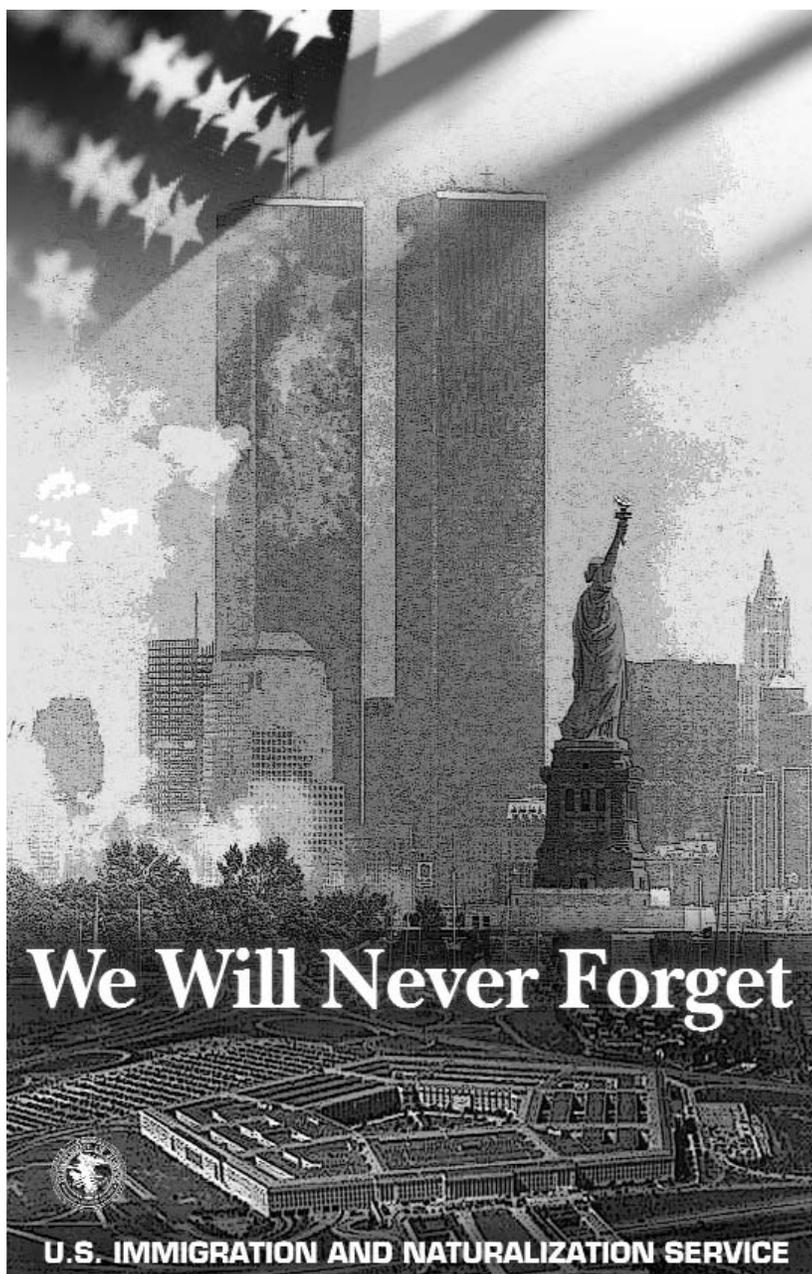




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FIRST-HAND ACCOUNTS OF SEPT. 11 TRAGEDY



*Ashcroft welcomes the ideas
of Native American leaders*

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*Martin Luther King Jr.'s message
of unity, resolve remembered*

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HEADQUARTERS *News*

MARTIN LUTHER KING DAY OBSERVATION HIGHLIGHTS IMPORTANCE OF UNITY, FAIRNESS

“Just think about all the different people that we deal with in this organization and how we judge people everyday.”

—Commissioner Ziglar

THANKS to Martin Luther King Jr., the United States can fight terrorism and stand with integrity before the world community as an icon for liberty, justice, and freedom, remarked the Honorable Reggie Walton recently at the INS Martin Luther King Jr., Day observation.

“Could you imagine standing in that same posture if we were still living back in the era of the 1920s, 1930s, 40s or even a part of the 60s?” he asked. “We would have no credibility.”

Walton — U.S. District judge for the District of Columbia — used the events of Sept. 11 as an example to urge the audience to come together as a nation.

“We have to love each other and treat each other fairly,” he said. “We are a great nation, but there are people who want to destroy us. If we want this nation to survive, we’ve got to stick together.”

In his welcoming remarks, Commissioner James Ziglar touched on how important Dr. King’s message is to the day-to-day operations of the INS and to its activities related to Sept. 11.

There is not another organization, that I can think of, in the federal government that needs to remember [more] the lessons that Martin Luther King taught,” Ziglar told a crowd of INS staff. “Just think about all the different people that we deal with in this organization and how we judge people everyday.”

Guidance and Values

Throughout his speech, Walton emphasized that the lessons and values Dr. King taught are useful to remember during this time of uncertainty and change, and they will ultimately help make a difference in the world.

He used Martin Luther King’s famous “I Have a Dream” speech, which King delivered on the steps of the Lincoln Memorial, to sum up what he believes today’s children should be taught. He said King’s famous quote teaches us to focus on character, not skin color, and has deep meaning for all Americans regardless of color or nationality.

“I think it is important that all of us appreciate that the contributions Dr. King made were not just contributions that benefited people of color in this country,” Walton said. “Dr. King challenged all of us to rise above and to not let difficulty stand in our way.”

A Need for Change

Growing up in Donora, Penn., Walton recalled, his mother urged him to overcome the odds and be the best he could be. “When I was growing up, I remember my mother saying that if you want to be good, you better be twice as good. That’s something that we need to preach to our children today,” he said.

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The Honorable Reggie Walton emphasized the lessons and values Dr. King taught are useful to remember during this time of uncertainty and change.

He praised his parents for opening the door to his success. “I was blessed. My parents invested in my life. They turned their deprivation into trying to instill in their children the importance of getting an education and being better than they were,” he said.

Walton went on to say how children these days have changed and must be aware of the problems that still exist in our society. “Children these days don’t understand that we still have problems in this country, that there are problems that people of color and people of different nationalities still face on a daily basis,” Walton said.

Quoting Dr. King by saying, “all children should be all of ours,” Walton told the audience about his days serving on the Superior Court when children would stand before him who were brought into this world by parents who would not or could not provide for their socialization.

He challenged the audience to reach out to children who do not have committed parents. “If we don’t step into the lives of these children, they will impact our lives,” he said.

Walton himself spends time working with the youth in the District and nationwide. He has served as a Big Brother and frequently speaks at schools throughout the Washington Metropolitan area about drugs, crime, and personal responsibility.

