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United States Congress
The Illinois Delegation
Washington, DC 20510

September 27, 1985



Mr. Alan C. Nelson
Commissioner
Immigration & Naturalization Service
425 "I" Street, N.W.
Washington, D.C. 20534

Dear Mr. Nelson:

Recently a meeting was held of all District Assistants representing members of the Illinois Delegation. During an open discussion of all in attendance, many conveyed great frustration involved in dealing with the Immigration and Naturalization Service Regional Office in Chicago, Illinois.

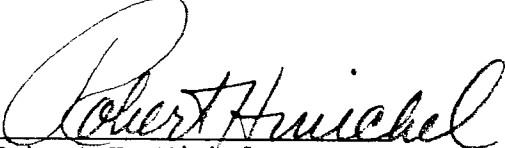
A brief overview of the complaints is as follows:

- Inaccurate reports from the INS District Office on specific cases brought to their attention for assistance.
- Lack of response to telephone calls.
- Only one Congressional Liaison in the Chicago office responsible for handling inquiries from a three-state region.
- Only federal agency which does not allow Congressional staffers to contact department heads for assistance.
- Rude and abusive treatment by INS employees to individuals visiting Chicago office when their particular situation requires a personal appearance.
- Incorrect procedural advice on what forms must be filed with the Service for a routine inquiry. Also, often being told that "nothing can be done" with a specific case when, in fact, avenues are available for pursuit.
- Responses to Congressional inquiries are vague, incomplete and never in writing.
- No real spirit of cooperation from INS.
- Response time to inquiries often takes months.
- Files can never be located, forms previously filed are "misplaced" and Congressional aides are continually told when checking on a case that "there is no way to trace the location" of a certain application filed with the Service--even with specific information relevant to the inquiry.

The general consensus of all District Assistants was that in all areas of casework handled by Congressional offices, immigration matters are the most difficult to handle due to the lack of cooperation extended by the Chicago office.

For your review, we have enclosed copies of letters received which have been solicited in order to assist us in targeting the most pressing problems involved with the Chicago INS office.

As a group, we strongly feel the present situation warrants your personal intervention and focus on improving service to the residents of Illinois. Serious reforms within the Chicago INS operation are obviously in order, and we trust you will agree that the present conditions should not be allowed to continue.


Robert H. Michel, M.C.

Sincerely,

Frank Annunzio, M.C.

Terry L. Bruce, M.C.

Cardiss Collins, M.C.

Philip M. Crane, M.C.

Richard J. Durbin, M.C.

Lane Evans, M.C.

Harris W. Fawell, M.C.

Kenneth J. Gray, M.C.

John E. Grotberg, M.C.

Charles A. Hayes, M.C.

Henry J. Hyde, M.C.

William O. Lipinski, M.C.

Edward R. Madigan, M.C.

Lynn Martin, M.C.

George M. O'Brien, M.C.

John Edward Porter, M.C.

Melvin Price, M.C.

Dan Rostenkowski, M.C.

Marty Russo, M.C.

Augustus Savage, M.C.

Sidney R. Yates, M.C.

Sen. Alan J. Dixon

Sen. Paul Simon