

**VERIFICATION  
DIVISION**



**U.S. Citizenship  
and Immigration  
Services**

# **I-9 Central Listening Session**

**August 9, 2011**



## I-9 Central Listening Session

[www.USCIS.gov/I-9Central](http://www.USCIS.gov/I-9Central)

### Purpose:

Gather feedback about users' online I-9 Central experience

- Usability
- Functionality
- Elements that might be added or changed

### Note:

*This meeting will not address questions on Form I-9 use, but E-Verify's Customer Contact team will be pleased to.*

- Write to [I-9Central@dhs.gov](mailto:I-9Central@dhs.gov), using subject line "I-9 Central Listening Session"
- Phone: 888-464-4218 or 877-875-6028 (TTY)

## I-9 Central

### Objective:

Provide a free, easy, online resource that gives employers and workers access to up-to-date information, tips and guidance on how to correctly complete Form I-9.

- Complements other USCIS Form I-9 resources, including
  - Form I-9 Web page
  - “Handbook for Employers: Instructions for Completing Form I-9 (M-274)”



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- Complete & Correct Form I-9
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- About Form I-9
- Customer Support





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**I-9 Central Home**

Federal law requires every employer and agricultural recruiter/referrer-for-a-fee hiring an individual for employment in the United States to verify his or her identity and employment authorization through completion of Form I-9, Employment Eligibility Verification.

These USCIS Web pages on Form I-9 will help you learn more about:

 <b>NEW!</b> What's New	 Complete & Correct
 Accepted Documents	 Retain & Store

**More Information**

- Comment on Our Blog

**Forms**

- I-9, Employment Eligibility Verification

**Other USCIS Links**

- E-Verify
- Information for Employers and Employees
- Sign up for a Free Webinar

**Non-USCIS Links**

- Immigration and Customs Enforcement IMAGE Program
- Social Security Administration
- Small Business Administration Hiring
- Office of Special Counsel for Immigration Related Unfair Employment Practices
- DHS Office for Civil Rights and Civil Liberties (CRCL)
- Department of State



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## What's New

**Updated version of Handbook for Employers now available**

USCIS has revised the *Handbook for Employers: Instructions for Completing Form I-9 (M-274) rev. 06/01/11 N*. We included a reference to the new I-9 Central website on the inside cover of the M-274 (page ii) and corrected the page number for "Recording Name Changes for Current Employees" in the Table of Contents, which begins on page 19. The revised M-274 now contains additional guidance about:

- Recording names in Section 1 (page 4)
- Recording TPS beneficiary EAD auto-extensions for existing employees (page 11)
- Rehiring an employee (page 19)
- Reverifying an employee's employment authorization (page 19)
- Storing Form I-9 (page 24)
- Completing Section 1 for asylees and refugees (page 46, Q. 50)
- CNMI umbrella permit 240P (page 49, Q. 60)

**More Information**

- [Comment on Our Blog](#)

**Forms**

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- [Department of State](#)



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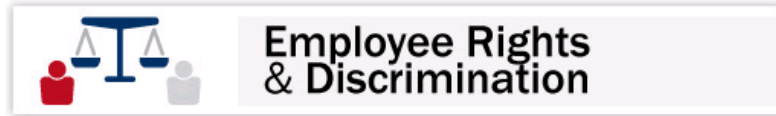
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  - Employee Rights & Discrimination**
    - Employee Rights
    - Preventing Discrimination
    - Filing a Discrimination Claim
    - Penalties
  - About Form I-9
  - [Customer Support](#)



This section provides information for employees and employers on:

- **Employee Rights**
- **Preventing Discrimination**
- **Filing a Claim**

Last updated: 05/13/2011

### More Information

- [Comment on Our Blog](#)

### Forms

- [I-9, Employment Eligibility Verification](#)

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  - [Glossary of Terms](#)

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## Customer Support

### Contact Form I-9 Customer Support

Questions about Form I-9? We're here to help. You can find answers to many common questions right here and we're always just a phone call or email away if you need us.

Form I-9 Support is available to answer your questions about Form I-9 and employment authorization. We are available Monday through Friday, from 8 a.m. to 5 p.m., except when the federal government is closed.

**For Employers:**

888-464-4218

**For E-Verify Employer Agents:**

877-875-6028 (TTY)

I-9Central@dhs.gov

**For Employees:**

888-887-7764

### More Information

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- Glossary of Terms

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<b>For E-Verify Employer Agents:</b>	877-875-6028 (TTY) I-9Central@dhs.gov
<b>For Employees:</b>	888-897-7781 877-875-6028 (TTY) I-9Central@dhs.gov
For the general public with immigration/naturalization questions and to request expedited processing of an Employment Authorization Document (I-766)	800-375-5283 <a href="http://infopass.uscis.gov/">http://infopass.uscis.gov/</a>

National Customer Service Center  
INFOPASS Appointment

We normally respond to emails within two business days. If we need more time to respond to your question, we'll contact you within two business days to let you know when we expect to have an answer.

**Office of Special Counsel for Immigration-Related Unfair Employment Practices (OSC)**  
The OSC is available to answer your questions about unfair immigration-related employment practices and discrimination against workers on the basis of a worker's citizenship or immigration status, or based on the worker's national origin, including discrimination in the Form I-9 process. OSC's website provides information on how to prevent discrimination, how

**Employees**

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**Handbook for Employers**  
Instructions for Completing Form I-9  
(Employment Eligibility Verification Form)

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# U.S. Citizenship and Immigration Services



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Your contact information is used to deliver requested updates or to access your subscriber preferences.

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## Your Feedback

- Is the website easy to navigate?
- Is any information missing?
- Is the information on the website useful?
- Is the website easy to read and comprehend?
- Do you like the general look and feel of the website?
- What would make I-9 Central better for you?
- Other comments?