

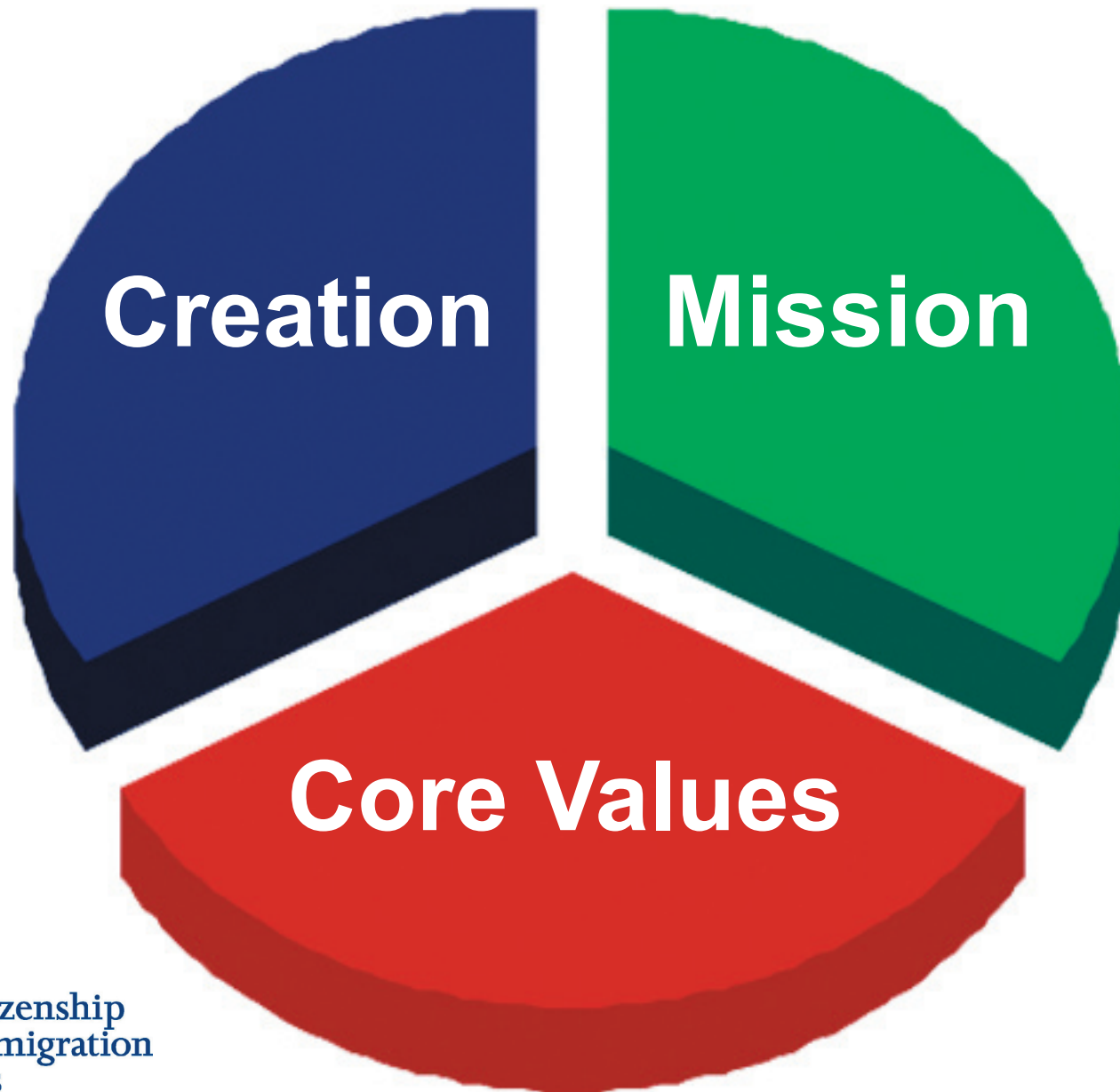


# U.S. Citizenship and Immigration Services

## Chapter 1



U.S. Citizenship  
and Immigration  
Services

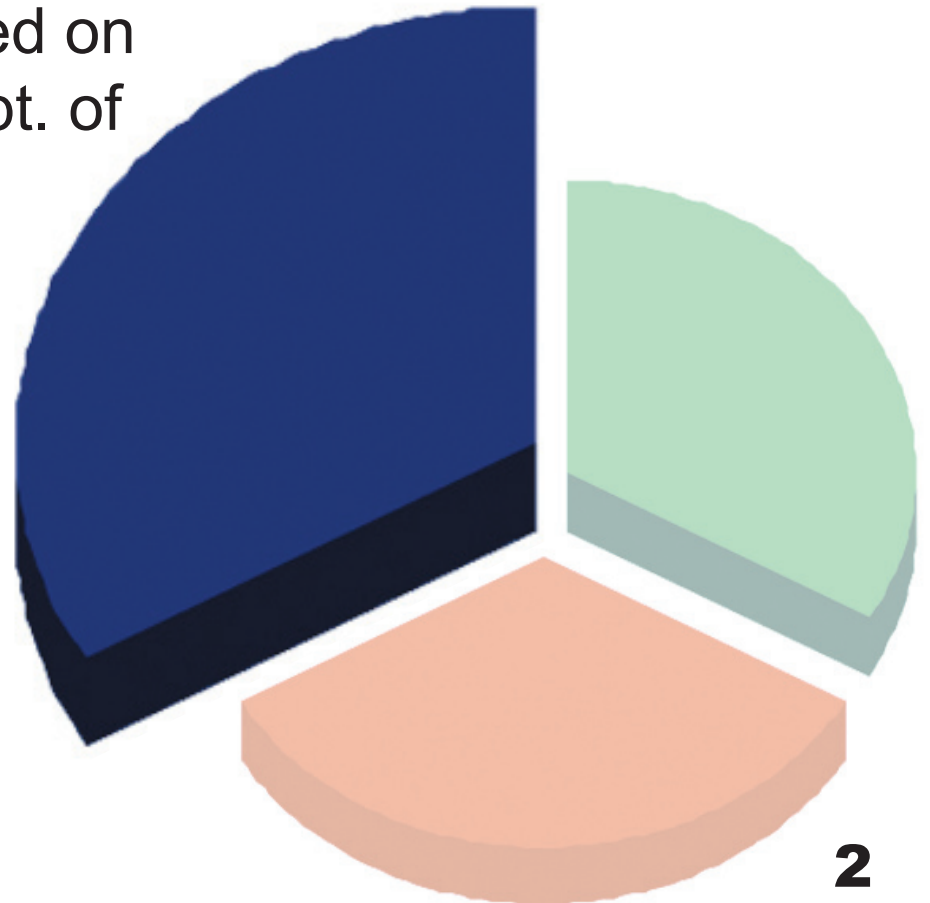


U.S. Citizenship  
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Services

# USCIS Universe

## Creation

- U.S. Citizenship and Immigration Services (USCIS) was created on March 1, 2003 under the Dept. of Homeland Security (DHS).
- June 1, 2004 marks the first 15 months of USCIS.



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Services

# Typical Day at USCIS

140,000 national security  
background checks

80,000 calls at 4 National  
Customer Service Centers

Process 30,000 applications  
for an immigration benefit

Capture 8,000 sets of fingerprints at  
130 Application Support Centers

See 25,000 visitors at 92  
offices

Welcome 3,000 new  
permanent residents

