



Department of Human Concerns Immigrant Services Division



Update on Immigrant Services Division's
Passport Services (WASSP-1(11))



Adapting to Serve – Our Role Today

- ▶ Although ISD no longer provides federally defined legal immigration services (e.g., USCIS form preparation), we continue to support the immigrant community through non-legal assistance, outreach, and referrals.
- ▶ Support immigrants with document navigation
- ▶ Offer trusted, culturally sensitive assistance by providing access to accurate immigration updates
- ▶ Refer clients to accredited legal resources, consulates, and other critical support networks
- ▶ Maintain deep connections with our communities

Even without legal immigration preparation services, ISD remains a vital, accessible, and responsive hub for the County's diverse immigrant population.



Comprehensive Non-Legal Services Offered by ISD

- ▶ Online system support: Help clients create accounts, submit payments, update addresses, and navigate digital portals for immigration and public benefits
- ▶ Appointment & document support: Schedule USCIS, visa, medical, and other appointments based on client needs; assist with uploading important documents that are crucial to immigration processes and case progression
- ▶ Immigration benefit support: Assist with retrieving I-94s, FOIA requests, IRS transcripts, and SSA appointments; submit case inquiries and communicate with USCIS, U.S. Embassies, and the National Visa Center to support benefit processing



Comprehensive Non-Legal Services Offered by ISD (continued)

- ▶ Passport services: Assist with passport applications based on clients' citizenship, provide support for dual citizenship cases and passport outreaches
- ▶ Education & outreach: Share timely updates and help the community understand new immigration policies, rule changes, and procedures
- ▶ Community resources: Offer referrals to legal aid and nonprofit partners; provide help with translations, job/school applications, and resumes



U.S. Passport Acceptance Facility – Community Access & Impact

- ▶ Since launching in September 2024, ISD has accepted 468 U.S. passport applications, providing culturally competent support to all Maui County residents, including newly naturalized citizens and immigrant families navigating the passport process
- ▶ ISD is the only non-postal Passport Acceptance Facility on Maui, offering a community-based alternative to USPS
- ▶ Appointments are accepted Monday through Friday, 7:45 AM to 4:30 PM, making services highly accessible
- ▶ Staff are formally trained and authorized by the U.S. Department of State (DOS) to ensure accurate, compliant processing, and are able to certify various DOS forms



FY26 Launch – Passport Photo Services

- ▶ ISD now provides on-site passport photo services as of July 1, 2025
- ▶ Enhances accessibility: one-stop shop for passport photos and applications
- ▶ Improves convenience, efficiency, and client satisfaction
- ▶ Expands equitable access to a critical federal service in a non-intimidating, community-based setting



Looking Ahead – Future Non-Legal Services & Goals

- ▶ Promote new U.S. passport photo services to increase awareness and public access
 - ▶ Explore mobile/satellite passport services
 - ▶ Launch resume-building and job readiness workshops in partnership with workforce agencies
 - ▶ Develop visual guides and flowcharts for key immigration processes (e.g., how to set up a USCIS account, how to pay the immigrant fee)
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WASSP Committee

From: Jessica C. Crouse <Jessica.Crouse@co.maui.hi.us>
Sent: Tuesday, July 15, 2025 3:21 PM
To: WASSP Committee
Cc: loriann.tzuhako@co.maui.hi.us; Hauanu M. Bernades
Subject: Presentation for WASSP 1-(11)
Attachments: ISD_Update on Immigrant Services Divisions Passport Services (WASSP-1(11)).pdf

Aloha,

Kindly see the attached presentation materials for Monday's presentation.

Please let us know if you have any questions.

Thank you,
Jessica