He concluded by saying that as a nation, we must provide opportunities for all children so that they have the chance to live the American dream.

With that, Walton gave the audience his challenge: “Go out there and do some good work.”

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The *INS Communiqué* is published by INS Headquarters under a contract with *Casals & Associates* of Alexandria, Virginia. The publication is committed to informing the employees of the Immigration and Naturalization Service about official and unofficial activities. Readers are encouraged to submit articles, photographs, and letters to the editor. Write to *Communiqué* c/o Casals & Associates / 1199 North Fairfax Street, Third Floor / Alexandria, VA 22314 / attention: *INS Communiqué* Editor. Submissions in electronic format may be sent to << ins@casals.com >>.

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INS FULFILLING BUSH'S REQUEST TO SPEED UP PROCESSING OF IMMIGRATION APPLICATIONS

WHEN President George W. Bush asked the INS to improve its service a year ago, the agency delivered.

In a speech Feb. 28, 2001, President Bush asked the INS to create a universal six-month standard for processing all immigration applications while providing quality service to all INS customers.

To meet this standard, the Administration called for a five-year, \$500 million initiative to fund new personnel, introduce employee performance incentives to process cases quickly and accurately, and make customer satisfaction a priority. The \$100 million proposed in 2002 Fiscal Year (FY) is the first installment of the initiative.

A year after the president's initial request, the INS has made significant progress in increasing its productivity and improving customer service.

In FY 1999, the average wait for adjustment of status applications was 30 months. Today it is 13 months.

"That's because we are now completing 75,000 applications a month, triple the number promised three years ago," said Commissioner James Ziglar at a recent immigration forum.

In FY 2000, the INS managed to reduce the average nationwide processing times to six

to nine months. This is a dramatic decrease from the 26-month average at the beginning of FY 1999.

Ziglar said he is confident the INS will improve its processing time to six months. "You know what? We're going to get there," he said.

For employment and H1-B visas, the average wait was eight months in 1999 compared to just two months now. According to an INS fact sheet

prepared by the Office of Public Affairs, the average waiting time for naturalization applications was two years or longer in 1999. Today that time has been cut in half.

The improvement is primarily due to a two-year Backlog Reduction Initiative that allowed the INS to meet its goal of completing 1.3 million naturalization applications in FY 2000. According to the Office of Public Affairs, the agency has also completed 564,000 adjustment-of-status applications, more than any other year in INS history.

The Green Card renewal process is another area that has seen significant improvement. The processing time has been cut in half to 90 days, which in turn has affected the average processing time for employment petitions, dropping it from 18 months to 90 days by the end of FY 1999.

To continue these efforts in FY 2002, the INS budget calls for \$1.5 billion for Immigration Services, such as immigration examination and petition fees. These fees will allow the INS to continue its FY 2001 completion goals for naturalization and adjustment of status. Most importantly, these funds will help the INS attain the president's six-month processing standard for all applications and petitions.

The agency plans to allot \$100 million to backlog reduction in FY 2002 to achieve the six-month standard for all applications and petitions. The funds will represent the beginning of President Bush's five-year, \$500 million initiative to achieve and maintain a universal six-month processing standard for all immigration applications and petitions while providing quality service to all INS customers.

In implementing the initiative, the INS is exploring new ways of doing business and how to manage the workload effectively while continuing to reduce existing backlogs. To improve customer service, for example, the agency recently expanded customer access to its toll-free National Customer Service Center across the U.S. mainland.

"We are going to do the things that are right and you're going to see it," Ziglar said.

A year after the President's initial request, the INS has made significant progress in increasing its productivity and improving customer service.

HEADQUARTERS *News*

NATIVE AMERICAN LEADERS COME TO WASHINGTON TO DISCUSS BORDER SECURITY AND COOPERATION

AMID heightened concerns over border security since the Sept. 11 terrorist attacks, leaders from 19 Native American tribes met with INS and Border Patrol officials at a conference recently to seek better ways to cooperate in protecting the Southwest and Northern borders.

“If there was any question about the need to maximize cooperation and coordination, it was answered by the terrorist attacks on the World Trade Center and the Pentagon,” said Commissioner James Ziglar. “This conference creates an opportunity for us to bind together as a brotherhood and address our mutual interest in establishing more secure borders. Doing so will allow us to enhance public safety and protect the great freedoms that we, as a nation, cherish.”

First of its kind

The Jan. 16-17 conference, the first of its kind, brought together Native American leaders from tribes with lands either adjacent to or overlapping U.S. borders with Mexico or Canada. The conference also included representatives of the Department of the Interior’s Bureau of Indian Affairs, the Office of Homeland Security, and the National Native American Law Enforcement Association.

“We believe that greater cooperation with Native American tribal leaders in law enforcement is an essential component of any comprehensive strategy to improve the security of the United States,” said Attorney General John Ashcroft. “We’re not in a situation where someone wins and someone else loses. When we have a greater security and greater integrity of our security operations, it’s a win-win situation.”

Besides providing post-Sept. 11 intelligence overviews, the conference addressed important topics, such as how jurisdictional issues should be handled, how cooperation can be enhanced, and how customs checks should be handled around reservations. Conference organizers hoped the event would be the beginning of an ongoing dialogue and partnership.

“I want to say that your ideas are welcome. Your creativity is welcome,” Ashcroft said. “Your understanding of how to do the job in ways that we wouldn’t understand from Washington, D.C., that’s welcome here.”

More than 25 Indian tribes govern lands that are either adjacent to borders or directly accessible by boat from the border. These tribal lands encompass more than 260 miles of international borders — a distance 100 miles longer than California’s border with Mexico.

Undocumented migrants, drug smugglers, and others seeking to enter the United States illegally often gravitate toward these tribal lands because they are not only remote but also because jurisdiction over them is shared by federal, state, and tribal governments.

Along the Southwestern border, for example, the Tohono O’odham Nation in Arizona shares a 75-mile boundary with Mexico. Traffic across the tribe’s desert lands accounts for an estimated 700 to 1000 illegal entrants each day from Mexico. Along the Northern border, the Blackfeet Nation shares about 63 miles of border with Canada, and the St. Regis Mohawk Territory straddles both sides of the border for nine miles between northern New York and Canada.

Marrying tribal and federal expertise

“This conference offers a unique opportunity to marry local, tribal expertise with federal expertise to enhance the security of our nation’s borders,” Ashcroft said. “We have seen that as coordination increases, so does the security of our borders.”

He pointed to Operation Over the Rainbow, a multi-agency investigation that brought together U.S. and Canadian federal officials and tribal law enforcement. It targeted a smuggling operation that spanned five continents and earned an estimated \$170 million by smuggling as many as 150 Chinese nationals a month from Canada to New York through the St. Regis Mohawk Territory.



