CIS Ombudsman Recommendations Status Chart (Updated January 2008)

This chart contains all of the formal and Annual Report recommendations made to USCIS since the establishment of the Ombudsman's office in July 2003. Recommendations: (1) ensure national security and the integrity of the legal immigration system, (2) increase efficiencies in administering citizenship and immigration services, and (3) improve customer service in the rendering of citizenship and immigration services.

These recommendations offer solutions to problems reported to the Ombudsman by all immigration stakeholders including: individuals, employers, immigration law professionals, community based organizations as well as USCIS employees. Information from the Ombudsman's outreach activities such as the CIS Ombudsman's Community Call-In Teleconference provides the basis for many of the recommendations listed in the chart.

The following legend explains the chart information. You can send your comments, suggestions and observations through cisombudsman.trends@dhs.gov . The Ombudsman looks forward to hearing from you as we all work together to improve the immigration process.

LEGEND		
1	**Title**	Title and Number of recommendation: (FR – Formal Recommendation; AR – Annual Report Recommendation) with date submitted to USCIS.
2	**Problem**	The serious and pervasive problem identified by the recommendation.
3	**Benefits**	The benefits to be gained from fully adopting and implementing the recommendation.
4	**USCIS Response**	The date when the formal response from USCIS to the recommendation was received by the CIS Ombudsman. (USCIS Response due date to the recommendation is indicated in bold text).
5	**USCIS Agrees**	This box will be color coded **pink** (USCIS does not agree); **yellow** (USCIS agrees with part or parts of the recommendation but not all of the recommendation); **green** (USCIS agrees with the recommendation in its entirety).
6	**USCIS Implement**	This box will be color coded **pink** (USCIS cannot or will not implement); **yellow** (USCIS has implemented part or parts of the recommendation but not all of the recommendation); **green** (USCIS has implemented the recommendation in its entirety).

Title	Problem/Benefits	USCIS Response	USCIS Agrees	USCIS Implement
FR2007 -33 **State Department Returned Petitions** (8/24/07)	**Problem: Inefficient or Redundant Processes -**Inability of applicant to track status of petition questioned by Consulate and returned to USCIS for further review. **Benefits: Accountability to applicant**	**No – USCIS has not responded Response Due (11/24/07)**		
AR2007 -25 **Asylum Application Redraft** (6/11/07)	**Problem: Asylum Adjudication Application Complexity –** Especially for non-English speakers, directions for application is beyond understanding for its intended audience. **Benefits: Accessible application for public and decreased need for follow-up.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-24 **End the DORA Pilot, evaluate and implement national program** (6/11/07)	**Problem: Up-Front Processing** –Expand DORA or alternative program that performs at or better than DORA. **Benefits: Solve many of the current customer service, security and efficiency problems identified in current green card process.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-23 **Training** (6/11/07)	**Problem: Staffing, Career Development, and Training** – Lack of basic computer program knowledge and interview training. **Benefits: Better ability to satisfy clients' needs.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-22 **Personnel Recruitment and Development** (6/11/07)	**Problem: Staffing, Career Development, and Training** – Need for sustained effort to counteract effects of short-term hiring. **Benefits: Creating a multi-year plan encourages continuity within management goals.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-21 **Training for Office Supervisors** (6/11/07)	**Problem: Staffing, Career Development, and Training** – Lack of training for supervisors. **Benefits: Increased ability to handle problem employees, evaluate workflows, and practice budget management.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-20 **Office Communication** (6/11/07)	**Problem: Staffing, Career Development, and Training** – Lack of sharing of solutions to common problems between offices. **Benefits: Establish a culture and a process that encourages sharing of best practices.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-19 **Standardize Staffing Levels** (6/11/07)	**Problem: Staffing, Career Development, and Training** – USCIS dependence on temporary employees and assignments. **Benefits: Create a more stable workforce.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-18 **Training** (6/11/07)	**Problem: Staffing, Career Development, and Training** – Quality of employee instruction not assured. **Benefits: More qualified employees.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-17 **Career Paths** (6/11/07)	**Problem: Staffing, Career Development, and Training** – Undefined Career Paths. **Benefits: A more motivated workforce with proper training for their advancement goals.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-16 **Chief Human Capital Officer** (6/11/07)	**Problem: Staffing, Career Development, and Training** – Recruitment and training not seen as important as IT and financing. **Benefits: Establishment of permanent position will demonstrate commitment to these goals.**	**No – USCIS has not responded Response Due (9/9/07)**		

