargo and private planes along with the necessary officer facing dashboard for managing the request.

Historical Information/Background on Requirement:

CBP One is a mobile application that serves as a single portal to a variety of CBP services. Through a series of guided questions, the app will direct each type of user to the appropriate services based on their needs.

CBP One is available for Android and iOS mobile devices in the Google Play or iTunes mobile application stores. Based on the services/application chosen, there may be a backend component as well, such as the scheduling feature.

Funding Source:

Office of Field Operations agrees to provide the current year and recurring costs for current year and out year funding identified below for the requirement described above. Recurring costs are to be provided at the beginning of the Fiscal Year (October 1, 20XX) by the originating office until such a time that the requirement is cancelled by the originating office and services/items are discontinued or until such time that a permanent adjustment to OIT base budget is made to cover the requirement.

| Group | Type | FY 2022 | FY 2023 | FY 2024 | FY 2025 | FY 2026 | FY 2027 |
|-------|----------------|-----------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| CTO | New Investment | \$1,200,000.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| EDMED | O&M | \$0.00 | \$8,335.00 | \$10,571.00 | \$11,995.00 | \$12,235.00 | \$12,480.00 |
| EDMED | New Investment | \$6,572.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| CTO | O&M | \$0.00 | \$618,000.00 | \$636,540.00 | \$655,636.00 | \$675,305.00 | \$695,564.00 |
| | Total | \$1,206,572.00 | \$626,335.00 | \$647,111.00 | \$667,631.00 | \$687,540.00 | \$708,044.00 |

Detailed Description of Government Position Cost:

Detailed Description of New Investment Cost (for each FY as applicable):

CTO

Office of Field Operations

Year 1 is for new investment and Year 2-6 are O&M costs for the Year 1 New Investment. In year 1, the new investment cost will be used to enhance the current CBP One application and complete integrations and requirements highlighted under the detailed description portion of this document. This will include integrations such as ROAM, I-94/Exit, cruising license capability, air cargo scheduling, etc. The new investment cost will also include building out the plug-in capability to streamline future integrations.

EDMED

Office of Information Technology

EDMED assumes 2% month over month increase due to natural growth

Detailed Description of O&M Cost (for each FY as applicable):

EDMED

Office of Information Technology

EDMED assumes 2% month over month increase due to natural growth for the out years.

CTO

Office of Field Operations

Year 1 is for new investment and Year 2-6 are O&M costs for the Year 1 New Investment, The O&M costs are only to sustain what will be delivered in Year 1 New Investment . These costs do not include development of new features not outlined in this SDR.

Originating Office Approval:

Name _____ Date _____

Originating Office Signature:

(b)(6), (b)(7)(C) Digitally signed by **(b)(6), (b)(7)(C)**
(b)(6), (b)(7)(C)
Date: 2021.06.21 13:15:27 -0400'

Signature _____ Date _____

HQ Budget Officer Approval:

Name _____ Date _____

HQ Budget Officer Signature:

(b)(6), (b)(7)(C) Digitally signed by **(b)(6), (b)(7)(C)**
Date: 2021.07.12 14:58:35 -04'00'

Signature _____ Date _____

Alignment to CBP

Major/non-major investment: _____

Approval History:

| Approver: | Status: | Approved By: | Approval Date: |
|-----------|-------------------------|--------------------------|------------------|
| EDMED | Approved with Budget | (b)(6), (b)(7)(C) | January 14, 2021 |
| ENTSD | Approved without Budget | | January 6, 2021 |
| FSD | Approved without Budget | | January 6, 2021 |
| CSD | Approved without Budget | | January 12, 2021 |
| FMD | No Response - Approved | SDR System User | January 15, 2021 |
| CTO | Approved | (b)(6), (b)(7)(C) | January 26, 2021 |
| DAC | Approved | | March 11, 2021 |

Expiration Date: January 6, 2022



U.S. Customs and Border Protection

Office of Information and Technology
Service Delivery Requirements Document
Southwest Border Operations Support

(b)(7)(E)

| | |
|--|----------------------------|
| CBP Originating Office | Office of Field Operations |
| Originating Office POC (Name) | (b)(6), (b)(7)(C) |
| Originating Office POC (Phone Number) | (b)(6), (b)(7)(C) |
| Date of Request | January 18, 2023 |

Detailed Description of Requirement:

PSPD is supporting Southwest Border Operations by implementing new services, Management Dashboards and Reports of undocumented noncitizens seeking to enter the United States along the Southwest Border (SWB) using the Title 42 Exception processing at the eight ports of entry (Brownsville, Hidalgo, Laredo, Eagle Pass, El Paso, Nogales, San Ysidro, Calexico) by Simplified Arrival Pedestrian (SA PED) primary application. These undocumented noncitizens will be referred for secondary processing. The Arrival and departure information system (ADIS) will ingest the information submitted by these individuals using the CBP One mobile application into its database. This information as well as the encounter information will be shared with USCIS for the individuals processed under this program to start the employment authorization process by ADIS and TDED applications. PSPD Enterprise Reporting team will also provide a dashboard to senior management, leadership, and others with near real time data on the CBP submissions, appointments, and the processing of these undocumented noncitizens. This effort was not included in the FY23 plan for PSPD.

TASPD is supporting Southwest Border Operations by implementing new services and enhancing targeting and vetting systems to process undocumented noncitizens seeking to enter the United States using the Title 42 Exception processing at designated Ports of Entry (Brownsville, Hidalgo, Laredo, Eagle Pass, El Paso, Nogales, San Ysidro, Calexico). Undocumented noncitizens will provide biographic and biometric (facial photo) information to CBP using the CBP One mobile application prior to arrival at a designated Port of Entry. The biographic and biometric (facial photo) information will be sent, processed, and persisted in Unified Passenger (UPAX) and Traveler Verification Service (TVS) for targeting and vetting processes. (b)(7)(E)

(b)(7)(E) TVS will create a gallery of the undocumented noncitizens with information submitted by individuals using CBP One mobile and other CBP data holdings. CBP Officers processing undocumented noncitizens upon arrival at the Port of Entry will take an encounter photo of the individual and use TVS (gallery and matching service) to verify the identity of the individual and referral for secondary processing using

USEC. (b)(5)

(b)(5)

(b)(5) The TASPD UPAX, UDR, TVS, and USEC teams are supporting this effort and was not included in the FY23 plan for TASPD.

CTO Office is supporting Southwest Border Operations by implementing updates to the CBP One application's (b)(5)

(b)(5)

(b)(5)

Historical Information/Background on Requirement:

Title 42 is a health policy established in March 2020 by the CDC to stop migrants who were potentially experiencing COVID-19 symptoms from coming across our borders.

The Department of Homeland Security (DHS) prepares for the end of the Title 42 public health order. DHS announced new border enforcement measures to improve border security, limit irregular migration, and create additional safe and orderly processes for people fleeing humanitarian crises to lawfully come to the United States. These measures, taken together, are concrete steps to enhance the security of our border while the Title 42 public health order is in place, and that DHS will continue to build on in preparation for the Title 42 order being lifted.

Funding Source:

Office of Field Operations agrees to provide the current year and recurring costs for current year and out year funding identified below for the requirement described above. Recurring costs are to be provided at the beginning of the Fiscal Year (October 1, 20XX) by the originating office until such a time that the requirement is cancelled by the originating office and services/items are discontinued or until such time that a permanent adjustment to OIT base budget is made to cover the requirement.

| Group | Type | FY 2023 | FY 2024 | FY 2025 | FY 2026 | FY 2027 | FY 2028 |
|--------------|----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| PSPD | Gov't Position | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| PSPD | New Investment | \$2,000,000.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| PSPD | O&M | \$0.00 | \$400,000.00 | \$408,000.00 | \$416,160.00 | \$424,483.00 | \$432,973.00 |
| TASPD | New Investment | \$2,000,000.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| TASPD | O&M | \$0.00 | \$600,000.00 | \$618,000.00 | \$636,540.00 | \$655,636.00 | \$675,305.00 |
| EDMED | Cloud | \$300,000.00 | \$309,000.00 | \$318,270.00 | \$327,818.10 | \$337,652.64 | \$347,782.22 |
| CTO | Gov't Position | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| CTO | New Investment | \$2,000,000.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| CTO | O&M | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| ENTSD | New Investment | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| | Total | \$6,300,000.00 | \$1,309,000.00 | \$1,344,270.00 | \$1,380,518.10 | \$1,417,771.64 | \$1,456,060.22 |

Detailed Description of Government Position Cost:

PSPD

Office of Field Operations

N/A

CTO

Office of Field Operations

N/A

Detailed Description of New Investment Cost (for each FY as applicable):

PSPD

Office of Field Operations

PSPD Investment cost will support Southwest Border Operations by implementing new services, Management Dashboards and Reports of undocumented noncitizens seeking to enter the United States along the Southwest Border (SWB) using the Title 42 Exception processing at the eight ports of entry (Brownsville, Hidalgo, Laredo, Eagle Pass, El Paso, Nogales, San Ysidro, Calexico) by Simplified Arrival Pedestrian (SA PED) primary application. These undocumented noncitizens will be referred for secondary processing. The Arrival and departure information system (ADIS) will ingest the information submitted by these individuals using the CBP One mobile application into its database. This information as well as the encounter information will be shared with USCIS for the individuals processed under this program to start the employment authorization process by ADIS and TDIED applications. PSPD Enterprise Reporting team will also provide a dashboard to senior management, leadership, and others with near real time data on the CBP submissions, appointments, and the processing of these undocumented noncitizens.

TASPD

Office of Field Operations

TASPD investment costs will support Southwest Border Operations by implementing new services and enhancing targeting and vetting systems to process undocumented noncitizens seeking to enter the United States using the Title 42 Exception processing at designated Ports of Entry (Brownsville, Hidalgo, Laredo, Eagle Pass, El Paso, Nogales, San Ysidro, Calexico). Undocumented noncitizens will provide biographic and biometric (facial photo) information to CBP using the CBP One mobile application prior to arrival at a designated Port of Entry. The biographic and biometric (facial photo) information will be sent, processed, and persisted in Unified Passenger (UPAX) and Traveler Verification Service (TVS) for targeting and vetting processes. (b)(7)(E)

(b)(7)(E) TVS will create a gallery of the undocumented noncitizens with information submitted by individuals using CBP One mobile and other CBP data holdings. CBP Officers processing undocumented noncitizens upon arrival at the Port of Entry will take an encounter photo of the individual and use TVS (gallery and matching service) to verify the identity of the individual and referral for secondary processing using USEC. (b)(5)

(b)(5)

(b)(5) The TASPDP UPAX, UDR, TVS, and USEC teams are supporting this effort and was not included in the FY23 plan for TASPDP.

CTO

Office of Field Operations

CTO Office is supporting Southwest Border Operations by implementing updates to the CBP One application's (b)(5)

(b)(5)

Detailed Description of O&M Cost (for each FY as applicable):

PSPD

Office of Field Operations

O&M funding will be utilized to fix software bugs, implement security updates and optimize performance.

TASPDP

Office of Field Operations

Contractor services to support ongoing operations and maintenance for requirements identified in this SDR. These O&M costs support deployed functionality funded as part of new investment costs identified in this SDR. These costs cover contractor support, patches, bug fixes and standard system maintenance, related CM/security/program control support. These costs cover TASPDP requirements defined in this SDR. If additional requirements are identified in the future, a new SDR will be prepared.

CTO

Office of Field Operations

N/A

Originating Office Signature: (b)(6), (b)(7)(C) Digitally signed by (b)(6), (b)(7)(C)
Date: 2023.02.09 10:28:39 -05'00'

Signature Date

Originating Office Approval: _____

Name

HQ Budget Officer Signature: (b)(6), (b)(7)(C) Digitally signed by (b)(6), (b)(7)(C)
Date: 2023.02.28 09:50:31 -05'00'

Signature Date

HQ Budget Officer Approval: _____

Name

Offices Internal Approval: _____

Signature (Optional) Date

Alignment to CBP
Major/non-major investment: Non-Major Investment

Approval History:

| Approver | Status | Approved By | Approval Date |
|-----------------|-------------------------|--------------------|----------------------|
| EDMED | Approved with Budget | (b)(6), (b)(7)(C) | January 27, 2023 |
| ENTSD | Approved with Budget | | January 27, 2023 |
| FSD | Approved without Budget | | January 23, 2023 |
| CSD | Approved without Budget | | January 19, 2023 |
| FMD | Approved without Budget | | January 19, 2023 |
| CTO | Submitted for Approval | | |
| DAC | Submitted for Approval | | |
| TASPD | Approved with Budget | | January 26, 2023 |

Expiration Date:

(b)(7)(E)

2/7/2023 10:14 AM

**Customs and Border Protection
Office of Field Operations
Title 42 Humanitarian Exceptions
External Talking Points
January 2023**

- U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) continues to assist the Centers for Disease Control and Prevention (CDC) in enforcing the CDC's *Public Health Reassessment and Order Suspending the Right to Introduce Certain Persons from Countries Where a Quarantinable Communicable Disease Exists*, also known as Title 42, in addition to executing its border security mission.
- The Order has been vacated by the D.C District Court but this decision has been stayed by the Supreme Court of the United States. As required by a combination of the Supreme Court's December 27 order and a separate district court injunction prohibiting the implementation of the CDC termination of the Title 42 public health order, the Title 42 Order remains in effect.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests. OFO has previously developed and implemented mechanisms to facilitate the processing of undocumented noncitizens who have been identified as potentially eligible for an exception under the CDC's Title 42 Order.
- CBP will continue to process all travelers in a safe, efficient, and orderly matter.
- OFO worked diligently during the last year to continue advancing innovative technologies to provide streamlined processes at our POEs to enhance security and reduce administrative data entry for CBP Officers.
 - One of those technologies is the CBP One application.
- To facilitate safe and orderly arrival of noncitizens seeking a humanitarian exception from Title 42, Department of Homeland Security (DHS) is expanding use of the CBP One mobile application for noncitizens to schedule arrival times at POEs to seek an exception from Title 42.
- CBP One is a free mobile or desktop application available for download by any individual on a Google or Apple enabled device, as well as at www.cbpone.cbp.dhs.gov. Utilizing CBP One will also assist CBP in ensuring an orderly flow into POEs and limit adverse impacts to other operations, including facilitation of lawful trade and travel.
- This new scheduling function will allow noncitizens to schedule a time and place to come to a POE to seek an exception from the Title 42 public health order for humanitarian reasons based on an individualized assessment of vulnerability.
- CBP One will enable noncitizens located in Central and Northern Mexico to submit certain biographic and biometric information to CBP in advance of their arrival at a POE.
 - Individuals do not need to be at the border to schedule an appointment; expanded access to the app in Central Mexico is designed to discourage noncitizens from congregating near the border in unsafe conditions.
- Using the CBP One mobile app does not pre-determine a noncitizen's processing disposition.

