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**From:** PublicAffairs, CIS Ombudsman [<mailto:CISOmbudsman.PublicAffairs@HQ.DHS.GOV>]  
**Sent:** Thursday, July 12, 2012 4:33 PM  
**To:**  
**Subject:** A Message from the Acting Ombudsman: Welcoming Ellen Gallagher

Good Afternoon,

I am pleased to announce the newest member of the Citizenship and Immigration Services Ombudsman team, Ellen Gallagher, who began working from Boston on July 2, 2012. Ellen will help realize our established priority and legislative mandate to ensure coverage and geographic allocation of local offices for the Citizenship and Immigration Services Ombudsman beginning in the Northeast. She will further serve as my senior advisor with responsibility for expanding access to the Ombudsman's Office through outreach, education, training and individual case assistance.

Many of you may have interacted with Ellen during her lengthy tenure at USCIS and the former INS. She began with INS in 1995, and has served in a variety of positions for INS/USCIS including Trial Attorney, Special Counsel and Senior Legal Advisor for the Office of Congressional Relations. Her assignments have been in field and headquarters locations in New York City, San Antonio, Washington, D.C., and Boston.

As Special Counsel in the USCIS Office of the Chief Counsel (OCC), Ellen was detailed in 2007 to the Senate Judiciary Committee where she worked on behalf of Chairman Leahy analyzing legislation and correspondence regarding: confidentiality and judicial review; mandatory detention; security checks in benefit adjudications; inter-agency collaboration and oversight; private bills; migrant education; and Iraqi refugees. Two years later, she was similarly detailed by OCC to the USCIS Office of Field Operations where she provided legal advice and assistance to the Associate Director on topics including inadmissibility, waivers and adjustment of status, interim relief for U visa applicants, the application of discretion, and the issuance of Notices to Appear.

Throughout her career, Ellen has worked to trouble-shoot individual cases and systemic issues brought to the attention of the government by public and private sources including non-profit organizations, represented and unrepresented applicants and petitioners, Members of Congress and their staff, other state and local officials, academics and members of business and medical communities. She has demonstrated an abiding commitment to ensuring that bureaucratic systems and processes not lose sight of the individuals they are designed to serve and offer meaningful avenues for access, information-sharing and resolution of difficulties. She has always recognized, and incorporated into her work, the values and skills that are essential to being an effective ombudsman.

Please join me in welcoming Ellen.

Sincerely,

Debra Rogers  
Acting Citizenship and Immigration Services Ombudsman

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