AR2007-15 **Information Technology Network Solutions** (6/11/07)	**Problem: Information Technology** – Computer support system lacking. **Benefits: Eliminate time wasted on computer problems in offices.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-14 **Records Management** (6/11/07)	**Problem: Coordination/Communication –** USCIS relations with stakeholders and other government agencies suffers from lack of communication regarding records. **Benefits: Better tracking and monitoring of records and communication between agencies improves customer service and agency efficiency.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-13 **Fund Headquarters Staff Visits to the Field** (6/11/07)	**Problem: Coordination/Communication –** USCIS headquarters/field office communication failures. **Benefits: Ensure accurate and timely information about procedure changes.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-12 **Request for Evidence (RFE) Issuance** (6/11/07)	**Problem: Inefficient or Redundant Processes –** Unclear and complicated RFEs. **Benefits: Resources not wasted on seeking information already submitted or absent.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-11 **Chicago Lockbox** (6/11/07)	**Problem: Inefficient or Redundant Processes –** Need for improved form instructions and USCIS intake processes. **Benefits: Multiple filings will be automatically detected; save resources and time.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-10 **Quality Assurance (QA) Training** (6/11/07)	**Problem: Lack of Standardization Across USCIS Business Processes –** Insufficient standardization and training; weak QA program. **Benefits: Higher quality customer service.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-09 **Fraud Investigation Time Limits** (6/11/07)	**Problem: Lack of Standardization Across USCIS Business Processes –** Varied processing times office-to-office. **Benefits: Clients know when to reasonably expect a response to their case.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-08 **Fraud Interviews** (6/11/07)	**Problem: Lack of Standardization Across USCIS Business Processes –** Insufficient training for fraud interviews. **Benefits: Deny fraud perpetrators additional preparation time and prevent issuance of interim benefits.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-07 **Premium Processing Costs Compared with Regular Costs** (6/11/07)	**Problem: Funding of USCIS** – Reliance on funds from premium processing. **Benefits: Increase level of service for regular processing and opportunity to reorganize funding.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-06 **FBI Name Checks** (6/11/07)	**Problem: Name Checks and Other Security Checks** – Name check delays. **Benefits: More timely and transparent name check processes.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-05 **Application Redress** (6/11/07)	**Problem: Customer Service –** National Customer Service Center (NCSC) does not show denials or other important information. **Benefits: Increased paths of communication leads to higher customer satisfaction.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-04 **FAQ List** (6/11/07)	**Problem: Customer Service –** Static FAQ lists. **Benefits: Dynamic features on website make contact between clients and officials easier.**	**No – USCIS has not responded Response Due (9/9/07)**		

