

OSC Website Referral Resource List

- **U.S. Department of Labor (“DOL”), Wage & Hour Division (“WHD”)**
 - The Wage and Hour Division enforces federal labor laws related to unfair wages, including minimum wage, overtime pay, recordkeeping, child labor and special employment, family and medical leave, migrant workers, lie detector tests, worker protections in certain temporary worker programs, and the prevailing wages for government service and construction contracts.
 - **Contact information:** www.dol.gov/whd
 - Call: 1-866-4USWAGE (1-866-487-9243) or 1-877-889-5627 (TTY)
 - Email: Fill-in contact form found at <http://www.dol.gov/whd/contactform.asp>.

- **U.S. Department of Labor (“DOL”), Office of Federal Contract Compliance Programs (“OFCCP”)**
 - The Office of Federal Contract Compliance Programs ensures affirmative action and equal employment opportunity for job seekers and wage earners as required for those employers and businesses who have contracts with the Federal government.
 - **Contact information:** www.dol.gov/ofccp
 - Call: 1-800-397-6251 or 1-877-889-5627 (TTY)
 - Email: OFCCP-Public@dol.gov

- **U.S. Department of Homeland Security (“DHS”), U.S. Citizenship and Immigration Services (“USCIS”), General Customer Service**
 - U.S. Citizenship and Immigration Services is the federal government agency that oversees lawful immigration to the United States, including processing immigration petitions and applications, asylum and refugee applications, naturalization petitions, and administering immigration services and benefits. Additionally, USCIS makes adjudicative decisions, issues employment authorization documents, and announces work authorization extensions.
 - **Contact information:** www.uscis.gov
 - Call: 1-800-375-5283 or 1-800-767-1833 (TTY)

- **U.S. Department of Homeland Security (“DHS”), U.S. Citizenship and Immigration Services (“USCIS”), Verification Division**
 - The USCIS Verification Division is responsible for overseeing the Systematic Alien Verification for Entitlements (“SAVE”) and E-Verify programs as well as for publishing the I-9 Form and accompanying guidance, and providing customer service to both employers and employees on issues regarding these programs. The Verification Division has also established Self-Check to allow individuals to submit information about themselves to a confidential program to determine whether government databases can verify their employment eligibility.
 - **Contact Information:** www.dhs.gov/e-verify or www.uscis.gov/I9Central
 - **E-Verify Customer Support**
 - Employers call: 1-888-464-4218 or 1-877-875-6028 (TTY)
 - Email: E-Verify@dhs.gov
 - Employees call: 1-888-897-7781 or 1-877-875-6028 (TTY)
 - Email: E-Verify@dhs.gov
 - E-Verify Employer Agents call: 1-888-464-4218 or 1-877-875-6028 (TTY)
 - Email: E-VerifyEmployerAgent@dhs.gov

- **E-Verify Technical Support**
 - Call: 1-800-741-5023
 - **E-Verify Self-Check:** www.uscis.gov/EVerifyselfcheck
 - Call Self-Check Customer Support: 855-804-0296 or 1-877-875-6028 (TTY)
 - Email: everifyselfcheck@dhs.gov
 - **SAVE Program:** www.uscis.gov/save
 - Call USCIS Verification Programs Contact Center : 1-877-469-2563
 - Call SAVE Technical Helpline: 1-800-741-5023
 - Email: SAVE.HELP@dhs.gov
- **U.S. Department of Homeland Security (“DHS”), Immigration and Customs Enforcement (“ICE”)**
 - U.S. Immigration and Customs Enforcement is the principal investigative section of the U.S. Department of Homeland Security. Its primary mission is to promote homeland security and public safety through the criminal and civil enforcement of federal laws governing border control, customs, trade, and immigration, including the employer sanctions provisions of the INA prohibiting employment of unauthorized workers.
 - **Contact information:** www.ice.gov
 - To report suspicious activity: visit www.ice.gov/tips; call 1-866 347-2423 (U.S., Mexico and Canada) or 802-872-6199 (other countries across the globe)
- **Equal Employment Opportunity Commission (“EEOC”)**
 - The Equal Employment Opportunity Commission is an independent federal agency overseen by a five-member, bipartisan presidential appointed commission. The agency enforces federal employment laws which make it illegal to discriminate against applicants or employees on the bases of race, color, religion, sex, national origin, age, disability, or genetic information. Most employers are covered by EEOC laws, as are most labor unions and employment agencies.
 - **Contact information:** www.eeoc.gov
 - Call: 1-800-669-4000 or 1-800-669-6820 (TTY)
 - Email: info@eeoc.gov
 - Call (for publications): 1-800-669-3362 or 1-800-800-3302 (TTY)
 - Small business employers may contact their designated small business liaisons found at www.eeoc.gov/employers/contacts.cfm.
- **U.S. Department of Homeland Security (“DHS”), U.S. Citizenship and Immigration Services Ombudsman**
 - The Ombudsman helps individuals and employers resolve issues with U.S. Citizenship and Immigration Services (“USCIS”), including lost or delayed applications for immigration benefits. The Ombudsman also makes recommendations to fix systemic problems and improve the quality of services provided by USCIS; it is an independent, confidential, and impartial resource to contact after calling the USCIS National Customer Service Center. The website contains information about filing a request for assistance.
 - **Contact information:** www.dhs.gov/xabout/structure/cisomb.shtm
 - Call: 1-855-882-8100 or 202-357-8100
 - Email (for general or case inquiries): cisombudsman@dhs.gov
 - Address:

