



Annual Report on the Impact of the Homeland Security Act on Immigration Functions Transferred to the Department of Homeland Security

April 29, 2020



Homeland
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U.S. Citizenship and Immigration Services



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Foreword

April 29, 2020

I am pleased to present the following “Annual Report on the Impact of the Homeland Security Act on Immigration Functions Transferred to the Department of Homeland Security.”

As required by statute, this report is being provided to the following Members of Congress:

The Honorable Jerrold Nadler
Chairman, House Committee on the Judiciary

The Honorable Jim Jordan
Ranking Member, House Committee on the Judiciary

The Honorable Carolyn B. Maloney
Chairwoman, House Committee on Oversight and Reform

The Honorable Jim Jordan
Ranking Member, House Committee on Oversight and Reform

The Honorable Lindsey Graham
Chairman, Senate Committee on the Judiciary

The Honorable Dianne Feinstein
Ranking Member, Senate Committee on the Judiciary

The Honorable Ron Johnson
Chairman, Senate Committee on Homeland Security and Governmental Affairs

The Honorable Gary C. Peters
Ranking Member, Senate Committee on Homeland Security and Governmental Affairs

Please do not hesitate to contact us at (202) 447-5890 if we may be of further assistance.

Respectfully,

A handwritten signature in blue ink, appearing to read "Aaron L. Calkins".

AARON L. CALKINS

Acting Assistant Secretary for Legislative Affairs

Executive Summary

Section 478 of the Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (6 U.S.C. 298), requires that the Secretary of Homeland Security submit an annual report that identifies the impact of the transfer of immigration functions from the Department of Justice (DOJ), Immigration and Naturalization Service to the Department of Homeland Security (DHS). This report addresses activities during Fiscal Year (FY) 2019.

U.S. Citizenship and Immigration Services (USCIS), a component of DHS, received 8.1 million cases (applications and petitions) and processed 8.2 million cases to completion.¹

This report includes comprehensive data collected and compiled by the USCIS Office of Performance and Quality (OPQ) and contains region-by-region statistics on the aggregate number of immigration applications and petitions (Appendix B).

A total of 36,000 cases were added to the net backlog,² resulting in almost 2.5 million cases in net backlog³ status that would need to be completed during the next FY.

USCIS does not track the number and types of immigration-related grievances filed with any official of DOJ. Data relating to allegations of misconduct, corruption, and fraud involving any USCIS employee filed with USCIS is submitted via the “Report on Internal Affairs Investigations, Semi-Annual Report to Congress.”

Any plans to address or recommend enhancements to the grievance or the complaint process will be subject to review and determination by the Investigations Division within the USCIS Office of Security and Integrity (OSI).

USCIS reported to the DHS financial auditor that it has complied, in all material respects, with applicable laws and regulations. All immigration fees were collected and used in accordance with all applicable legal requirements.

Questions conveyed by telephone to USCIS were answered as follows: USCIS Call Center Tier 1 answered calls at an Average Speed of Answer⁴ of 19 minutes 30 seconds, and USCIS Call Center Tier 2 answered calls at an Average Speed of Answer of 18 minutes 48 seconds.

¹ The completions figure includes approximately 102,300 credible fear referrals processed to completion during FY 2019.

² Backlog is defined as the volume of pending applications that exceed the level of acceptable pending cases. Acceptable pending is pegged to the volume of applications received during the target cycle time period (e.g., 5 months). The target cycle time refers to the processing time goal for a given application type. For example, the processing time goal for Form N-400, Application for Naturalization, is 5 months. Therefore, the acceptable pending volume will be equal to the last 5 months’ worth of receipts.

³ Net backlog is defined similarly to backlog, except that the number of pending applications is reduced to account for cases in active suspense categories (i.e., cases that are deducted from the gross backlog, such as cases with a pending Request for Evidence or awaiting visa availability from the Department of State, or pending re-examination for an N-400, Application for Naturalization).

⁴ “Average Speed of Answer” is an industry-recognized category.

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I. Legislative Requirement

This report fulfills the requirement set forth in section 478 of the Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (6 U.S.C. 298), that the Secretary of Homeland Security report annually on the impact of the transfer made by the Act on immigration functions. Section 478 provides:

SEC. 478. IMMIGRATION FUNCTIONS.

(a) ANNUAL REPORT.—

(1) **IN GENERAL.**— One year after the date of the enactment of this Act, and each year thereafter, the Secretary shall submit a report to the President, to the Committees on the Judiciary and Government Reform of the House of Representatives, and to the Committees on the Judiciary and Government Affairs of the Senate, on the impact the transfers made by this subtitle has had on immigration functions.

(2) **MATTER INCLUDED.**— The report shall address the following with respect to the period covered by the report:

(A) The aggregate number of all immigration applications and petitions received, and processed, by the Department.

