



RECOMMENDATIONS AR 2007 -- 23

The Ombudsman recommends that USCIS:

- (1) Consider amending job requirements to include basic knowledge of certain commercially available computer programs used in the offices; and 
- (2) Provide all interviewing officers with Interviewing Techniques Training. Adjudicators who received this training indicated it helped them conduct better interviews. 

N. Delay in Updating U.S. Citizenship Designation in Records; Some Naturalized Citizens Cannot Apply for Passports

In the 2006 Annual Report (at p. 44), the Ombudsman discussed concerns with USCIS updating its records regarding citizenship acquisition (*i.e.*, naturalization records).

In its 2006 Annual Report Response, USCIS stated (at pp. 16-17):

For older cases, USCIS conducted an extensive comparison of records in several systems, systems sweeps and modifications to systems coding to ensure that previous records were correctly updated. For new cases, performance is monitored to ensure that when citizenship is granted, the associated status records are updated promptly after the naturalization ceremony.

The Ombudsman appreciates USCIS' response to this important issue and will continue to monitor it.

O. Green Cards Collected, Not Recorded, and Green Card Delivery Problems

In the 2006 Annual Report (at p. 43), the Ombudsman identified two green card problems: (1) the non-recording of green cards that were returned to USCIS field offices or ASCs (*e.g.* upon green card holders' naturalization or card expiration); and (2) verification of green card delivery.

Individual travelers who were referred to secondary processing at ports of entry had problems because inspection showed either that: (1) a green card was still in circulation for a naturalized citizen bearing a U.S. passport; or (2) a returning permanent resident bearing a new green card still possessed a superseded card. USCIS informed the Ombudsman during the reporting period that it had resolved the issue of green card returns which were not recorded.

The Ombudsman is pleased to report the agency's plans to adopt the essence of the 2006 Annual Report's recommendation (AR 2006 -- 08). For verification of green card delivery, USCIS reported in its 2006 Annual Report Response (at p. 16):