

Recommendation #11
Lockbox

On November 29, 2004, the Ombudsman recommended that *USCIS cease operation of the Chicago Lockbox upon the expiration of its current Memorandum of Understanding (September 30, 2005) with the U.S. Department of Treasury.*

On December 17, 2004, USCIS responded to the Ombudsman. Although USCIS agreed with the Ombudsman's concerns about the Lockbox, we did not agree that we should cease the operation. Rather, we have worked toward improving the process and making it efficient and effective so that we can concentrate on our core business areas. USCIS' core business is adjudicating immigration applications and conferring benefits on those who are eligible, not managing receipts associated with those benefits. One of the solutions to managing the receipts was to entrust it to Treasury officials who manage resources for much of the rest of the federal government.

The Ombudsman did not have any follow-up to the USCIS response and we consider this recommendation closed.