(B) Region-by-region statistics on the aggregate number of immigration applications and petitions filed by an alien (or filed on behalf of an alien) and denied, disaggregated by category of denial and application or petition type.

(C) The quantity of backlogged immigration applications and petitions that have been processed, the aggregate number awaiting processing, and a detailed plan for eliminating the backlog.

(D) The average processing period for immigration applications and petitions, disaggregated by application or petition type.

(E) The number and types of immigration-related grievances filed with any official of the Department of Justice, and if those grievances were resolved.

(F) Plans to address grievances and improve immigration services.

(G) Whether immigration-related fees were used consistent with legal requirements regarding such use.

(H) Whether immigration-related questions conveyed by customers to the Department (whether conveyed in person, by telephone, or by means of the Internet) were answered effectively and efficiently.

(b) SENSE OF CONGRESS REGARDING IMMIGRATION SERVICES.— It is the sense of Congress that—

(1) the quality and efficiency of immigration services rendered by the Federal

Government should be improved after the transfers made by this subtitle take effect; and

(2) the Secretary should undertake efforts to guarantee that concerns regarding the quality and efficiency of immigration services are addressed after such effective date.

II. Background

Section 478 of the Homeland Security Act (HSA) requires that the Secretary of Homeland Security report to Congress annually on the impact of the transfers made by the HSA on immigration functions. From FY 2004 through FY 2009, this requirement was met through the incorporation of the relevant information into one of the USCIS quarterly reports on productivity required by the Senate Report accompanying the annual DHS Appropriations Acts (usually the third quarter report). However, the Senate Report that accompanied the FY 2010 DHS Appropriations Act no longer directed USCIS to submit quarterly productivity reports. Accordingly, the section 478 reporting requirement is now met through this separate report.

III. Reporting Responses

Section 478(a)(2)(A): The aggregate number of all immigration applications and petitions received, and processed, by the Department.

See Appendix A, which includes comprehensive data collected that address this section of the report requirement.

Section 478(a)(2)(B): Region-by-region statistics on the aggregate number of immigration applications and petitions filed by an alien (or filed on behalf of an alien) and denied, disaggregated by category of denial and application or petition type.

See Appendix B, which includes comprehensive data collected that address this section of the report requirement. Appendix B is divided into two parts: one containing information on the four regional locations within USCIS, and the other containing information on the five center locations within USCIS.

Section 478(a)(2)(C): The quantity of backlogged immigration applications and petitions that have been processed, the aggregate number awaiting processing, and a detailed plan for eliminating the backlog.

The total net backlog volume as of September 30, 2019 is almost 2.5 million cases, driven in large part by the following applications and petitions (in descending order of highest backlog):

- I-589 Application for Asylum and for Withholding of Removal
- I-485 Application to Register Permanent Residence or Adjust Status
- I-90 Application to Replace Permanent Resident Card
- N-400 Application for Naturalization
- I-130 Petition for Immediate Relative

Within USCIS, the responsibility of adjudicating most cases falls under the purview of the Field Operations Directorate (FOD), Service Center Operations Directorate (SCOPS), and the Refugee, Asylum and International Operations Directorate (RAIO). These components are responsible for the accurate and timely disposition of incoming cases. They are also charged with effectively eliminating any backlogs that are present or have the potential to build based on existing conditions.

FOD is responsible for the adjudication of applications and petitions for immigration benefits, other than asylum applications, requiring domestic, in-person (face-to-face) interviews.⁵

SCOPS is responsible for the adjudication of certain applications and petitions for immigration benefits which may be adjudicated remotely, thereby eliminating a need for in-person interviews.⁶

RAIO is responsible for adjudicating asylum applications and requests for refugee status, in addition to adjudicating immigration applications and petitions for individuals abroad.

Backlogs have been increasing steadily since FY 2010, and there is no easy or quick fix for reducing these backlogs. Backlogs have grown mainly due to receipt increases; statutory changes; new programs and policies; court-ordered continuation of accepting renewal requests for Deferred Action for Childhood Arrivals (DACA); added security requirements; and insufficient staffing levels and facilities. Current backlog elimination plans rely primarily on increasing staff, rebalancing workloads among staff/work units, leveraging electronic processing and automation, and reintroducing performance metrics.⁷

See Appendix A for comprehensive data on backlog levels.

As of the end of September 2019, USCIS had a net backlog of **2.5 million cases**. The main reasons for the current backlog are:

- An unanticipated increase in the overall volume of petition/application filings after the 2016 presidential election and the implementation of the 2016 fee rule outpaced USCIS' capability to adjudicate and complete applications within processing time goals.
- The growing complexity of the work: increasing complexity and length of forms, new statutory and policy decisions, and increased security checks; this also correlates to the decrease in completions per hour.
- Logistical limitations on responding to the increase in workload due to staffing difficulties at certain locations and facility constraints.

