



Removal of HHS's Office of Refugee Resettlement Staff Directory Webpage

Access Assessment Report
August 10, 2018

This report is accompanied by a [blog post](#), providing context for the changes detailed here.

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[See WIP's Report Production Protocol for details of our review process](#)

Classification of Web content alterations and changes in access to Web resources:

Classification	Changed in this report?
1. Altering or removing text and non-text content	
2. Altering or removing links	
3. Moving an entire webpage or collection of webpages or establishing redirects	
4. Altering or removing an entire pertinent section of a webpage or collection of webpages	Yes
5. Removing an entire webpage or document	Yes
6. Overhauling or removing an entire website	
7. Altering or removing search engines and open data platforms	
8. Altering, removing, or deleting datasets	

The Sunlight Foundation's Web Integrity Project does not intend to assess any government agency's intentions in presenting the changes to webpages or other Web content that appear in this report.

Removal of HHS's Office of Refugee Resettlement Staff Directory Webpage

Overview

In late 2017, HHS's Office of Refugee Resettlement removed its staff directory webpage, which listed contact information — including names, titles, phone numbers, and emails — for 22 staff across internal divisions of ORR, including the Office of the Director, Division of Refugee Services, and Division of Children's Services.¹ The contact information is no longer available anywhere on the ORR website, and only a centralized email and phone number for media inquiries remain, with no name for an individual staff contact attached to them. Instructions for contacting state programs and services are still available on the ORR website.

Background

Agency details: The [Administration of Children and Families](#) (ACF), a part of the Department of Health and Human Services (HHS), "promotes the economic and social well-being of families, children, individuals and communities." The [Office of Refugee Resettlement](#), within ACF, provides services to refugees, asylees, and other new populations, through its five divisions: [Refugee Assistance](#), [Refugee Health, Resettlement Services](#), [Children's Services](#) (which includes the [Unaccompanied Refugee Minors](#) program), and the Office of the Director.

Communications about changes: The office has not proactively communicated about or explained the changes described within this report.

Known archives: Removed content can be found on the ACF archive at the URL <https://archive-it.org/collections/8654>. Other ACF archives at the URLs <https://archive.acf.hhs.gov/index.html> and <https://www.acf.hhs.gov/archive> do not contain the removed content detailed in this report.

Description of Most Notable Changes

1. The Office of Refugee Resettlement removed its staff directory webpage, titled "[Contact ORR](#)" ([Webpage 1](#)).
 - a. A combination of live snapshots of the page and removed links suggest that the removal occurred between [October 11, 2017](#) and [December 22, 2017](#).
 - b. The removed page contained contact information — including names, titles, emails, and phone numbers — for 22 ORR staff across multiple sub-offices and divisions, such as the Office of the Director, Division of Refugee Services, and Division of Children's Services.
2. ORR's "[About](#)" page no longer links to the removed page. Instead, the page now lists ORR's mailing address, a centralized email and phone number for all ACF media inquiries (not attached to a specific individual), a phone number for ORR general inquiries (also not attached to a specific individual), and the phone number for the

¹ This report does not evaluate whether the removed staff directory was up-to-date.

unaccompanied children parent hotline ([Webpage 2](#)). This information was previously on the removed “Contact ORR” page.

3. The removed information does not appear to be available anywhere else on the website.
 - a. Other Administration for Children and Families offices, such as the [Office of Community Services](#), that have previously listed contact information for individual staff members, continue to do so.
 - b. ORR’s [“State Program Directory,”](#) which lists contact information for state local resettlement agencies and organizations, and [“ORR Funded Programs Key Contacts”](#) are still available on its website.

Table of Contents

Report Section	Webpage Title	URL	Page Status
Webpage 1	Contact ORR	https://www.acf.hhs.gov/orr/resource/staff-directory	Removed
Webpage 2	About	https://www.acf.hhs.gov/orr/about	Live, altered

Detailed Description of Changes in Access

Note: Throughout the entire report, links to the Internet Archive’s Wayback Machine’s (IAWM) versions of corresponding pages are provided for reference. IAWM displays time in GMT.

