

Appendix A – Key Contacts

Component	Contact	E-mail	Phone
CBP	ACE Help Desk		(800) 927-8729
CBP	Air & Marine Operations Center (AMOC)		(951) 656-8000
CBP	Carrier Liaison Program	CLP@dhs.gov	(202) 344-3440.
CBP	CBP INFO Center		(877) CBP-5511
CBP	Client Representative Office		(571) 468-5000
CBP	Electronic System for Travel Authorization (ESTA)		(202) 344-3710
CBP	Global Entry	cbp.goes.support@dhs.gov	(866) 530-4172
CBP	Industry Partnership Program	industry.partnership@dhs.gov	(202) 344-1180
CBP	Intellectual Property Rights Help Desk	ipr.helpdesk@dhs.gov	(562) 980-3119 ext. 252
CBP	Intellectual Property Rights Policy and Programs	iprpolicyprograms@dhs.gov	
CBP	National Gang Intelligence Center		(703) 414-8600
CBP	Private Aircraft Travel Entry Programs	Private.Aircraft.Support@dhs.gov	
CBP	Secure Freight Initiative	securefreightinitiative@dhs.gov	
CBP	Trusted Traveler Programs (NEXUS, SENTRI, FAST)	Cbp.goes.support@dhs.gov	
CRCL	Training	crcltraining@dhs.gov	(202) 357-8258
CRCL	Disability Preparedness	Disability.preparedness@dhs.gov	(202) 357-8483
CS&C	Control Systems Security Program (CSSP)	CSSP@dhs.gov	
CS&C	Cybersecurity Evaluation Tool	CSET@dhs.gov	
CS&C	Information Technology Sector	ncsd_cipcs@hq.dhs.gov	
CS&C	Office of Emergency Communications	oec@hq.dhs.gov	
CS&C	Software Assurance Program	software.assurance@dhs.gov	
CS&C	U.S. Computer Emergency Readiness Team (US-CERT)	info@us-cert.gov	(888) 282-0870
CS&C	US-CERT Secure Operations Center	soc@us-cert.gov	(888) 282-0870
DHS	Center for Faith-based & Neighborhood Partnerships	Infobfci@dhs.gov	
DHS	Homeland Security Information Network (HSIN)	hsin.helpdesk@dhs.gov	(866) 430-0162
DHS	Lessons Learned and information Sharing (LLIS)	feedback@llis.dhs.gov	(866) 276-7001
DHS	National Information Exchange Model (NIEM) Program	NIEMPMO@NIEM.gov	

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DHS	Office of Small and Disadvantaged Business Utilization		(202) 447-5555
DHS	Private Sector Office	Private.sector@dhs.gov	(202) 282-8484
FEMA	Center for Domestic Preparedness	Studentservices@cdpemail.dhs.gov	(866) 213-9553
FEMA	Centralized Scheduling and Information Desk	askcsid@dhs.gov	(800) 368-6498
FEMA	Citizen Corps	citizencorps@dhs.gov	
FEMA	Community Emergency Response Teams	cert@dhs.gov	
FEMA	Disaster Assistance		(800) 745-0243
FEMA	Emergency Lodging Assistance Program	femahousing@corplodging.com	(866) 545-9865
FEMA	FEMA Emergency Management Institute		(301) 447-1200
FEMA	FEMA Learning Resource Center	netclrc@dhs.gov	(800) 638-1821
FEMA	FEMA Private Sector Division	FEMA-Private-Sector-Web@dhs.gov	
FEMA	First Responder Training	askCSID@dhs.gov	(800) 368-6498
FEMA	Industry Liaison Support Center (contracting)		(202) 646-1895
FEMA	Maps Assistance Center	FEMAMapSpecialist@riskmapcds.com	(877) 336-2627
FEMA	National Incident Management System	FEMA-NIMS@dhs.gov	(202) 646-3850
FEMA	Regulations	FEMA-RULES@dhs.gov	
FEMA	Small Business Program	FEMA-SB@dhs.gov	
FEMA	Technical Assistance Program	FEMA-TARequest@fema.gov	(800) 368-6498
FEMA	U.S. Fire Administration		(301) 447-1000
FEMA	U.S. Fire Administration Publications	usfa-publications@dhs.gov	(800) 561-3356
FLETC	CRADA Program Office	FLETC-CRADAProgramOffice@dhs.gov	(912) 267-2591
I&A	DHS Open Source Enterprise	OSINTBranchMailbox@hq.dhs.gov	
I&A	Office of Intelligence and Analysis Private Sector Partnership Program	I&APrivateSectorCoordinator@hq.dhs.gov	(202) 447-3517 or (202) 870-6087
ICE	Victim Assistance Program		(866) 872-4973
ICE	Human Rights Violators and War Crimes Center	HRV.ICE@DHS.GOV	
ICE	ICE 24/7 Hotline		(866) DHS-2-ICE
ICE	ICE Mutual Agreement between Government and Employers Program (IMAGE)	IMAGE@dhs.gov	(202) 732-3064.
ICE	Intellectual Property Rights Center		(866) IPR-2060 or (866) 477-2060
ICE	National Incident Response Unit (NIRU)	niru@dhs.gov	
ICE	Privacy Office	ICEPrivacy@dhs.gov	(202) 732-3300
ICE	Public Affairs	PublicAffairs.IceOfficeOf@dhs.gov	(202) 732-4242
ICE	Student and Exchange Visitor Program (SEVP) Response Center	SEVIS.Source@DHS.gov	(703) 603-3400