USCIS expects additional challenges in reducing backlogs in FY 2020.

⁵ The Asylum Division within RAIO is responsible for conducting the interviews and adjudication of Form I-589, Application for Asylum and for Withholding of Removal, and Form I-881, Application for Suspension of Deportation or Special Rule Cancellation of Removal (Pursuant to section 203 of Public Law 105-100 NACARA). The Refugee Affairs Division and the International Operations Division within RAIO are responsible for conducting the interviews and adjudication of certain applications outside the United States.

⁶ The National Benefits Center (NBC), under the purview of FOD, also remotely adjudicates certain petitions and applications that do not require an in-person interview or that do not require a transfer to a USCIS Field Office.

⁷ More detail on the joint written testimony given on July 16, 2019 regarding the *Hearing on Policy Changes and Processing Delays at USCIS before the House Committee on the Judiciary Subcommittee on Immigration And Citizenship* can be found here: <https://www.uscis.gov/tools/resources-congress/testimonies-and-speeches/hearing-policy-changes-and-processing-delays-uscis-house-committee-judiciary-subcommittee-immigration-and-citizenship-july-16-2019>.

- Executive Order 13780, Protecting the Nation from Foreign Terrorist Entry into the United States, requires an increase in uniform baseline screening and vetting standards and as a result the backlog will continue to grow as we transition operations to meet the new policy demands.
- USCIS does not currently have in place the resources to complete the volume of cases received; therefore, cases will continue to age out of the acceptable pending category and cause the backlog to continue to grow.
- The affirmative asylum backlog is a product of both the receipt of a growing number of affirmative asylum applications and the diversion of USCIS Asylum Officers to other high-priority workloads, such as the credible fear caseload.
- USCIS is not staffed to meet its cycle time goals based on the current levels of productivity, and to do so as it did in FY 2007 and FY 2008, would likely require increased resources. In accordance with the Chief Financial Officers Act of 1990, USCIS will continue to review its fee structure on a biennial basis to ensure fee levels are sufficient to recover the full cost of adjudications, and published a notice of proposed rulemaking in the Federal Register on November 14, 2019 to adjust the U.S. Citizenship and Immigration Services Immigration Examinations Fee Account (IEFA) fee schedule. Fees collected and deposited into the IEFA fund nearly 96% of USCIS' budget. The rule proposes adjusting USCIS IEFA fee schedules by a weighted average increase of 21% to ensure full cost recovery. Current fees would leave the agency underfunded by approximately \$1.3 billion per year. USCIS last updated its fee structure in FY 2017, by a weighted average increase of 21%.

USCIS continues to implement actions to increase productivity:

- *Transition Pre-, Post- and Non-Adjudicative Work from Adjudicators to Non-Adjudicators.* USCIS is implementing changes to allow adjudicators to employ their skills on the aspects of case adjudication that require their level of expertise, not on other matters. These measures will improve processing times.
- *Centralize the Delivery of Information Services through the USCIS Contact Center.* Two initiatives address this: 1) Enhancing online and Contact Center self-help features, and 2) Completing the implementation of the Information Services Modernization initiative.
- *Reintroduced Performance Metrics* by instituting officer timeliness standards, post-interview program goals, setting office production targets, and placing performance metrics in employee performance evaluations.
- *Leverage Electronic Processing and Automation to Increase Efficiency.* USCIS is implementing eProcessing, expanding streamlined processing, and automating assessments.
- *Hire Additional Staff* to address the human and financial resource requirements associated with significantly reducing the backlog over the next five years. In FY 2019, USCIS authorized an additional 737 employees (a 5% increase) in the operational directorates that conduct adjudications.

Section 478 (a)(2)(D): The average processing period for immigration applications and petitions, disaggregated by the application or petition type.

See Appendix A, which includes comprehensive data collected that address this section of the report requirement.

Section 478 (a)(2)(E): The number and types of immigration-related grievances filed with any official of the DOJ, and if those grievances were resolved.

USCIS does not track the number and types of immigration-related grievances filed with any official of the DOJ. In accordance with the Homeland Security Act, the Director of USCIS is responsible for conducting investigations of non-criminal allegations of misconduct, corruption, and fraud involving any USCIS employee who is not subject to investigation by the DHS Office of Inspector General.

The USCIS Director has delegated this investigatory responsibility to the USCIS Office of Security and Integrity (OSI). OSI provides leadership in the management of security to protect employees, facilities, assets, and information to advance the agency's mission by ensuring effective, efficient, and continual operations.

Data relating to allegations of misconduct, corruption, and fraud involving any USCIS employee filed with USCIS are submitted via the "Report on Internal Affairs Investigations, Semi-Annual Report to Congress." These semi-annual reports contain January through June data and July through December data, and they are submitted to Congress by OSI through regular channels.