FISCAL YEARS SEE PROCESSING IMPROVEMENTS, RESULTING IN INCREASED LEGAL IMMIGRATION

PROCESSING improvements resulted in an increase in the number of legal immigrants between Fiscal Years (FY) 1999 and 2000, according to recently released INS legal immigration figures.

These totals include new arrivals to the United States who obtained immigrant visas abroad through the Department of State as well as those persons already living in the United States who became permanent residents by applying for adjustment of status with the INS.

In recent years, including both FY 1999 and FY 2000, legal immigration has been affected by a backlog in adjustments of status applications pending a decision.

Highlights for FY 2000 include:

- A total of 849,807 persons legally immigrated to the United States. Of that total, 407,402 obtained their visas abroad from the Department of State, and the INS granted 442,405 an adjustment of status (i.e., permanent residence).
- Immediate relatives of U.S. citizens accounted for 348,879 persons, 235,280 were family preferences; 107,024, employment preferences; 50,945, diversity programs; and 65,941, refugee/asylee adjustments.

- Sixty-eight percent of legal immigrants settled in six states: California (217,753), New York (106,061), Florida (98,391), Texas (63,840), Illinois (40,013) and New Jersey (36,180).
- Five countries accounted for 39 percent of immigrants. They are Mexico (173,919), the People's Republic of China (45,652), Philippines (42,474), India (42,046) and Vietnam (26,747).

Highlights for FY 1999 include:

- A total of 646,568 persons legally immigrated to the United States. Of that total, 401,775 obtained their visas abroad from the Department of State, and the INS granted 244,793 an adjustment status.
- The major categories of immigrants were immediate relatives of U.S. citizens (259,562), family preferences (216,883), employment preferences (56,817), diversity program (47,571), and refugee/asylee adjustments (42,852).
- Sixty-eight percent of legal immigrants settled in six states: California (161,247), New York (96,979), Florida (57,484), Texas (49,393), Illinois (36,971), and New Jersey (34,095).
- Five countries accounted for 40 percent of immigrants: Mexico (147,573), the People's Republic of China (32,204), Philippines (31,026), India (30,237), and Vietnam (20,393).

T Visa assists victims of human trafficking

THOUSANDS of women and children from across the world captured and sold as slaves in the United States will soon be able to

apply for T visas, Attorney General John Ashcroft recently announced.

The T visa, created by the Trafficking Victims Protection Act of 2000 (TVPA), allows victims trafficked into the United States by organized-crime syndicates to stay provided they assist in the investigation of their perpetrators or can demonstrate that they would suffer severe harm if returned to their country of origin.

"One of our greatest challenges is identifying those responsible for these unspeakable crimes," said Ashcroft. "This announcement gives victims of human trafficking refuge from the deplorable treatment they endure and sends a clear warning to traffickers that this barbaric action is a fundamental violation of human decency that will not be tolerated."

Between 45,000 to 50,000 women and children are trafficked into the United States annually, according to U.S. government estimates. These women and children are often trapped in modern-day slavery-like situations, including forced prostitution.

In a recent speech before the National Immigration Forum, Commissioner James Ziglar expressed his concern for the victims of human trafficking.

"The T visa is a powerful new tool to protect the most vulnerable victims and prevent future trafficking," he said.

Victims of human trafficking may apply for permanent residency after three years in T visa status. In some instances, the regulation allows victims to apply for non-immigrant status for their spouses and children. Victims under the age of 21 also may apply for non-immigrant status for their parents.

Besides protecting victims, the TVPA enables the president to impose nontrade, nonhumanitarian sanctions against countries that do not comply with minimum standards to eliminate trafficking. The countries that had no laws against forced labor and prostitution were given four years to enact such laws before application of sanctions, but all sanctions can be waived by the President at any time.

It also mandates serious penalties for conviction of trafficking offenses, including imprisonment for up to 20 years and in some instances life sentences.

AMERICAN MUSLIM UNION HONORS NEWARK DISTRICT FOR ITS OPEN, EFFECTIVE LINES OF COMMUNICATION

By Kerry Gill

THE Newark District's open, effective lines of communication with the Muslim community received praise recently at the New Jersey-based American Muslim Union (AMU) annual Ramadan dinner for community leaders and friends at the Islamic Center of Passaic County in Paterson, N.J.

"The Newark District, and especially Director Andrea Quarantillo, were our friends and partners long before 9/11" said the AMU's General Counsel Sohail Mohammed, a well-known immigration attorney. "By meeting with us and regularly listening to our concerns, we have solved a lot of problems. We're grateful for the sensitivity shown to our community over the years by the employees of the Newark District."

Mohammed and AMU President Mohammed Younes also thanked district officials for their willingness and availability to meet with Muslim leaders often over the last five years. They pointed out that this dialogue helped meet community needs during both good and challenging times, even during the post-Sept. 11 events when the district had the formidable charge of detaining a significant number of aliens.

"Not one complaint about any INS officer has been received in the New Jersey American Muslim Union," Mohammed said, even with heightened tensions between the Muslim community and law enforcement following Sept. 11.

Mohammed attributed the district officers' professionalism to their genuine commitment to working with community leaders even when tensions are low. In particular, Mohammed and Younes thanked the district for working closely with them recently after the death of a Muslim detainee in INS custody. District



Newark District Director Andrea J. Quarantillo (left) holds an award her district received from American Muslim Union President Mohammed Younes (middle) and General Council Sohail Mohammed (right).

Director Quarantillo and management staff met twice with Muslim leaders to talk and provide information that helped address community concerns.

Accepting a plaque on behalf of the district, Quarantillo thanked the union for members' willingness to work with the INS and when needed, "to go the extra mile." She noted that the district and the union have worked closely for several years, and that the AMU has helped keep the district well informed about Muslim social issues and cultural sensitivities.

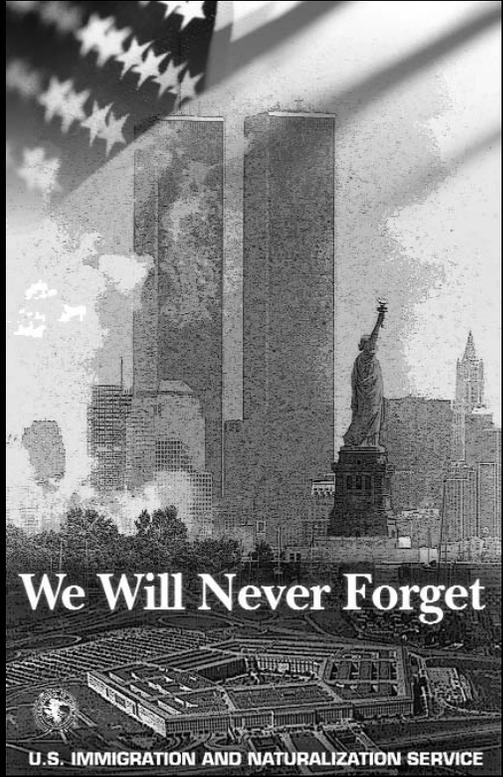
"True partnerships are formed when there are no pressing issues to be resolved, and we can just meet each other and talk as friends," she said.