Welcome 3,000 new  
citizens

Welcome over 190 refugees

Grant asylum to 80  
already in the U.S.

Help American parents adopt nearly 80 foreign-born children

Issue 20,000 Green Cards

100,000 web hits  
(on-line visitors)

Process 50 military  
naturalizations

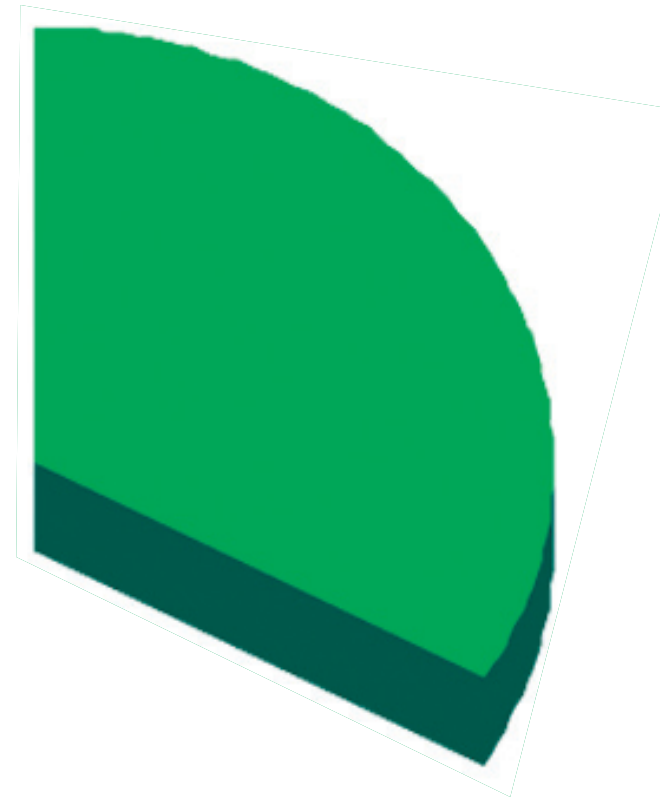


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# USCIS Universe

## Mission

- Restore public confidence in the integrity of immigration services.
- Make certain the right applicant receives the right benefit amount of time and preventing the wrong applicant from accessing our benefit



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# USCIS Universe



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# USCIS Objectives

## Enhance National Security

- 35 Million Background Checks
- Anti-Fraud National Security Unit
- Fraud Resistant Travel Documents