- Instead, the pre-submission of information is used to better facilitate the travel of noncitizens at land POEs.
 - Processing dispositions, including, as appropriate, admissibility determinations, will continue to be made by a CBP officer at the POE when the noncitizen arrives at the POE.
- Appointments in CBP One will become available January 12, 2023, to schedule appointments starting January 18, 2023, through January 31, 2023, with new days released daily at 9 a.m. EST.
- Processing dispositions for undocumented noncitizens will be determined on a case-by-case basis.
 - Unaccompanied noncitizen children are not subject to the Title 42 Order. POEs will continue to process unaccompanied noncitizen children in accordance with existing legal requirements, policy, and procedure, including transfer of custody to HHS ORR.
- Vaccination requirements issued under Title 19 authority continue to apply to all noncitizen, non-lawful permanent resident (LPR) travelers 18 years of age or older, with limited exceptions. U.S. citizens, LPRs, and American Indians who have a right by statute to enter the United States are not subject to these requirements.
 - During their inspection process, noncitizens must verbally attest to their COVID-19 vaccination status and provide, upon request, proof of vaccination against COVID-19 in accordance with Title 19 vaccination requirements.
- Per the CDC's Title 42 Order, CBP is authorized to except individuals, on a case-by-case basis, based on the totality of circumstances, including considerations of humanitarian interests.
 - Factors weighing in favor of a humanitarian exception to the Title 42 public health order include the following:
 - a physical or mental illness,
 - disability,
 - pregnancy,
 - lack of access to safe housing or shelter,
 - age (under 21 years old or over 70), and/or
 - the individual has been threatened or harmed while in Mexico.
 - Individuals attest that they, or a spouse or child accompanying them, meet one of these vulnerability criteria.
- Individuals who use the CBP One app will be able to schedule an appointment to present themselves at the following eight (8) ports of entry:
 - Arizona: Nogales;
 - Texas: Brownsville, Eagle Pass, Hidalgo, Laredo, and El Paso (Paso Del Norte); and
 - California: Calexico and San Ysidro (Pedestrian West – El Chaparral).
- Border wait times are expected to increase as we manage operational resources.
 - Land border POEs are already experiencing a 20 percent rise in traffic volumes compared to pre-COVID volumes.
- The public's patience and understanding are key to ensuring the safe and orderly processing of all arriving persons at our POEs.

- The public's cooperation for orderly and safe arrivals is paramount to CBP's ability to process efficiently.
- Be prepared to present your entry documents and any other documents requested by the CBP officer. Have the documents in your hand when approaching an officer.
- Once the Title 42 public health order is no longer in place, this scheduling mechanism will continue to be available for those noncitizens without documents sufficient for lawful admission, including those who may wish to seek asylum in the United States, to schedule a time to present themselves at a port of entry for inspection and processing, rather than arriving unannounced at a port of entry or attempting to cross in between ports of entry.
- CBP is the Nation's largest Federal law enforcement agency and takes the protection of its officers and workforce very seriously. In enforcing immigration and customs laws, CBP officers are at risk of assault when safeguarding and managing the Nation's borders.
 - 18 U.S.C. § 111 makes it a federal crime to assault any Federal officer. A person attempting to circumvent the immigration process, impede an inspection, or who assaults a federal officer could be subject to administrative action and criminal charges.
- CBP will continue to facilitate the safe release of noncitizens from POEs, and coordinate, as appropriate, with non-governmental organizations (NGOs) and other local stakeholders.
- Border management is a shared responsibility. CBP continues to work closely with stakeholders and international partners to ensure orderly and safe entry into our POEs.
- In response to the increased processing volumes, OFO currently has approx. (b)(7)(E) personnel deployed to the SWB.
- OFO will continue to prioritize criminal threats to border security along the Southwest Border.



U.S. Customs and
Border Protection

November 3, 2021

MEMORANDUM FOR: See Below Distribution

FROM: Executive Director **(b)(6), (b)(7)(C)**
Agriculture Programs and Trade Liaison
Office of Field Operations

SUBJECT: Dashboard Implementation to Manage Advance Requests for
Inspections through CBP One™ App

The Office of Field Operations (OFO) continues to expand the suite of capabilities available for travelers and stakeholders through the CBP One™ app. The CBP One™ app is a mobile app intended to act as an intuitive single portal for travelers and stakeholders to access CBP mobile apps and services. Currently, travelers can apply for or view their I-94 and stakeholders can schedule inspections for perishable cargo exams through this app.

Tentatively starting on November 30, 2021, Customs and Border Protection agriculture specialists (CBPAS) will be able to receive advanced notification of travelers who require inspection of agriculture and biological products upon their arrival at an airport in the United States. Specific categories for declaration will include:

- Biological materials that may require permits issued by the U.S. Department of Agriculture (USDA) and the Centers for Disease Control and Prevention (CDC)
- Pets, specifically birds and dogs, accompanying travelers in various capacities that carry the potential of introducing foreign animal diseases to the U.S. or other public health concerns
- Cleaning and disinfection of shoes
- Hunting Trophies.

As of November 15, 2021, the capability will be available at the following airports:

- Boston Logan International Airport (BOS)
- Chicago O'Hare International (ORD)
- Dallas Fort-Worth International Airport (DFW)
- Ft. Lauderdale International Airport (FLL)
- Houston International Airport (IAH)
- JFK International Airport (JFK)
- Los Angeles International Airport (LAX)

- Miami International Airport (MIA) Washington Dulles International (IAD)
- Newark International Airport (EWR)
- San Francisco International Airport (SFO)
- Seattle-Tacoma International Airport (SEA)

CBPAS will receive and manage these requests through a cloud-based CBP One application dashboard. Please see additional information in the attached muster.

If the designated airport is currently managing perishable air cargo requests via CBP One™, they will use the same dashboard for the airport environment. The dashboard will serve as a central location to access the request, correspond with travelers in advance of arrival, if necessary, assign resources, and provide live status updates. Field offices will be responsible for ensuring port personnel are assigned to review the CBP One dashboard to review and coordinate inspections with travelers.

Please see the attached user guide with instructions on how to gain permissions, access, and utilize the dashboard. Training sessions demonstrating the use of the dashboard are scheduled via Microsoft Teams for:

- November 9, 2021, at 1000 EST and 1300 EST
- November 10, 2021, at 1300 EST
- November 18, 2021, at 1000 EST

Please disseminate to the appropriate points of contact to ensure participation.

For questions and more information about the CBP One dashboard, please reach out to (b)(6), (b)(7)(C) at (b)(6), (b)(7)(C). Alternatively, APTL is available to support implementation of this capability. Inquiries may be routed to (b)(7)(E).

Attachments

Distribution:

Director, Field Operations, Baltimore
 Director, Field Operations, Boston
 Director, Field Operations, Chicago
 Director, Field Operations, Houston
 Director, Field Operations, Los Angeles
 Director, Field Operations, Miami
 Director, Field Operations, New York
 Director, Field Operations, San Francisco
 Director, Field Operations, Seattle



Muster

Date of Muster: November 3, 2021

Topic: CBP One™ – Mobile Scheduling/Appointment Feature for Requesting Inspections of Biological and Agriculture Products

Headquarters POC: (b)(7)(E)

OFO has launched the CBP One™ mobile application feature that allows air travelers to **request inspections of hand-carried biological and agriculture products**. Specific categories for declaration will be:

- Biological materials that may require permits by the U.S. Department of Agriculture (USDA) and the Centers for Disease Control and Prevention (CDC);
- Live animals, such as pet birds or dogs;
- Cleaning and disinfection of shoes; and
- Hunting trophies

The CBPASs will receive and manage these requests through a **cloud based CBP One dashboard accessible via this hyperlink:** [CBP One Dashboard](#).

- The request will contain information regarding: the arrival time, flight, purpose of the inspection and any associated details like permit and entry information (if filed), copies of permits or whether hunting trophies are finished or unfinished.
- CBPASs will be able to review the request, apply live statuses, assign resources, and message the traveler, if necessary.

If a traveler submits a request for an inspection via CBP One™, (b)(7)(E)

(b)(7)(E)

(b)(7)(E) Field offices will be responsible for ensuring port personnel are assigned to review the CBP One dashboard to review and coordinate inspections with travelers.

(b)(7)(E)

(b)(7)(E) CBPASs shall continue to monitor the dashboard daily to ensure awareness of pending arrivals, review all submitted information and be prepared to expedite the secondary examination upon the traveler's arrival.

Although the dashboard is very intuitive and requires little instruction, APTL will be offering live training sessions on:



- November 9, 2021, at 1000 EST
 - [Microsoft Teams Meeting Link](#)
- November 9, 2021 at 1300 EST
 - [Microsoft Teams Meeting Link](#)
- November 10, 2021, at 1300 EST
 - [Microsoft Teams Meeting Link](#)
- November 18, 2021, at 1000 EST
 - [Microsoft Teams Meeting Link](#)

A step-by-step user guide can be found here - [Scheduling-TravelerAppt-UserGuide.pdf](#) (dhs.gov).

If you are not currently using the dashboard, follow the steps below: Download Google Chrome to your desktop from your computer's software center:

1. Go to
2. Click on 'Request Access'
3. Find and select 'Scheduling' on page 3

If you are an Ag. Specialist:

5. Type 'Dashboard' in the search field and select the check box for
6. Select 'Next' and complete with your request

If you are a Supervisor Ag. Specialist, or will be operating in the role of a Supervisor:

7. Type 'Dashboard' in the search field and select the check box for
8. Type 'Admin' in the search field once again and select the check box for
9. Select 'Next' and complete your request
10. Once your access is approved by your Supervisor, access the dashboard [here](#), via this hyperlink.

Once you have permission to access the dashboard, your port coordinator must add you as a user. As a user, you will need to access the [CBP One Dashboard](#), select Settings and edit your default port to your airport listed with the 3 digit alpha airport code.

For questions and more information about the CBP One dashboard, please reach out to at . Alternatively, if you have any questions related to policy or procedures, forward your inquiry to .

Message

From: SEGUIN, DEBBIE W; (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Sent: 6/1/2020 5:41:44 PM
To: MORGAN, MARK A; (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) PEREZ, ROBERT E
CC: OC Chief of Staff; (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: FW: Actions Required: Green Light Law
Attachments: Green Light Law Document.docx

Sirs-
Please see attached OFO and OCC's responses relating to the various Green Light Law mitigation actions. The document is lengthy; below is a short summary:

(b)(5)

Thank you,

Debbie Seguin
(A)Chief of Staff
U.S. Customs and Border Protection
Desk: (b)(6), (b)(7)(C)
Cell: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Monday, June 1, 2020 1:22 PM
To: SEGUIN, DEBBIE W; (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) FALK, SCOTT K (OCC); (b)(6), (b)(7)(C) COUREY, MARC BENNETT (OCC); (b)(6), (b)(7)(C) (OCC); (b)(6), (b)(7)(C)
Subject: RE: Actions Required: Green Light Law

CoS Seguin,

Please see attached OFO response re Actions Required: Green Light Law.

OFO PPAE has been coordinating with OCC on the drafting on language (b)(5)
(b)(5)

Please let me know if anything additional is needed.

(b)(6), (b)(7)(C)
Chief of Staff
Office of Field Operations
Office: (b)(6), (b)(7)(C)

Cell: (b)(6), (b)(7)(C)

From: SEGUIN, DEBBIE W (b)(6), (b)(7)(C)

Sent: Monday, June 1, 2020 1:12 PM

To: (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Cc: (b)(6), (b)(7)(C)

Subject: RE: Actions Required: Green Light Law

Thanks, (b)(6), (b)(7)(C) I'll also check to see if there is more time now given current circumstances. Will loop back too.

Debbie Seguin

(A)Chief of Staff

U.S. Customs and Border Protection

Desk: (b)(6), (b)(7)(C)

Cell: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Monday, June 1, 2020 12:52 PM

To: (b)(6), (b)(7)(C)

Cc: SEGUIN, DEBBIE W (b)(6), (b)(7)(C)

Subject: RE: Actions Required: Green Light Law

Let me reach back to OPS for the operational piece of this, I know they were working with the Buffalo and NYFO for input . PPAE is also working with OCC on the drafting of the letter: (b)(5)

(b)(5)

(b)(6), (b)(7)(C)

Chief of Staff

Office of Field Operations

Office: (b)(6), (b)(7)(C)

Cell: (b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)

Sent: Monday, June 1, 2020 12:19 PM

To: (b)(6), (b)(7)(C)

Cc: SEGUIN, DEBBIE W (b)(6), (b)(7)(C)

Subject: RE: Actions Required: Green Light Law

Hey (b)(6), (b)(7)(C) hope you had a good weekend.

I know there are a lot of other actions taking up everybody's bandwidth, but with DHS expecting an unified external message early this week, I was hoping to get an ETA on the requested input from below.

Thank you for your help.

(b)(6), (b)(7)(C)

From: SEGUIN, DEBBIE W (b)(6), (b)(7)(C)

Sent: Friday, May 29, 2020 1:26 PM

To: Owen, Todd C (EAC OFO) (b)(6), (b)(7)(C) WAGNER, JOHN P (DEAC OFO)

(b)(6), (b)(7)(C)

FALK, SCOTT K (OCC)

(b)(6), (b)(7)(C)

COUREY, MARC BENNETT

(b)(6), (b)(7)(C)

(OCC)

(b)(6), (b)(7)(C)

Cc: CONROY, DONALD E

(b)(6), (b)(7)(C)

OC Chief of Staff

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

Subject: Actions Required: Green Light Law

Importance: High

EAC, DEAC, OCC,

AS2 convened a DHS call yesterday afternoon to discuss Green Light Law policy/operational issues. The meeting resulted in several get backs/outcomes that CBP is expected to work on. I understand that AC1/C2 communicated the same during today's 9AM which XD Conroy was in attendance. Below is a summary of get backs.

(b)(5), (b)(7)(E)

Please let me know if you have any questions or how I can assist. AC1/C2 are expecting input as to our ability to implement NLT Noon Monday as DHS expects to put out an unified external message COB Monday or early Tuesday.

Thank you,

Debbie Seguin

(A)Chief of Staff

U.S. Customs and Border Protection

Desk: (b)(6), (b)(7)(C)

Cell: (b)(6), (b)(7)(C)

Purpose: This memorandum provides background and recommendations to address the security vulnerabilities created by the State of New York's "Green Light Law" that restricts CBP's access to New York (NY) Department of Motor Vehicles (DMV) data.

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Message

From: (b)(6), (b)(7)(C)
Sent: 1/20/2021 8:43:53 PM
To: MILLER, TROY A (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Fwd: MPP Summary
Attachments: Combined Initial Subsequent MPP Process_10.19.20v4.pptx; MPP Issue Paper 12-01-2020 (Stats).doc; DHS 2020-2021 IP33.pdf

Sir,

Please find below and attached the inform

William A Ferrara
Executive Assistant Commissioner
Operations Support
U.S. Customs and Border Protection

Begin forwarded message:

From: "SABATINO, DIANE J" (b)(6), (b)(7)(C)
Date: January 20, 2021 at 1:20:48 PM EST
To: "FERRARA, WILLIAM" (b)(6), (b)(7)(C)
Cc: "DURST, CASEY OWEN" (b)(6), (b)(7)(C) "DAVIES, MATTHEW S" (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: MPP Summary

EAC - Attached is our comprehensive MPP summary document as well as the encounters PowerPoint covering the number of times we processed either initially or returns of MPP applicants. Also attached the summary issue paper (#33) that references MPP which was initially provided to the PTO prior to the December meetings.

Of note, the MPP hearings ceased in March and OFO has processed a very small number of MPP enrollments since the onset of the pandemic.