- Department of Homeland Security
Citizenship and Immigration Services Ombudsman
Attention: Case Assistance
Mail Stop 1225
Washington, DC 20528

- **U.S. Department of Homeland Security (“DHS”), Office for Civil Rights and Civil Liberties (“CRCL”)**
 - The Office for Civil Rights and Civil Liberties is responsible for ensuring that DHS preserves individual liberty, fairness, and equality while performing its national security duties by investigating and resolving civil rights and civil liberties complaints, along with advising DHS on civil rights and civil liberties policy concerns.
 - **Contact information:** www.dhs.gov/xabout/structure/crcl.shtm
 - Call: 1-866-644-8360 or 1-866-644-8361(TTY); 202-401-1474 or 202-401-0470 (TTY)
 - E-mail: crcl@dhs.gov
 - Address:
 - Office for Civil Rights and Civil Liberties
U.S. Department of Homeland Security
Building 410, Mail Stop #0190
Washington, DC 20528

- **Social Security Administration (“SSA”)**
 - The Social Security Administration administers retirement, disability, survivors, Supplemental Security Income (“SSI”), Medicare, and other Social Security benefits through a national network of offices. It publishes guidance on proper use of the Social Security Number Verification Service (“SSNVS”), and its records are used in the E-Verify process.
 - **Contact information:** www.ssa.gov/
 - Call: 1-800-772-1213 or 1-800-325-0778 (TTY)

- **National Labor Relations Board (“NLRB”)**
 - The National Labor Relations Board is an independent federal agency which safeguards employees' rights to organize and to determine whether to have unions as their bargaining representative. The agency also remedies unfair labor practices committed by private sector employers and unions, and it conducts elections, facilitates settlements, decides cases, and enforces orders.
 - **Contact information:** www.nlr.gov/
 - Call: 1-866-667-NLRB (6572); 1-866-315-NLRB (6572)(TTY)

- **U.S. Department of Justice (“DOJ”), Executive Office for Immigration Review (“EOIR”) and Office of Chief Administrative Hearing Officer (“OCAHO”)**
 - The Executive Office for Immigration Review (EOIR) administers the nation's immigration court system. EOIR primarily decides whether foreign-born individuals, who are charged by the Department of Homeland Security (DHS) with violating immigration law, should be ordered removed from the United States or should be granted relief or protection from removal and be permitted to remain in this country. The Office of the Chief Administrative Hearing Officer (“OCAHO”) is one of the three components of EOIR; OCAHO’s Administrative Law Judges are responsible for hearing and adjudicating cases arising under particular immigration laws related to employment.

- **Contact Information for EOIR:** www.justice.gov/eoir/
 - Call (for case information): 1-800-898-7180 or 1-800-828-1120 (TTY), or 240-314-1500
 - Address:
 - Office of Legislative and Public Affairs
5107 Leesburg Pike, Suite 1902
Falls Church, VA 22041
- **Contact Information for OCAHO:** www.justice.gov/eoir/OcahoMain/ocahosibpage.htm
 - Address:
 - Executive Office for Immigration Review
Office of the Chief Administrative Hearing Officer
5107 Leesburg Pike, Suite 2519
Falls Church, VA 22041
- **U.S. Department of State, Directorate of Defense Trade Controls (DDTC)**
 - The Directorate of Defense Trade Controls oversees the export and temporary import of certain defense articles and defense services, including those covered by the International Traffic in Arms Regulations (ITAR). The DDTC Response Team handles the full range of defense trade inquiries from the public and the industry.
 - **Contact Information:** www.pmdtdtc.state.gov/
 - Call (for general information): 202- 663-2980
 - Call Response Team: 202-663-1282
 - Email: DDTCResponseTeam@state.gov
 - Address:
 - U.S. Department of State
Directorate of Defense Trade Controls
Compliance & Registration Division
2401 E Street NW, SA-1, Room H1200
Washington, DC 20522-0112
- **U.S. Department of Health and Human Services (“HHS”), Administration for Children and Families (“ACF”), Office of Refugee Resettlement (“ORR”)**
 - The Office of Refugee Resettlement assists refugees, asylees, victims of human trafficking, unaccompanied alien children, survivors of torture and other groups of people with critical resources to help them in becoming integrated members of American society.
 - **Contact Information:** www.acf.hhs.gov/programs/orr/
 - Call: 202-401-9246
 - Address:
 - Office of Refugee Resettlement
Administration for Children and Families
U.S. Department of Health & Human Services
Aerospace Building
901 D Street, SW
Washington, DC 20447
- **Small Business Administration (“SBA”)**

- The Small Business Administration assists and supports small businesses by delivering loans, loan guarantees, contracts, counseling sessions and other forms of assistance. SBA provides assistances primarily through four programmatic functions: Access to Capital (Business Financing), Entrepreneurial Development (Education, Information, Technical Assistance, and Training), Government Contracting (Federal Procurement), and Advocacy (Voice for Small Business).
- **Contact information:** www.sba.gov
 - Call SBA Answer Desk: 1-800-827-5722
 - Email: answerdesk@sba.gov
 - Address:
 - U.S. Small Business Administration
409 3rd St, SW
Washington, DC 20416