*“The right applicant” - Integrity*



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# USCIS Objectives

## Develop World Class Customer Service

- E-Filing
- InfoPass
- Case Status Online
- Customer Service Line

*“The right benefit” - Respect*

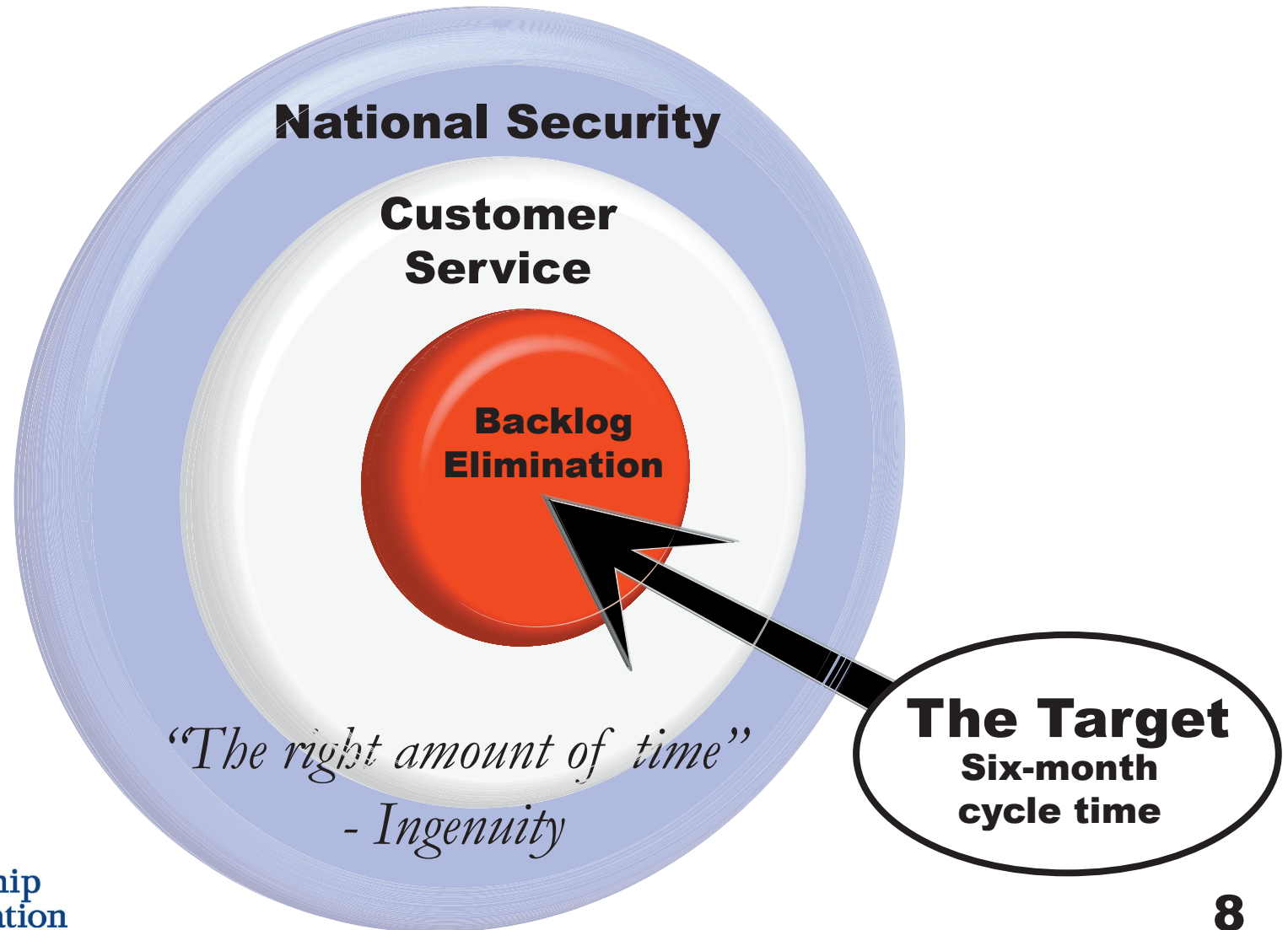


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# USCIS Objectives

## Eliminating the Backlog



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# Eliminating the Backlog

