Anything more on this from the O'Reilly people?

From my blackberry
Margo Schlanger

---

From: Chandler, Matthew [mailto (b) (6)
Sent: Tuesday, May 17, 2011 12:53 PM
To: Schlanger, Margo
Cc: Sandweg, John
Kroloff, Noah

Subject: Re: O'Reilly question

Apologies, we did have a statement on this for a couple inquiries last week:

ON THE RECORD
"On March 24, 2011, the U.S. Department of Homeland Security (DHS), Office for Civil Rights and Civil Liberties (CRCL) received a complaint from the Council on American-Islamic Relations (CAIR) Michigan regarding ‘Discrimination by U.S. Customs and Border Protection against Muslim Americans based on religion, race, national origin, ethnic background, and gender.’

DHS does not tolerate religious discrimination or abusive questioning – period. CRCL has notified CAIR that it will investigate this allegation and, if appropriate, CRCL will take corrective action.

Every day, CBP processes a million travelers attempting to enter the U.S. through one of 327 ports of entry. CBP prides itself on professionalism and expects its officers to treat returning U.S. citizens and visitors in a professional and courteous manner. CBP employees and officers take an Oath of Office, a solemn pledge that conveys great responsibility and one that should be carried out at all times with the utmost professionalism. CBP employees who disregard that oath and instead choose to violate the trust of the citizens they swore to protect will be held accountable."

ON BACKGROUND
- Under 6 U.S.C. § 345 and 42 U.S.C. § 2000ee-1, CRCL reviews and assesses information concerning abuses of civil rights, civil liberties, and profiling on the basis of race, ethnicity, or religion, by DHS employees and officials.
- Complaints may be filed by email, letter, over the phone, or via CRCL’s online complaint form on our website: www.dhs.gov/crcl.
- CRCL leads efforts to improve the cultural competency of DHS personnel. CRCL has developed training resources on Sikh, Arab, and Muslim cultures, including the use of religious garments and articles. CRCL also leads a training program for federal, state, and local law enforcement, which aims to improve communication, build trust, and encourage collaboration between officers and the communities they serve and protect. Training topics include effective policing without the use of
ethnic or racial profiling, and best practices in community outreach.

- CBP is a law enforcement organization made up of a diverse workforce with more than 58,000 highly trained enforcement officers and 2,400 agriculture specialists who value, understand and incorporate cultural differences.

- Every day, CBP processes a million travelers attempting to enter the U.S. through one of 327 ports of entry. All applicants for admission to the United States bear the burden of proof to establish identity, citizenship, and admissibility. CBP utilizes passenger analysis and specific facts and circumstances to determine admissibility or if a violation of law has occurred.

- While the vast majority of visitors require minimal processing when entering the United States, there are many reasons for passengers to be sent to secondary for additional processing, which may include additional questions to determine the admission of an individual or the searching of items an individual is bringing into the United States. Most individuals are sent to secondary for further questioning and it is a very quick process.

---

**From:** Schlanger, Margo [mailto]  
**Sent:** Tuesday, May 17, 2011 12:51 PM  
**To:** Kroloff, Noah; Chandler, Matthew M; Schlanger, Margo J  
**Cc:** Sandweg, John; Kudwa, Amy; Schlossman, Amy  
**Subject:** Re: O'Reilly question

It's ours. This is the investigation we said we'd be doing when they publicized the complaint. Happy to talk about it.

From my blackberry  
Margo Schlanger

---

**From:** Kroloff, Noah [mailto]  
**Sent:** Tuesday, May 17, 2011 12:39 PM  
**To:** Chandler, Matthew M; Schlanger, Margo J  
**Cc:** Sandweg, John; Kudwa, Amy; Schlossman, Amy  
**Subject:** Re: O'Reilly question

What is this?

---

**From:** Chandler, Matthew [mailto]  
**Sent:** Tuesday, May 17, 2011 12:31 PM  
**To:** Schlanger, Margo  
**Cc:** Sandweg, John; Kudwa, Amy; Schlanger, Margo  
**Subject:** FW: O'Reilly question

Hi Margo –

Any info on the below?

Thanks!
Hey,

I came across a CAIR press release (I pasted the link below) which says the DHS Office for Civil Rights & Civil Liberties will launch an investigation concerning potential civil rights violations and profiling of Muslims by U.S. Customs and Border Protection (CBP) personnel at the United States-Canada border.

We may do this story on the O'Reilly Factor, and wanted to reach out to you for comment on this. Is the DHS launching an investigation? If so, why? Who asked for the investigation, etc.

Let me know if you need further information.


Thanks,

Dan Bank
Fox News Channel