The Paterson, N.J., area is home to a large Middle Eastern community, and the annual event is an important commemoration of New Jersey Muslims'

holy month and the strong friendships between the community, local civic leaders, and law enforcement officials. The AMU created this year's dinner as a special opportunity for everyone to remember the tragedy of Sept. 11 by reaching out to friends, neighbors, and other partners who have worked closely to build stronger communities.

Besides the awards ceremony honoring the Newark District and the special outreach efforts made by other leaders and organizations during the past year, the evening's program included a presentation on the meaning of Ramadan.

Ramadan is the ninth month of the Islamic lunar calendar. During Ramadan, observant adult Muslims fast during daylight hours and devote time to self-reflection, self-purification, and spiritual growth.



We Will Never Forget

U.S. IMMIGRATION AND NATURALIZATION SERVICE

Send in your Sept. 11 stories

Did you witness the Sept. 11 tragedies or participate in any of the search and rescue efforts? Do you know of any other INS employees who did? We'd like to publish these stories and recognize INS people for their contributions and experiences. Please call us at (703) 920-1234; e-mail us at ins@casals.com; or write us at *Communiqué*, 1199 North Fairfax Street, Third Floor, Alexandria, Virginia 22314.

WASHINGTON D.C. INS SPECIAL AGENT ASSISTS WITH PENTAGON SEARCH AND RESCUE EFFORT

For a Washington District special agent, Sept. 11 did not end the way he expected when he left his home in the morning to fly to San Francisco for training. Instead, he would find himself called to assist in a historic search and rescue effort.

BILL Shaw's plane was on the runway third in line for takeoff when the engines suddenly revved up, and the plane did a 180-degree turn and went back to the gate at Baltimore-Washington International (BWI) Airport.

"When I returned to the terminal, I found myself in a different world," Shaw remembered. "There were literally thousands of people standing around BWI wondering what to do. Everyone seemed numb and nobody's cell phone was working."

Shaw spent the next two hours trying to get out of the airport and contact his supervisor with his inoperable cell phone. Since BWI's shuttles only carry 15 people, transporting people to the parking lot took some time.

"When I finally returned home, I had a message instructing me to call work," he said. "I called work and found out that I would be working a midnight to 8 a.m. shift at the Pentagon that evening."

The Arlington Police Department had asked the Washington District INS to help in the Pentagon search and rescue effort. Shaw and 33 other men and women from the Investigations Program and the Detention and Removal Program responded to that call.

Shaw said he will never forget driving across the 14th Street Bridge and seeing the flames and smoke coming from the Pentagon.

"I am sure the images in my mind pale in comparison to our law enforcement brothers and sisters in New York City, but the Pentagon has a very special feeling to us 'inside the beltway,'" he said. "The Pentagon is a symbol of our nation's strength. The sight of the damage and the horrible burning smell were overwhelming."

Upon arrival, he found out that several "posts" were being set up throughout the site. Some were keeping the media back, some were working traffic, and others were helping transport people to and from the site in INS detention vans.

Shaw and another special agent were assigned to guard a road leading directly to the Pentagon to ensure only external law enforcement agencies, the Red Cross, and the Mortuary Affairs Team with the U.S.

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KROME ASSISTANT ADMINISTRATOR PROVIDES COMFORT AMID TURMOIL OF WORLD TRADE CENTER GROUND ZERO

The assistant administrator of the INS Krome detention center, a social worker and lieutenant commander in the Commissioned Corps Readiness Force (CCRF) was deployed to the New York City Medical Examiners Office and the World Trade Center ground zero for 14 days between Oct. 12 and 26. His role was to serve the mental health needs of federal rescue workers.

WITNESSING the World Trade Center carnage close up is something Lieutenant Commander Jay A. Seligman will never forget.

"My innocence and naivete have been stripped from me," he said. "Sept. 11, 2001, will always be etched in my mind. The smells and the sights that I experienced will not diminish."

Walking through the carnage of ground zero—mounds of steel, glass, plaster, carpeting, desks, beams and girders, and human remains—he said he remembers everything and everyone covered in gray ash and workers wearing masks to endure the stench of poisoned air.

"The thing I remember most is the burning electrical scent permeating through the air, detected 30 to 40 blocks away," he said.

Of the more than 100 federal rescue workers Seligman provided mental health support, he particularly remembers one of the Disaster Medical Assistance Team nurses he met his third day at ground zero.

CHICAGO INS EMPLOYEE IN NEW YORK SEPT. 11 FOR TRAINING WITNESSES TRAGEDY

By Gail Montenegro

For Chicago's ADP branch computer specialist, the morning of Tuesday, Sept. 11, started out as any other. This day, however, she was visiting the New York City District Office in lower Manhattan for a new national help-desk application conference that would end abruptly.

VICKI Allen-McCoy and her counterparts had just settled into their meeting when they heard a loud boom.

Thinking the sound might be coming from a nearby construction project, most people didn't pay much attention. About 30 minutes later, however, they heard a second, much louder, explosion as the second plane hit the south tower of the World Trade Center, a mere seven blocks away. Soon after, they were told to evacuate the building and, upon exiting, found themselves in the midst of a massive exodus of people from surrounding buildings.

"I remember seeing a lot of people crying and running back in the direction of the towers because their children were in a daycare center down there," Allen-McCoy said.

As she looked down the street she could see the gaping holes in the towers and stood transfixed as the fire and smoke billowed out into the September sky.

"I called my mother in Chicago right away to let her know I was O.K., and then Terry Wetz called to check on me," she said. "But after that our cell phones went dead for several hours."

While others ventured closer to ground zero to get a better view, Allen-McCoy decided her best bet was to stay put with about seven other ADP people. They stood watching in shock until guards told them to move away from all federal buildings.

"We began to walk in the direction of the hotel, near the South Street Seaport, and at this point everyone was fairly calm," she remembered. "But then the first tower collapsed, and we all thought it was another terrorist attack!"

The streets filled with people running to escape the dust cloud that enveloped everything in its path. A woman running by yelled that Washington, D.C., had also been attacked. Upon seeing an open restaurant, Allen-McCoy and the others ducked inside for shelter from the dust and debris and decided to stay to watch the events unfold on television.