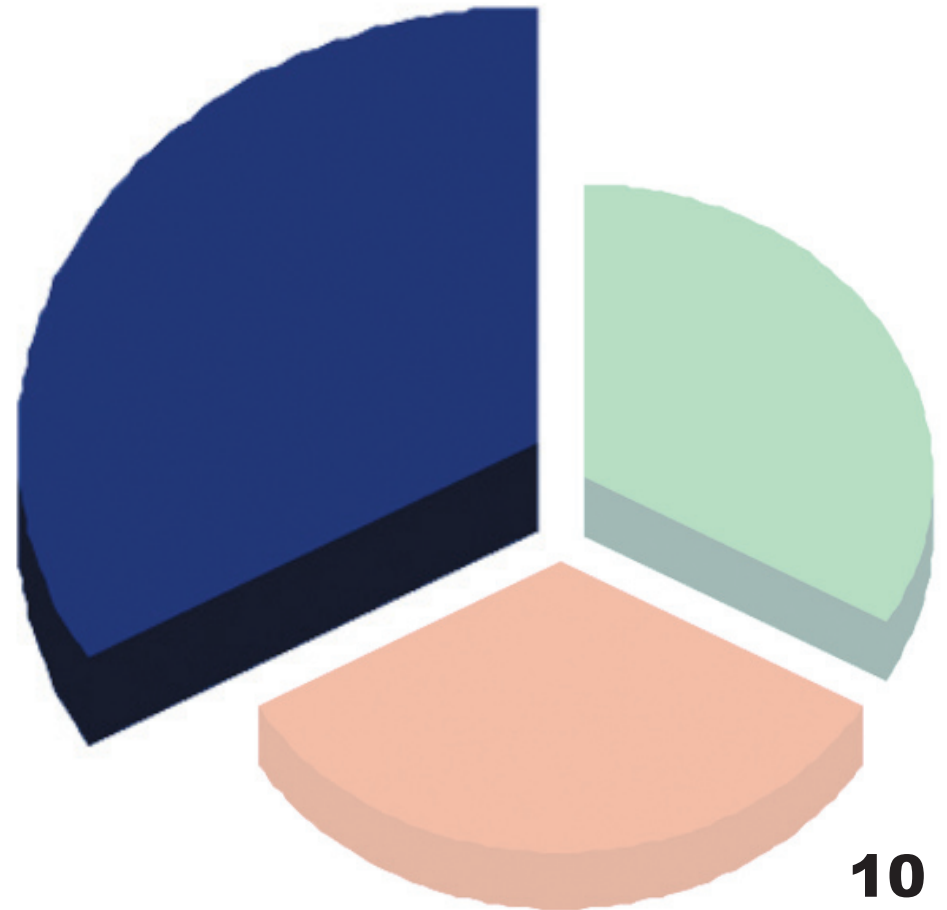


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# Eliminating the Backlog

## New Management Tools

- Measured Progress Against Milestones
- Allocate Resources
- Project Ingenuity

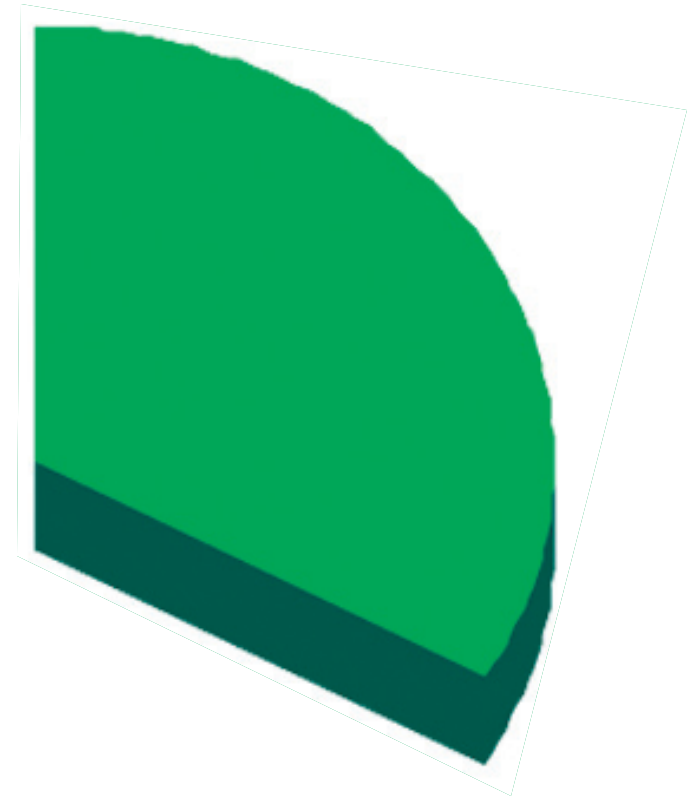


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# Eliminating the Backlog

## Better Technology

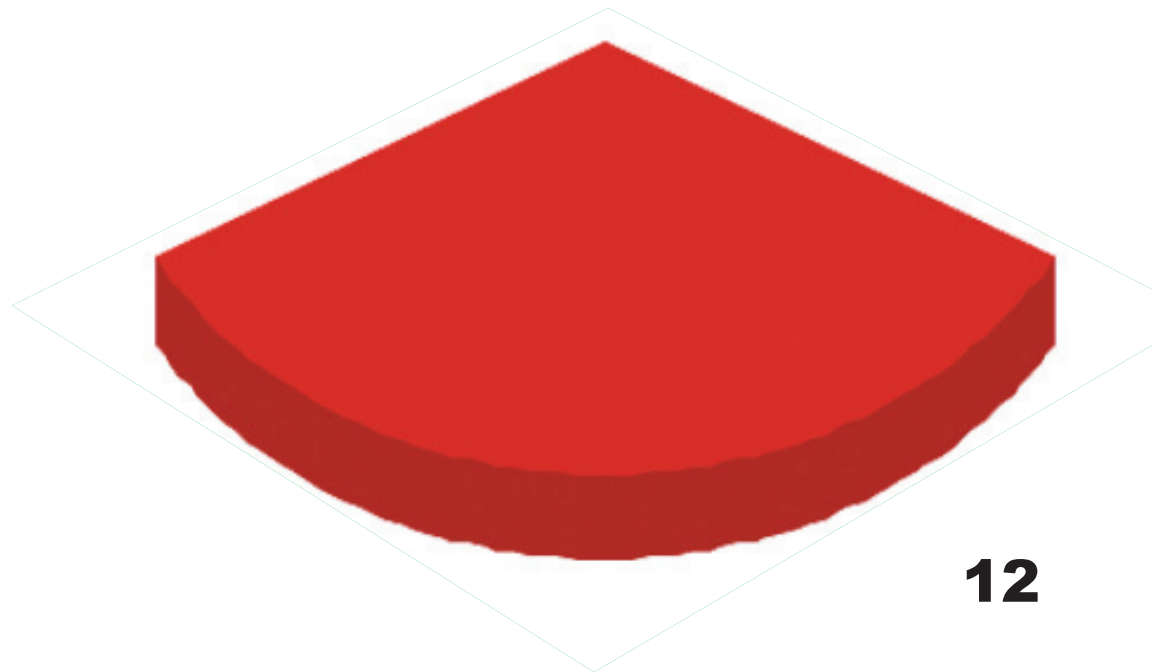
- Manage Risk with Technology
- Electronic Biometrics
- Online Customer Services