From: (b)(6), (b)(7)(C)
Sent: Wednesday, January 20, 2021 1:07 PM
To: SABATINO, DIANE J
Subject: FW: Pls include this document
Ma'am – As requested. Let me know if you need additional info. Thanks.
(b)(6), (b)(7)(C)
Chief of Staff (A)
Office of Field Operations
Office: (b)(6), (b)(7)(C)
Mobile: (b)(6), (b)(7)(C)

From: SABATINO, DIANE J (b)(6), (b)(7)(C)
Sent: Wednesday, January 20, 2021 12:54 PM

To: (b)(6), (b)(7)(C)

Subject: Pls include this document

Office of Field Operations
U.S. Customs and Border Protection
December 1, 2020

Migrant Protection Protocols

Action Required: Informational

Time Constraint: None

Issue: Migrant Protection Protocols (MPP)

Executive Summary:

On January 28, 2019, U.S. Customs and Border Protection (CBP) Office of Field Operations (OFO) implemented MPP under the authority of Section 235(b)(2)(C) of the Immigration and Nationality Act (INA) at the San Ysidro Port of Entry (POE). MPP was extended to Calexico POE, El Paso POE, San Diego Border Patrol (USBP), El Centro USBP, and El Paso USBP in mid-March, 2019. Laredo POE and Laredo USBP began on July 8, 2019 with Brownsville POE and Rio Grande Valley USBP beginning a week later on July 17, 2019. The Department of Homeland Security (DHS) anticipates MPP will restore a safe and orderly immigration process by discouraging individuals from attempting illegal entry. CBP has been engaged in planning for the expansion to all southwest border locations.

MPP Details:

Aliens attempting to enter the United States illegally or without documentation, including those who claim asylum, will no longer be released into the country, where they often fail to appear for scheduled interviews or hearings and/or disappear before an immigration judge can determine the merits of their claim.

- MPP will not be applied to unaccompanied alien children (UACs), aliens with known physical/mental health issues, aliens with a criminal history or history of violence, or asylum seekers who demonstrate a reasonable fear of persecution or torture in Mexico.
- MPP amenable aliens initially consisted of individuals from El Salvador, Honduras, and Guatemala. MPP expanded to all Spanish speaking nationalities on June 17, 2019.
 - MPP processing in the El Paso Field Office expanded to include Brazilian nationals on January 27, 2020.
- Consistent with the law, aliens in removal proceedings have the right to counsel of their choosing at no expense to the U.S. Government. Aliens subject to MPP will be afforded the same right and provided with a list of legal services providers in the area which offer services at little or no expense to the migrant.
- Aliens who need to return to the U.S. to attend their immigration court hearings will be allowed to enter the U.S. and attend that hearing. Aliens whose claims are found meritorious by an immigration judge will be allowed to remain in the U.S. Those determined to be without valid claims will be removed from the U.S. to their country of nationality or citizenship.
- MPP is operational in seven locations: San Diego, Calexico, Nogales, El Paso, Eagle Pass, Laredo, and Brownsville.

- San Diego includes San Ysidro, Otay Mesa Cross Border Xpress, Otay Mesa, and Tecate POEs who are processing amenable aliens under MPP for return to Mexico in San Ysidro. All aliens processed under MPP in these locations return to San Ysidro POE for their hearings.
- Calexico includes Calexico, Calexico East, and Andrade POEs who are processing amenable aliens under MPP for return to Mexico in Calexico. All aliens processed under MPP in these locations return to San Ysidro POE for their hearings.
- Nogales includes Sasabe, Nogales, Naco, and Douglas POEs who are processing amenable aliens under MPP for return to Mexico in Nogales. All aliens processed under MPP in these locations return to the El Paso - Paso del Norte POE for their hearings.
- El Paso MPP processing takes place at the Paso del Norte POE. All aliens processed under MPP in El Paso return to the El Paso - Paso del Norte POE for their hearings.
- Eagle Pass MPP processing takes place at the Eagle Pass POE. All aliens processed under MPP in Eagle Pass return to the Laredo - Gateway to the Americas POE for their hearings at the temporary Immigration Hearing Facility (IHF).
- Laredo MPP processing takes place at all bridges at the Laredo POE. Aliens processed under MPP in Laredo return to the Laredo - Gateway to the Americas POE for their hearings at the temporary Immigration Hearing Facility (IHF).
- Brownsville includes Roma, Rio Grande City, Hidalgo, Progreso, and Brownsville POEs who are processing amenable aliens under MPP for return to Mexico via the Brownsville – Gateway POE. All aliens processed under MPP in these locations return to Brownsville Gateway POE for their hearings at the temporary Immigration Hearing Facility (IHF).

MPP Expansion:

CBP implemented MPP at one port of entry, processing a relatively small population and will expand to additional locations [redacted]

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

In addition, MPP was expanded to locations where there is an agreement with the Government of Mexico (GoM), whose primary consideration is that Mexican cities that house returned migrants are safe and have sufficient shelter and offer social services while they await immigration proceedings.

CBP used a hub and spoke concept to gain the greatest efficiencies for MPP processing. The hub locations are generally ports of entry in close proximity to an immigration hearing location and where there is capacity on the Mexican side to be able to return aliens. Aliens are instructed to return to hub locations so they may attend their immigration hearings. Smaller ports are considered spoke locations where MPP processing may occur if operational capabilities exist; the return to Mexico of MPP processed individuals occurs only at those ports if local MPP returns agreements are in place.

On May 22, 2019 a DHS MPP working group identified Laredo, TX and Brownsville, TX for immediate expansion. The lack of a nearby EOIR hearing facility in Laredo and Brownsville required deployment and operation of temporary facilities to provide remote immigration hearings. CBP Office of Facilities and Asset Management (OFAM) led the efforts for building a soft-sided facility on location at Laredo Bridge I and Brownsville-Gateway Bridge. Both facilities have been completed and are fully functional. Laredo POE began accepting court returns on September 11, 2019 and Brownsville POE on September 12, 2019 with full scale court return operations beginning September 16, 2019 and September 23, 2019, respectively.

MPP Expansion in Arizona:

➤
➤
➤
➤
➤
➤

(b)(5), (b)(7)(E)

- On November 22, 2019, Tucson Sector USBP began processing aliens under MPP. As there is no current feasible EOIR location in Arizona, aliens are transported to El Paso and returned to Mexico to await their court proceedings. Aliens processed in Arizona are scheduled for the El Paso EOIR location.
- December 3, 2019 OFO Tucson Field Office began processing aliens under MPP. OFO used the same operational plan as USBP and transported aliens processed under MPP for return to Mexico in El Paso.
- On January 2, 2020, GoM began accepting MPP returnees through the Nogales POE.

Government of Mexico:

The USG unilaterally enacted this policy and informed the Government of Mexico (GOM) of this decision on December 20, 2018.

- In response, GOM publically stated that it will temporarily accept migrants seeking asylum in the United States while guaranteeing the orderly functioning of the U.S.- Mexico border and the international right to *non-refoulement*.
- DHS began implementation of MPP on January 28, 2019 with the first asylum seeker subject to MPP returned to Mexico on January 29, 2019.
- DHS Policy is the lead component in negotiations with weekly calls with GoM.

INM Restrictions:

Mexico’s Instituto Nacional de Migracion (INM) has placed limitations on MPP returns due to their limited staffing.

- Pre-COVID Restrictions:

- San Diego: (b)(7)(E) per day Mon-Sat; (b)(7)(E) Sun.
- Calexico: (b)(7)(E) per day Mon-Sat; (b)(7)(E) Sun.
- Nogales: (b)(7)(E) per day Mon-Fri.
- El Paso: (b)(7)(E) per day.
- Eagle Pass: (b)(7)(E) per day Mon-Sat.
- Laredo: (b)(7)(E) Mon-Sat (b)(7)(E) Saturday and Sunday.
- Brownsville: (b)(7)(E) per day.

MPP Injunction:

On April 8, 2019, United States District Court, Northern District of California, granted a motion for preliminary injunction in regard to the implementation and expansion of MPP. In order to comply with the Court’s order, CBP OFO developed a communications plan with the named plaintiffs as well as guidance to field as to how to process MPP aliens returning to the United States.

On April 12, 2019, prior to any of the plaintiffs’ return, the United States Court of Appeals for the Ninth Circuit granted a temporary stay of the injunction order. On May 7, 2019, the stay was upheld. As such, MPP has resumed in all locations until a final ruling is made.

On October 1, 2019, oral arguments regarding MPP were made before the United States Court of Appeals for the Ninth Circuit.

On February 28, 2020, the Ninth Circuit enjoined MPP in its entirety. The same day, they granted a temporary stay. On March 4, 2020, the Ninth Circuit ruled MPP may remain in effect indefinitely in Texas (5th Circuit) and New Mexico (10th Circuit). MPP was set to be enjoined in the 9th Circuit (California and Arizona) on March 11, 2020, however, the Supreme Court approved a stay on the injunction pending disposition of a petition for a writ of certiorari. Certiorari was granted on October 19, 2020.

Overnight Detention:

USBP has worked closely with OFO and ERO, outlining the requirements and logistics to assist with overnight detention in support of MPP court returns. USBP accepts all MPP aliens returning from court past the INM repatriation time as well as aliens who require overnight detention to accommodate time for a USCIS telephonic interview. Overnight detention does not include those aliens claiming a fear of return to Mexico during their initial processing with OFO. ICE/ERO committed to support with transportation. USBP coordinates at the local level with ICE/ERO to identify requirements for this support.

MPP Processing Response to COVID-19:

Due to the COVID-19 pandemic, DHS and the Department of Justice (DOJ) paused all MPP hearings on March 23, 2020 until at least June 22, 2020 in order to comply with recommendations from the Center for Disease Control and Prevention (CDC) on social distancing. DHS seeks to resume hearings as soon as possible while prioritizing the health and safety of the aliens, U.S. government employees, and foreign government employees.

During the hearing pause, DHS and DOJ worked to continue to provide aliens whose removal hearings are pending with appropriate documentation regarding the rescheduling of their hearings.

Any alien with an MPP hearing date between, and including, March 23, 2020 and May 9, 2020 was instructed to present themselves at the POE designated on the tear sheet previously provided to them by CBP. At that time, the alien was served with a notice of hearing (NOH) for their new hearing date, as well as a new tear sheet that instructs them when to present themselves at that POE their next scheduled hearing.

Effective May 10, 2020, CBP suspended in-person document service until June 8, 2020. A joint DHS/EOIR statement was issued on May 10, 2020 instructing any alien with a hearing date between, and including, May 10, 2020 and June 21, 2020 to present themselves at the POE indicated on the tear sheet previously provided to them by CBP one month later than the date indicated in order to obtain their new NOH and tear sheet. This instruction applied even if the date fell on a weekend or holiday. Any alien with an MPP hearing date on or after June 22, 2020 was to be processed into the United States and escorted to court for their hearing, in accordance with normal MPP processing procedures and consistent with processing and court capacity.

DHS/DOJ issued a joint statement June 16, 2020 indicating the need for further rescheduling of MPP hearings and continued suspension of in-person document service due to the continuing emergency health conditions in the United States and Mexico. DHS/DOJ advised that a fifteen day notice would be issued prior to resumption of hearings and in-person document service with additional, location-specific information.

A joint DHS/EOIR statement was issued on July 17, 2020 advising aliens currently awaiting their immigration hearings under MPP that DHS, DOJ, and GOM identified public health criteria to safely resume hearings had not been met. The statement continued to encourage aliens to check their case status by calling EOIR's Automated Case Information Hotline or visiting the EOIR Automated Case Information Portal.

The date for MPP hearings to resume has not been determined.

MPP Statistics:

Since inception, CBP has processed a total of 66,931 aliens for initial return to Mexico under MPP, with OFO initial processing accounting for 8,798 of those aliens.

OFO routinely encounters Unaccompanied Alien Children (UAC) who were initially processed under MPP and returned to Mexico as part of a family unit but later self-separated and returned to the POE without an accompanying family member. Below is the monthly breakdown of UAC encountered at a POE who were previously processed under MPP and returned to Mexico as part of a family unit. OFO began tracking this data point in November 2019.

| Month | SDFO | TFO | EPFO | LFO-LAR | LFO-BRO | Total |
|--------|------|-----|------|---------|---------|------------|
| Nov-19 | 0 | 0 | 1 | 0 | 12 | 13 |
| Dec-19 | 0 | 0 | 0 | 0 | 86 | 86 |
| Jan-20 | 0 | 0 | 0 | 0 | 76 | 76 |
| Feb-20 | 0 | 0 | 1 | 0 | 84 | 85 |
| Mar-20 | 0 | 0 | 0 | 0 | 23 | 23 |
| Apr-20 | 0 | 0 | 0 | 0 | 0 | 0 |
| May-20 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jun-20 | 0 | 0 | 0 | 0 | 0 | 0 |
| Jul-20 | 0 | 0 | 0 | 0 | 0 | 0 |
| Aug-20 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sep-20 | 0 | 0 | 0 | 0 | 0 | 0 |
| Oct-20 | 0 | 0 | 0 | 0 | 0 | 0 |
| Nov-20 | 0 | 0 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 2 | 0 | 281 | 283 |

IP33: Immigration Areas of Focus

OVERVIEW

- One of DHS's key missions is to enforce and administer U.S. immigration laws. DHS's work covers all aspects of immigration law from regulating the flow of people across our borders, to providing humanitarian protections, to removing individuals, to adjudicating immigration benefits, and to naturalizing new citizens. Managing these complex and sometimes competing interests requires significant coordination among DHS Headquarters and the three main immigration agencies (U.S. Customs and Border Protection (CBP), U.S. Immigration and Customs Enforcement (ICE), and U.S. Citizenship and Immigration Services (USCIS)).
- Without a comprehensive federal approach and Congressional action related to immigration issues, smugglers and human traffickers will continue to exploit our lawful immigration and humanitarian programs and challenge DHS resources.
- During Fiscal Year (FY) 2019, CBP apprehended or encountered nearly one million removable aliens at the Southwest Border (SWB). Several notable phenomena emerged that compounded the strain on DHS's financial, infrastructure, and human resources, including the historical apex of migration by Central American family units and migration in large groups and caravans.
- Irregular migration of this sort is a regional problem that requires a regional solution. DHS, in partnership with the Department of State (DOS), negotiated and implemented a series of agreements, arrangements, and initiatives in 2019 that expand regional responsibility sharing on matters related to border security, immigration enforcement, humanitarian protection for *bona fide* refugees and asylum seekers, information sharing, and immigration processing.
 - These and other international partnerships have proven invaluable in DHS's ability to drastically reduce the stress on the immigration system at the SWB during FY 2020.
- Although migrant flows in 2020 have been a fraction of what they were in 2019, they are trending upward. COVID-19 initially reduced irregular migration to a trickle as countries in Central America closed their borders. Migration by Mexican single adults have reemerged as the primary demographic apprehended/encountered by CBP in 2020.
 - Latin America is now one of the most affected regions by COVID-19. As a result, healthcare systems are stressed, economies are contracting, employment opportunities are unavailable, food insecurity is rising, and public safety is diminishing throughout the region. DHS expects a gradual increase in irregular migration at the SWB as a result.