Section 478 (a)(2)(F): Plans to address grievances and improve immigration services.

Any plans to address or recommend enhancements to the grievance or the complaint process will be subject to review and determination by the Investigations Division within OSI. This division is charged with the following responsibilities:

- Receiving allegations of employee misconduct and planning, organizing, and conducting internal investigations pertaining to USCIS employee misconduct;
- Developing investigative procedures and techniques; and
- Providing policy guidance to investigators and employees assigned to conduct field management inquiries.

The responsibility to address or enhance current immigration functions, as it relates to immigration services operations and adjudicative functions, rests with the operational directorates that are ultimately responsible for ensuring the accurate and timely adjudication of incoming cases. Recommendations and improvements are usually initiated by the operational components, because they have the most up-to-date knowledge and information regarding adjudication practices and standard operating procedures pertaining to the various form types. Broad improvements are usually a result of a collaborative effort undertaken by USCIS Headquarters directorates and program offices.

Section 478 (a)(2)(G): Whether immigration-related fees were used consistent with legal requirements regarding such use.

With regard to the Annual Financial Statement Audit,⁸ USCIS asserted to the DHS financial auditor that it has complied, in all material respects, with applicable laws and regulations. All immigration fees were collected and used in accordance with all applicable legal requirements. Funds collected for the Fraud Prevention and Detection Fee account were distributed to the Department of Labor (DOL), DHS, and the Department of State in accordance with the guidelines specified in Public Law 108-447 and Public Law 115-218. Each agency received a one-third share of general fraud fee collections, which totaled \$156.1 million in FY 2019. USCIS' FY 2019 share was \$52.1 million. Funds collected for the H-1B Nonimmigrant Petitioner Fee account were distributed to DOL (55%), the National Science Foundation (40%), and DHS (5%), in accordance with relevant law. Collections totaled \$391.8 million in FY 2019; USCIS' FY 2019 share was \$19.6 million.

Section 478 (a)(2)(H): Whether immigration-related questions conveyed by the public to the Department (whether conveyed in person, by telephone, or by means of the Internet) were answered effectively and efficiently.

The USCIS Office of Citizenship and Applicant Information Services (CAIS) delivers effective information and services that help our applicant community learn and navigate the immigration journey through a digital and live-help experience, which creates value and efficiency for our applicants and adjudicative process. Within CAIS, the Public Services Division provides information and guidance, and schedules information counter appointments for USCIS applicants, petitioners, and immigration advocates regarding immigration benefits. The Public Engagement Division in the Office of Public Affairs facilitates agencywide collaboration with external stakeholders (both at the national and local levels using various languages) to maintain open communication and seek feedback regarding USCIS policies, priorities, and organizational performance reviews.

USCIS received 685,636 electronic inquiries in FY 2019. Every question asked received a response. USCIS has set a goal of responding to within 48 hours from receipt of the inquiry. The average response time in FY 2019 was about 48 hours. Of the 685,636 inquiries received, the primary questions were about scheduling an appointment (42%), password reset issues (18%) and case status (14%).

The USCIS Contact Center follows a typical, industry-standard workflow. All calls are first answered by the Interactive Voice Response (IVR) system that provides a caller with general information and some case specific services. In 2019, 13.2 million calls were received at the USCIS Contact Center. Of the total calls received at the contact center, 65% had their inquiries resolved within the IVR. If more than general information and services information is required, the caller can request live assistance at the Tier 1 level. Tier 1 is a contractor-operated contact center where more specific information on policy and procedures is available. The Tier 1

⁸ An annual financial statement audit is an annual assessment conducted by an independent auditor who, upon completion of the audit, provides reasonable, but not absolute, assurance as to whether the financial statements are presented fairly, in all material respects, in accordance with Federal Generally Accepted Accounting Principles. This opinion is intended to increase the value and credibility of the financial statements produced by management as well as the users' confidence in information contained therein.

contractor works from a knowledge base system provided by USCIS, which is updated weekly. If the information sought is not available at the Tier 1 level, the caller is transferred to the Tier 2 level. Tier 2 is staffed with USCIS-trained Immigration Services Officers who have enhanced access to USCIS systems. The information requested at the Tier 2 level is often specific information about the status of applications and petitions submitted to USCIS. All inquiries regarding ELIS forms are managed through the agency's online web form or within the myUSCIS online account experience.

There were 4.2 million calls completed at the Tier 1 level. Tier 1 effectively answered calls at an average speed of 19 minutes and 30 seconds. Of the 4.2 million calls received at Tier 1, individuals abandoned or terminated about 23% of calls before being answered. About 15.8% of calls to the Tier 1 level required more specific assistance and were referred to the Tier 2 level. Tier 2 answered calls at an average speed of 18 minutes and 48 seconds after being transferred to a Tier 2 officer. Individuals at the Tier 2 level abandoned roughly 1.7% of the calls referred before the calls were answered by Tier 2 staff.