"As we were sitting there, we felt the ground rumble as the second tower collapsed," she said. "When we walked outside, everything was covered in white ash and the streets were deserted."



Vicki Allen-McCoy of Chicago's ADP branch said witnessing the Sept. 11 tragedy made her appreciate her family more and grow closer to God.

Because she had registered late for the conference, Allen-McCoy had a room by herself at a hotel a few blocks from where all the other INS employees were staying. That evening all power went out in lower Manhattan after a third building collapsed.

"As I sat alone in the dark, I found solace in prayer and my faith in God," she said. "I called the pastor of my church, and we prayed together and I was finally able to fall asleep."

The next morning two INS detention vans picked up Allen-McCoy and the others and took them to the Barracks Street detention facility. With all the airports shut down, the group began making alternate plans to get back home.

"By this time I was really anxious to get home to my 15-year-old son, Sean," she

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"Her eyes are glazed and she appears to have that far-off stare," he said.

That image will be forever etched in Seligman's mind. He said he will never forget the tears streaking down her shocked face as he listened to her describe how she was dealing with what she had witnessed; her role at the site; and her childhood memories of visiting the World Trade Center in a happier, more innocent time.

"She continued to share and tell me about her concerns for her family's safety and how she should prepare to live with it the rest of her life," he said. "My role was to provide active listening and mitigate acute psychological stress and prevent Post Traumatic Stress Disorder."



Jay A. Seligman, assistant administrator of the INS Krome detention center, stands with a CCRF colleague near the World Trade Center ground zero.

Besides serving the mental health needs of federal rescue workers at the site, he also "debriefed" them before they returned to their home duty stations. He assisted them in processing their experiences at ground zero and discussed with them the positive and negative aspects of deployment and what to expect when they arrived home.

"The responders needed to be aware of the signs of stress and learn constructive ways to deal with acute and chronic stressors. I educated them on symptoms that they may experience, including a change in appetite, sleep and affect," Seligman said. "I would reassure the people that I worked with that they were 'responding normally to an abnormal event.'"

"People need to know what to expect after responding to a crisis and that stress-related feelings and physiological symptoms could continue weeks

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PENTAGON

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Army got to the building. The post was about 100 yards from the Pentagon, and Shaw remembers the scene that night as almost surreal.

“The most powerful memory I have is the response of the community. Restaurants had food delivered to us free of charge. Hotels offered us free room and board. Countless citizens came by to ‘check’ on us,” he said. “People would approach the road I was guarding and say something like, ‘I don’t want to get in trouble or anything and I am not trying to sneak around. I just heard on the TV that you guys were out here and I was wondering if you needed anything.’”

He said he was offered food, clothing, shelter, and words of encouragement.

“You name it and people were prepared to give it,” he said. “It meant a great deal to see the community respond like that. If the terrorists’ plan was to divide and conquer us, they failed!”

Shaw and the other 33 men and women from the Washington District INS office worked 24-hour shifts until Sept. 14, 2001, when the Arlington Police Department thanked them for their efforts and sent them home. Since then area sports teams, theme parks, and the INS have had programs honoring them and expressing their gratitude.

“I am thankful to them all,” Shaw said. “But I am most grateful for that lady who came by my post shortly after 2 o’clock in the morning on September 12th and threw me a quilted jacket and a banana.”

Deportation Officer Ashley Ivery, Acting District Director for Deportation Neil Acri, and Deportation Officer Cheryl Crenshaw guarding a road to the Pentagon.



Photo by Matt Murphy



Photo by Bill Shaw

The Pentagon impact site on Sept. 12

CHICAGO

Continued from page 9

said. “This whole experience made me appreciate my family even more than I already did.”

Allen-McCoy and Russ Johnson from the Twin Cities decided to rent a car on Wednesday evening and make the road trip back home together. Allen-McCoy arrived safely to her home in Hazelcrest, Ill., on Thursday night.

“Throughout this ordeal I have grown closer to the Lord. I know He was taking care of me in New York City that fateful Tuesday morning,” she said. “I was truly blessed and I praise God I made it back home.”

KROME

Continued from page 9

after leaving the site,” he continued. “It is important for the individual to be familiar with their coping capabilities and seek out assistance when needed.”

Seligman and the other health professionals staffing INS detention facilities work for the Department of Health and Human Services’ Division of Immigration Health Services (DIHS). Through a long-standing agreement, DIHS medical staff—Public Health Service commissioned officers, civil servants, and contract employees—are assigned to 11 INS facilities nationwide.

CCRF participation is voluntary, and commissioned public health officers who volunteer for the CCRF receive training and stand ready to assist with emergency responses when the U.S. Surgeon General activates them under the Federal Response Plan.

Seligman said he is glad he was able to serve at the World Trade Center ground zero and that the experience has reconfirmed his hope for people.

“My heart was touched as people pulled together to accomplish the mission. From the cleaning crew to the firefighters, no role was too small or menial,” he said. “The teamwork that I experienced makes me proud to be an American.”



Deportation Enforcement Officer Victor Harper at his post ensuring only authorized personnel get access to the Pentagon.

Photo by Matt Murphy

**DISPLAY CASES IN PORTLAND DISTRICT OFFICE
HIGHLIGHT INS' PROUD HISTORY AND DIVERSITY**

THE new display cases showcasing INS' proud history in the main corridor of the Portland District Office are a testament to the old adage "miracles do happen."

For years, INS Special Agent Barrett Salvato had been admiring a 100-year-old antique, cherry display case filled with law enforcement memorabilia when he visited the local sheriff's office while working on criminal alien cases.

He liked it so much, he decided to talk to his boss, Deputy District Director Phillip Crawford, about getting one for the Portland District Office.

Making things happen

"Phil and I had been talking about it for quite a while, and we made it happen," Salvato said. "We wanted to be able to have something to give the general public more of a feel of who we are and what we do."

He looked around Portland for a suitable, affordable case and could not find one, so he decided to construct one at home out of metal and Plexiglas. Installed last summer, that display contains two mannequins: one dressed in an inspector's dress uniform and the other in a Border Patrol agent rough duty uniform. Both have job descriptions posted so the general public can get a better understanding of the vital service INS provides.

"People are enlightened by the fact that we are an agency that has been involved in the history and development of our country," he said, "and that we have two sides: a benefits side as well as an enforcement side."

Shortly after the display went up, the miracle occurred. Salvato was over at the sheriff's office and found the cherry display case empty.

"They were getting rid of it," he remembered. "I filled out some paperwork and got it donated for free."

