

IMMIGRATION SERVICES CAPITAL INVESTMENT ACCOUNT
(Dollars in thousands)

	<u>Perm</u> <u>Pos.</u>	<u>FTE</u>	<u>Amount</u>
1999 actuals.....
2000 appropriation
2001 base.....
Program changes (detailed below).....	\$127,300
Less fee funding from the Examinations Fee account.....	(92,500)
2001 appropriation requested.....	34,800

<u>Comparison by activity and program</u>	<u>2000 Appropriation</u>			<u>2001 Base</u>			<u>2001 Estimate</u>			<u>Increase/Decrease</u>		
	<u>Perm</u> <u>Pos.</u>	<u>FTE</u>	<u>Amount</u>	<u>Perm</u> <u>Pos.</u>	<u>FTE</u>	<u>Amount</u>	<u>Perm</u> <u>Pos.</u>	<u>FTE</u>	<u>Amount</u>	<u>Perm</u> <u>Pos.</u>	<u>FTE</u>	<u>Amount</u>
1 Citizenship and Benefits												
Adjudications and Naturalization	\$61,000	\$61,000
2 Immigration Support:												
Data and Communications	53,300	53,300
Information & Records Management	13,000	13,000
Total.....	127,300	127,300
Less fee funding	(92,500)	(92,500)
Total Appropriation Requested.....	34,800	34,800

INS proposes to establish an Immigration Services Capital Investment Account (ISCIA) to fund immigration service and benefits initiatives such as backlog reduction through systems and infrastructure upgrades and improvements. The ISCIA will provide a mechanism for tracking infrastructure spending in immigration services. The request of \$127,300,000 will be capitalized from the Premium Processing Fee (\$55,000,000), reauthorization of a permanent 245(i) adjustment of status program (\$37,500,000), and direct appropriation (\$34,800,000).

Program Changes

	<u>Perm</u> <u>Pos.</u>	<u>FTE</u>	<u>Amount</u>
Backlog Reduction Efforts.....	\$43,400

INS surpassed its 1999 target for naturalization applications processing. Targeted Backlog reduction funding provided in 1999 was critical to INS' success, and this new account will be a continuing source for such improvements. This increase will support INS' backlog reduction efforts through the following:

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<u>Program Changes</u>	<u>Perm Pos.</u>	<u>FTE</u>	<u>Amount</u>
1. Contractor Support. INS requests \$13,000,000 to fund contractor services in the field and at the new National Records Center(NRC), in support of backlog reduction. This increase will allow INS to support fully NRC's need.			
2. Naturalization Systems Upgrades. INS requests \$10,400,000 to complete the deployment of a single processing system that will eliminate the use of duplicate systems for case tracking. This upgrade will improve naturalization case processing, thereby helping to reduce backlogs. The upgrade will also improve statistical and financial reporting.			
3. Fingerprint Processing Efficiency. INS requests \$20,000,000 for the capability to store and retrieve electronic fingerprints. INS expects to realize efficiency and reliability gains. With electronic storage of fingerprints, INS will fingerprint applicants only once and will receive a response from an FBI background check within 24 hours. Also, the prints can be retrieved should a FBI fingerprint clearance expire, and if an individual files for a different benefit.			
Remote Customer Service.....	\$30,000
INS requests \$30,000,000 to maintain and enhance customer service at the National Customer Service Center (NCSC). These enhancements include national implementation of the Change of Address initiative that will allow applicants for any immigration benefit to update their address by phone; the implementation of 24 hour case status information from the NCSC automated services; and national implementation of interview rescheduling by phone.			
Application Support Centers.....	11,000
INS requests \$11,000,000 to continue the development and installation of digital photography and digital signature capabilities in the Application Support Centers. This added functionality will strengthen the integrity of the benefit application process and improve customer service.			
Replacement of Case Tracking System.....	29,000
INS requests \$29,000,000 to replace the case processing and fee receipt system that is used for all benefit applications, with the exception of naturalization. These resources will be used to begin the System Development Life Cycle process, to purchase hardware and software for the new system, and to design the new system so that it is compatible with the new INS financial tracking system.			
Hardware Replacement.....	13,900
INS requests \$14,400,000 to replace hardware in field offices. Hardware replacement will include approximately 2,000 workstations, antiquated postage meters, and antiquated cash registers.			
Total Program Changes, Immigration Services Capital Investment Account.....	127,300