(b)(5)

(b)(5), (b)(7)(E)

(b)(5)

(b)(5), (b)(7)(E)

IP33: AUTHORS / SUBJECT MATTER EXPERTS

| Name | Organization | Email | Phone |
|--------------------------|----------------------|--------------------------|-------|
| (b)(6) | PLCY/BSI PLCY/BSI | (b)(6) | |
| (b)(6), (b)(7)(C) | ICE CBP | (b)(6), (b)(7)(C) | |

[Return to FoC](#)

Message

From: MILLER, TROY A; (b)(6), (b)(7)(C)
Sent: 5/17/2021 10:21:31 PM
To: (b)(6), (b)(7)(C)
Subject: FW: Q&As
Attachments: Additional HAC-HS Hearing Prep Questions - MASTER LIST.docx

From: (b)(6), (b)(7)(C)
Sent: Monday, May 17, 2021 6:16 PM
To: MILLER, TROY A; (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: RE: Q&As

Apologies for leaving these out. Here are the set from the S1 HSGAC hearing and the Johnson HAC hearing.

(b)(6), (b)(7)(C)
Deputy Assistant Commissioner
Office of Congressional Affairs
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)

From: (b)(6), (b)(7)(C)
Sent: Monday, May 17, 2021 6:05 PM
To: MILLER, TROY A; (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Q&As

Commissioner – here are the Q&As. We are still pending one response from OS, in addition to OS not having a fully cleared response (verbiage is in there, but they said it wasn't cleared yet).

Please let me know if you have any questions. Also happy to pare these down a bit, as they are definitely more lengthy than what you need.

Thanks.

(b)(6), (b)(7)(C)
Deputy Assistant Commissioner
Office of Congressional Affairs
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)

Additional Questions

Surge Planning

So, could you explain how the Trump administration anticipated and began making preparations for these -- this increased arrival? As these unaccompanied children are coming in, what were they doing to prepare for this trend that was clear last year?

(b)(5), (b)(7)(E)

Wall

Let me ask you, have you - have you done a cost study on how much money the taxpayers will waste, that is going to be expending by not honoring the contracts to build the final 250 miles of wall? Have you figured out much that's going to cost American taxpayer and get no wall built?

So, my question to you is, what's the results of the study on the border wall completion? There's \$1.4 billion that was passed with a bipartisan majority last year, that is in the law, to be able to complete this. Where is this going? So, this requires a review to be able to evaluate as if you should just hang the gate when the steel is sitting right there, if that should be complete? What would be the challenge here? I would tell you people at - in my state and myself included, when I went and looked at it, I don't understand what needs a review to be able to evaluate if you just have to be able to close the gate. Especially when the law already has set aside those dollars and it's already there.

(b)(5), (b)(7)(E)

Medical Care

And so, to follow-up on some of the recommendations proposed by child welfare advocates, our CBP facility is currently staffed with medical professionals with pediatric experience and child welfare professionals to provide that kind of -- those other wrap around services that these children who are experiencing trauma as or other issues, as Senator Hassan brought up. Do you have those folks in our facilities?

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Ending Title 42

There's a significant number of people, in fact, of the 178,000 people that were encountered at the border last month, 111,000, almost 112,000 of them were turned around due to Title 42. The question is how you are examining what your criteria for dropping Title 42, and what's your plan, because if you drop Title 42 at this point, there's 112,000 more people that are actually engaging across the border.

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Decreasing Encounters

The question is, do you have plans to do something dramatically different such that those numbers come down to an acceptable level because you can imagine, this overwhelms our Border Patrol agents. I mean, if they've got numbers like this are dealing with then this means the drug cartels can be smuggling through drugs because our folks are taking care of kids, they're taking care of people coming in illegally. Do we have plans to dramatically address what's happening here?

(b)(5), (b)(7)(E)

Recidivism

That chart, if you could help me, because when I was down at the border, I understand that we're apprehending a lot of folks from Mexico, single adults who are coming across, they're being -- they're being expelled from the country but then they come back in a few days, you catch them, they go back. Is that reflected in those numbers? Give some clarity to us if you have an opportunity to see that chart.

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Drug Seizures

According to CBP data, drug seizures are down significantly this year. Do you think the record low drug seizures are because our CBP agents and resources are being diverted to manage the humanitarian crisis at the southern border?

(b)(5), (b)(7)(E)

Movement of Migrants

Why is it that this week, actually late last night, it was reported that CBP terminated a flight program that transferred families across the southern border for purposes of

expelling under Title 42? These flights were apparently canceled due to the pressure of left-wing groups, is that accurate?

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Gotaways

Media reports on increased gotaways this year. Much of this can be attributed to changes in counting. USBP has described this as an art and not a science. How confident are you that this number is accurate and was not impacted by certain other outside forces, to mean that you've changed how you're looking at it and put new measurements on it? What other integrity measures will be put into place?

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Border Technology

New RFP seems like you're turning your back on innovation and sticking with legacy programs.

(b)(5), (b)(7)(E)

Special Interest Migrants

Earlier this year there was a press release removed about migrants that were apprehended from Yemen. Could you give us more details about SIM?

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

ICE Questions that could be asked of CBP (slight rewording)

Fleischmann: What about individuals being released without an NTA? What are the conditions for release?

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Hinson: In the ICE Hearing with Acting Director (b)(6), (b)(7)(C) I inquired about the disconnect between ICE and CBP data systems, specifically as it relates to tracking where a migrant is purportedly going as a final destination. He stated that ICE does not have that information and does not get that information from CBP. My first question is, does CBP track where migrants indicate they will be going for a destination? And second, do you share this information with ICE?

(b)(5), (b)(7)(E)

Message

From: (b)(6), (b)(7)(C)
Sent: 5/25/2021 7:18:57 PM
To: MILLER, TROY A; (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: HSGAC Questions/Responses
Attachments: Talking Points for Potential HSGAC Questions_OCA-CAG-USBP.docx

Commissioner,

Please see attached. We will have a printed copy for your book. Additionally, OCA is still trying to obtain additional intel and attendance information.

Sincerely,

(b)(6), (b)(7)(C)

Talking Points Prep for Potential Questions

Advanced Planning/Stand-up Model

Member Questions:

- “So could you explain how the Trump administration anticipated and began making preparations for these -- this increased arrival? As these unaccompanied children are coming in, what were they doing to prepare for this trend that was clear last year?”
- “They were dismantling facilities and – while we're seeing this surge begin? They were – that seems -- doesn't seem logical to me.”

Suggested Responses:

(b)(5)

(b)(5)

Member Question:

- “They were dismantling facilities and – while we're seeing this surge begin? They were – that seems -- doesn't seem logical to me.”

Suggested Responses:

(b)(5)

(b)(5)

Medical/Child welfare/Access to legal resources and phones

Member Questions:

- “Medical professionals have noted that unaccompanied children apprehended at the border suffered trauma before they ever enter DHS and HHS custody. Trauma from being separated from their loved ones, from being in the company of strangers, or even from mental or physical abuse prior to or during the journey to the United States. In a briefing to the committee, officials stated that DHS and HHS were focused on building trauma informed procedures. Secretary Mayorkas, could you tell the committee about what DHS has done and what you further plan to do to address trauma experienced by children before they are in custody and to reduce trauma experienced by children while they are in custody?”

Suggested Responses:

(b)(5)

(b)(5)

Member Questions:

- “I really just want to talk about... child welfare and child welfare professionals. You know children in CBP custody. You know there's poor conditions and the treatment hasn't been good and I worked with the last administration trying to develop a plan to bring child welfare professionals to all CBP facilities. Unfortunately, the previous administration ignored my request. And so to follow-up on some of the recommendations proposed by child welfare advocates, our CBP facility is currently staffed with medical professionals with pediatric experience and child welfare professionals to provide that kind of -- those other wrap around services that these children who are experiencing trauma as or other issues, as Senator Hassan brought up. Do you have those folks in our facilities?”
- “What steps is the administration taking right now to improve legal orientation and legal access, including allowing migrants to easily make and receive phone calls at all DHS facilities?”

Suggested Responses:

(b)(5)

(b)(5)

NGO engagement/placement in facilities

Member Questions:

- “When we were working with the prior administration and they weren't really listening to what we were trying to ask them to do. Do NGOs currently have access to CBP facilities to assist and augment any care or programming that these children might need? The prior administration was not allowing that as well.”
- “Now I did want to raise a question about collaboration between the department and a non-governmental organizations, I'm hearing from a lot of advocates and service providers in California that more communication and coordination would be helpful between... DHS and the NGOs that are efficiently and safely providing service for immigrant families. Often times migrants are sent to areas of the country where shelters are already at capacity though and the department is not sufficiently drawing upon resources in other regions of the country where providers have more capacity to continue to meet their needs. Can you discuss any of DHS efforts to improve communication and coordination with NGO service providers and how the department takes NGO feedback into consideration when making operational decisions”
- “However, Arizona communities still worry about unannounced drop-offs of family units. Which DHS rules and policies prevent your agency from providing notice before any migrants are going to be released in a community and how are you working to further solve this challenge?”

Suggested Response(s):

(b)(5)

(b)(5)

Title 42

Member Questions:

- “CBP data says that the agency had 170,000 enforcement encounters at the southern border in April, it's the highest in two decades. Of that total, what percentage were subject to immediate expulsion?”
 - From HAC Hearing: Of the 178,000 encounters we had in April, approximately 111,000 or 62.5 percent resulted in Title 42 expulsions.
- “You and I spoke about this last time that you were here, saying that you’re going to study it and try to examine what to do on this. There’s a significant number of people – in fact of the 178,000 people that were encountered at the border last month, 111,000, almost 112,000, of them were turned around due to Title 42. The question is, how are you examining, what’s your criteria for dropping Title 42, and what’s your plan? Because if you drop Title 42 at this point, there’s 112,000 more people that are actually engaging across the border.”

Suggested Response(s):

(b)(5)

(b)(5)

Member Question

- “... are you concerned that Title 42 could still be a new source of family separation? It's just so painful and making migrant parents make that painful decision to separate from their children in order for them to find safety in the United States. And what's DHS doing to mitigate the risks of family separation while Title 42 is still in place?”

Suggested Response(s):

(b)(5)

NTAs/NTRs

Member Questions:

- “Yes, you've become more efficient at apprehending, processing, and dispersing. So I was shocked when we went down to the border and said that the guidelines for CBP is to literally process people in eight hours and disperse them. Get them out of CBP custody and send them all over the country. What -- we are -- I was also shocked to find out that we aren't issuing notices to appear. What percentage of people are we dispersing around this country that don't even have a notice to appear?”

Suggested Responses:

(b)(5)

(b)(5)

Member Questions:

- “... we have a number of 19,000 individuals have been released in a country without a notice to appear. They're told to go to a ICE office wherever they are going in the country to self-report at the ICE office, basically turn themselves in there at ICE and ask for a notice to appear. Do you know of any that have actually done that? Do you have a number of 19,000 that have been asked to do that, how many have actually done that? ... So I understand those are family units that are coming in or it is a parent with a child, at least one child at that point that they're told to be able to do that. Are the notice to appears that are being given out right now, do they comply with the previous Supreme Court orders that have been done to be able to make sure that they are consistent and will stand up under the rule of law?”

Suggested Responses:

(b)(5)

Border resources – technology/wall

Member Questions:

- “Do you agree with this, that we have to focus on enforcing our border, finishing the border barrier, using the technology -- by the way, if it's technology, use technology. But somehow deal with this in an urgent and aggressive manner?”

Suggested Responses:

(b)(5)

Enforcement posture

Member Questions:

- “Do you believe that you and your agency are enforcing the existing immigration laws?”
- “... according to CBP data, drug seizures are down significantly this year. Do you think the record low drug seizures are because our CBP agents and resources are being diverted to manage the humanitarian crisis at the southern border?”

Suggested Responses:

(b)(5)

(b)(5), (b)(7)(E)

Exploitation of Children

Member Question:

- “I wanted to ask him: Is he aware that children are recycled? That they're sent back over the border to be used by another adult to pose as a family unit, to exploit our asylum laws?”

Suggested Responses:

(b)(5)

Lateral movement flights

Member Questions:

- “Why is it that this week, actually late last night, it was reported that CBP terminated a flight program that transferred families across the southern border for purposes of expelling under Title 42? These flights were apparently canceled due to the pressure of left-wing groups, is that accurate?”

Suggested Responses:

(b)(5)

Administration plans

Member Questions:

- “Are you considering, we’ll take this off the record, allowing those individuals to represent their cases? And some of those cases also that were in the MPP program that remain in Mexico, they were closed. Are you considering opening these tent courts and MPP cases?”

Suggested Response:

(b)(5)

Message

From: MILLER, TROY A (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Sent: 3/15/2021 8:15:44 PM
To: (b)(6), (b)(7)(C)
Subject: FW: Per AC1 Request- Updates on Office Priorities
Attachments: 031521_OT Priorites and Initiatives.pptx; 03122021 OS Office Program - Priorities Overview - Ver. 2b.pptx; CBP AMO Priorities for C1 Tasker - 09MAR21.pptx; ES Office Priorities Update for C1_20210302.pptx; OF Monthly Update for C1_03122021.pptx; OFO Directorates Priorities_.pptx; USBP Programs Overview Priorities.pptx

From: (b)(6), (b)(7)(C)
Sent: Monday, March 15, 2021 3:55 PM
To: MILLER, TROY A (b)(6), (b)(7)(C)
Subject: FW: Per AC1 Request- Updates on Office Priorities

From: (b)(6), (b)(7)(C)
Sent: Monday, March 15, 2021 3:25 PM
To: (b)(6), (b)(7)(C)
Cc: (b)(6), (b)(7)(C)
Subject: Per AC1 Request- Updates on Office Priorities

Good afternoon sir-

For your review, please see the attached materials.

This is in response to the task of providing a few slides on the six EAC offices and Finance that covers an overview of significant programs/initiatives, including updates such as hot topics, statistics, and resourcing, as relevant.

I am happy to assist if you have any edits or concerns regarding the first iteration of these updates. If not, our current plan is to have these updated at the beginning of each month.

Thank you,

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)
Advisor
Office of the Commissioner

(b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)



OS Office Program – Priorities Overview

March 12, 2021



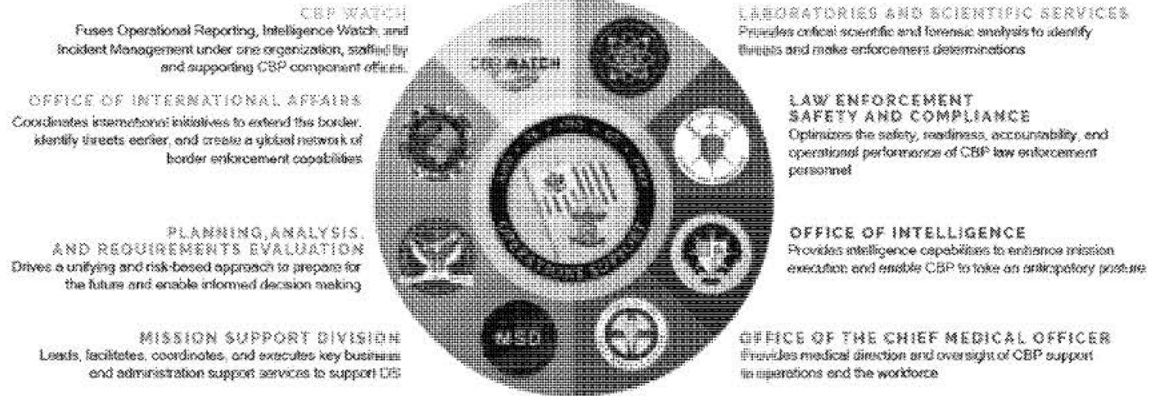
U.S. Customs and
Border Protection

Operations Support

Operations Support

Enabling the Frontline

Operations Support (OS) brings together skills, functions, and specialized capabilities that directly support the operational offices to further enable their ability to successfully fulfill the CBP mission. The creation and construct of OS affords CBP a platform for enhanced integration across these functions, while also providing comprehensive support to the agency's frontline operators.



