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.

Sunlight Foundation’s Web Integrity Project
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Comprehensive reviewer: Aaron Lemelin
Content reviewer: Rachel Bergman
See WIP’s Report Production Protocol for details of our review process

<table>
<thead>
<tr>
<th>Classification</th>
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<tbody>
<tr>
<td>1. Altering or removing text and non-text content</td>
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<td>2. Altering or removing links</td>
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<td>4. Altering or removing an entire pertinent section of a webpage or collection of webpages</td>
<td>Yes</td>
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<td>6. Overhauling or removing an entire website</td>
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<td>7. Altering or removing search engines and open data platforms</td>
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<td>8. Altering, removing, or deleting datasets</td>
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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. 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.


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.
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<tr>
<td>Webpage 1</td>
<td>Contact ORR</td>
<td><a href="https://www.acf.hhs.gov/orr/resource/staff-directory">https://www.acf.hhs.gov/orr/resource/staff-directory</a></td>
<td>Removed</td>
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<td>Webpage 2</td>
<td>About</td>
<td><a href="https://www.acf.hhs.gov/orr/about">https://www.acf.hhs.gov/orr/about</a></td>
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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](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.
   - **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.
**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

<table>
<thead>
<tr>
<th>Region</th>
<th>Name 1</th>
<th>Phone 1</th>
<th>Email 1</th>
<th>Name 2</th>
<th>Phone 2</th>
<th>Email 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 (CT, MA, ME, NH, RI, VT); and NY</td>
<td>Julie Munro</td>
<td>617.565.3671</td>
<td><a href="mailto:julie.munro@acf.hhs.gov">julie.munro@acf.hhs.gov</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 (DC, DE, MD, PA, VA, WV); NJ</td>
<td>Pierrot Rugaba</td>
<td>202.401.0891</td>
<td><a href="mailto:pierrot.rugaba@acf.hhs.gov">pierrot.rugaba@acf.hhs.gov</a></td>
<td>Colleen Mahar-Piersma</td>
<td>202.205.5266</td>
<td><a href="mailto:colleen.mahar-piersma@acf.hhs.gov">colleen.mahar-piersma@acf.hhs.gov</a></td>
</tr>
<tr>
<td>4 (AL, GA, FL, KY, MS, NC, SC, TN)</td>
<td>Faith Hurt</td>
<td>404.562.2847</td>
<td><a href="mailto:faith.hurt@acf.hhs.gov">faith.hurt@acf.hhs.gov</a></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>5 (IN, IL, MN, OH, WI)</td>
<td>Chandra Allgood-Foster</td>
<td>312.886.9539</td>
<td><a href="mailto:chandra.allgoodfoster@acf.hhs.gov">chandra.allgoodfoster@acf.hhs.gov</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6 (AR, LA, NM, OK, TX)</td>
<td>Ramon Colon</td>
<td>214.767.2977</td>
<td><a href="mailto:ramon.colon@acf.hhs.gov">ramon.colon@acf.hhs.gov</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 (IA, NE, MO); KS</td>
<td>Rezene Hagos</td>
<td>202.205.8051</td>
<td><a href="mailto:rezene.hagos@acf.hhs.gov">rezene.hagos@acf.hhs.gov</a></td>
<td>Colleen Mahar-Piersma</td>
<td>202.205.5266</td>
<td><a href="mailto:colleen.mahar-piersma@acf.hhs.gov">colleen.mahar-piersma@acf.hhs.gov</a></td>
</tr>
<tr>
<td>8 (CO, MT, ND, SD, UT, WY)</td>
<td>Dee Daniels Scriven</td>
<td>303.844.1147</td>
<td><a href="mailto:dee.danielsscriven@acf.hhs.gov">dee.danielsscriven@acf.hhs.gov</a></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9 (AZ, CA, HI, NV)</td>
<td>Diane Landino</td>
<td>415.437.8471</td>
<td><a href="mailto:diane.landino@acf.hhs.gov">diane.landino@acf.hhs.gov</a></td>
<td></td>
<td></td>
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<tr>
<td>10 (AK, ID, OR, WA)</td>
<td>Jordan Becker</td>
<td>206.615.3627</td>
<td><a href="mailto:jordan.becker@acf.hhs.gov">jordan.becker@acf.hhs.gov</a></td>
<td></td>
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</tbody>
</table>

### Division of Refugee Health

- **Cari Kim**
  - Director
  - Phone: 202.401.5585
  - Email: cari.kim@acf.hhs.gov

### Division of Refugee Services

- **Anastasia Brown**
  - Director
  - Phone: 202.401.4550
  - Email: anastasla.brown@acf.hhs.gov

### Division of Children's Services

- **Tricia Swartz**
  - Associate Deputy Director
  - Phone: 202.401.5145
  - Email: tricia.swartz@acf.hhs.gov

- **Jallyn Sualog**
  - Director
  - Phone: 202.401.4997
  - Email: 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
- 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)

Collaborations & Partnerships
ORR collaborates with numerous offices to better serve those in need. Our partners include:
- Federal Agencies;
- Mutual Assistance Associations;
- State Partners;
- Training and Technical Assistance Providers; and
- Voluntary Agencies

Repatriation
Through the U.S. Repatriation Program, ORR provides temporary assistance in the form of a service loan to eligible repatriates referred by the U.S. Department of State.

Contact ORR
Last Revised: January 23, 2017

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Contact ORR
ORR Mailing Address
Administration for Children and Families
Mary E. Switzer Building
330 C ST SW
Room 5125
Washington, DC 20241

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600.203.7001

Last Reviewed: October 23, 2017