# Eliminating the Backlog

## Improve Policies and Procedures

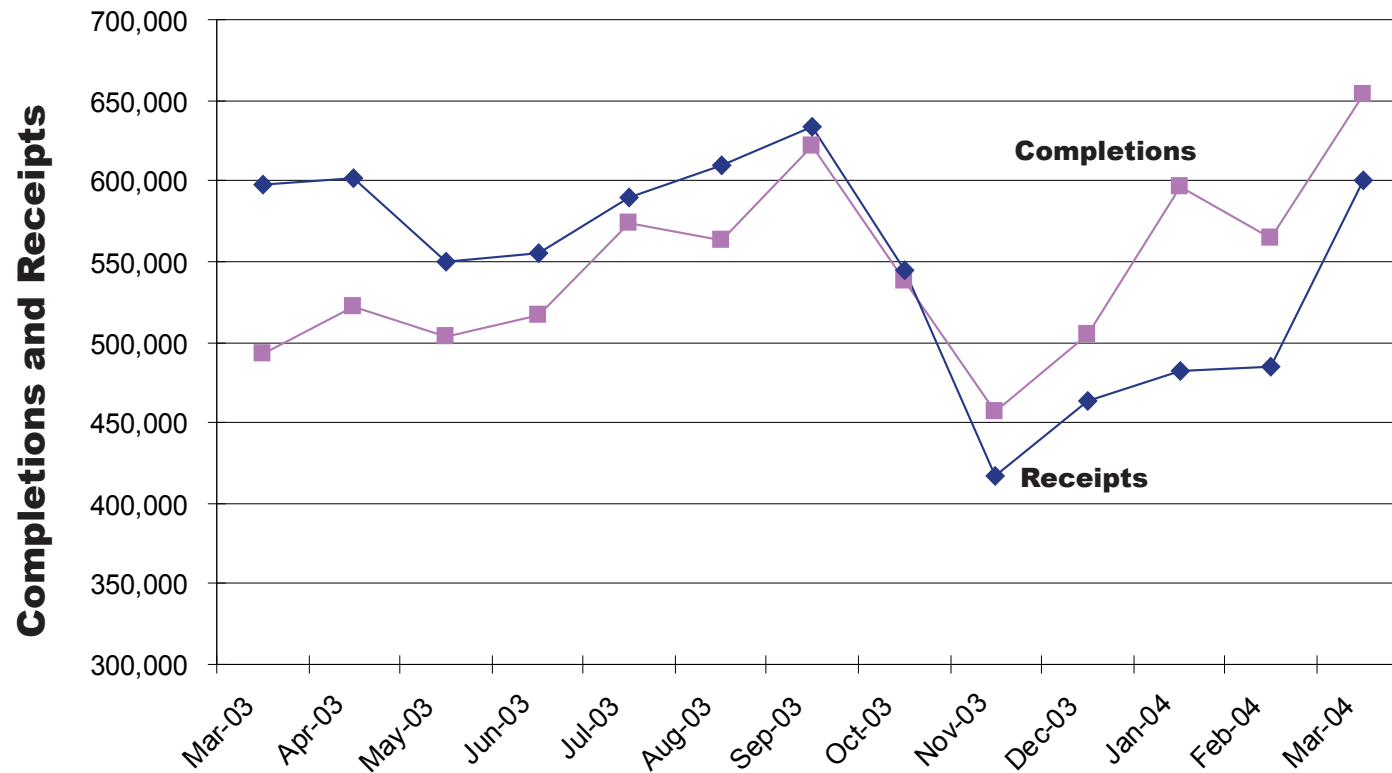
- Decision at First Review
- Employment Authorization Validity Period
- Pilot Projects