U.S. Customs and
Border Protection

Operations Support

Volunteer Force/Migration Surge/CBP Watch

- ❖ Secretary Mayorkas activated the DHS Volunteer Force (VF) on March 8. As of March 11, (b)(7)(E) employees had volunteered.
- ❖ The initial USBP request is for (b)(7)(E) volunteers in RGV sector, primarily to support the (b)(7)(E) and (b)(7)(E). The VFCC is trying to deploy up to this number of volunteers to RGV in the first deployment wave on March 17.
- ❖ In succeeding weeks, USBP has asked for volunteers to be placed in the following sectors (in priority order): (b)(7)(E) (b)(7)(E). The current total number of volunteers requested by USBP to be deployed steady-state is (b)(7)(E).

❖ The VFCC has requested an initial allocation of (b)(7)(E) to cover VF deployments through April 7. CBP Budget is working to secure the needed funds by Friday, March 12, so that the first volunteer deployment wave can proceed on schedule.

❖ The CBP Watch recently hosted a facilities tour including AC1, Southwest Border Migrant Surge National Incident Commander (NIC), and EOC leadership to discuss Watch facilities progress, features, and near-term availability for use.

(b)(5), (b)(7)(E)



U.S. Customs and
Border Protection

CBP Watch

Forward Operating Labs and Capabilities

- ❖ LSS is co-located with officers and agents fusing scientific expertise with frontline operations. Allows officers and agents to focus on LEO duties.
- ❖ 12 strategic locations are operational.
 - ❖ Mail: JFK IMF; Chicago IMF; Memphis FedEx; Miami IMF
 - ❖ POEs: San Ysidro, CA; Nogales, AZ; El Paso, TX; Donna, TX; Aquadilla, PR
 - ❖ Sectors: San Diego, CA; Tucson, AZ; El Paso, TX; Rio Grande Valley, TX
- ❖ Future FOLs.
 - ❖ Mail: Cincinnati DHL
 - ❖ POEs/Sectors: Blaine, WA; Mayaguez, PR; New Orleans, LA; Laredo, TX
- ❖ Provides on-site, rapid forensic support to frontline operators and intelligence units – addressing border security threats in a smarter and faster manner.
 - ❖ Presumptive chemical analysis of suspected controlled substances.
 - ❖ Fingerprint examinations and identifications.
 - ❖ Digital forensic examinations.

4



**U.S. Customs and
Border Protection**

**Laboratories and
Scientific Services
Directorate**

Latin America Immigration and Economics Efforts

Guatemala, Honduras, and El Salvador operational environment presents unique challenges that have required keen awareness of migratory flows and focus on risks from transnational criminal organizations (TCOs) and the irregular movement of persons and contraband into the United States.

CURRENT FOOTPRINT



GUATAMALA, HONDURAS, AND EL SALVADOR SNAPSHOT

CBP has full-time staff in Guatemala, Honduras, and El Salvador, including USBP personnel in all three countries, Joint Security Program in El Salvador, and Container Security Initiative in Honduras.

MILESTONES

- Partnered with regional partner to identify and disrupt transnational criminal organizations (TCOs) (2018-2019)
- Signed MOU with USAID onigrant Point of Origin and Transit (March 2020)
- CBP signed MOU with USAID onigrant Point of Origin and Transit (March 2020)
- CBP signed MOU with USAID onigrant Point of Origin and Transit (March 2020)
- CBP signed MOU with USAID onigrant Point of Origin and Transit (March 2020)

PRIORITIES AND INITIATIVES

(b)(5), (b)(7)(E)

BASELINE FUNDING NEEDED TO INSTITUTIONALIZE CBP'S PHYSICAL FOOTPRINT

(b)(5), (b)(7)(E)




U.S. Customs and Border Protection

Office of International Affairs

Latin America Immigration and Economic Efforts

The U.S. Mexico operational environment presents unique challenges that have required keen awareness of migratory flows and focus on risks from transnational criminal organizations (TCOs) and the irregular movement of persons and contraband into the United States.

CURRENT FOOTPRINT



MEXICO SNAPSHOT
CBP has 1,100 full-time personnel in Mexico, including an Attaché Office, AMO and USBP advisors, and Immigration Advisory Program / Joint Security Program

MILESTONES

- 2008: Appointment of the first U.S. Customs and Border Protection (CBP) Attaché in Mexico
- 2009: CBP establishes the first U.S. Customs and Border Protection (CBP) Attaché Office in Mexico
- 2010: CBP establishes the first U.S. Customs and Border Protection (CBP) Attaché Office in Mexico
- 2011: CBP establishes the first U.S. Customs and Border Protection (CBP) Attaché Office in Mexico
- 2012: CBP establishes the first U.S. Customs and Border Protection (CBP) Attaché Office in Mexico

PRIORITIES AND INITIATIVES

(b)(5), (b)(7)(E)



U.S. Customs and Border Protection

Office of International Affairs

Use of Force Policy and Training – CBP's use of force policy doctrine has been redesigned, along with training plans which ensure widespread education and training for de-escalation tactics and techniques

- ❖ CBP redesigned the CBP Use of Force Policy, using the best practices of the previous policy and implementing additional guidance, oversight, and recurring educational and training requirements. Notably, these updates include an increased focus on de-escalation tactics and techniques, the use of safe tactics, the expressed prohibition of neck restraints, the articulated duty to intervene in and report improper use of force, and the notice of mandatory compliance with CBP and DHS Domestic Violence Policies.
- ❖ In concurrence with the updated policy implementation, CBP updated the list of authorized use of force equipment to restrict the use of specific materials, in favor of more modern and safer alternatives.
- ❖ As part of the CBP Use of Force Policy update, CBP has included mandatory recurring training for less lethal techniques and devices, de-escalation training, and policy training. Additionally, de-escalation tactics and techniques have been included in all less lethal techniques and device training.
- ❖ The LESC is leveraging lessons learned from operating within a COVID-19 restricted environment to adapt delivery methods for CBP Use of Force instructor development. Firearms Instructor Training has now resumed with plans to re-institute portions of Less Lethal Instructor Training by mid FY21.

7



U.S. Customs and
Border Protection

Law Enforcement Safety
and Compliance
Directorate

OPS/MMI/UIP

Issue: PARE is unable to satisfy mission requirements for Planning, Data Science and Analytics, CBP Statistics Reporting, Capabilities Requirements, and Operational and Covert Testing at baseline funding amounts and staffing levels: **(b)(7)(E)**

Operational Performance Simulator (OPS)

(b)(7)(E)

Migrant Model Integration (MMI)

(b)(7)(E)

Unified Immigration Portal (UIP)

(b)(7)(E)



U.S. Customs and
Border Protection

Planning, Analysis, and
Requirements Evaluation
Directorate

Intelligence Integration Center

Mission: Integrate CBP's Southwest Border (SWB) Intelligence Enterprise through collaboration between AMO, USBP, OFO, OT, and OS to illuminate threats and enable operational decision making.

(b)(5), (b)(7)(E)

Deliverables:

(b)(5), (b)(7)(E)

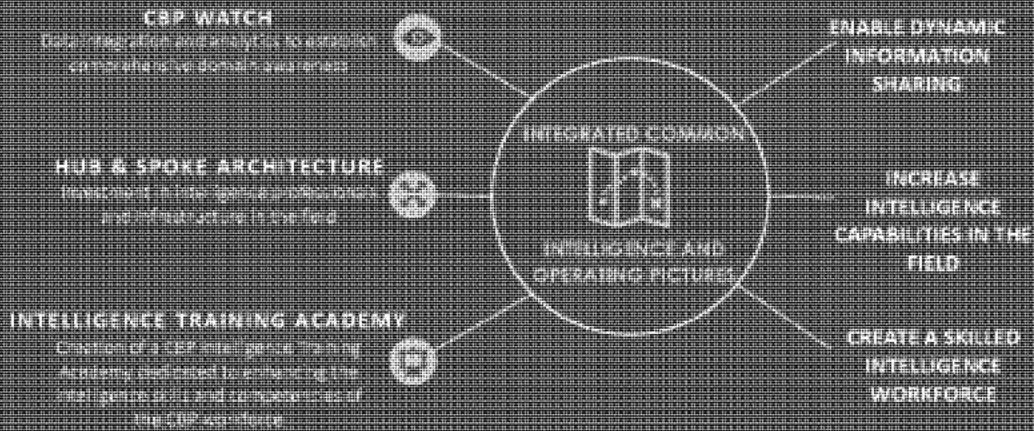


U.S. Customs and
Border Protection

Office of Intelligence

Intelligence Enterprise

PILLARS OF THE CBP INTELLIGENCE ENTERPRISE DEVELOPMENT PLAN



U.S. Customs and
Border Protection

Office of Intelligence

Field Assessments/EMR/Training

- ❖ OCMO assisted in instructing BORSTAR Agents during Austere Paramedic Refresher Training in San Antonio, TX from March 1-11, 2021.
- ❖ OCMO conducted a survey concerning EMR info and provided instruction concerning EMRs.
- ❖ OCMO continues to operate at (b)(7)(E) of required staffing level and without dedicated funding.

❖ Currently in Phase 1 of EMR implementation -

(b)(7)(E)

(b)(7)(E)

(b)(5), (b)(7)(E)

11



U.S. Customs and
Border Protection

Office of the Chief
Medical Officer

CBP OFFICE OF FIELD OPERATIONS

Agriculture Programs and Trade Liaison



**Agriculture
Programs and
Trade Liaison**

Feb. Highlights

ABTC trained ¹⁰ JFTOs on
basic disease epidemiology

119 Significant Agriculture
Incident Reports submitted.



March 2021 Monthly APTL Update

- **Agricultural Quarantine and Inspection (AQI) User Fees**

(b)(5), (b)(7)(E)

- **Agro/Bio-Terrorism Countermeasures (ABTC)**

(b)(5), (b)(7)(E)

- **Agriculture Canine (AK9) Enforcement**

(b)(5), (b)(7)(E)

Inspect | Detect | Protect

Agriculture Programs and Trade Liaison (APTL)

Mission and Programs:

Provides leadership, expertise, and innovation to protect America and its natural resources from threats to agriculture while facilitating trade and travel

Program policy, support, direction, guidance, and oversight of CBP agriculture specialists in all environments and pathways

Administer and oversee key plant pest and animal disease prevention programs

Oversee training, logistics, and policies of Agriculture K9 teams

Develop technical applications and modernize agriculture data systems

Administer a centralized operational targeting unit **(b)(7)(E)**

Provide critical quality assurance oversight of the AQI mission through joint agency review

Coordinate engagement efforts with internal and external stakeholders

Prevent terrorists and tools of agricultural and biological terrorism

Hot Topics:

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Quick Facts:

- (b)(7)(E) CBP agriculture specialists
- (b)(7)(E) Agriculture K9 teams (inclusive)
- Deployed to (b)(7)(E) ports of entry

Branding:

New APTL logo (displayed lower left) and motto (displayed bottom)

CBP OFFICE OF FIELD OPERATIONS

Admissibility and Passenger Programs



Admissibility and Passenger Programs

Enables lawful travel to the United States by equipping and empowering Officers and Field leadership with innovative technologies, sound intelligence and policies, and tools to enable lawful travel across the travel continuum.

Quick Facts

(b)(5), (b)(7)(E)

APP delivers innovative programs and solutions that advance the following priorities to modernize and enhance the security of passenger processing:

- ❖ Collecting advanced information on arriving travelers and intending immigrants to enable improved vetting, strengthen the security of the global travel network, and advance CBP's enforcement mission
- ❖ Enabling contactless travel for Trusted Travelers and other passengers to promote health and safety, and streamline processing for improved enforcement
- ❖ Automating Trusted Traveler and worker programs to enhance the efficiency of application processes and reduce the administrative burden on officers
- ❖ Providing training and tools to improve Officer's inspectional abilities and ensure that the Field receive recurring information on local threats and trends
- ❖ Empowering data-driven operations and improved performance by providing admissibility and enforcement data to officers and agency leadership
- ❖ Engaging with government and private sector stakeholders to shape processing policies and solutions for streamlined, lawful travel

Collecting advanced information on arriving travelers and intending immigrants to enable improved vetting, strengthen the security of the global travel network, and advance CBP's enforcement mission. Examples include:

(b)(5), (b)(7)(E)

Enabling contactless travel for Trusted and other passengers to promote health and safety, and streamline processing for improved enforcement. Examples include:

(b)(5), (b)(7)(E)

Automating Trusted traveler and worker programs to enhance the efficiency of application processes and reduce the administrative burden on officers: Examples include:

(b)(5), (b)(7)(E)

Providing training and tools to improve Officer's inspectional abilities and ensure that the Field receive recurring information on local threats and trends. Examples include:

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Empowering data-driven operations and improved performance by providing admissibility and enforcement data to officers and agency leadership. Examples include:

(b)(5), (b)(7)(E)

Engaging with government and private sector stakeholders to shape processing policies and solutions for streamlined, lawful travel. Examples include:

(b)(5), (b)(7)(E)

CBP OFFICE OF FIELD OPERATIONS

Cargo and Conveyance Security



Cargo and Conveyance Security

Cargo & Conveyance Security is the office responsible for the Container Security Initiative (CSI), Customs-Trade Partnership Against Terrorism (CTPAT), Centers for Excellence and Expertise (CEE), Fines, Penalties & Forfeitures Program (FPF) and the Non-Intrusive Inspection (NII) Program. These programs are complex in their nature as they are true regulators of the pace of trade for the U.S. by blending both enforcement and facilitation to sieve out the bad actors while allowing legitimate trade to proceed unhindered. Protecting the economy and industry of the United States.

Quick Facts

2020 ACCOMPLISHMENTS

(b)(7)(E)

(b)(5), (b)(7)(E)

CBP OFFICE OF FIELD OPERATIONS

Mission Support Directorate



Mission Support Directorate

The OFO Mission Support Directorate (MSD) oversees and executes OFO's budget, formulates future-year **budget requests**, manages OFO-related **procurement and acquisitions**, provides **human capital** services including workforce staffing, delivers **facility and technology** services that ensure the operational functionality and security of OFO spaces, provides expertise in the areas of **workforce development, planning, and resiliency** and offers **program management** and **quality assurance** expertise. These services help enable the men and women in OFO to facilitate compliant trade and travel and to protect our Nation's borders.