The second display case—which is not only a beautiful antique cherry, but also is very large at 10 feet long, 8 feet high, and 3 feet deep—went up last fall just in time for Veterans Day. With the help of Detention Enforcement Officer Larry Ross and contributions from many employees, Salvato developed a display highlighting uniforms and



Special Agent Barrett Salvato (right) and Detention Enforcement Officer Larry Ross stand in front of a 100-year-old, antique cherry display case donated to the Portland District Office.

medals of employees of the Portland District who have served and/or are currently serving in the military post-Sept. 11. The display, representing all branches of the military, also presents photos of employees in uniform and other artifacts of historical interest.

Portraying a positive image

"The general public enjoys it. They come to INS and they look at us like a giant bureaucratic agency that is in their way," Salvato said. "We want to show them that we are a federal agency with a very long and proud history and since we are a government agency, we like to show that we are nondiscriminatory and that we have officers of all races and genders."

The district's Special Emphasis Group Committee has been charged with deciding what will be housed in the display cases. The plan is to adapt them to the season and special emphasis programs, such as Veterans Day, Black History Month, etc.

Salvato said that presenting the agency as an equal opportunity employer is an important theme of the displays, and, as such, they are on the look out for Asian and Hispanic mannequins to enhance the collection.

Another important theme is portraying a positive image to children, who appear to be getting good use out of the displays.

"We do get a lot of little hand prints," he said.

PEOPLE ON *the Move*

ZIGLAR PRAISES GRADUATING PMIS FOR THEIR INNOVATION, NEW APPROACHES

INS' class of 2001 Presidential Management Interns (PMIs) received certificates on Jan. 22, signifying their successful completion of the two-year program.

Along with certificates, Commissioner James Ziglar handed out praise for the graduating PMIs for their help in accomplishing INS goals, especially during this time of national crisis.

"The people you get from this program really are the best and the brightest," Ziglar said. "They bring new energy, new approaches and innovation to the INS. They are the future."

The PMIs hold advanced degrees from diverse social and cultural backgrounds and have an interest in, and are committed to,

a career in the analysis and management of public policies and programs.

The PMI Program was established by Executive Order in 1977 to attract outstanding individuals from a variety of academic disciplines to federal service. The program helps the PMIs achieve their career goals as well as provides a continuing source of trained men and women to meet the future challenges of public service.

During the Headquarters reception, the Commissioner spoke about the benefits of the program and urged the graduates to not let the system get them down.

"You've got to make this an organization that is doing the public's business," Ziglar said.

The ultimate goal of agencies participating in the program is to retain PMIs as full-time employees. Maureen Lenihan, one of the recent graduates, accepted a position with the INS in the Office of Policy and Planning as a policy analyst.

Lenihan, a graduate of Georgetown's School of Foreign Service, praised the program for its opportunities.

"The glory of this program is that you don't have to go through all the bureaucracy of the competitive selection process," she said. "You submit your resume, and the agency can put you to work if they have a slot for you."

Lenihan spent her time with INS in a variety of offices in San Jose, Calif. and Washington, D.C., and has been involved in tasks as diverse as community relations, strategic planning, and INS restructuring.

The program's selection process takes place during a student's last year of a master's

program or their last year of law school. The dean of their institution nominates the student and puts them through rigorous screening. When the finalist is chosen, the Office of Personnel Management (OPM) takes over the screening process and gives them a series of tests, including interviews and essays.

Once chosen, the OPM recommends that PMIs show some level of proficiency in areas such as: human resources management, program management, information systems management, procurement, or budget before completing the program. PMIs are required to receive a minimum of 160 hours of training over a two-year PMI program. These courses should include training that contributes to the managerial development of the PMI.

In addition, PMIs are required to complete at least one rotational assignment that takes them to another branch, division, office, program, or even another agency or branch of government with agency approval.

"The program is comparable to management training programs in the private sector," Lenihan said.

And as for management, that's Lenihan's goal for her career with the INS.

"My goal is to seek management positions at Headquarters or the field and to help the government in any way that I can," she said.



Joining the Commissioner (center) are PMI graduates (from left to right) Melissa Edmond, Maureen Lenihan, Colleen Cook, Jennifer Higgins, and Ted Kim. ▲



Graduates of the PMI program chat around the reception table. ►



Maureen Lenihan poses with Commissioner Ziglar as she receives her certificate. ◀

Upcoming Job Fair

The Presidential Management Intern (PMI) Job Fair will take place April 23 through 25 at the Washington Convention Center. Please contact Nicole Royster at (202) 616-5639 for additional information.

To learn more about the PMI program, please visit the Office of Personnel Management (OPM) Web site at <http://www.pmi.opm.gov>. Questions regarding the INS PMI program can be directed to Mary R. Jones, program manager, at (202) 616-8895.

FAMILY LEGACY CONTINUES EVEN AFTER THIRD GENERATION BORDER PATROL AGENT RETIRES

FOR the Carters, the Border Patrol is a family affair, and despite the recent retirement of Associate Chief Bill Carter of Headquarters, the Border Patrol still boasts three generations of Carter service.

Agent John Carter, Bill's brother, continues to follow in the family footsteps, serving as a patrol agent in charge in Pecos, Texas. According to John, joining the Border Patrol was "almost a manifestation of the thoughts that have been given to us by our father and grandfather."

Bill and John's grandfather, Horace B. Carter, was in the first group of patrol inspectors in 1924 where he served until 1956. Their father, Harlon B. Carter, began his career with the Border Patrol in 1936 as part of the Del Rio Sector and served as chief of the Border Patrol from 1950 to 1957.

At a reception in McLean, Va., on Jan. 18, it was clear that Bill Carter was a leader not only at INS but within his family as well. Everyone from his colleagues; his wife, Rebekah; his sons, Adam and Benjamin; and his wide circle of friends praised him.

"From the minute I entered on duty in the Livermore Sector, I knew that Chief Carter expected hard work and results from his sector team," said Chris Wells, who has worked with Carter during his tenure as the Livermore chief as well as at Headquarters. "He wasn't satisfied to do things just because they had always been done a certain way. As a sector we were always pushing the envelope and trying to expand into new operations. Chief Carter was the catalyst for change and innovation during that period."

Carter's career with the INS began on April 2, 1972, as a border patrol agent in the Yuma Sector at the Tacna Border Patrol Station.

His brother John said he was natural from the start: "He just took to it. He found his niche," he said.

From there, Carter was promoted to immigration inspector in the Los Angeles District and then to deportation officer in the Washington, D.C., District Office. In November 1978, he returned to the Border Patrol as a supervisory border patrol agent at the Sierra Blanca Station. He was then promoted to deputy assistant regional commissioner for the Southern Region's Office of the Associate Regional Commissioner for Enforcement and later to border patrol assistant regional commissioner. He served as chief patrol agent of the Livermore Sector from 1987 through 1992 until he was transferred to INS Headquarters as an associate chief, where he served until his retirement Feb. 2.

This photo—taken for the San Antonio newspaper—shows Bill's grandfather, Horace B. Carter, on the left.