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# Eliminating the Backlog

## Reversing the Trend



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# Eliminating the Backlog

## Defining the Backlog

**Cycle Time = Number of Months of  
Receipts Pending**

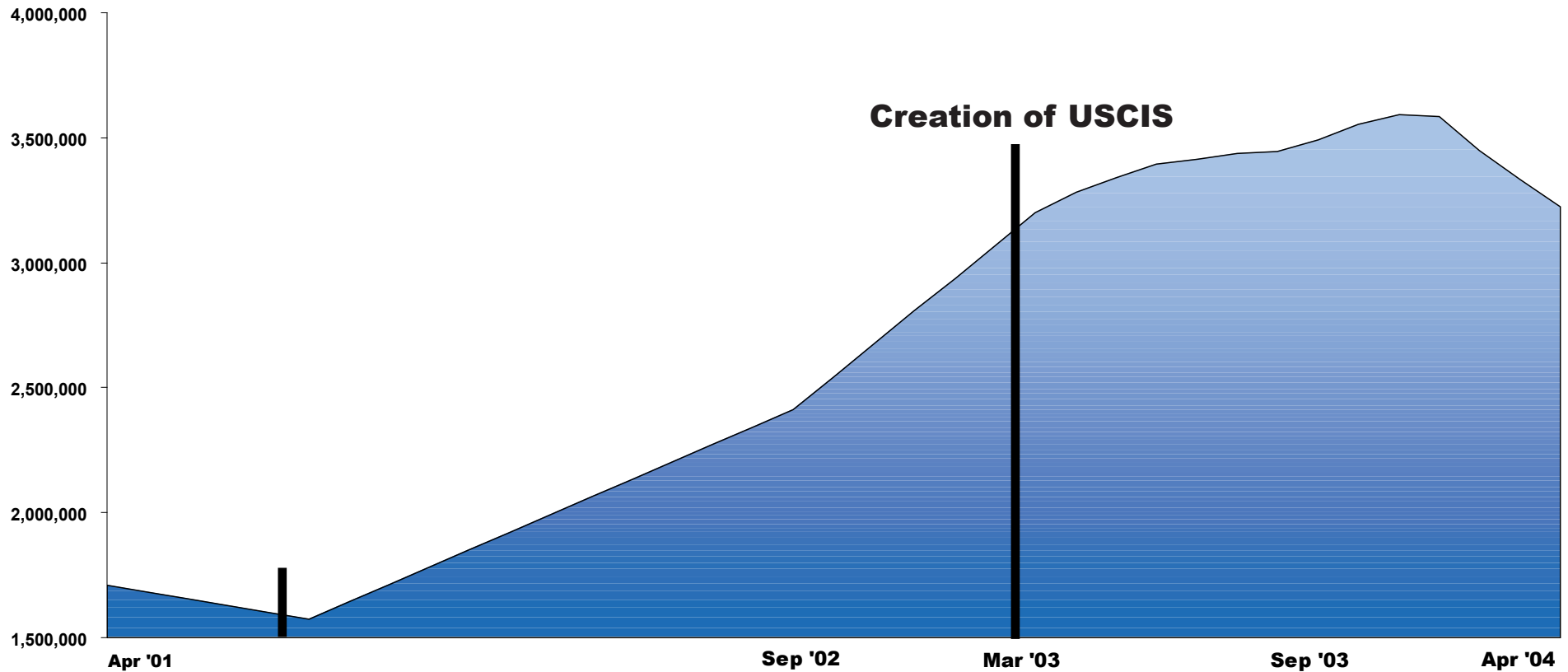
**Backlog = Number of Cases  
Exceeding Target  
Cycle Time**



