

Domestic Operations Directorate

Field Operations

Tracy Renaud is the Chief of the Office of Field Operations (OFO) within the Domestic Operations Directorate. OFO oversees and manages the day-to-day operations of the 26 USCIS districts, encompassing 89 local offices and 129 application Support Centers located throughout the continental U.S., Alaska, Hawaii, Puerto Rico, Guam and the United States Virgin Islands. The National Benefits Center in Missouri, USCIS' hub for completing pre-interview application processing, is also a OFO component.

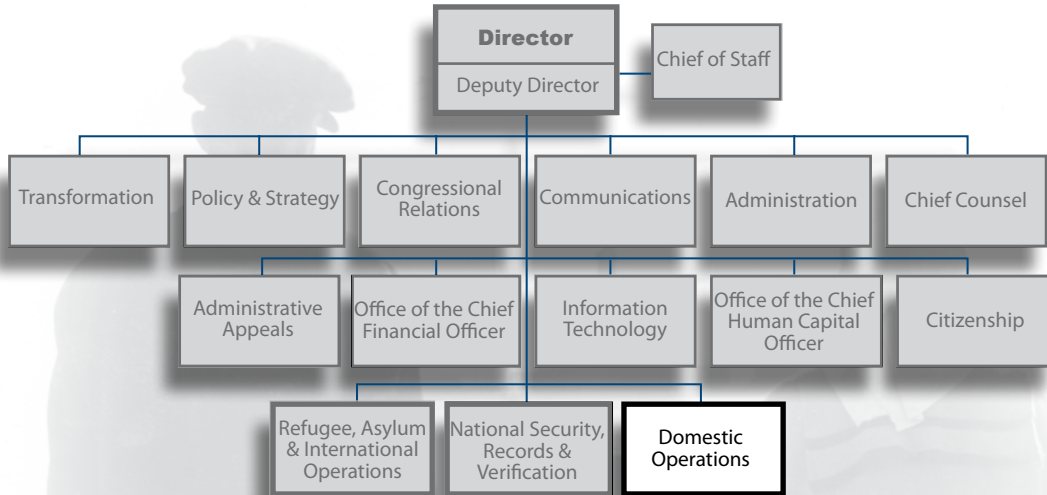


The Office of Field Operations (OFO) is involved in many initiatives to improve customer service. Working with the USCIS Transformation Program Office, OFO is pilot testing the Secure Information Management Service automation project. In addition, OFO is building upon efforts to make the naturalization process for immigrants serving in the U.S. military as efficient as possible.

Through coordination with the USCIS Office of Administration, the Office of Field Operations (OFO) is upgrading field office locations to benefit both customers and employees. OFO oversaw new office groundbreaking events, grand openings and significant renovations at more than 12 USCIS offices.

The Office of Field Operations (OFO) also works with the Department of Homeland Security (DHS) and the Department of Justice to ensure that only eligible persons are granted the immigration benefits they seek. For example, OFO is working with the National Security and Records Verification Directorate and the Federal Bureau of Investigation (FBI) to enhance the FBI name check process. On the local level, USCIS field offices issue Notices to Appear in instances when individuals need to appear before an immigration judge and partner with other DHS components in situations where applicants have criminal records that make them ineligible for immigration benefits.

USCIS Organizational Chart



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