AR2007-03 **Processing Times** (6/11/07)	**Problem: Processing Times –** Processing times are based on agency goals, not actual times, and are not transparent. **Benefits: Providing actual times provides more information to customers and leads to more efficient government services and greater accountability**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-02 **Pending Cases** (6/11/07)	**Problem: Backlogs and Pending Cases –** Older cases are not given as much attention as newer cases. **Benefits: Providing more information about backlogs adds to transparency and accountability.**	**No – USCIS has not responded Response Due (9/9/07)**		
AR2007-01 **Transformation** (6/11/07)	**Problem: USCIS Transformation –** Transformation is not taking place with customer input nor transparency **Benefits: Improve the process with fewer inquiries to NCSC and a smaller need for Infopass appointments.**	**No – USCIS has not responded Response Due (9/9/07)**		
FR2007-32 **Deferred Action** (4/6/07)	**Problem: Lack of Standardization Across USCIS Business Processes-** No statistics or tracking of approved or denied deferred action requests. **Benefits: Prevent regional disparity in approvals or denials of deferred action requests.**	**No – USCIS has not responded Response Due (7/6/07)**		
FR2007-31 **30-day Advance Notice for Changes in Policy and Operations Instructions** (2/8/07)	**Problem: Transparency** -Public is not provided with adequate notice about USCIS changes to policy and operations instructions. **Benefits: Improve USCIS efficiency and customer service through greater information to clients.**	**Yes USCIS responded (5/7/07)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2006-30 **Improvement of FOIA Operations** (7/12/06)	**Problem: Lack of Standardization Across USCIS Business Processes -** Lack of accountability, centralization, and updates to current policies, regulations, and guidelines. **Benefits: Make operations more efficient, effective, and compliant with statutory mandates.**	**Yes USCIS responded (10/5/06)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2006-29 **Extraordinary Ability "O", Petition Extension** (6/30/06)	**Problem: Lack of Standardization Across USCIS Business Processes** - Discrepancies between "O" and "P" visa extension policies. **Benefits: Align "O" and "P" visa considerations, providing operational efficiency and policy consistency.**	**Yes USCIS responded (10/3/06)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS cannot or will not implement**
AR2006-14 **Implement a Pre-Application Security Screening Process** (6/29/06)	**Problem: Lack of up-front processing** – Unnecessary high rate or rejection late in the process of receiving citizenship. **Benefits: Immediate screening decreases processing times, reduces the handout of interim benefits, and reduces the backlog.**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS cannot or will not implement**
AR2006-13 **Implement Premium-type Processing for Regular Applications**	**Problem: USCIS Revenue** – Premium processing likely less costly than regular processing. **Benefits: Save the agency resources and have a positive impact on customer service and efficiency at no additional net cost to the agency.**	**Yes USCIS responded (5/18/07)**	**USCIS does not agree**	**USCIS cannot or will not implement**

(6/29/06)				
AR2006-12 **Improve Fingerprint Storage and Retrieval Capabilities** (6/29/06)	**Problem: USCIS Revenue** – USCIS cannot retrieve fingerprints from storage. **Benefits: Reduces the need for multiple fingerprint collections and allows for cross-checking of fingerprint submissions.**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
AR2006-11 **Implement "Wrap-Around" Security Checks** (6/29/06)	**Problem: USCIS Revenue** – System's unnecessary expiration dates require duplicate security checks. **Benefits: Free up resources for other agency needs.**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
AR2006-10 **Consolidate and Rapidly Process Petitions for Spouses and Children of U.S. Citizens** (6/29/06)	**Problem: USCIS Revenue** – Complicated system for processing petitions for spouses and children of U.S. citizens. **Benefits: Prevent the waste of resources and address customer concerns.**	**Yes USCIS responded (5/18/07)**	**USCIS does not agree**	**USCIS cannot or will not implement**
AR2006-09 **Enforce Regulation Requiring Applications and Petitions to be Complete Prior to USCIS Acceptance** (6/29/06)	**Problem: USCIS Revenue** – Lockbox process failure to screen deniable cases. **Benefits: Improve efficiency and customer service by preventing customer dissatisfaction from requests for additional documents and allowing USCIS to forego time-consuming denial procedures.**	**Yes USCIS responded (5/18/07)**	**USCIS does not agree**	**USCIS cannot or will not implement**
AR2006-08 **Send Green Cards with "Return Receipt Requested"** (6/29/06)	**Problem: Green Cards Collected, Not Recorded, and Green Card Delivery Problems** – USCIS green cards not verified upon receipt. **Benefits: Save significant time and resources, while enhancing customer service.**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
AR2006-07 **Amend Staffing Utilization in Application Support Center (ASC) Contract** (6/29/06)	**Problem: Coordination and Communication –** Contract specifications limit the ability of district directors to utilize the Application Support Center staff for similar administrative duties within the district office. **Benefits: Provide consistent service to USCIS customers nationwide by improving field office operations.**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS cannot or will not implement**
AR2006-06 **Support Local Direct Communications Initiatives** (6/29/06)	**Problem: Coordination and Communication –** Service Request Management Tool (SRMT) has led to exacerbated problems with access and efficiency. **Benefits: Direct contact between customer and Immigration Information Officers eliminates extra steps in the process and provides cost savings.**	**Yes USCIS responded (5/18/07)**	**USCIS does not agree**	**USCIS cannot or will not implement**
AR2006-05 **Establish Revolving Fund to Help Address USCIS Funding Problems** (6/29/06)	**Problem: Funding of USCIS** – Unfunded programs creates dependency on slow processing and a backlog of cases. **Benefits: Revolving fund account enables agency to test innovative processes, addresses unexpected problems, and encourages USCIS leadership to innovate processes instead of continuing programs which do**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with part or parts of the recommendation but not all of the**	**USCIS cannot or will not implement**