Quick Facts

- 7 Divisions, (b)(7)(E) employees
- (b)(7)(E) Budget
- Global Support
- Supports 32,000+ Workforce
- Services 600+ Facilities at 328 Ports of Entry

KEY ROLES and MAJOR PROGRAMS

- ❖ Awards
- ❖ Budget Formulation and Execution
- ❖ Collective Bargaining Agreement Administration
- ❖ Diversity and Inclusion
- ❖ Facilities Investment
- ❖ Fleet Management
- ❖ Honor Guard
- ❖ Labor and Employee Relations
- ❖ National Workforce Liaison Unit
- ❖ OFO's Facilities, Personal Technology and IT Infrastructure
- ❖ Public-Private Partnership
- ❖ Recruitment
- ❖ Resiliency Programs
- ❖ Staffing Services
- ❖ Stewardship of OFO's Human Capital Resources
- ❖ Uniforms
- ❖ User Fee Facilities
- ❖ Workforce Development and Training

CBP OFFICE OF FIELD OPERATIONS

National Targeting Center



National Targeting Center

NTC, a critical element of the DHS border security mission, will continuously identify, evaluate, and deploy innovative capabilities and tradecraft that support CBP's ability to extend its borders virtually, to identify and mitigate high-risk passengers, cargo, and threat networks at the earliest opportunity.

FY20 Quick Facts

(b)(7)(E)

(b)(5), (b)(7)(E)

In FY20, the NTC Enterprise furthered CBP's Enduring Mission Priorities by continuing to facilitate lawful trade and travel by continually vetting passenger program applicants for travel eligibility while reviewing at-risk cargo shipments coming to the US.

(b)(7)(E)

NTC's future goals of enhancing its analytical capabilities, fostering domestic and international partnerships, and supporting and advancing its workforce will support and contribute to the OFO Strategic Priorities and CBP's Enduring Mission Priorities

CBP OFFICE OF FIELD OPERATIONS

Operations Directorate



Operations Directorate

Reinforce the frontline by supporting the Field and Executive Leaders with critical information, guidance, and expertise.

OFO Office Program/ Priorities Overview

Field Liaison Division

- FLD serves as an extension of the field offices, strengthening the exchange of critical communication between headquarters executive leadership and the field while ensuring the timely flow of information and simultaneously advocating for field office priorities.
- FLD maintains a staff of CBP officers assigned 24-hours a day, seven days a week to the Commissioner Situation Room to manage the intake of OFO Significant Incident Reports.

Field Readiness Division

- Develop, maintain, and test comprehensive incident response, business continuity, occupant evacuation, safe handling, and business resumption plans.
- Manage and coordinate all medical lines of effort for OFO, including the training and coordination of OFO Emergency Medical Technicians.

CBP OFFICE OF FIELD OPERATIONS

Operations Directorate



Operations Directorate

Reinforce the frontline by supporting the Field and Executive Leaders with critical information, guidance, and expertise.

Tactical Operations Division

- Analyze interceptions of special interest aliens, human trafficking victims, prohibited seizures, and money laundering to further operational actions.
- Programmatic management of specialized operations, such as the CODIS DNA program and outbound initiatives, designed to collect, analyze and disseminate enforcement information in concert with Federal partners.

Special Operations Division

- Approves and has oversight of all Special Response Team (SRT) operations, SRT selections and training, and ensures SRT is ready and capable to respond to critical incidents at ports of entry.
- Oversees all OFO use of force policy, training, and equipment to include: approval and distribution of ammunition, firearms, and less lethal devices, issuing policy guidance, and ensuring training is done in compliance with standards and policy.

Integrity Center

- Provides guidance to standardize and centralize information from Headquarters to the field on detecting employees that pose a risk to OFO operations and/or data systems.
- Support key investigative stakeholders in the prevention, detection, deterrence, and investigation of integrity vulnerabilities and corruption.

CBP OFFICE OF FIELD OPERATIONS

Planning, Program Analysis and Evaluation



Planning, Program and Evaluation

PPAE leads OFO's business optimization efforts on an enterprise level through program and operational evaluation, strategic planning, performance measures and rigorous analysis capabilities to support OFO wide innovation, acquisition, project and program management best practices.

Quick Facts

(b)(7)(E)

(b)(5), (b)(7)(E)

Message

From: HUFFMAN, BENJAMINE C (b)(6), (b)(7)(C)
Sent: 6/4/2021 3:23:20 PM
To: MILLER, TROY A (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: RE: The List

Good copy. Looping in (b)(6), (b)(7)(C) for scheduling.

From: MILLER, TROY A (b)(6), (b)(7)(C)
Sent: Friday, June 4, 2021 11:02 AM
To: HUFFMAN, BENJAMINE C (b)(6), (b)(7)(C)
Subject: Re: The List

Thx. Let's ensure CBPone and the automated a-file are included. We can meet Monday to prioritize. Thx. Good list. Troy

Sent from my iPhone

On Jun 4, 2021, at 7:46 AM, HUFFMAN, BENJAMINE C (b)(6), (b)(7)(C) wrote:

Per our conversation yesterday, below and attached is the list. The attachment breaks it down to specific projects. At your convenience we can go over pull of specific projects you want to send over, or just prioritize it and see how far down the list they might go.
Carry

From: CAINE, JEFFREY (b)(6), (b)(7)(C)
Sent: Thursday, June 3, 2021 9:38 PM
To: HUFFMAN, BENJAMINE C (b)(6), (b)(7)(C)
Cc: HOOVER, CRINLEY S (b)(6), (b)(7)(C)
Subject: The List

Chief,

Attached is our 70% draft for your review. We used the items in the Passback appeals as a starting point, although not as all inclusive. It also adds a few things folks are interested in. It totals

(b)(7)(E) We have bucketized into 4 categories:

- Technology & IT
 - Facilities
 - Medical
 - Training
- (b)(7)(E)

We are ready discuss with you and finalize it as you see necessary before flipping to C1/C2.

VR
Jeff

Jeffrey Caine
Assistant Commissioner
Office of Finance
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)

<The List.xlsx>

Message

From: FERRARA, WILLIAM | (b)(6), (b)(7)(C)
Sent: (b)(6), (b)(7)(C)
To: MILLER, TROY A | (b)(6), (b)(7)(C)
CC: SABATINO, DIANE J | (b)(6), (b)(7)(C)
Subject: FW: MPP Summary
Attachments: Combined Initial Subsequent MPP Process_10.19.20v4.pptx; MPP Issue Paper 12-01-2020 (Stats).doc; DHS 2020-2021 IP33.pdf

Sir,

Here is some information regarding MPP. As Diane notes, the attached is our comprehensive MPP summary document as well as the encounters PowerPoint covering the number of times we processed either initially or returns of MPP applicants. Also attached the summary issue paper (#33) that references MPP which was initially provided to the PTO prior to the December meetings.

MPP hearings ceased in March and OFO has processed approximately 200 MPP enrollments since the onset of the pandemic. Below is a quick snap shot of the disposition definitions and numbers.

- Removal:** Alien was present at hearing and was ordered removed
- In Absentia Removal:** Alien was *not* present at hearing and was ordered removed
- Relief:** Alien was granted relief, allowed to remain in the United States
- Termination:** Immigration Judge terminated proceedings, most likely because the alien was not present and insufficient evidence was provided by DHS to support in absentia removal order
- Voluntary Departure:** Alien was likely present at hearing, but provided discretion to depart voluntarily in lieu of removal order – typically applied to BP cases
- Withdrawal of Application for Admission:** Alien was likely present at hearing, but provided discretion to withdraw application for admission in lieu of removal order – typically applied to OFO cases
- Other:** Some other course of action (e.g. adjustment of status)

| MPP Case Completion Outcomes | |
|---|--------|
| Removal | 4,543 |
| In Absentia Removal | 28,040 |
| Relief | 523 |
| Termination | 10,629 |
| Voluntary Departure | 1 |
| Withdrawal of Application for Admission | 48 |
| Other | 45 |

Total Cases Completed: 43,820

Let us know if you need anything further.

Bill

William A. Ferrara
Executive Assistant Commissioner
Office of Field Operations
U.S. Customs and Border Protection

From: SABATINO, DIANE J (b)(6), (b)(7)(C)
Sent: Wednesday, January 20, 2021 1:21 PM
To: FERRARA, WILLIAM (b)(6), (b)(7)(C)
Cc: DURST, CASEY OWEN (b)(6), (b)(7)(C) DAVIES, MATTHEW S
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: MPP Summary

EAC - Attached is our comprehensive MPP summary document as well as the encounters PowerPoint covering the number of times we processed either initially or returns of MPP applicants. Also attached the summary issue paper (#33) that references MPP which was initially provided to the PTO prior to the December meetings.

Of note, the MPP hearings ceased in March and OFO has processed a very small number of MPP enrollments since the onset of the pandemic.

From: (b)(6), (b)(7)(C)
Sent: Wednesday, January 20, 2021 1:07 PM
To: SABATINO, DIANE J
Subject: FW: Pls include this document

Ma'am – As requested. Let me know if you need additional info. Thanks.

(b)(6), (b)(7)(C)
Chief of Staff (A)
Office of Field Operations
Office: (b)(6), (b)(7)(C)
Mobile: (b)(6), (b)(7)(C)

From: SABATINO, DIANE J (b)(6), (b)(7)(C)
Sent: Wednesday, January 20, 2021 12:54 PM
To: (b)(6), (b)(7)(C)
Subject: Pls include this document

Message

From: MCLAUGHLIN, JIM E [REDACTED]
Sent: 6/4/2021 3:30:18 PM
To: MILLER, TROY A [REDACTED]
Subject: RE: The List

Thanks

James E. McLaughlin IV
Acting Deputy Assistant Commissioner (aDAC)/Dep CIO
Office of Information & Technology (OIT)
U.S. Customs and Border Protection

[REDACTED]
(m) [REDACTED]

From: MILLER, TROY A [REDACTED]
Sent: Friday, June 4, 2021 11:05 AM
To: MCLAUGHLIN, JIM E [REDACTED]
Subject: Fwd: The List

Note I do not see, CBPone or the automated afile initiative. Taking off now but it looks like Monday/Tuesday is the deadline.

Sent from my iPhone

Begin forwarded message:

From: "HUFFMAN, BENJAMINE C" [REDACTED]
Date: June 4, 2021 at 7:46:03 AM MST
To: "MILLER, TROY A" [REDACTED]
Subject: FW: The List

Per our conversation yesterday, below and attached is the list. The attachment breaks it down to specific projects. At your convenience we can go over pull of specific projects you want to send over, or just prioritize it and see how far down the list they might go.
Carry

From: CAINE, JEFFREY [REDACTED]
Sent: Thursday, June 3, 2021 9:38 PM
To: HUFFMAN, BENJAMINE C [REDACTED]
Cc: HOOVER, CRINLEY S [REDACTED]
Subject: The List

Chief,

Attached is our 70% draft for your review. We used the items in the Passback appeals as a starting point, although not as all inclusive. It also adds a few things folks are interested in. It totals

[REDACTED] We have bucketized into 4 categories:

[REDACTED]

We are ready discuss with you and finalize it as you see necessary before flipping to C1/C2.

VR
Jeff

Jeffrey Caine
Assistant Commissioner
Office of Finance
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)

Message

From: FERRARA, WILLIAM (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

Sent: 2/26/2021 9:16:29 PM

To: MILLER, TROY A (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) PEREZ, ROBERT E

CC: SABATINO, DIANE J (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) CLAVEL, LISE
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

Subject: FW: Updated Processing Map

Attachments: MPP-Processing-Time Final.pptx

Please see the attached MPP-Processing map.

William A. Ferrara
Executive Assistant Commissioner
Operations Support
U.S. Customs and Border Protection

From: SABATINO, DIANE J (b)(6), (b)(7)(C)

Sent: Friday, February 26, 2021 4:08 PM

To: FERRARA, WILLIAM (b)(6), (b)(7)(C)

Subject: FW: Updated Processing Map

Diane J. Sabatino
Deputy Executive Assistant Commissioner
Office of Field Operations

From: (b)(6), (b)(7)(C)

Sent: Friday, February 26, 2021 8:49 AM

To: SABATINO, DIANE J (b)(6), (b)(7)(C)

Subject: Updated Processing Map

Thank you,

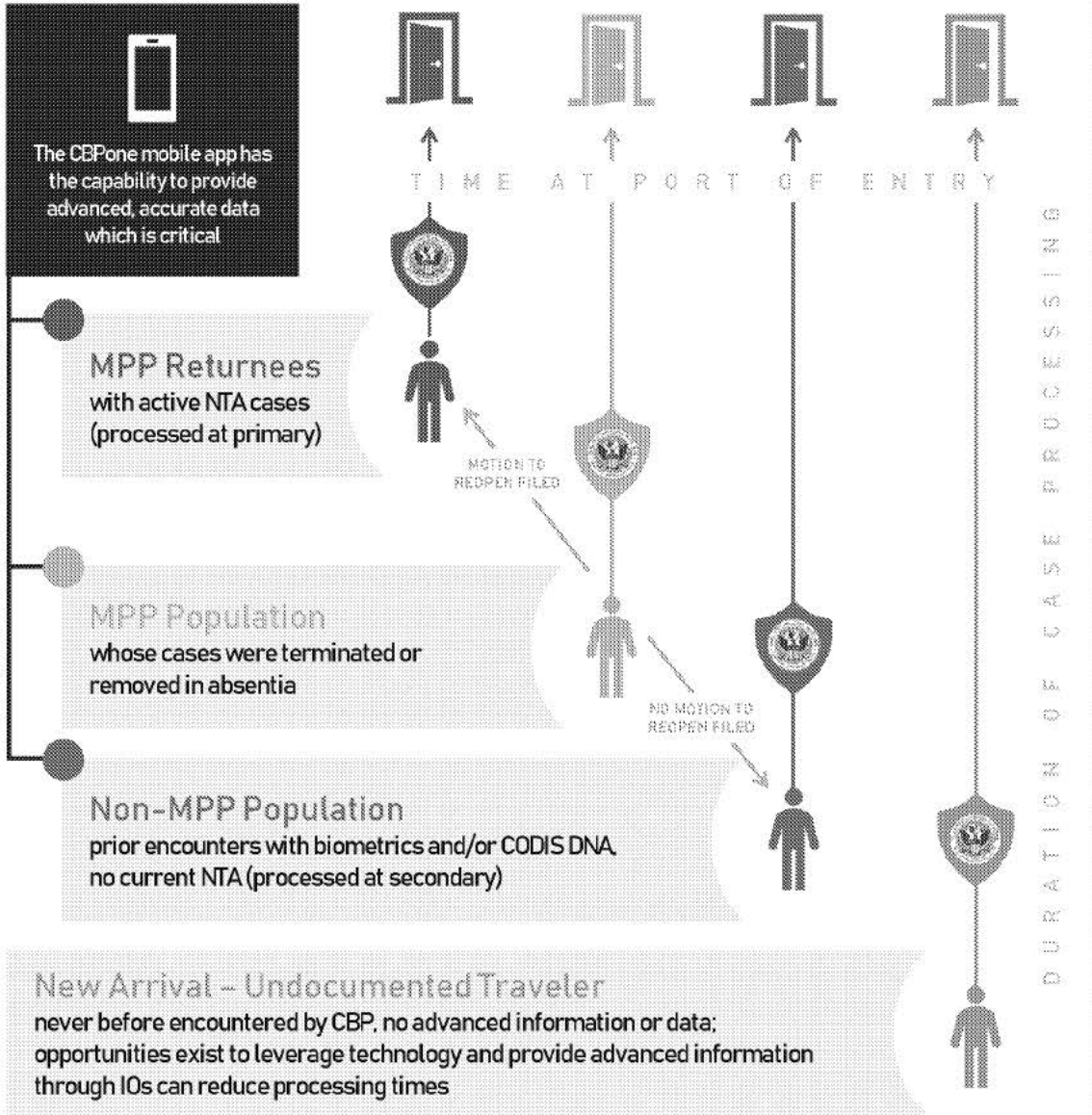
(b)(6), (b)(7)(C)
Director (Acting)
Communications Management Office
Public Affairs Liaison
Office of Field Operations
(O) (b)(6), (b)(7)(C)
(C) (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C)

PROCESSING TIMES

UNCONTROLLABLE FACTORS THAT AFFECT PROCESSING TIME

Health, Safety, Facility Constraints, CODIS DNA Collection, Inaccurate Data, ERD and NCO Capacity/Capabilities, Inaccurate Data Resulting from Failure to Use CBPone APP



Message

From: (b)(6), (b)(7)(C)
Sent: 5/26/2021 2:34:14 PM
To: MILLER, TROY A (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: Latest Intel on Recidivism
Attachments: Talking Points for Potential HSGAC Questions_OCA-CAG-USBP_20210526.docx

Commissioner,

The only substantive update that we've received is that Chairman Peters is likely to ask about single adult recidivism

(b)(5)

(b)(5)

(see final

page). Will flag additional late-breaking developments, as they arise. Thank you.

