Partnering for Excellence

USCIS's First
National Stakeholder Symposium
at the
United States Institute of Peace
June 26, 2012

Welcome 8:15 - 8:20 am
Mariela Melero, Associate Director
Customer Service and Public Engagement Directorate

Introduction of Keynote Speaker 8:20 - 8:30 am
Alejandro Mayorkas, Director
U.S. Citizenship and Immigration Services

Keynote Speaker 8:30 - 9:00 am
Janet Napolitano, Secretary of Homeland Security

Plenary Session 9:00 - 10:15 am
Description: Director Alejandro Mayorkas will open the session with remarks focusing on the agency's 2012 strategic priorities and recent accomplishments. The remarks will be followed by an open forum discussion with participants. This interactive session will be live streamed.

Break 10:15 - 10:30 am

Breakout Sessions 10:30 – 11:30 am

> **Breakout 1a: Attracting Entrepreneurial Talent to the U.S.: The Entrepreneurs in Residence (EIR) Initiative and Other Opportunities to Promote Economic Growth**
> **Description:** The EIR initiative provides USCIS with a unique opportunity to gain insights in areas critical to economic growth to ensure that USCIS policies and practices fully realize the immigration laws' potential to create and protect American jobs. This panel will provide updates on the work of the EIR Tactical Team, discuss the EIR model, and further explore how USCIS will continue its collaboration with the entrepreneurial community and enhance its efforts to attract foreign talent to the United States.

Breakout 1b: USCIS's Electronic Immigration System (USCIS ELIS): Opportunities and Challenges for an Online Immigration Future
Description: Through USCIS ELIS, the agency will modernize and transform its administration of immigration benefits from a paper-based model to a secure electronic environment. USCIS will provide an overview of USCIS ELIS, which launched its foundational platform in May 2012, discuss future features and system functionality, and consider the challenges both we as an agency and our customers face as we transition over time to a fully online immigration system.

Breakout 1c: Protecting the Integrity of the Immigration System: Trends and Program Enhancements
Description: USCIS plays a critical role in enhancing the national security of the United States and ensuring the integrity of its legal immigration system. Panelists will engage in a discussion on fraud trends and tools and discuss the role of E-Verify in ensuring a legal workforce.

Lunch 11:30 am – 1:00 pm

Presentation of Outstanding American by Choice Award 1:00 – 1:45 pm
Presentation by:
Alejandro Mayorkas, Director, U.S. Citizenship and Immigration Services

Outstanding American by Choice:
Dr. Jan Vilcek, President and Cofounder, The Vilcek Foundation

Panel Discussion 1:45 – 2:15 pm
America's Promise as a Nation of Immigrants
Description: Immigrants continue to enrich the United States in areas such as business, science, academia, civic life, and culture. Following Dr. Vilcek's remarks, immigrant advocates and academics will discuss the importance of maintaining our tradition as a welcoming nation as we celebrate the important role immigrants play in contributing to American society and our communities.

Break 2:15 - 2:30 pm

Breakout Sessions 2:30 pm – 3:45 pm

Breakout 2a: Meeting Today's Business Needs
Description: In today's global economy, USCIS recognizes that businesses often need to temporarily move employees to the United States for particular projects which draw upon their knowledge and

expertise. This panel will explore pathways used by investors, temporary workers and individuals with specialized knowledge, as well as USCIS's efforts to enhance guidance and training in these areas.

Breakout 2b: Meeting the Needs of a Diverse Customer Base
Description: USCIS has recently embarked on an initiative to redesign our customer service model. This new design will allow us to implement innovative approaches for the delivery of services to our diverse customer base. During this panel discussion, we will share best practices from our field and headquarters offices and seek feedback from participants on effective mechanisms for customer engagement.

Breakout 2c: A Commitment to America's Humanitarian Responsibilities
Description: This panel will cover important updates from the Refugee, Asylum, and International Operations Directorate. The panel will provide information on such areas as the Asylum Officer Basic Training Course, changing law and procedures for Unaccompanied Alien Children (UACs), refugee admissions for FY 2012, centralized filing and adjudication of the Form I-601, and changes surrounding terrorism-related inadmissibility grounds and their impact on humanitarian benefit applications.

Closing Remarks 3:45 pm – 4:00 pm