	not enhance customer service, efficiency, and national security, but nevertheless generate essential revenue.		**recommendation**	
AR2006-04 **Establish Up-Front Security Checks for Adjudication Process** (6/29/06)	**Problem: Name Checks and Other Security Checks** – Name checks increase time necessary to complete all cases. **Benefits: Completing the name check before the submission eliminates time and promotes efficiency.**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS cannot or will not implement**
AR2006-03 **Expedited Processing of I-130 Petitions** (6/29/06)	**Problem: Pending I-130 Petitions** – Form I-130 processing times are increasing. **Benefits: Processing the petitions immediately prevents the cost involved in storing and retrieving the applications as well as resources expended for follow-ups, customer inquiries, address changes, etc.**	**Yes USCIS responded (5/18/07)**	**USCIS does not agree**	**USCIS cannot or will not implement**
AR2006-02 **Reform Employment-Based Green Card Application Processes** (6/29/06)	**Problem: Untimely Processing and Systemic Problems with Employment-Based Green Card Applications** – Applications not limited by visa availability. **Benefits: Ensure that it will not accept more applications than it can legally process; also enhances communication between USCIS and DOS.**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
AR2006-01 **Provide a Breakdown of Pending Cases** (6/29/06)	**Problem: Backlogs and Prolonged Processing Times** – Lack of accountability and transparency from USCIS for backlogged cases. **Benefits: Provide a better understanding of the true nature of USCIS' backlog to determine if USCIS achieved a six-month processing standard from start to finish for all applications.**	**Yes USCIS responded (5/18/07)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2006-28 **Address Change** (6/9/06)	**Problem: Coordination and Communication** about status of AR-11, also difficult to file. **Benefits: Improve customer satisfaction and confidence in the process; improve USCIS data accuracy.**	**Yes USCIS responded (9/8/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented the recommendation in its entirety**
FR2006-27 **Up-Front Processing** (5/19/06)	**Problem: Lack of up-front processing** increases issuance of interim benefits as well as the backlog and processing times. **Benefits: Improved customer service, efficiency, and promotion of national security by preventing ineligible applicants from obtaining government-issued identity documents while their cases are pending and allowing USCIS to detect and act on fraudulent cases at the earliest possible point.**	**Yes USCIS responded (8/21/06)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2006-26 **DNA Testing** (4/12/06)	**Problem: DNA test results not listed as evidence of family relationship.** **Benefits: An easier, less resource-intensive and time-consuming process.**	**Yes USCIS responded (7/5/06)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2006-25 **Employment Authorization**	**Problem: Lack of Standardization Across USCIS Business Processes-** Inefficient system for employment of foreign nationals.	**Yes USCIS responded**	**USCIS agrees with part or**	**USCIS has implemented**