# Eliminating the Backlog

## Cresting the Peak

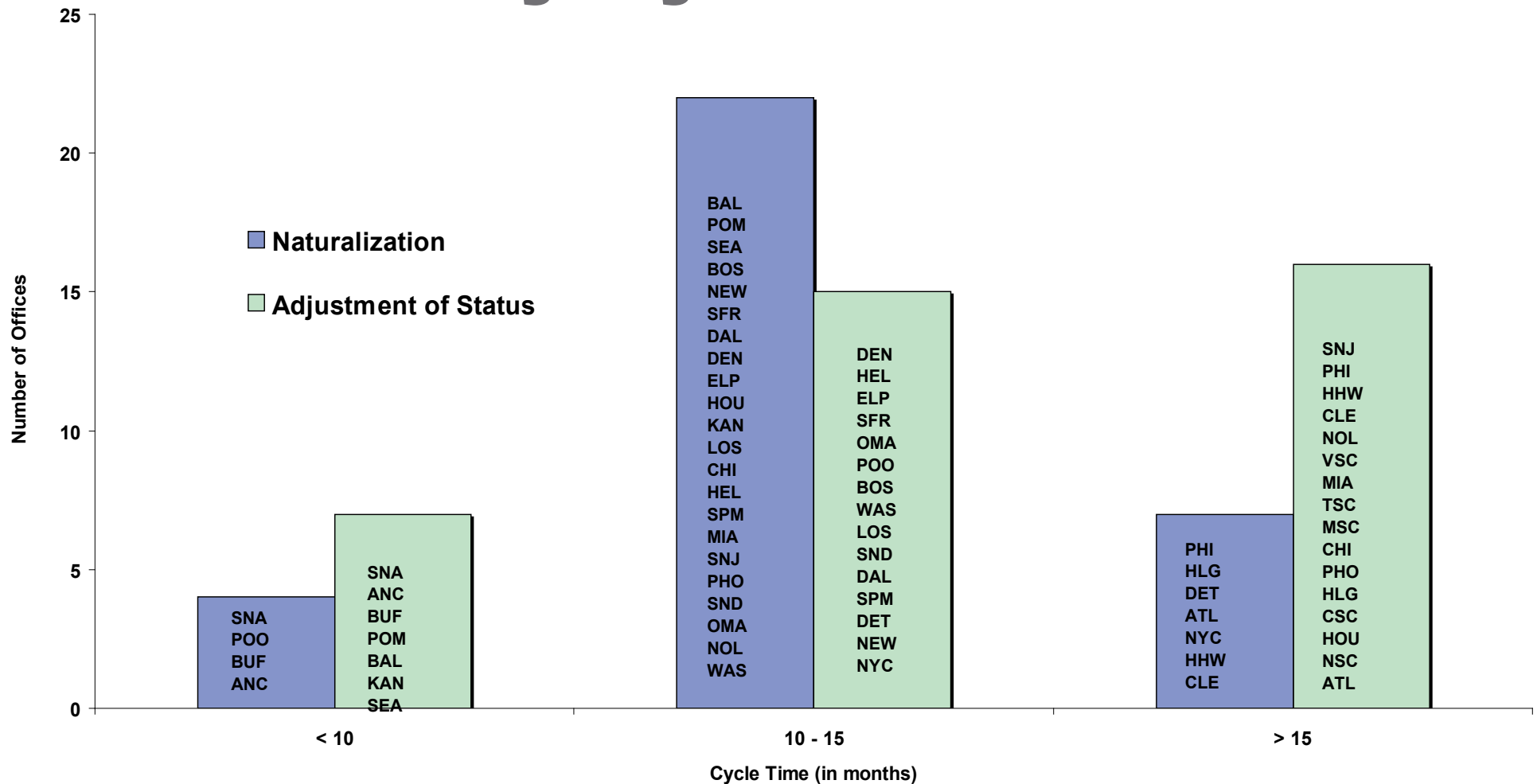
Backlog  
Backlog



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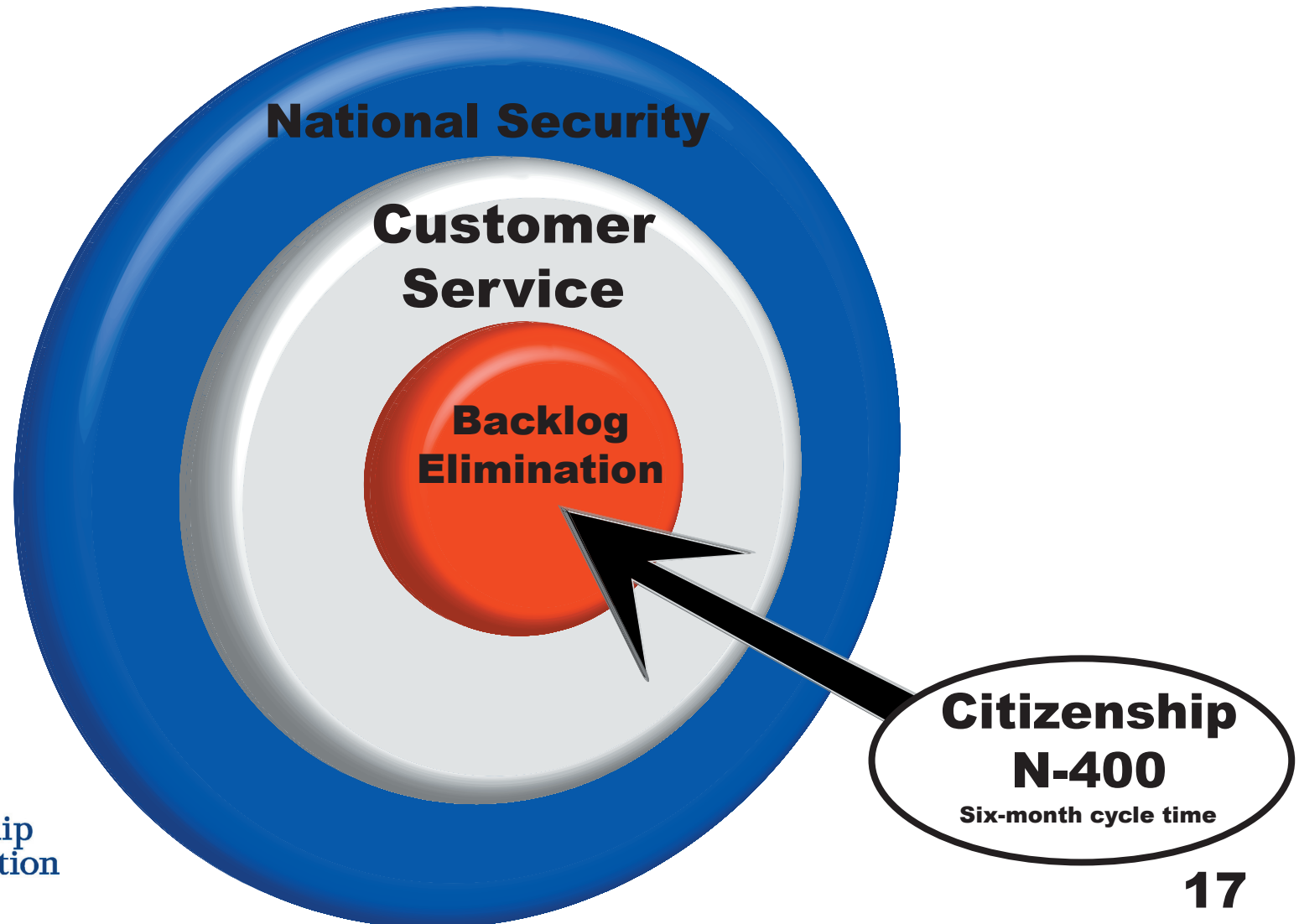
# Eliminating the Backlog