Appendix A

FY2019 USCIS Domestic Performance Data								
Form Number and Description		Receipts	Completions	Net Backlog End of FY18	Net Backlog End of FY19	Change in Backlog (FY18 to FY19)	Net Cycle Time End of FY19 (in months)	
Sponsoring Relatives & Orphans	I-130 Immediate Relative	525,724	608,270	256,035	235,449	(20,586)	10.7	
	Preference Relative	222,940	150,687	-	117,813	117,813	11.8	
	Total Alien Relative Petitions	748,664	758,957	256,035	353,262	97,227	11.0	
	I-129F Fiancée Petition	45,274	61,115	7,380	-	(7,380)	4.0	
	I-600/600A Orphan Petitions	2,039	1,772	-	-	-	2.0	
	I-800/800A Convention Country Adoption	5,114	4,901	-	-	-	0.8	
	I-730 Refugee/Asylee Relative Petition	15,607	7,728	5,154	13,614	8,460	16.1	
Resident Services	Immigrant Visas	476,300	460,817	-	12,982	12,982	0.8	
	I-90 Renew / Replace Permanent Resident Card	724,565	515,256	73,640	287,003	213,363	7.7	
	I-131 Reentry Permit / Refugee Travel Doc	90,448	88,765	3,045	1,554	(1,491)	3.2	
	I-751 Remove Conditions on Residence	187,414	206,082	157,965	125,741	(32,224)	14.6	
	I-829 Remove Conditions on Entrepreneur	3,756	1,736	6,192	7,637	1,445	36.1	
	N-300 Declaration of Intent	33	19	64	70	6	40.3	
	N-470 Preserve Residence	162	149	-	-	-	5.9	
	N-400 Military Naturalization	3,679	4,811	2,442	1,255	(1,187)	10.4	
	Other Naturalization	827,279	926,956	360,268	262,150	(98,118)	8.9	
	N-644 Posthumous Naturalization	-	-	-	-	-	0.0	
	N-648 Disability Exception	4,688	11,108	-	-	-	1.6	
	N-336 Request for Hearing	6,118	5,833	2,303	2,792	489	11.9	
	Employer & Investor Services	I-129 Premium Processed	246,508	345,314	447	704	257	0.5
		Non-Immigrant Petition (non Premium filed)	304,693	290,627	81,682	41,767	(39,915)	4.1
		Total all I-129	551,201	635,941	82,129	42,471	(39,659)	2.1
I-140 Premium Processed		71,120	80,812	923	2,700	1,778	1.0	
Immigrant Petition for Worker (non Premium filed)		71,331	78,059	12,747	6,603	(6,144)	5.0	
Total all I-140		142,451	158,871	13,670	9,303	(4,367)	2.7	
I-360 Petition for Amerasian, Widow(er), or Special Immigrant		40,208	40,946	36,760	34,415	(2,345)	15.9	
I-526 Petition by Entrepreneur		4,194	4,673	12,626	2,931	(9,695)	12.5	
I-924 Regional Center Application		79	197	154	123	(31)	20.2	
Nonimmigrant Services		I-102 Replacement/Initial Nonimmigrant Arrival-Departure Doc	4,978	4,935	397	491	94	3.6
	I-539 Extend/ Change Status	221,566	230,303	39,935	44,218	4,283	4.7	
Adjustment	I-485 Asylum Adjustment	39,915	27,646	11,998	21,249	9,251	12.8	
