



CIS NEWS RELEASE

FOR IMMEDIATE RELEASE
September 24, 2003

Office of Public Affairs
Phone: 202-514-2648
www.immigration.gov

USCIS Announces Permanent Management Appointments

Washington, D.C. – Eduardo Aguirre, Director, U.S. Citizenship and Immigration Services (CIS) announced today several key appointments to the CIS leadership team. The announcement includes positions at CIS Headquarters, Field Offices, Asylum Offices and Service Centers. Additional appointments will be made within the next thirty days.

“We have an important and timely mission before us to improve customer service, reduce the backlog and enhance national security. I am very pleased with the caliber of team that we are assembling. These dedicated leaders are experts in our business, with significant experience and solid character. They will make the difference,” said Director Aguirre.

The new agency includes approximately 15,000 employees and contractors, and is headed by the Director of USCIS, who reports directly to the Deputy Secretary for Homeland Security. On March 1, services formerly provided by the Immigration and Naturalization Service (INS) transitioned into the Department of Homeland Security (DHS) under the U.S. Citizenship & Immigration Services (CIS). In support of the DHS overall mission, the immediate priorities of the CIS are to implement solutions for improving immigration customer services, continue to eliminate immigration adjudications backlogs and promote national security. .

Through a network of 250 local offices, Application Support Centers, Service Centers, Asylum offices, National Customer Service Call (NCSC) Centers, Forms Centers, and the Internet, CIS is responsible for processing:

- *Family-based petitions* - facilitating the process for close relatives to immigrate, gain permanent residency, work, etc.;
- *Employment-based petitions* - facilitating the process for current and prospective employees to immigrate or stay in the U.S. temporarily;
- *Asylum and Refugee processing* - adjudicating asylum and the processing of refugees;
- *Naturalization* - processing applications of those who wish to become U.S. citizens;
- *Special status programs* - adjudicating eligibility for U.S. immigration status as a form of humanitarian aid to foreign nationals; and,
- *Document issuance and renewal* - including verification of eligibility, production and issuance of immigration documents.

Long-term strategies for improving immigration and citizenship service delivery will enhance USCIS's ability to annually:

- Process more than 7 million applications;
- Serve more than 13 million customers via the National Customer Service Call Centers;
- Serve more than 6 million customers through information counters at local offices;
- Serve more than 6 million customers by phone through contacts at the Service Centers;
- Complete approximately 75,000 asylum cases; and
- Conduct the naturalization of approximately one million new citizens.

Appointments are as follows:

HEADQUARTERS

Associate Director, Operations - William (Bill) Yates
Deputy Associate Director, Operations - Janis Sposato
Director, Field Operations - Terrance (Terry) O'Reilly
Director, Service Center Operations - Fujie Ohata
Director, Information & Customer Service - Michael (Mike) Aytes
Director, Fraud Detection & National Security - Louis (Don) Crocetti
Director, Modernization - Patricia (Patty) Cogswell
Director, Production Management - Ann Palmer
Director, International Affairs - Joseph (Joe) Cuddihy
Associate Director, Asylum Operations - Joseph Langlois
Associate Director, Refugee Operations - Kathleen Thompson
Director, Administrative Appeals Office - Robert (Bob) Wiemann

REGIONAL DIRECTORS

Eastern Region, Burlington, Vermont - Steven Farquharson
Central Region, Dallas, Texas - Kenneth Pasquarell
Western Region, Laguna Niguel, California - Carolyn Muzyka

DISTRICT DIRECTORS

District Director, Atlanta - Rosemary Melville
District Director, Buffalo - M. Francis Holmes
District Director, Cleveland - Mark Hanson
District Director, Detroit - Carol Jenifer
District Director, El Paso - Raymond Adams
District Director, Los Angeles - Jane Arellano
District Director, Miami - Jack Bulger
District Director, Newark - Andrea Quarantillo
District Director, Omaha - Gerard Heinauer
District Director, Phoenix - Stephen Fickett
District Director, San Francisco - David Still
District Director, Seattle - Robert Okin
District Director, St. Paul - Curtis Aljets

SERVICE CENTER DIRECTORS

Director, Vermont Service Center - Paul Novak
Director, Nebraska Service Center - Terry Way
Director, Texas Service Center - Evelyn Upchurch
Director, California Service Center - Don Neufeld

NATIONAL BENEFIT CENTER

Director, National Benefit Center - Robert Cowan

ASYLUM DIRECTOR

Asylum Director, Los Angeles - Robert Looney

OFFICERS-IN-CHARGE

Officer-in-Charge, Albany - Gary Hale
Officer-in-Charge, Charlotte - Richard Gottlieb
Officer-in-Charge, Cherry Hill - Carol Bellew
Officer-in-Charge, Fresno - Don Riding
Officer-in-Charge, Las Vegas - Karen Dorman
Officer-in-Charge, Louisville - Michael Conway
Officer-in-Charge, Memphis - David Angotti
Officer-in-Charge, Orlando - M. Stella Jarina
Officer-in-Charge, Providence - Jeffery Trecartin
Officer-in-Charge, Sacramento - Susan Curda
Officer-in-Charge, San Bernardino - Irene Martin
Officer-in-Charge, San Jose - Warren Janssen
Officer-in-Charge, Santa Ana - Marta Salgado-Nino
Officer-in-Charge, St. Albans - Noel Induni
Officer-in-Charge, St. Louis - Chester Moyer
Officer-in-Charge, Tucson - William Johnston
Officer-in-Charge, Ventura - J. T. Watson

-USCIS-

On March 1, 2003, U.S Citizenship and Immigration Services (CIS) became one of three legacy INS components to join the U.S. Department of Homeland Security. U.S. CIS is charged with fundamentally transforming and improving the delivery of immigration and citizenship services, while enhancing the integrity of our nation's security.