This is a photographic representation of Harlon B. Carter (1936) in front of Bill's grandfather's house in Laredo.



Bill Carter displays a photo — capturing the portraits of his grandfather, father, and himself — presented to him by Assistant Chief Steve Mangino and his staff.

As an associate chief, he had oversight on every facet of the Border Patrol program. He also served as the acting deputy chief of the Border Patrol for significant time periods. All in all, there were few stones left unturned in his Headquarters career.

"You can't go anywhere in a place of work where he has served that there has not been a more dedicated team effort," his brother John said. "You really become part of a family in Border Patrol."

INS NEWS *of Note*

CONGRESSIONAL LIAISONS TAKE ON RESPONSIVENESS, COMMUNICATION AND PROGRAM DEVELOPMENT

By Sharon Rummery

THEY hear about problems before they turn into problems. They're the canary in the coal mine, letting managers know about community concerns, just as those long-ago canaries warned miners about bad air.

These fearless front-liners talk to some of the most important people in our work lives on a daily basis. We're talking about the 384 employees we call congressional liaisons, people whose function is to please and satisfy the people who vote INS funding—Senate and House members. More than 100 met in New Orleans the week of Jan. 14 at the Fourth Annual National Congressional Relations Seminar.

Together, they ironed out organizational questions, explored new ideas, firmed up their teamwork, and had a little fun on the side.

Chaired by Director of Congressional Relations and Public Affairs Joe Karpinski, the group heard the latest on restructuring and life after Sept. 11 from Deputy Commissioner Mike Becraft and Director of Restructuring Richard Cravener. Executive Associate Commissioners Mike Pearson (Field Operations) and Bill Yates (Benefits) Director for Smuggling and Criminal Operations Jim Chaparro, and Assistant Deputy EAC for Detention and



Deputy Commissioner Mike Becraft (left) and Director of Restructuring Richard Cravener discuss Agency changes.

Removals Dave Venturella rounded out the picture.

That said, the participants set to work on the strategic plan, something that started taking shape even before the initial Congressional Conference, which took place in Ft. Lauderdale, Fla., in the fall of 1998. Today's strategic plan has three objectives: responsiveness; communication; and program development, building a better profile for the program within the organization.

A host of presenters led workshops on budget overview, the Freedom of Information Act and the Privacy Act, leading change, and hallmarks achieved through the strategic plan. Consultant Rosaria Hawkins led a lively workshop on organizational change and was keynote speaker at the traditional Wednesday evening banquet.

Three awards were presented for excellence in serving the congressional offices. Mariella Melero and Joyce Ellis accepted the large-district award for the Houston District, Karen Eckert and Jeff Belling accepted the small-district award for Buffalo, and Ralph Thomas represented San Diego Sector in accepting the Border Patrol award for congressional performance.

PRESIDENT BUSH EXTENDS SAVE BASIC PILOT PROGRAM

SINCE it's sometimes hard for employers to tell who is legally employable in the United States, the INS is exploring new ways of assisting them in detecting the use of fraudulent documents to circumvent employment verification requirements.

On Jan. 16, President George W. Bush signed into law a bill to extend the Systematic Alien Verification for Entitlements (SAVE) Basic Pilot program for employment eligibility verification until November 2003.

The Basic Pilot is a joint pilot being conducted by the INS and Social Security Administration (SSA) in the states of California, Florida, Illinois, Nebraska, New York, and Texas. However, employers participating in the basic pilot may bring on other hiring sites in states where the pilot is not being conducted. This pilot involves verification checks of the SSA and INS databases of all newly hired employees, regardless of citizenship.

All an employer needs is a personal computer with a modem to participate in the Basic Pilot system. The program is free to employers who volunteer to participate. The INS also provides the software which is compatible with all versions of Windows, a user manual, notices, a computer-based tutorial, and a help desk to assist employers participating in the pilot.

The SAVE program—an intergovernmental, information-sharing initiative—was originally created to assist federal, state, and local agencies determine an alien's immigration status, and thereby ensure that only entitled aliens receive federal, state, or local public benefits.

HEADQUARTERS *News*

HEADQUARTERS STAFF GRADES PAPERS ON THEIR PHOTOCOPIER FITNESS

OVER the course of nearly four months last summer, many Headquarters employees participated in a paper test. Most probably weren't even aware that they were taking part or that their responses were being monitored.

The test results could eventually help decide what type of paper federal agencies choose to run through their photocopiers, according to Headquarters Printing Specialist Dorothy Riddick. And that decision could have a big impact on the natural environment.

Between June and the end of September, 13 randomly selected photocopiers at Headquarters were kept stocked with a different type of paper. The paper looked and felt much like other brands of photocopier paper. The critical difference was that this paper was manufactured without the use of chlorine, a chemical that is used to break down the cellulose fiber into the wet pulp that ultimately becomes paper.

The question facing the 11 federal agencies involved in the test was

whether the new paper would stand up to the same quality tests as regular paper. Evaluating paper is more complicated than meets the eye. Opacity, brightness, and other appearance attributes are important, but paper has a number of other attributes that can have a major effect on the success of copying or printing. Paper that is too stiff or too flexible, too high in moisture content, and/or not cleanly and uniformly cut can jam photocopiers and printers, cause registration difficulties, and result in products that are generally difficult to read and untidy looking.

At Headquarters, most people who were aware that the testing was going on were much more aware of the shortfalls of the new paper as opposed to those who didn't know what was happening, according to Riddick. Complaints of paper jams and paper curling on the ends were most common.

Testing started on June 6 and ran until Sept. 30. The experiment was conducted in various offices at Headquarters. INS ordered two skids of chlorine-free paper, one for Headquarters' print shop self-service copier and the other for the 12 randomly selected offices.

The Environmental Protection Agency is consolidating the information gathered from the 11 federal agencies involved in the test to determine whether federal agencies will be required to use non-chlorine paper in photocopiers, fax machines, and printers. INS' findings are being merged with the rest of the Department of Justice.

Other agencies involved in the test included the Department of Agriculture, Department of Energy, Department of the Interior, Department of the Treasury, General Services Administration, and the Government Printing Office.



Headquarters Printing Specialist Dorothy Riddick managed a paper test last year that will help decide what types of paper federal agencies use.

CHLORINE-FREE PAPER CHEAPER BETTER FOR THE ENVIRONMENT

PAPER is a big part of our lives, especially at work, and we use a lot of it. To be exact, Americans use nearly 700 pounds of paper a year—double the per-capita consumption in 1960—and further growth in consumption is projected both in the United States and worldwide, according to a report by the Environmental Defense Fund.

So you've closed the loop by recycling your office paper and purchasing recycled paper. But is that enough?