Recidivism

Member Questions:

- "In March, you had around 170,000 encounters, of which around 60,000 were recidivists. Is this correct? So, these were not all unique encounters? How do these numbers compare with previous years, are we seeing similar recidivist percentages?"

Suggested Response:

(b)(5)

Sincerely,

(b)(6), (b)(7)(C) v.3, CSM, PMP®

Senior Advisor to the Commissioner

U.S. Customs & Border Protection


1300 Pennsylvania Avenue, NW, Suite (b)(6), (b)(7)(C)

Washington, DC 20229

(b)(6), (b)(7)(C) Mobile

(b)(6), (b)(7)(C)

NOTICE: The Contracting Officer is the sole individual that is authorized to make changes to the contract. The contents of this email are not intended to change the existing scope of contract. If the Contractor considers any part of this communication to constitute a change in scope, the Contractor shall notify the Contracting Officer in accordance with FAR Clause 52.243-7, Notifications of Changes.

 Please only print this e-mail if necessary
Think Green!

Talking Points Prep for Potential Questions

Advanced Planning/Stand-up Model

Member Questions:

- “So could you explain how the Trump administration anticipated and began making preparations for these -- this increased arrival? As these unaccompanied children are coming in, what were they doing to prepare for this trend that was clear last year?”
- “They were dismantling facilities and – while we're seeing this surge begin? They were – that seems -- doesn't seem logical to me.”

Suggested Responses:

(b)(5)

(b)(5)

Member Question:

- “They were dismantling facilities and – while we're seeing this surge begin? They were – that seems -- doesn't seem logical to me.”

Suggested Responses:

(b)(5)

(b)(5)

Medical/Child welfare/Access to legal resources and phones

Member Questions:

- “Medical professionals have noted that unaccompanied children apprehended at the border suffered trauma before they ever enter DHS and HHS custody. Trauma from being separated from their loved ones, from being in the company of strangers, or even from mental or physical abuse prior to or during the journey to the United States. In a briefing to the committee, officials stated that DHS and HHS were focused on building trauma informed procedures. Secretary Mayorkas, could you tell the committee about what DHS has done and what you further plan to do to address trauma experienced by children before they are in custody and to reduce trauma experienced by children while they are in custody?”

Suggested Responses:

(b)(5)

(b)(5)

Member Questions:

- “I really just want to talk about... child welfare and child welfare professionals. You know children in CBP custody. You know there's poor conditions and the treatment hasn't been good and I worked with the last administration trying to develop a plan to bring child welfare professionals to all CBP facilities. Unfortunately, the previous administration ignored my request. And so to follow-up on some of the recommendations proposed by child welfare advocates, our CBP facility is currently staffed with medical professionals with pediatric experience and child welfare professionals to provide that kind of -- those other wrap around services that these children who are experiencing trauma as or other issues, as Senator Hassan brought up. Do you have those folks in our facilities?”
- “What steps is the administration taking right now to improve legal orientation and legal access, including allowing migrants to easily make and receive phone calls at all DHS facilities?”

Suggested Responses:

(b)(5)

(b)(5)

NGO engagement/placement in facilities

Member Questions:

- “When we were working with the prior administration and they weren't really listening to what we were trying to ask them to do. Do NGOs currently have access to CBP facilities to assist and augment any care or programming that these children might need? The prior administration was not allowing that as well.”
- “Now I did want to raise a question about collaboration between the department and a non-governmental organizations, I'm hearing from a lot of advocates and service providers in California that more communication and coordination would be helpful between... DHS and the NGOs that are efficiently and safely providing service for immigrant families. Often times migrants are sent to areas of the country where shelters are already at capacity though and the department is not sufficiently drawing upon resources in other regions of the country where providers have more capacity to continue to meet their needs. Can you discuss any of DHS efforts to improve communication and coordination with NGO service providers and how the department takes NGO feedback into consideration when making operational decisions”
- “However, Arizona communities still worry about unannounced drop-offs of family units. Which DHS rules and policies prevent your agency from providing notice before any migrants are going to be released in a community and how are you working to further solve this challenge?”

Suggested Response(s):

(b)(5)

(b)(5)

Title 42

Member Questions:

- “CBP data says that the agency had 170,000 enforcement encounters at the southern border in April, it's the highest in two decades. Of that total, what percentage were subject to immediate expulsion?”
 - From HAC Hearing: Of the 178,000 encounters we had in April, approximately 111,000 or 62.5 percent resulted in Title 42 expulsions.
- “You and I spoke about this last time that you were here, saying that you’re going to study it and try to examine what to do on this. There’s a significant number of people – in fact of the 178,000 people that were encountered at the border last month, 111,000, almost 112,000, of them were turned around due to Title 42. The question is, how are you examining, what’s your criteria for dropping Title 42, and what’s your plan? Because if you drop Title 42 at this point, there’s 112,000 more people that are actually engaging across the border.”

Suggested Response(s):

(b)(5)

(b)(5)

Member Question

- “... are you concerned that Title 42 could still be a new source of family separation? It's just so painful and making migrant parents make that painful decision to separate from their children in order for them to find safety in the United States. And what's DHS doing to mitigate the risks of family separation while Title 42 is still in place?”

Suggested Response(s):

(b)(5)

NTAs/NTRs

Member Questions:

- “Yes, you've become more efficient at apprehending, processing, and dispersing. So I was shocked when we went down to the border and said that the guidelines for CBP is to literally process people in eight hours and disperse them. Get them out of CBP custody and send them all over the country. What -- we are -- I was also shocked to find out that we aren't issuing notices to appear. What percentage of people are we dispersing around this country that don't even have a notice to appear?”

Suggested Responses:

(b)(5)

(b)(5)

Member Questions:

- "... we have a number of 19,000 individuals have been released in a country without a notice to appear. They're told to go to a ICE office wherever they are going in the country to self-report at the ICE office, basically turn themselves in there at ICE and ask for a notice to appear. Do you know of any that have actually done that? Do you have a number of 19,000 that have been asked to do that, how many have actually done that? ... So I understand those are family units that are coming in or it is a parent with a child, at least one child at that point that they're told to be able to do that. Are the notice to appears that are being given out right now, do they comply with the previous Supreme Court orders that have been done to be able to make sure that they are consistent and will stand up under the rule of law?"

Suggested Responses:

(b)(5)

Border resources – technology/wall

Member Questions:

- “Do you agree with this, that we have to focus on enforcing our border, finishing the border barrier, using the technology -- by the way, if it's technology, use technology. But somehow deal with this in an urgent and aggressive manner?”

Suggested Responses:

(b)(5)

Enforcement posture

Member Questions:

- “Do you believe that you and your agency are enforcing the existing immigration laws?”
- “... according to CBP data, drug seizures are down significantly this year. Do you think the record low drug seizures are because our CBP agents and resources are being diverted to manage the humanitarian crisis at the southern border?”

Suggested Responses:

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Exploitation of Children

Member Question:

- “I wanted to ask him: Is he aware that children are recycled? That they're sent back over the border to be used by another adult to pose as a family unit, to exploit our asylum laws?”

Suggested Responses:

(b)(5)

Lateral movement flights

Member Questions:

- “Why is it that this week, actually late last night, it was reported that CBP terminated a flight program that transferred families across the southern border for purposes of expelling under Title 42? These flights were apparently canceled due to the pressure of left-wing groups, is that accurate?”

Suggested Responses:

(b)(5)

Administration plans

Member Questions:

- “Are you considering, we’ll take this off the record, allowing those individuals to represent their cases? And some of those cases also that were in the MPP program that remain in Mexico, they were closed. Are you considering opening these tent courts and MPP cases?”

Suggested Response:

(b)(5)

Recidivism

Member Questions:

- “In March, you had around 170,000 encounters, of which around 60,000 were recidivists. Is this correct? So, these were not all unique encounters? How do these numbers compare with previous years, are we seeing similar recidivist percentages?”

Suggested Response:

(b)(5)

Message

From: MILLER, TROY A [REDACTED] (b)(6), (b)(7)(C)
Sent: 6/4/2021 3:04:46 PM
To: MCLAUGHLIN, JIM E [REDACTED] (b)(6), (b)(7)(C)
Subject: Fwd: The List
Attachments: The List.xlsx

Note I do not see, CBPone or the automated afile initiative. Taking off now but it looks like Monday/Tuesday is the deadline.

Sent from my iPhone

Begin forwarded message:

From: "HUFFMAN, BENJAMINE C" [REDACTED] (b)(6), (b)(7)(C)
Date: June 4, 2021 at 7:46:03 AM MST
To: "MILLER, TROY A" [REDACTED] (b)(6), (b)(7)(C)
Subject: FW: The List

Per our conversation yesterday, below and attached is the list. The attachment breaks it down to specific projects. At your convenience we can go over pull of specific projects you want to send over, or just prioritize it and see how far down the list they might go.
Carry

From: CAINE, JEFFREY [REDACTED] (b)(6), (b)(7)(C)
Sent: Thursday, June 3, 2021 9:38 PM
To: HUFFMAN, BENJAMINE C [REDACTED] (b)(6), (b)(7)(C)
Cc: HOOVER, CRINLEY S [REDACTED] (b)(6), (b)(7)(C)
Subject: The List

Chief,

Attached is our 70% draft for your review. We used the items in the Passback appeals as a starting point, although not as all inclusive. It also adds a few things folks are interested in. It totals [REDACTED] (b)(7)(E) We have bucketized into 4 categories:

[REDACTED] (b)(7)(E)

We are ready discuss with you and finalize it as you see necessary before flipping to C1/C2.

VR
Jeff

Jeffrey Caine
Assistant Commissioner
Office of Finance
U.S. Customs and Border Protection
[REDACTED] (b)(6), (b)(7)(C)

Message

From: (b)(6), (b)(7)(C)

on behalf of: OFO-FIELD LIAISON (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

Sent: 5/21/2021 10:40:03 PM

To: (b)(6), (b)(7)(C) EXECUTIVE
DIRECTORS HQ (b)(7)(E)
(b)(6), (b)(7)(C) FERRARA, WILLIAM
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) MILLER, TROY A
(b)(6), (b)(7)(C) Operations Directors
(b)(7)(E) PEREZ, ROBERT E
(b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) SABATINO, DIANE J
(b)(6), (b)(7)(C)

CC: OFO-FIELD LIAISON (b)(7)(E)
(b)(7)(E) FLD Laredo Field Office
(b)(7)(E) FLD Branch Chiefs

Subject: Significant Meeting Summary - NGO Engagements- Laredo, TX



**U.S. Customs and Border Protection
Field Operations
Operations - Field Liaison Division**



Significant Meeting Summary

Who: (b)(6) Director Hebrew Immigrant Aid Society
Date of Event: May 21, 2021
Location of Event: Laredo, TX
Field Office: Laredo
Field Office POC: (b)(6), (b)(7)(C)

Details:

On May 21, the Laredo Port of Entry (POE) participated in a meeting with Hebrew Immigration Aid Society (HIAS) via Microsoft Teams to discuss the expansion of T42 exception processing scheduled to commence at the Laredo, Texas POE. Meeting was organized by HIAS Director, (b)(6)

The following was addressed:

- CBPOne will be in place for Laredo cases.
- CBP asked HIAS if they can upload the photos to CBPOne and to remove the accents, and hyphens when they input the migrant's names because it makes a big difference in processing time.
- HIAS responded that they will work on uploading the photos and will ask the staff to remove the accents and hyphens.
- Director (b)(6) stated that they only have (b)(6) staff member but are in the recruitment process and have recruited (b)(6) other staff member thus far.
- HIAS is currently looking for a location in Nuevo Laredo, tamps., Mexico.
- CBP advised HIAS Director (b)(6) that when UNHCR invited INAMI, they assisted them with finding a location situated immediately next to the bridge.
- HIAS stated that the Mexican Government does not want to be involved.
- (b)(6) HIAS Program Manager, will travel to Nuevo Laredo, tamps., Mexico on May 27 and will be in Nuevo Laredo on Thursday and Friday for the purpose of negotiating with local labs and to meet with the U.S. Consulate.
- CBP extended an invitation to (b)(6) to provide him with a walk through of our processing location to include showing him the Queue, where HIAS will be turning migrants over to CBP.
- (b)(6) HIAS Program Manager stated that she has been getting calls from Attorney's inquiring about CBP obtaining DNA from the migrants. She asked why CBP is doing this. She added that they are not comfortable with this process.
- CBP explained that this is a final ruling in the Federal Register where the Department of Justice requires DNA sample collection of non-citizens who are detained under the authority of the United States. This ruling went into effect on April 8, 2020.

CBP Participants:

(b)(6), (b)(7)(C) Assistant Port Director, Laredo
(b)(6), (b)(7)(C) Watch Commander
(b)(6), (b)(7)(C) Supervisory CBP Officer

Non-CBP Participants:

(b)(6) Director HIAS
(b)(6) HIAS
(b)(6) HIAS Program Manager, Mexico
(b)(6) HIAS Program Manager, Mexico

Submitted by: (b)(6), (b)(7)(C) / Field Liaison Division

Date / Time: May 21, 2021 / 1630 hours

Message

From: (b)(6), (b)(7)(C)
Sent: 6/9/2021 7:24:13 PM
To: MILLER, TROY A; (b)(6), (b)(7)(C)
CC: (b)(6), (b)(7)(C)
Subject: Prep Meet & Greet: Senator Kelly
Attachments: 2021 SWB Migration Surge Actions Taken_v07JUN.pdf; Migration Support Facilities Snapshot_CBP OFAM_06-03-2021 (002).pptx

Commissioner,

Please see attached files. I will bring the print-outs over.