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IP	Chemical Facility Anti-Terrorism Standards (CFATS) Help Desk	csat@dhs.gov	(866) 323-2957
IP	Chemical Facility Anti-Terrorism Standards Compliance Assistance Visit Requests	cscd.ieb@hq.dhs.gov	
IP	Chemical Sector Specific Agency	ChemicalSector@dhs.gov	
IP	CIKR Asset Protection Technical Assistance Program (CAPTAP)	Traininghelp@hq.dhs.gov	(703) 235-3939
IP	Commercial Facilities Sector-Specific Agency	CFSteam@hq.dhs.gov	
IP	Critical Manufacturing Sector-Specific Agency	criticalmanufacturing@hq.dhs.gov	
IP	Dams Sector-Specific Agency	dams@dhs.gov	
IP	Emergency Services Sector-Specific Agency	ESSTeam@hq.dhs.gov	
IP	Infrastructure Data Taxonomy (IDT)	IDT@hq.dhs.gov	
IP	Integrated Common Analytical Viewer (iCAV)	iCAV.info@hq.dhs.gov	(703) 235-4949
IP	IP Education and Learning Series	IP_Education@hq.dhs.gov	
IP	National Infrastructure Coordination Center (NICC)	NICC@dhs.gov	(202) 282-9201
IP	National Infrastructure Protection Plan (NIPP)	NIPP@dhs.gov	(703) 603-5069
IP	Nuclear Sector-Specific Agency	nuclearSSA@hq.dhs.gov	
IP	Office for Bombing Prevention	OBP@dhs.gov	(703) 235-5723
IP	Protected Critical Infrastructure Information (PCII) Program	pcii-info@dhs.gov	(202) 360-3023
IP	Protective Security Advisor (PSA) Field Operations Staff	PSAFieldOperationsStaff@hq.dhs.gov	(703) 235-5724
IP	Sector Specific Agency Executive Management Office	SSAexecsec@dhs.gov	
IP	Vulnerability Assessments Branch	IPassessments@dhs.gov	
S&T	Commercialization Office	SandT_Commercialization@hq.dhs.gov	(202) 254-6749
S&T	Cyber Security Research and Development Center	csrdc@dhs.gov	
S&T	Office of University Programs	universityprograms@dhs.gov	(202) 254-6934
S&T	Project 25 Compliance Assessment Program (P25 CAP)	P25CAP@dhs.gov	
S&T	SAFECOM Program	SAFECOM@dhs.gov	
S&T	SAFETY Act	SAFETYActHelpDesk@dhs.gov	(866) 788-9318
TSA	Cargo Certified Cargo Screening Program	ccsp@dhs.gov	
TSA	Freight and Rail	freightrailsecurity@dhs.gov	
TSA	General Aviation Secure Hotline		1-866-GA-SECUR (1-866-427-3287)
TSA	Highway and Motor Carrier Division	highwaysecurity@dhs.gov	
TSA	Intermodal Security Training and Exercise Program (I-STEP)	i-step@dhs.gov	(571) 227-5150
TSA	Mass Transit	MassTransitSecurity@dhs.gov	
TSA	Office of Airspace Waivers		(571) 227-2071

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TSA	Pipeline Security Division	PipelineSecurity@dhs.gov	
TSA	Port & Intermodal Security Division	Maritime@dhs.gov	(571) 227-3556
TSA	Transportation Security Grant Programs	TSAGrants@tsa.dhs.gov	
TSA	TSA Contact Center		1-866-289-9673
CIS Ombudsman	CIS Ombudsman	cisombudsman@dhs.gov	
USCIS	E-Verify	E-Verify@dhs.gov	(888) 464-4218
USCIS	Office of Public Engagement	Public.Engagement@dhs.gov	