Webpage 1: Contact ORR

- URL: <https://www.acf.hhs.gov/orr/resource/staff-directory>
- Page removed between [October 11, 2017](#) and [June 26, 2018](#). **Note:** The large date range is due to sporadic captures of snapshots by the Internet Archive’s Wayback Machine.
- The Administration for Children and Families Archive: a version of this page from [May 3, 2017](#) is available in the archive.

Webpage 1 Details:

1. The removed “Contact ORR” page was live as late as [October 11, 2017](#).
 - a. **Note:** A combination of snapshots of the page when it was live, and snapshots showing links to the page on the “About” page ([Webpage 2](#)) were removed as early as December 22, 2017, suggest that the removal occurred between [October 11, 2017](#) and [December 22, 2017](#).
2. The page previously contained contact information — including names, titles, phone numbers, and emails — for 22 ORR staff. The staff were listed under the following office, division and program headings (See Screenshots [1.1](#) and [1.2](#)):
 - a. “Office of the Director”
 - b. “Division of Policy”
 - c. “Division of Refugee Assistance (DRA)”
 - d. “DRA Regional Representation”
 - e. “Division of Refugee Health”
 - f. “Division of Refugee Services”
 - g. “Division of Children’s Services”

Note: This report does not evaluate whether the removed staff directory was up-to-date.
3. The page listed three additional sections: “ORR Mailing Address,” “Media Inquiries,” and “Parent Hotline/Linea directa de los padres para los niños” ([Screenshot 1.3](#)). The full content of these three sections have been added to ORR’s “[About](#)” page ([Webpage 2](#)).

Screenshot 1.1: Upper portion of the “Contact ORR” page as it appeared on [October 11, 2017](#), according to the Internet Archive’s Wayback Machine.

INTERNET ARCHIVE
Wayback Machine

<https://www.acf.hhs.gov/orr/resource/staff-directory>

Go SEP **OCT** JUN
 52 captures
29 Jul 2016 - 25 Jun 2018

2016 **2017** 2018

Contact ORR

Published: November 24, 2015

SHARE
 Share
 Share

[Office of the Director](#) | [Division of Policy](#) | [Division of Refugee Assistance](#) | [Division of Refugee Health](#) | [Division of Refugee Services](#) | [Division of Children's Services](#) | [Unaccompanied Refugee Minors URM Program](#) | [ORR Mailing Address](#) | [Media Inquiries](#) | [Parent Hotline/Linea directa de los padres para los niños](#)

Office of the Director

Scott Lloyd Director		ORRDirector@acf.hhs.gov
Ken Tota Deputy Director	202.401.9246	kenneth.tota@acf.hhs.gov
Jonathan White Deputy Director for Children's Programs	202.690.6984	jonathan.white@acf.hhs.gov
Tricia Swartz Associate Deputy Director	202.401.5145	tricia.swartz@acf.hhs.gov
Joann Simmons Director for Budget and Data Analysis (BDA)	202.401.5409	joann.simmons@acf.hhs.gov

Division of Policy

Anna Marie Bena Director	202.260.6165	annamarie.bena@hhs.gov
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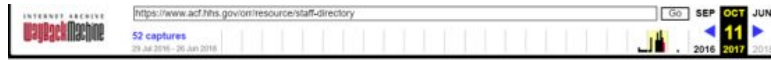
Division of Refugee Assistance (DRA)

Carl Rubenstein Director	202.205.5933	carl.rubenstein@acf.hhs.gov
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DRA Regional Representation

Region 1 (CT, MA, ME, NH, RI, VT); and NY	Julie Munro	617.565.3671	julie.munro@acf.hhs.gov
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Screenshot 1.2: Middle portion of the “Contact ORR” page as it appeared on [October 11, 2017](#), according to the Internet Archive’s Wayback Machine.