Documents (EADs) (3/20/06)	**Benefits: Easier employment system for foreign nationals.**	**(6/20/06)**	**parts of the recommendation but not all of the recommendation**	**part or parts of the recommendation but not all of the recommendation**
FR2006-24 **Asylum Adjudication** (3/20/06)	**Problem: Lack of Standardization Across USCIS Business Processes** - Applications not limited to individuals in valid nonimmigrant status. **Benefits: New process adheres to appropriate roles and responsibilities for USCIS post-INS breakup.**	**Yes USCIS responded (4/27/06) Yes (6/20/06)**	**USCIS does not agree**	**USCIS cannot or will not implement**
FR2006-23 **Military Naturalization** (3/20/06)	**Problem: Lack of Standardization Across USCIS Business Processes** - Fingerprint requirement often difficult to fulfill for military personnel. **Benefits: Respond to special needs of military.**	**Yes USCIS responded (4/27/06)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS cannot or will not implement**
FR2006-22 **Notices to Appear (NTAs)** (3/20/06)	**Problem: Lack of Standardization Across USCIS Business Processes** -Policy for issuing NTAs not standardized. **Benefits: Fewer fraudulent filings.**	**Yes USCIS responded (4/27/06)**	**USCIS does not agree**	**USCIS cannot or will not implement**
FR2005-21 **Asylum Division Use of Notice of Action Form I-797** (12/7/05)	**Problem: Lack of Standardization Across USCIS Business Processes** -Use of separate approval notification systems and Form I-94 processes/documents at different USCIS operations is counterproductive, confusing, and increases likelihood of fraud. **Benefits: Provides improved customer service, USCIS efficiency and enhances national security for this process.**	**Yes USCIS responded (3/17/06) Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2005-20 **Administrative Appeals Office** (12/6/05)	**Problem: Transparency** -Appellate standard of review at the Administrative Appeals Office not available to public. **Benefits: Provide more information to stakeholders.**	**Yes USCIS responded (12/19/05)**	**USCIS does not agree**	**USCIS cannot or will not implement**
FR2005-19 **Elimination of Asylum Pick Up Decision Delivery Process** (10/13/05)	**Problem: Lack of Standardization Across USCIS Business Processes** -Decision delivery process not standardized. **Benefits: Establishes a single process for the delivery of notices for all cases.**	**Yes USCIS responded (12/12/05) Yes USCIS responded (4/27/06)**	**USCIS does not agree**	**USCIS cannot or will not implement**
FR2005-18 **Public Reporting for Capped Categories** (8/28/05)	**Problem: Transparency -**Infrequent reporting of H-1B cap usage. **Benefits: Assist employers and individuals by making this information directly accessible.**	**Yes USCIS responded (12/27/05) Yes (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented the recommendation in its entirety**
FR2005-17 **Elimination of Postal Meter Mark** (7/29/05)	**Problem: Inefficient or Redundant Processes** -U.S. Post Office cannot forward USCIS correspondence to applicants and petitioners. **Benefits: Elimination improves customer service and reduces problems associated with mail delivery.**	**Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS cannot or will not implement**
FR2005-16 **I-131 Refugee Travel Document** (6/10/05)	**Problem: Lack of Standardization Across USCIS Business Processes** -Refugee travel guidelines not consistent with those of similar documents. **Benefits: Alleviates the burden and cost imposed on applicants who apply for multiple refugee travel documents prior to becoming green card holders;**	**Yes USCIS responded (12/27/05) Yes USCIS**	**USCIS does not agree**	**USCIS cannot or will not implement**

	reduces number of I-131 applications processed.	**responded (4/27/06)**		
FR2005-15 **Issuance of Receipts to Petitioners and Applicants** (5/9/05)	**Problem: Transparency -** Inability to issue timely receipts to petitioners and applicants. **Benefits: Improved document management and customer service.**	**Yes USCIS responded (5/25/05)** **Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2005-14 **Pilot Program Termination** (2/25/05)	**Problem: Transparency -**No public notice regarding initiation and termination of USCIS pilot programs directly affecting customer service. **Benefits: Fewer complaints and more transparency.**	**Yes USCIS responded (5/25/05)** **Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented the recommendation in its entirety**
FR2004-13 **Issuance of Permanent Resident Cards to Arriving Immigrants** (12/15/04)	**Problem: Coordination and Communication** - Not enough communication between departments concerning immigrant visa packages. **Benefits: Expedite issuance of green cards to arriving immigrants.**	**Yes USCIS responded (5/25/05)** **Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2004-12 **Lockbox** (11/29/04)	**Problem: Inefficient or Redundant Processes** -Lockbox resulted in tracking and management difficulties; inefficient processing; incorrect rejection of valid filings. **Benefits: Issuance of receipts to customers no longer delayed and efficient shipment of files between USCIS offices.**	**Yes USCIS responded (12/17/04)** **Yes (5/25/05)** **Yes (4/27/06)**	**USCIS does not agree**	**USCIS cannot or will not implement**
FR2004-11 **INFOPASS** (11/29/04)	**Problem: Transparency** -Lack of equitable access to InfoPass appointments. **Benefits: Improved customer service.**	**Yes USCIS responded (12/17/04)** **Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2004-10 **Naturalization for Survivors of Domestic Violence** (10/6/04)	**Problem: Lack of Standardization Across USCIS Business Processes** - Mistake in USCIS policy memorandum concerning Form I-751. **Benefits: Correct administrative error and allow survivors of domestic violence to receive more rapid green card status.**	**Yes USCIS responded (12/17/04)** **Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented the recommendation in its entirety**
FR2004-09 **Standardized Forms** (10/6/04)	**Problem: Lack of Standardization Across USCIS Business Processes** -No standard forms package for each petition or application type. **Benefits: Create cohesiveness across USCIS offices.**	**Yes USCIS responded (12/17/04)** **Yes USCIS responded (5/25/05)** **Yes USCIS responded**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**