	Refugee adjustment	28,166	46,684	23,582	14,738	(8,844)	10.2	
	Indo Chinese Adjustment	27	24	11	17	6	11.0	
	Cuban Adjustment Act	16,847	39,844	25,971	6,715	(19,257)	9.4	
	Employment-Based Adjustment	102,025	113,705	85,091	96,473	11,382	14.5	
	Family-Based Adjustment	333,695	395,035	220,487	138,562	(81,925)	9.4	
	All Other Adjustment of Status	28,264	29,969	20,368	17,406	(2,962)	11.3	
	Subtotal I-485 Regular Cases	480,831	578,553	351,917	259,156	(92,761)	10.9	
	Total Adjustment Cases	548,939	652,907	387,508	295,160	(92,348)	X	
	I-131 Advance Parole	403,067	374,956	18,791	48,099	29,308	4.5	
	I-131 Parole in Place	7,388	6,702	1,881	-	(1,881)	1.6	
	EOIR adjustment processing	55,916	55,551	58,771	6,334	(52,437)	3.4	
	EAD	I-765 All Other Employment Authorization Document	1,757,003	1,733,833	197,545	155,405	(42,140)	4.1
Transitional Services	I-589 Asylum	82,807	72,287	273,989	301,641	27,652	36.7	
	I-821 Temporary Protected Status	5,585	37,093	6,690	5,707	(983)	13.1	
	I-881 NACARA 203 Application	-	-	119	-	(119)	0.0	
	I-867 Credible Fear Referral	105,439	102,258	-	2,280	2,280	0.0	
	I-899 Reasonable Fear	13,197	11,774	-	-	-	0.0	
	I687/690/695/698/700 Legalization/ SAW	37	98	217	273	56	47.0	
	I-817 Family Unity	340	687	269	11	(258)	6.2	
	I-914 T Nonimmigrant Status	2,287	1,585	2,251	2,940	689	17.9	
	I-918 U Nonimmigrant Status	48,027	23,264	191,562	204,671	13,109	46.1	
	I-192 Waiver filed with I-918	34,295	-	-	-	-	50.5	
	I-929 Qualifying Family Members of U Nonimmigrants	1,078	1,342	838	488	(350)	9.4	
	Other Services	N600/600K Application for Citizenship	57,341	64,575	17,030	12,417	(4,613)	7.6
		I-824 Action on Approved Application or Petition	10,498	10,392	4,290	4,179	(111)	7.8
		I-905 Permission to Issue Health Care Certification	-	-	-	-	-	X
N-565 Replace Certificate		27,800	26,121	-	-	-	2.9	
I-601A Provisional Waiver		52,506	49,419	23,717	28,188	4,471	9.4	
Waivers (Excluding I-601A)		72,179	57,589	169,593	181,035	11,442	33.0	
I-910 Application for Civil Surgeon		465	647	-	-	-	1.9	
I-290B I-290B Appeal		9,069	3,056	-	-	-	3.6	
I-290B Motion to Reopen		22,645	26,226	-	-	-	6.2	
Total I-290B		31,714	29,282	-	-	-	X	
Deferred Action for Childhood Arrivals	I-821D DACA (Initial Filing)	1,581	3,428	316	807	491	13.5	
	DACA (Renewal)	384,886	389,731	-	-	-	1.3	
	Total I-821D DACA	386,467	393,159	316	807	491	1.4	
	I-765 Employment Authorization Document DACA	389,545	397,694	-	-	-	1.1	
	I-131 DACA DACA Travel Doc	-	1	38	9	(29)	19.8	
Total	8,133,728	8,205,805	2,415,573	2,451,655	36,082			