DRA Regional Representation

Region 1 (CT, MA, ME, NH, RI, VT); and NY	Julie Munro	617.565.3671	julie.munro@acf.hhs.gov
Region 3 (DC, DE, MD, PA, VA, WV)	Pierrot Rugaba	202.401.6891	pierrot.rugaba@acf.hhs.gov
NJ	Colleen Mahar-Piersma	202.205.5266	colleen.mahar-piersma@acf.hhs.gov
Region 4 (AL, GA, FL, KY, MS, NC, SC, TN)	Faith Hurt	404.562.2847	faith.hurt@acf.hhs.gov
Region 5 (IN, IL, MI, MN, OH, WI)	Chandra Allgood-Foster	312.886.9539	chandra.allgoodfoster@acf.hhs.gov
Region 6 (AR, LA, NM, OK, TX)	Ramon Colon	214.767.2977	ramon.colon@acf.hhs.gov
Region 7 (IA, NE, MO)	Rezene Hagos	202.205.8051	rezene.hagos@acf.hhs.gov
KS	Colleen Mahar-Piersma	202.205.5266	colleen.mahar-piersma@acf.hhs.gov
Region 8 (CO, MT, ND, SD, UT, WY)	Dee Daniels Scriven	303.844.1147	dee.danielsscriven@acf.hhs.gov
Region 9 (AZ, CA, HI, NV)	Diane Landino	415.437.8471	diane.landino@acf.hhs.gov
Region 10 (AK, ID, OR, WA)	Jordan Becker	206.615.3637	jordan.becker@acf.hhs.gov

Division of Refugee Health

Curi Kim Director	202.401.5585	curi.kim@acf.hhs.gov
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Division of Refugee Services

Anastasia Brown Director	202.401.4559	anastasia.brown@acf.hhs.gov
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Division of Children’s Services

Tricia Swartz Associate Deputy Director	202.401.5145	tricia.swartz@acf.hhs.gov
Jallyn Sualog Director	202.401.4997	jallyn.sualog@acf.hhs.gov

Screenshot 1.3: Lower portion of the “Contact ORR” page as it appeared on [October 11, 2017](#), according to the Internet Archive’s Wayback Machine.



ORR Mailing Address

Administration for Children and Families
Mary E. Switzer Building
330 C ST SW
Room 5123
Washington, DC 20201

Media Inquiries

Members of the press may contact the ACF Office of Communications at 202.401.9215 or media@acf.hhs.gov.

For general inquiries about ORR programs and services, please call 202.401.9246.

UC Parent Hotline / Línea directa de los padres para los niños

800.203.7001

Last Reviewed: May 16, 2017

Webpage 2: About

- URL: <https://www.acf.hhs.gov/orr/about>
- Changes occurred between **July 4, 2017** and **December 22, 2017**.
- The Administration for Children and Families Archive: a previous version of this page from [April 30, 2017](#) is available in the archive.

Webpage 2 Details:

1. The “About” page was changed between [July 4, 2017](#) and [December 22, 2017](#) ([Screenshot 2.1](#)).
2. **Removed** link URL from “Contact ORR” link. The link URL, <https://www.acf.hhs.gov/programs/orr/resource/staff-directory>, led to the “Contact ORR” page ([Webpage 1](#)). The “Contact ORR” text, which remains on the page, served as a section header, but did not have any text below it.
3. **Removed** link with text “Staff Directory” from section of sidebar titled “Contact Us.” This link led to the “Contact ORR” page ([Webpage 1](#)).
4. **Added** text to the “Contact ORR” section, which includes:

“ORR Mailing Address

Administration for Children and Families
Mary E. Switzer Building
330 C ST SW
Room 5123
Washington, DC 20201

Media Inquiries

Members of the press may contact the ACF Office of Communications at 202.401.9215 or media@acf.hhs.gov.

For general inquiries about ORR programs and services, please call 202.401.9246.

UC Parent Hotline / Línea directa de los padres para los niños

800.203.7001”

Note: *The entire “Contact ORR” section was previously on the removed “Contact ORR” page ([Webpage 1](#))*

Screenshot 2.1: A side-by-side of a portion of the “About” page captured on [July 4, 2017](#) and [December 22, 2017](#) by the Internet Archive’s Wayback Machine.

