Your constituent is also our constituent
The U.S. Department of State’s Bureau of Consular Affairs protects the lives and interests of U.S. citizens abroad and strengthens U.S. border security by vigilantly adjudicating U.S. passports and visas. This Quick Reference Guide will help you assist constituents with consular matters and other issues involving the Department of State. Additionally, you can find a wealth of contacts and other information of interest to Congressional offices at our Congressional-access-only website at travel.state.gov/congress.

CONGRESSIONAL WEBSITE
travel.state.gov/congress
Refer to our website for Congressional staff for explanations of the U.S. passport and visa application processes, and details on the types of services consular officers can provide to U.S. citizens who are traveling or living overseas. You’ll find a searchable database of contact information for U.S. embassies and consulates, passport agencies, and DC-based offices at travel.state.gov/congress/contacts.

INTERNATIONAL PARENTAL CHILD ABDUCTION
Public Inquiries childabduction.state.gov
Abduction in Progress (888) 407-4747 (toll-free in the U.S./Canada) (24 hours) or (202) 501-4444 PreventAbduction1@state.gov
Congressional Inquiries Only (202) 485-6100 (9-5, M-F) or (202) 647-4000 (after hours)

One of the Department’s tools for preventing abductions is the Child Passport Issuance Alert Program (CPIAP). To learn more, visit travel.state.gov/passportalert.

OVERSEAS TRAVEL INFORMATION, ADVISORIES & ALERTS
Public Information travel.state.gov/destination twitter.com/travelgov
24-Hour Public Line (888) 407-4747 (toll-free in the U.S./Canada) or (202) 501-4444
SMART TRAVELER ENROLLMENT PROGRAM (STEP)
Stay informed. Stay connected. Stay safe. step.state.gov
Help us contact you in an emergency. Enroll online to receive travel updates and emergency information from the U.S. embassy or consulate in the country you visit.

EMERGENCY ASSISTANCE TO U.S. CITIZENS ABROAD
Public Inquiries (888) 407-4747 (toll-free in the U.S./Canada) or (202) 501-4444
Congressional Inquiries Only (202) 485-6100 (8-5, M-F) or (202) 647-4000 (after hours)
Public and Congressional callers should also directly contact the U.S. embassy or consulate nearest the affected U.S. citizen (contact info posted on embassy and consulate websites at usembassy.gov). Duty officers are available 24 hours a day for emergencies involving U.S. citizens.

U.S. PASSPORTS
Public Information travel.state.gov/passport or (877) 487-2778
Application Status Updates passportstatus.state.gov
Congressional Inquiries Only NPI-CONG@state.gov (877) 687-2778
Find congressional contact information for every passport agency and center on travel.state.gov/congress/contacts.

ADOPTING CHILDREN OVERSEAS
Public Information adoption.state.gov (888) 407-4747 (toll-free in the U.S./Canada) or (202) 501-4444
Congressional Inquiries Only adoption@state.gov or (202) 485-6100

CONSULAR REPORTS OF BIRTH ABROAD (CRBA OR FS-240)
Public Information travel.state.gov/birthabroad
How to Apply Check the nearest U.S. embassy or consulate website at usembassy.gov.
Congressional Inquiries Only About Replacement Copies travel.state.gov/ReplaceCRBA or (202) 485-8300 (9-5, M-F)
VISA INFORMATION FOR U.S. CITIZENS WHO WISH TO TRAVEL OVERSEAS

Country Specific Information
travel.state.gov/destination

List of Foreign Embassies in the United States
travel.state.gov/congress

The Department of State cannot intercede on behalf of private Americans to receive or extend a visa or residence status in another country.

GENERAL INFORMATION ON INQUIRIES

Constituent Consular Cases
Non-emergencies: Inquire with passport agencies and centers, and consular sections abroad by using the contact information found at travel.state.gov/congress/contacts.

Emergencies faced by a U.S. citizen overseas: Contact the consular section abroad or call (202) 485-6100 (8-5, M-F), or (202) 647-4000 (after hours).

If you need additional help, contact our Consular Liaisons on Capitol Hill at: ConsularOnTheHill@state.gov 
(202) 228-1605 (Senate) 
(202) 226-4641 (House)

Non-Consular Inquiries
The Bureau of Legislative Affairs handles all non-consular inquiries. 
(202) 228-1602 or senate@state.gov 
(202) 226-4642 or house@state.gov

Official Correspondence
Letters signed by a Member on letterhead must be scanned and sent via email to: CongressionalCorrespondence@state.gov or faxed to (202) 647-1618 no matter the issue. The Bureau of Legislative Affairs will then ensure your office receives a response. Some types of inquiries to the Department require a Member-signed official letter – these include but are not limited to inquiries on security clearances, personnel issues, and FOIA requests.

CONGRESSIONAL INQUIRIES

Congressional offices should make inquiries directly to consular sections abroad by using the contact information found at travel.state.gov/congress/contacts.

J-1 Visa “Two-Year Rule” Waivers
Find info and case status at travel.state.gov/visas/j1waiver

Congressional Inquiries Only
212waivercongress@state.gov

SOCIAL MEDIA RESOURCES

facebook.com/travelgov
twitter.com/travelgov
instagram.com/travelgov
youtube.com/user/statevideo
yelp.com for information on passport agencies and centers

DipNote Blog
blogs.state.gov

DEPARTMENT OF HOMELAND SECURITY CONTACTS

U.S. Citizenship and Immigration Services (USCIS)
usciscongressionalinquiries@uscis.dhs.gov
or (202) 272-1940

U.S. Customs and Border Protection (CBP)
(202) 344-1760
OCAInquiry@cbp.dhs.gov
(Ports of entry, admissions, I-94 cards, Visa Waiver Program and ESTA)

Immigration and Customs Enforcement (ICE)
(202) 732-4200
ice.gov/index.htm
(Immigration and customs enforcement actions, SEVIS, investigations)

PASSPORT TO CONSTITUENT SERVICES
Congressional Caseworker Quick Reference Guide