Table Key:

- Represents zero or rounds to 0.0.

X Not applicable

Notes:

1) I-485 Regular is based on the following form types: Cuban, Employment, Family, and All Other Adjustment of Status cases. N-400 military natz pending, net cycle time and backlog data include International Operations (IO) data.

Source(s):

1) September 2019 National Performance Report published 11/1/2019

Appendix B

FY2019 USCIS Domestic Performance Data By Region												
Form Types	Central Region (COR)			Northeast Region (NER)			Southeast Region (SER)			Western Region (WOR)		
	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other
TOTAL	406,165	774	59,069	446,841	502	68,829	298,151	343	55,326	392,433	384	46,074
I-129F Fiancée Petition	-	-	18	-	-	9	-	-	17	-	-	10
I-130 Immediate and Preference Alien Relative Petitions	63,894	298	8,474	71,728	111	11,263	46,051	117	7,123	55,016	111	5,529
I-485 Family-Based Adjustment	87,348	263	14,666	93,644	115	17,060	63,766	105	11,767	78,076	77	11,517
I-600/I-600A Orphan Petitions	-	-	-	-	-	-	-	-	-	-	-	-
I-601A Provisional Unlawful Presence Waiver	-	-	4	-	-	1	3	-	2	-	-	4
I-751 Remove Conditions on Residence	17	37	500	-	34	1,698	-	35	921	1	32	791
I-800/I-800A Convention Country Adoption	-	-	-	-	-	-	-	-	-	-	-	-
I-129 Non-Immigrant Petitions (including premium filings)	-	-	-	-	-	-	-	-	-	-	-	16
I-140 Immigrant Petition for Worker (including premium filings)	1	-	-	-	-	1	-	-	4	-	-	3
I-485 Employment-Based Adjustment	15,797	8	1,403	14,310	5	1,501	7,641	3	869	19,924	4	1,532
I-526 Petition by Entrepreneur	-	-	-	-	-	-	-	-	-	-	-	-
I-765 Employment Authorization Document	572	22	1,582	225	-	1,345	333	1	5,914	410	-	502
I-829 Remove Conditions on Entrepreneur	-	-	-	-	-	-	-	-	-	-	-	-
I-924 Regional Center Application	-	-	-	-	-	-	-	-	-	-	-	-
I-485 Asylum Adjustment	6	4	131	24	-	298	16	-	94	1	8	161
I-485 Refugee Adjustment	364	2	337	186	3	97	77	-	71	52	-	114
I-485 Indo Chinese Adjustment	3	-	1	3	-	-	4	-	1	17	-	2
I-485 Cuban Adjustment Act	2,746	3	518	556	2	108	12,715	9	2,134	775	1	136
Legalization	1	-	3	1	-	6	-	-	14	-	-	16
I-730 Refugee/Asylee Relative Petition	-	2	35	-	-	70	-	-	17	-	-	51
I-817 Family Unity	-	-	3	-	-	1	-	-	1	-	-	8
I-821 Temporary Protected Status	-	-	6	-	-	5	-	-	24	-	-	7
I-821D DACA	-	-	-	3	-	-	-	-	-	-	-	1
I-914 T Nonimmigrant Status	-	-	-	1	-	-	-	-	-	-	-	-
I-918 U Nonimmigrant Status	2	2	-	-	-	-	-	-	-	-	-	2
I-929 Qualifying Family Members of U Nonimmigrants	-	-	-	-	-	-	-	-	-	-	-	-
N-300 Declaration of Intent	5	-	1	6	-	2	3	-	-	19	-	1
N-336 Request for Hearing	1,694	2	656	1,591	2	709	1,523	3	809	1,208	2	610
N-400 Military Naturalization	956	-	232	846	-	250	622	1	171	765	-	170
N-400 Other Naturalization	211,166	77	26,353	240,928	108	28,971	150,693	45	20,182	221,787	72	21,157
N-470 Preserve Residence	51	-	23	40	-	14	28	-	10	44	-	7
N-565 Replace Certificate	-	-	19	-	7	18	-	-	13	-	-	26
N-600 Application for Citizenship	19,191	-	1,587	16,851	3	2,018	9,878	9	1,124	11,233	-	1,019
N-644 Posthumous Naturalization	-	-	-	-	-	-	-	-	-	-	-	-
N-648 Disability Exception	415	36	542	826	5	481	2,748	6	564	699	59	1,419
I-90 Renew / Replace Permanent Resident Card	-	-	-	-	-	1	1	-	-	-	-	1
I-102 Replacement/Initial Nonimmigrant Arrival-Departure Document	1	-	4	-	-	5	-	-	9	-	-	9
I-131 Reentry Permit / Refugee Travel Doc	2	-	13	23	-	6	9	-	32	43	-	19
I-131 Advance Parole	602	2	718	1,550	3	738	595	1	2,332	876	-	270
I-193 Waiver of Passport and/or Visa	-	-	-	-	-	-	-	-	-	-	-	-
I-360 Petition for Amerasian, Widow(er), or Special Immigrant	-	-	39	1	-	216	-	2	29	-	-	5
I-485 All Other Adjustment of Status	1,185	-	272	2,717	-	514	1,001	-	197	1,221	1	183
I-539 Extend/ Change Status	1	-	-	1	82	-	-	-	-	-	-	1
I-824 Action on Approved Application or Petition	4	-	21	-	-	32	-	-	19	-	-	28
Waivers	141	16	908	780	22	1,391	444	6	862	266	17	747

Table Key:

- Represents zero or rounds to 0.0.

Source(s):

