Program: *Immigration Services*
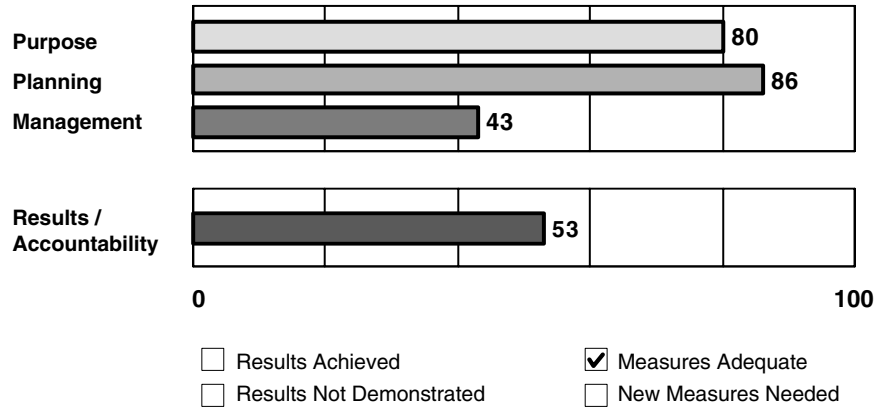
Agency: *Department of Homeland Security*

Bureau: *Bureau of Citizenship and Immigration Services*

	Score
Purpose	80
Planning	86
Management	43
Results / Accountability	53

☐ Results Achieved   ☑ Measures Adequate
☐ Results Not Demonstrated ☐ New Measures Needed

Key Performance Measures

Key Performance Measures	Year	Target	Actual
Long-term Measure: Average number of months to process benefit applications (data in months; 2001-2002 data for naturalization applications only; 2003-2004 data for all benefit applications; 2003 target under development)	2001	9	8
	2002	8	10
	2004	6	
Annual Quality Measure: Percentage compliance with naturalization quality procedures (2001-2002 data for naturalization applications only; 2003-2004 data for expanded application types) (New quality measure under development)	2001	99%	99%
	2002	99%	99%
Efficiency measure: Specific measure and targets under development			

Rating: *Adequate*

Program Type: *Direct Federal*

Program Summary:

Immigration Services provides immigration information and benefits to the public. Immigration Services makes decisions about who receives different benefits for both temporary and permanent legal status in the U.S. These benefits range from alien registration cards and asylum applications, to the ultimate benefit of citizenship.

Findings from the PART assessment include the following:
1. Immigration Services has engaged in extensive strategic planning with both long and short term goals.
2. Significant progress has been made towards achieving key performance goals such as reducing the application backlog and maintaining processing times.
3. The program has a plan to reduce backlogs of applications. It tracks the processing times of its applications and reports to Congress on a monthly basis on its progress towards achieving goals.
4. Although Immigration Services has made a number of improvements in the last several years, it is not yet designed to quickly respond to unforeseen events. In the past year, events such as September 11, expansion of national security checks, and new legislation/policies implemented to meet the needs of special populations have diverted resources and caused sudden increases in its workload.
5. Immigration Services also has significant financial management challenges such as not making timely deposits of application fees pursuant to Treasury guidelines and audit problems concerning the inability to compute "deferred revenue" through automated systems for case processing. The program is implementing a series of reforms designed to address these findings.

(For more information on this program, please see the Department of Homeland Security chapter in the Budget volume.)

Program Funding Level (in millions of dollars)

2002 Actual	2003 Estimate	2004 Estimate
1,604	1,656	1,799