## Key Cycle Times



# Eliminating the Backlog

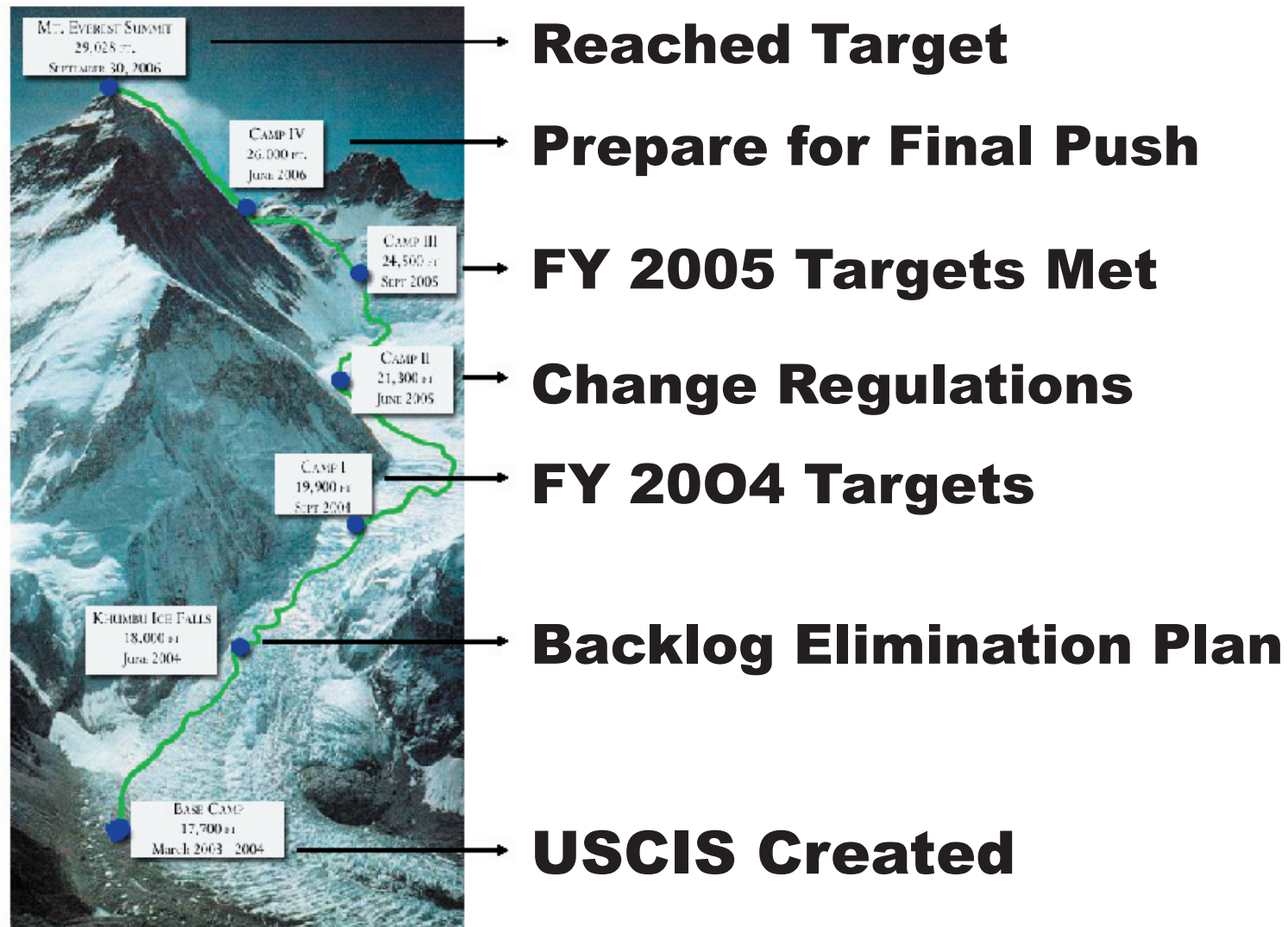
## One of Millions



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# Eliminating the Backlog

## Reaching the Summit



# **USCIS Commitment**



**Six Months  
Every Case-Type  
Every Office**

**Without Compromising  
on National Security.**