Sincerely,

(b)(6), (b)(7)(C)

CBP 2021 SWB Migration Surge Actions Taken

1 Technology Implementation

2 Operational Enhancements

3 Personnel

4 Interagency Cooperation

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)

(b)(7)(E)



Message

From: (b)(6), (b)(7)(C)
on behalf of OFO-FIELD LIAISON (b)(7)(E)
Sent: 5/12/2021 3:14:18 PM
To: OFO-EAC-BULLETS (b)(7)(E)
CC: FLD Laredo Field Office (b)(7)(E)
Subject: Significant Virtual Meeting Summary - Stakeholder Virtual Meeting – Title 42 Exception Processing Expansion - Laredo, TX



**U.S. Customs and Border Protection
Field Operations
Operations - Field Liaison Division**



Significant Virtual Meeting Summary

Who: Stakeholder Virtual Meeting – Title 42 Exception Processing Expansion

Date of Event: May 11, 2021

Location of Event: Laredo, TX

Field Office: Laredo

Field Office POC: (b)(6), (b)(7)(C) Supervisory Program Manager

Details:

On May 11, 2021, the Laredo, TX Port of Entry (POE) participated in a meeting with Hebrew Immigration Aid Society (HIAS) via Microsoft Teams to discuss the expansion of Title 42 (T-42) exception processing scheduled to commence at the Laredo POE. Meeting was organized by HIAS Director (b)(6)

The following topics were discussed and addressed:

- HIAS stated that CBPOne application will be in place for use on all Expansion T-42 Exception and Laredo cases.
- HIAS stated that they report to DHS the number of migrants on the list.
- HIAS is not on the U.S. side, only on the Mexican side.
- HIAS stated that they will provide a manifest to CBP Office of Field Operations (OFO) a day prior, by email.
- HIAS stated that Hidalgo will not start before Laredo because the HIAS will not be working and coordinating with the Hidalgo POE. As per HIAS, a separate, different organization will be supporting the Hidalgo POE.
- HIAS stated that they do not anticipate starting in Laredo this week, or next week because they only have (b)(7)(E) employee on the Mexican side and will be hiring another employee next week. HIAS stated that they do not have the help from other organizations, like United Nations High Commissioner for Refugees United Nations High Commissioner for Refugees has from International Organization for Migration hence they are not ready and prepared for Laredo.
- HIAS stated that they will start working on the accompany piece – they have meetings scheduled with the U.S. Consulate to discuss accompaniment i.e., security, transporting of migrants to the queue.
- HIAS asked for the contact information for the non-government organizations (NGOs) that pick-up Migration Protection Protocol Wind Down migrants.

- CBP advised HIAS that we would not be holding migrants for pick up by local NGOs for the Expansion of T-42 Exception cases, we informed HIAS that we would be releasing them once their cases are completed so that they can make their way to the bus station.
- HIAS stated that they will provide the migrants with a map to the local downtown bus stations
- HIAS stated that they will advise CBP OFO once they have been given a start date so that we can coordinate.
- CBP advised HIAS that we will receive the first group of migrants at 0900 hours and the second group at 1200 hours if the group is over 25.
- HIAS stated that they will advise CBP OFO once they hear of a start date.

CBP Participants:

(b)(6), (b)(7)(C) Assistant Port Director, Laredo
(b)(6), (b)(7)(C) Watch Commander
(b)(6), (b)(7)(C) Supervisory CBP Officer
(b)(6), (b)(7)(C) Acting Chief CBP Officer

Non-CBP Participants:

(b)(6) Director HIAS
(b)(6) HIAS
(b)(6) HIAS Program Manager, Mexico

Submitted by: (b)(6), (b)(7)(C) / Field Liaison Division

Date / Time: May 12, 2021 / 1114 hours

Message

From: MILLER, TROY A (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

Sent: 4/28/2021 4:59:05 PM

To: FERRARA, WILLIAM (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

CC: PEREZ, ROBERT E (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) NUNEZ-NETO, BLAS
(b)(6), (b)(7)(C) SABATINO, DIANE J
(b)(6), (b)(7)(C) DAVIES, MATTHEW S
(b)(6), (b)(7)(C) DURST, CASEY OWEN
(b)(6), (b)(7)(C) CLAVEL, LISE
(b)(6), (b)(7)(C)

Subject: Re: RFI follow-up

Thx. Bill.

Sent from my iPhone

On Apr 28, 2021, at 12:55 PM, FERRARA, WILLIAM (b)(6), (b)(7)(C) wrote:

Sir,

Based on my understanding of yesterday's meeting, the below three topics are areas where engaging others will help our efforts to meet DHS objectives:

(b)(5), (b)(7)(E)

Other topics of discussion that may not warrant immediate follow-up, but reporting when updates become available are:

(b)(5), (b)(7)(E)

We stand ready to provide further detail if desired.

Thanks,

William A. Ferrara

Executive Assistant Commissioner

Office of Field Operations

U.S. Customs and Border Protection

Message

From: MILLER, TROY A (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Sent: 4/29/2021 9:40:45 PM
To: HUFFMAN, BENJAMINE C (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
CC: GRABLE, SAMUEL D (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: Re:

Thx Carry.

Sent from my iPhone

On Apr 29, 2021, at 5:35 PM, HUFFMAN, BENJAMINE C (b)(6), (b)(7)(C) wrote:

Sir,
Just got this from XD Davies. We will work with OIT to move left to 5/7 if possible.
Carry

From iPhone

Begin forwarded message:

From: "DAVIES, MATTHEW S" (b)(6), (b)(7)(C)
Date: April 29, 2021 at 5:28:33 PM EDT
To: "HUFFMAN, BENJAMINE C" (b)(6), (b)(7)(C)
Cc: "FERRARA, WILLIAM" (b)(6), (b)(7)(C) "GRABLE, SAMUEL D"
(b)(6), (b)(7)(C)
Subject: RE:

EAC,
I just saw your other message back to AC1.
Yes, my understanding is we will be set for the OMB approval tomorrow (b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

We do need support to ensure that the CBPOne desktop application is prepared for use by the NGOs by May 7.
OIT has been targeting May 14, but we think it is critical to move forward as quickly as possible with the new process, and that date will be consistent with the availability of all other system enhancements to support the automated collection of data from this population.

Thanks,
Matt
Matthew S. Davies
Executive Director
Admissibility and Passenger Programs
Office of Field Operations
U.S. Customs and Border Protection

(b)(6), (b)(7)(C)

RRB Office (b)(6), (b)(7)(C)

(b)(6), (b)(7)(C) (office)

From: HUFFMAN, BENJAMINE C (b)(6), (b)(7)(C)

Sent: Thursday, April 29, 2021 5:07 PM

To: DAVIES, MATTHEW S (b)(6), (b)(7)(C)

Cc: FERRARA, WILLIAM (b)(6), (b)(7)(C) GRABLE, SAMUEL D

(b)(6), (b)(7)(C)

Subject: FW:

XD Davies,

Do you need any engagement from ES on this? I can call and discuss with CIO (b)(6) if you think it will help.

Viva CBP,

Carry

From: MILLER, TROY A (b)(6), (b)(7)(C)

Sent: Wednesday, April 28, 2021 5:16 PM

To: HUFFMAN, BENJAMINE C (b)(6), (b)(7)(C)

Subject: Fwd:

Sent from my iPhone

Begin forwarded message:

From: "DAVIES, MATTHEW S" (b)(6), (b)(7)(C)

Date: April 28, 2021 at 5:12:54 PM EDT

To: "MILLER, TROY A" (b)(6), (b)(7)(C)

Cc: "FERRARA, WILLIAM" (b)(6), (b)(7)(C)

Subject: RE:

The meeting was just moved to Friday at 1030.

DHS will be represented by (b)(6) (OGC-OCIO) and a handful of others from the CIO (b)(6) office.

For a little more clarity, the issue relates to the emergency PRA (b)(6)

(b)(5), (b)(7)(E)

From ORR:

(b)(5), (b)(7)(E)

From the updated meeting invite:

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E)

Looks like it might be a long hill to climb up with OMB, but at least worth the ask given the accommodations we are providing. In the absence of any change to this posture, we will move forward to keep on track for CBPOne implementation by May 7.

Matthew S. Davies
Executive Director
Admissibility and Passenger Programs
Office of Field Operations
U.S. Customs and Border Protection

(b)(6), (b)(7)(C)

RRB Office **(b)(6), (b)(7)(C)**

(b)(6), (b)(7)(C) (office)

-----Original Message-----

From: MILLER, TROY A **(b)(6), (b)(7)(C)**

Sent: Wednesday, April 28, 2021 5:02 PM

To: DAVIES, MATTHEW S **(b)(6), (b)(7)(C)**

Cc: FERRARA, WILLIAM **(b)(6), (b)(7)(C)**

Subject:

I talked to DHS do you happen to know who is in the meeting tomorrow from dhs. Who is on first, cluster.

Message

From: FERRARA, WILLIAM (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)

Sent: 4/28/2021 4:55:19 PM

To: MILLER, TROY A (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) PEREZ, ROBERT E
NUNEZ-NETO, BLAS

CC: SABATINO, DIANE J (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) DAVIES, MATTHEW S
(b)(6), (b)(7)(C) DURST, CASEY OWEN
(b)(6), (b)(7)(C) CLAVEL, LISE
(b)(6), (b)(7)(C)

Subject: RFI follow-up

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(b)(5), (b)(7)(E)

Other topics of discussion that may not warrant immediate follow-up, but reporting when updates become available are:

(b)(5), (b)(7)(E)

We stand ready to provide further detail if desired.

Thanks,

William A. Ferrara
Executive Assistant Commissioner
Office of Field Operations
U.S. Customs and Border Protection

Message

From: NUNEZ-NETO, BLAS (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Sent: 4/29/2021 3:21:13 PM
To: MILLER, TROY A (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C)
Subject: RE:

Reached out to (b)(6), (b)(7)(C) Let's see where she is on this.

-----Original Message-----
From: MILLER, TROY A (b)(6), (b)(7)(C)
Sent: Thursday, April 29, 2021 8:18 AM
To: NUNEZ-NETO, BLAS (b)(6), (b)(7)(C)
Subject: FW:

-----Original Message-----
From: DAVIES, MATTHEW S (b)(6), (b)(7)(C)
Sent: Wednesday, April 28, 2021 5:13 PM
To: MILLER, TROY A (b)(6), (b)(7)(C)
Cc: FERRARA, WILLIAM (b)(6), (b)(7)(C)
Subject: RE:

The meeting was just moved to Friday at 1030.

DHS will be represented by (b)(6) (OGC-OCIO) and a handful of others from the CIO (b)(6) (b)(6) office.

For a little more clarity, the issue relates to the emergency PRA - (b)(5), (b)(7)(E)
(b)(5), (b)(7)(E)

From ORR:

(b)(5), (b)(7)(E)

From the updated meeting invite:

(b)(5), (b)(7)(E)

(b)(5), (b)(7)(E) but at least worth the ask given the accommodations we are providing. In the absence of any change to this posture, we will move forward to keep on track for CBPone implementation by May 7.

Matthew S. Davies
Executive Director
Admissibility and Passenger Programs
Office of Field Operations
U.S. Customs and Border Protection
(b)(6), (b)(7)(C)
RRB Office (b)(6), (b)(7)(C)
(b)(6), (b)(7)(C) (office)

-----Original Message-----
From: MILLER, TROY A (b)(6), (b)(7)(C)
Sent: Wednesday, April 28, 2021 5:02 PM
To: DAVIES, MATTHEW S (b)(6), (b)(7)(C)
Cc: FERRARA, WILLIAM (b)(6), (b)(7)(C)
Subject:

I talked to DHS do you happen to know who is in the meeting tomorrow from dhs. who is on first, cluster.

Message

From: (b)(6), (b)(7)(C)
Sent: 10/3/2023 11:11:25 PM
To: (b)(6), (b)(7)(C)
Subject: I-134A travel authorization Redress Control Number. Please help!
Attachments: (b)(6), (b)(7)(C).jpg; Screenshot (b)(6), (b)(7)(C) Acrobat for Samsung.jpg

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

Hello, I apologize for reaching out like this. Unfortunately we are desperate for help since our uncle who has had a very long journey in trying to get a travel authorization, issues like from a mistaken identity from DHS which was corrected after months of seeking help, to an incorrect alien# that was finally fixed by USCIS after 3 weeks of reaching out to them.

His wife's last extended travel authorization expires in (b)(6), (b)(7)(C) she will not leave until my uncle receives his travel authorization. Please see attached the CBPONE advance travel authorization request submission that my uncle submitted on (b)(6), (b)(7)(C) and the TRIP redress control # from DHS.

Please help!
God Bless.

(b)(6), (b)(7)(C)

11:01

45%



Confirmation



SUBMITTED

Your information has been successfully submitted to CBP. Your advance travel authorization request is being reviewed.

Visit <https://my.uscis.gov> to check for status updates on your advance travel authorization request. Please be aware that response times vary and can take up to 3 weeks.

REQUEST SUMMARY

Date of Submission

(b)(6), (b)(7)(C)

A-Number

(b)(6), (b)(7)(C)

SAVE



Message

From: (b)(6), (b)(7)(C)
Sent: 5/9/2023 9:53:31 PM
To: (b)(6), (b)(7)(C)
Subject: Please help me
Attachments: Screenshot (b)(6), (b)(7)(C) Acrobat for Samsung.jpg; Screenshot (b)(6), (b)(7)(C) Acrobat for Samsung.jpg; Screenshot (b)(6), (b)(7)(C) Acrobat for Samsung.jpg

CAUTION: This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. If you feel this is a suspicious-looking email, please report by using the Report Phish button option.

Good afternoon Mr. Commissioner, I sincerely apologize for reaching out but I can't seem to get the help we so desperately need. I'm praying you can provide us with some guidance.

Both my [redacted] year old uncle and aunt were approved by USCIS for I-134A [redacted] on [redacted] from a [redacted] application that my wife submitted. On [redacted] they received the travel authorization decision from CBP, my aunt was approved but my uncle was denied. My aunt will not leave [redacted] without my uncle.

My uncle has no criminal record, no deportations, he has no dual citizenship or residency in any other country, he has even visited the USA 2 times in the past with a tourist visa, he has never worked directly with [redacted] nor does he have any affiliations or rank status. He meets all the requirements of the parole program. I feel it has to be some sort of error on CBP.

[redacted]

Currently closed: Receipt application approved by USCIS on [redacted]

Alien# [redacted]

Passport# [redacted]

With all the confusion when this process rolled out, I had also created an I-134A application for our uncle on [redacted] which is still pending & hasn't been worked on by USCIS, it is receipt # [redacted] I am hoping that this application can be approved by USCIS as well so my uncle can redo the attestations & CBPONE process in hopes that this time there is no error and he is given travel authorization. Our concern is that CBP will continue to deny his travel authorization since he was already denied by them once.

As you can imagine we are all devastated by this ordeal. We would like to please have this corrected before my aunts travel authorization expires. It has taken a huge mental toll on them and I feel it will cause them great harm if we can't resolve this travel authorization for my uncle.

Again I apologize for reaching out but we are desperate to get our elderly family members that are all alone over here with us.

God Bless,

[redacted]