Some activists say that recycling and buying recycled is important, but there may be an even better solution to your daily office routine: chlorine-free paper.

So what are the benefits of non-chlorine paper? For starters, it's cheaper. Compared to regular bond paper, which costs \$28.50 per case, chlorine-free paper costs \$27.50 per case. Secondly, it's environmentally safer.

Paper manufacturers use chlorine to bleach paper bright white. Chlorine, after being used in the paper making process and making its way back into the environment, creates chemicals called "organochlorines." These chemicals contain the most notorious environmental poisons, such as dioxin, Agent Orange, and DDT. These poisons cause cancer, birth defects, immune system damage, and other health problems—even death in humans and other animals.

Chlorine-free technology uses hydrogen peroxide, ozone, and/or oxygen bleaching systems that eliminate organochlorine emissions. This new technology is used mainly in Europe, but has been installed in a few facilities in North America.

There are four main options in the paper making process:

- Totally Chlorine Free applies to virgin fiber papers that are unbleached or processed with a sequence that includes no chlorine or chlorine derivatives.
- Processed Chlorine Free refers to recycled paper in which the recycled content is unbleached or bleached without chlorine or chlorine derivatives. Dioxins and other toxins and pollutants created by chlorine and its derivatives are often referred to as chlorinated organic compounds. The dioxins have been associated with adverse effects on the immune and reproductive systems of human as well as those of fish and wildlife species
- Elemental chlorine is the traditional method of paper bleaching using chlorine gas to whiten paper which in the end produces large amounts of dioxins.
- Elemental chlorine-free uses chlorine derivatives such as chlorine-dioxide and reduces the potential for dangerous dioxins.

Today, Headquarters is using both the chlorine-free paper and the regular paper which both can be recycled.

INS GOOD for You

SPECIAL OPERATIONS INSPECTOR INS 'EMPLOYEE OF THE YEAR'

Special Operations Inspector **Tommy Ontko** of the Detroit District recently received the highest single award bestowed upon an INS employee: "Employee of the Year."

Ontko joined the INS as an immigration inspector in 1982 and since then has been continuously active on task forces throughout Michigan and Canada. Ontko's successful work as an Intel Officer is what made him the recipient of this year's award. The case involved a 13-year-old girl, Caroline Dickinson, who had been murdered in France more than five years ago.

On April 3, 2001, Ontko picked up a newspaper featuring a story on the crime. Through diligent work, he discovered that a material suspect in the case might be an inmate in Miami. DNA and French RNA testing proved that they were one and the same.

"I hope that this may have put some closure to this mystery for the Dickinson family," he said.

THREE GRADUATE FROM 'EXCELLENCE IN GOVERNMENT FELLOWS PROGRAM'

Headquarters Policy and Resource Officer **Leah E. Meador** and Officer in Charge, Detention and Deportation, **Theresa Regis** from the Jamaica, N.Y., office graduated Oct. 18 from the "Excellence in Government Fellows Program" in Washington, D.C.

The Excellence in Government Fellows Program is an intensive, one-year leadership development opportunity to transform mid-level federal managers into leaders who produce results for the American people. As part of their fellowship year, participants develop their abilities as leaders while they create strategies for meeting the complex challenges facing their organizations.

"The program encouraged us to perfect our management skills by remembering the human side of management," Regis said.

More opportunities to participate in this program will appear on the "Training and Career Development Opportunities" Bulletin Board available on cc:mail.

PORT HURON RECIPIENT OF BORDER FACILITATION AWARD

The **Detroit District Inspections Team at Port Huron** received the 2001 Border Facilitation Award for a joint technological venture called NEXUS involving Canada and the United States.

The NEXUS program has the challenge of meeting regulation requirements of four government agencies from two countries. It was intended to streamline border inspection for pre-approved, low-risk travelers, using one form, one enrollment process, and one card for expedited entry into the United States or Canada.

This program was so successful after Sept. 11, it is being looked at as a model for use along the entire Canadian border as part of a technological initiative imposed by the Attorney General.

TAMPA POE HONOR GUARD ASSEMBLED, TAKES FLIGHT

The Tampa POE Honor Guard was assembled in November 2001 and has since taken part in several naturalization ceremonies. The team is currently made up of four full-time members and two alternates. The full-time members are Senior Inspector **David F. Kueber** and Immigration Inspectors **Ocey Holland**, **Henry J. Garrett**, and **Gerald Suffoletta**. The alternate members are Special Operations Inspector **Elizabeth Even** and Immigration Inspector **Charles Center**.



Pictured from left to right are Senior Inspector David F. Kueber, Immigration Inspector Henry J. Garrett, Eastern Regional Director Scott Blackman, and Immigration Inspector Gerald Suffoletta.

LAWRENCE WEINIG RETIRES AFTER 30 YEARS OF SERVICE

Lawrence J. Weinig retired from the INS on Jan. 3 after more than 30 years of service. Weinig began his career with the INS in 1971 as an immigration inspector at JFK International Airport. After serving as a supervisory immigration examiner (assistant district

director) in Baltimore and a senior inspector (assistant chief inspector) at Headquarters, he was promoted in 1983 as the first director of the Administration Appeals Office. After ten years of promotions and dedicated service, Weinig became the director of the Field Manual Project until his retirement.

SAN DIEGO SECTOR LAUDED FOR EXCEPTIONAL SERVICE

San Diego Sector Chief **William T. Veal** received the Regional Director's Special Commendation for Exceptional Service at the Regional District Directors and Chiefs meeting in January. Western Regional Director **Johnny Williams**



presented the award recognizing the San Diego Sector for its "esprit de corps and unselfish contributions to the Service and our nation." Over the last several months, the sector has provided technical and resource support to a wide range of key INS initiatives ranging from Operation Safeguard in Arizona to Operation Northern Vigilance on the northern border.

San Diego Sector Chief William T. Veal receiving the Regional Director's Special Commendation for Exceptional Service from Western Regional Director Johnny Williams.

SAN JUAN DISTRICT SHOOTING TEAM WINS FEDERAL CUP

The San Juan District shooting team took first and second place at the 2001 Federal Cup shooting competition.

The District has two shooting teams. Team A won the championship and is composed of **Wilson Sandoval**, **James Wallis**, **Jesus Cruz**, and **Jorge Cruz**. Team B, which came in second, is composed of **Luis Garcia**, **Marcos Robles**, **Armando Natale**, and **Joseph Johnson**. In addition, in the faster shooter competition, the San Juan District won second, third, fifth, and sixth place, and **James Wallis** came in second in the individual shooting competition (police pistol course).

To get a blurb published in **Communiqué's** "Good for You" column, e-mail it to ins@casals.com or mail it to **Communiqué**, 1199 North Fairfax Drive, Third Floor, Alexandria, Virginia 22314.