		(4/27/06)		
FR2004-08 **Premium Processing** (9/27/04)	**Problem: Inefficient or Redundant Processes** - Premium processing should be made available to certain employment-based change-of-status applications (From I-539). **Benefits: Ensure that family members are not negatively impacted by the failure to allow them to benefit from I-129 premium processing when their applications are filed separately.**	**Yes USCIS responded (12/17/04) Yes USCIS responded (5/25/05) Yes USCIS responded (12/27/05) Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS cannot or will not implement**
FR2004-07 **I-9 Storage** (8/16/04)	**Problem: Inefficient or Redundant Processes** - Employers should be authorized to store Employment Eligibility Verifications (Form I-9s) electronically. **Benefits: Stay up-to-date with current business practices; improved availability of information.**	**Yes USCIS responded (12/17/04)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS cannot or will not implement**
FR2004-06 **E-Filing** (8/16/04)	**Problem: Information Technology/ Inefficient or Redundant Processes** - No encouragement for E-filing. **Benefits: Decreasing cost of E-filing and encouraging the process will reduce workload for both petitioners and USCIS employees.**	**Yes USCIS responded (12/17/04) Yes USCIS responded (5/25/05) Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented the recommendation in its entirety**
FR2004-05 **Customer Service Training for USCIS Employees** (8/16/04)	**Problem: Staffing, Career Development, and Training** -USCIS employees who interact with immigration customers not required to receive formal training in customer service. **Benefits: Fulfill customer needs by providing employees with continuous and appropriate training.**	**Yes USCIS responded (12/17/04) Yes USCIS responded (5/25/05) Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented the recommendation in its entirety**
FR2004-04 **Fee Instructions** (6/29/04)	**Problem: Transparency** -Discrepancies in information about filing fees. **Benefits: Keeping the public informed about changes in fees reduces complaints and expedites process.**	**Yes USCIS responded (12/17/04) Yes USCIS responded (5/25/05) Yes USCIS responded**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented the recommendation in its entirety**

		(4/27/06)		
FR2004-03 **Reengineering Green Card Replacement Processing** (6/18/04)	**Problem: Lack of up-front processing** -Green cards not timely produced nor delivered. **Benefits: Up-front processing speeds up system.**	**Yes USCIS responded (5/23/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2004-02 **Streamlining Employment Based Immigrant Processing** (6/18/04)	**Problem: Lack of up-front processing** Backlog of employment-based green card applications. **Benefits: A one-step, front-end, employment-based green card application process streamlines process and reduces backlog.**	**Yes USCIS responded (12/27/05)** **Yes USCIS responded (4/27/06)**	**USCIS agrees with part or parts of the recommendation but not all of the recommendation**	**USCIS has implemented part or parts of the recommendation but not all of the recommendation**
FR2004-01 **Streamlining Family-Based Immigrant Processing** (6/18/04)	**Problem: Backlog of family-based green card applications.** **Benefits: A one-step, front-end, family-based adjudication process streamlines process and reduces backlog.**	**Yes USCIS responded (4/27/06)**	**USCIS agrees with recommendation in its entirety**	**USCIS cannot or will not implement**