1) PASEXEC Database, Data as of 11/14/2019

Appendix B cont'd

FY2019 USCIS Performance Data By Center																					
Form Type	Vermont Service Center (ESC)			Nebraska Service Center (NSC)			Texas Service Center (SSC)			California Service Center (WSC)			Potomac Service Center (YSC)			Immigrant Investor Program Office (IPO)			National Benefit Center (NBC)		
	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other
TOTAL	520,123	565	102,137	1,397,496	45	85,765	673,216	442	77,677	731,080	127	112,306	1,130,678	37	64,684	8,589	1	1,024	935,788	9	209,928
I-129F Fiancée Petition	10	-	155	1,158	-	1,312	971	-	73	42,691	3	8,591	404	-	531	-	-	-	40	-	15
I-130 Immediate and Preference Alien Relative Petitions	412	81	3,038	86,687	2	8,184	144,012	278	7,443	216,814	7	12,932	64,050	28	8,099	-	-	-	-	-	-
I-485 Family-Based Adjustment	10,792	-	835	24	-	-	38	-	12	7	-	1	-	-	-	-	-	-	-	-	-
I-600/I-600A Orphan Petitions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,039	-	191
I-601A Provisional Unlawful Presence Waiver	-	-	-	38,973	-	2,696	1	-	-	-	-	-	13,527	-	337	-	-	-	2	-	283
I-751 Remove Conditions on Residence	35,294	-	886	34,459	3	244	34,945	-	317	35,842	4	1,120	16,780	-	103	-	-	-	30,076	-	108
I-800/I-800A Convention Country Adoption	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	5,114	-	107
I-129 Non-Immigrant Petitions (including premium filings)	130,798	448	51,367	106,375	1	10,096	22,107	4	4,534	291,921	93	61,684	-	-	-	-	-	-	-	-	-
I-140 Immigrant Petition for Worker (including premium filings)	-	-	-	83,073	29	6,853	59,318	141	5,482	-	-	-	-	-	-	-	-	-	59	-	1
I-485 Employment-Based Adjustment	2	-	1	22,638	3	1,687	20,246	2	1,759	1,467	-	79	-	-	-	-	-	-	-	-	-
I-526 Petition by Entrepreneur	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,946	-	788	-	-	-
I-765 Employment Authorization Document	137,467	2	14,710	716,909	3	21,008	281,874	3	46,814	50,042	4	4,708	332,856	1	11,664	-	-	607,531	3	143,823	
I-829 Remove Conditions on Entrepreneur	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,756	-	97	-	-	-
I-924 Regional Center Application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	887	-	1	139	-	-	-
I-485 Asylum Adjustment	3	-	-	17,951	-	339	21,914	2	479	-	-	-	-	-	-	-	-	-	-	-	-
I-485 Refugee Adjustment	-	-	-	27,478	-	1,455	9	-	5	-	-	-	-	-	-	-	-	-	-	-	-
I-485 Indo Chinese Adjustment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-485 Cuban Adjustment Act	49	-	20	3	-	-	3	-	17	-	-	-	-	-	-	-	-	-	-	-	-
Legalization	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	34	-	30
I-730 Refugee/Asylee Relative Petition	-	-	-	6,545	-	396	9,062	8	536	-	-	-	-	-	-	-	-	-	-	-	-
I-817 Family Unity	-	-	-	-	-	-	307	-	126	-	-	1	-	-	-	-	-	-	33	-	4
I-821 Temporary Protected Status	2,509	3	1,093	764	-	59	57	-	642	1,377	-	657	-	-	-	-	-	-	1	-	-
I-821D DACA	42	-	40	-	-	14	-	-	4	1,304	10	2,322	-	-	-	-	-	-	-	-	-
I-914 T Nonimmigrant Status	2,286	2	624	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-918 U Nonimmigrant Status	47,995	5	3,303	30	-	2,151	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-929 Qualifying Family Members of U Nonimmigrants	1,078	-	261	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-300 Declaration of Intent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-336 Request for Hearing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	33	-	-
N-400 Military Naturalization	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	92	-	-
N-400 Other Naturalization	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2,705	-	-
N-470 Preserve Residence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-565 Replace Certificate	-	-	-	25,910	-	1,806	3	2	110	-	-	-	-	-	-	-	-	-	-	-	-
N-600 Application for Citizenship	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	188	-	-
N-644 Posthumous Naturalization	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-648 Disability Exception	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-90 Renew / Replace Permanent Resident Card	-	-	-	-	-	-	-	-	-	-	-	-	685,849	7	41,482	-	-	-	2	-	221
I-102 Replacement/Initial Nonimmigrant Arrival-Departure Document	1,821	10	416	615	-	134	1,079	1	448	630	1	242	-	-	-	-	-	-	832	-	116
I-131 Reentry Permit / Refugee Travel Doc	40	-	2	88,224	3	5,376	1,712	-	32	45	-	-	-	-	-	-	-	-	350	-	8
I-131 Advance Parole	25,016	-	953	53,066	1	9,212	58,756	-	4,980	7,453	-	347	-	-	-	-	-	-	248,161	6	61,123
I-193 Waiver of Passport and/or Visa	87	-	22	-	-	6	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-360 Petition for Amerasian, Widow(er), or Special Immigrant	14,421	9	2,650	1,957	-	203	1	-	3	2,628	1	363	-	-	-	-	-	-	21,200	-	2,629
I-485 All Other Adjustment of Status	17,673	-	2,949	1,255	-	85	753	-	206	2,459	-	4	-	-	-	-	-	-	-	-	-
I-539 Extend/ Change Status	48,549	1	15,937	66,880	-	5,404	13,702	1	3,486	73,846	4	18,864	17,212	1	2,468	-	-	-	1,375	-	41
I-824 Action on Approved Application or Petition	952	-	98	1,432	-	113	1,092	-	100	1,992	-	222	-	-	-	-	-	-	5,018	-	1,105
Waivers	42,827	4	2,776	15,090	-	6,932	1,253	-	69	562	-	169	-	-	-	-	-	-	10,903	-	123

Table Key:

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Sources:

1) PASEXEC Database, Data as of 11/14/2019