



Fact Sheet

February 26, 2004

USCIS Accomplishments – Year One

USCIS is a new, unique entity dedicated to the provision of immigration services and benefits. USCIS established three priorities:

- ✓ Improving Customer Service
- ✓ Reducing the Backlog
- ✓ Ensuring National Security

Customer Service

- Launched E-filing in May 2003. More than 80,000 applications have been filed on-line.
- Naturalized more than 8,000 military service members and posthumously naturalized fourteen service members who died in service to the United States during the war in Iraq.
- Launched an extensive public education and outreach effort targeting the approximately 37,000 service men and women who may be eligible to naturalize.
- Waived of the oath of allegiance for persons with certain disabilities.
- Initiated a national line reduction program, which included an innovative internet-based appointment system called Infopass. Lines have been reduced at offices across the country in cities such as Miami, El Paso, San Antonio, Denver, and St. Paul.

Anniversary Snapshot

Last year, USCIS:

Processed and adjudicated over 6 million applications;

Served over 14 million customers via the National Customer Service Call Centers;

Served over 5 million customers through information counters at local offices;

Served over 3 million customers by phone through contacts at the Service Centers;

Processed approximately 90,000 asylum cases; and

Performed approximately 100,000 refugee interviews.

National Security

- Implemented background/security checks on all persons seeking immigration benefits; more than 35 million IBIS (Interagency Border Inspection System) checks alone were completed this past year. USCIS seeks to identify applicants and petitioners who may pose a threat to national security and public safety.
- Created an anti-fraud unit that will detect and refer suspected fraud to US Immigration and Customs Enforcement (USICE) for investigation. USCIS seeks to ensure the delivery of the right benefits, to the right persons, at the right time.
- Created a new fraud-resistant Travel Document for immigrants.

Backlog Reduction

- Implemented new backlog reduction goals that will enable more than a dozen of our 33 district offices to achieve our six-month processing targets by the end of FY 2004. Five offices, including San Antonio, Kansas City, Anchorage, Denver, and Portland, Oregon have already met those goals.
- Reduced the asylum backlog by nearly 47,500 cases.
- Implemented the Child Citizenship Act to provide for the automatic citizenship for certain children upon entry to the U.S. or upon adjustment of status.

Looking Ahead

During the next year, USCIS will:

- Expand E-filing opportunities to our corporate customers by making E-filing available for both nonimmigrant and immigrant employment-based petitions in addition to four other form types.
- Initiate four additional pilot projects to streamline processing of four different application processes, which will improve customer service, reduce the backlog, and make the process more fraud-resistant.
- Launch a new immigrant orientation initiative.
- Expand our line reduction initiative.
- Create a new identity check system that will allow USCIS to check the information stored in IBIS, FBI and CIA systems simultaneously.

– USCIS –

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