



JUN 14 2012

120/12.4

## Memorandum

TO: Debra Rogers  
Acting Citizenship and Immigration Services Ombudsman

FROM: Rebecca S. Carson  
Chief of Staff

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SUBJECT: Response to Recommendation 52, Recommendations to Improve the Quality of Responses to Inquiries from Individuals and Employers

### Recommendations

The Citizenship and Immigration Services Ombudsman (CISOMB) recommends that U.S. Citizenship and Immigration Services (USCIS):

1. Implement national quality assurance review procedures for service requests and make quality a priority;
2. Establish a follow-up mechanism in the SRMT system so that USCIS employees can provide customers with multiple responses (e.g., initial, follow-up, final) for the same service request;
3. Expand self-generated e-Requests to all form types;
4. Pilot mandatory supervisory review of certain SRMT responses; and
5. Post SRMT reports on the USCIS website and standardize the use of SRMT reports to identify spikes, trends, or other customer service issues.

### USCIS Response to Recommendations

- 1. Implement national quality assurance review procedures for service requests and make quality a priority.**

Quality has been and will continue to be a priority for USCIS – not only in terms of responses to service requests, but with respect to all of our customer interactions and related work. In line with this priority, USCIS formed an operational working group to focus on issues related to the

Service Request Management Tool (SRMT). The working group, which held its initial meeting on March 22, 2012, will consider this recommendation as part of its efforts.

Although noted in the report, USCIS would like to reiterate that both the Field Operations Directorate and the Service Center Operations Directorate have established SRMT quality review programs that track and analyze relevant data to ensure quality and identify potential areas for improvement.

**2. Establish a follow-up mechanism in the SRMT system so that USCIS employees can provide customers with multiple responses (e.g., initial, follow-up, final) for the same service request.**

The USCIS working group is exploring a number of enhancements to the SRMT, including a mechanism that will allow Immigration Services Officers (ISOs) to send follow-up responses to inquiries that could not be fully addressed in the initial response (e.g., when a file was not available at the time of the ISO's initial response).

**3. Expand self-generated e-Requests to all form types.**

USCIS concurs with this recommendation. USCIS is continuing its efforts to expand the self-generated e-Request through future releases. On May 10, 2012, USCIS added e-Requests for "typographical errors" for all form-types and "non-delivery of documents" for Form N-400 and Form I-90 (e.g., an applicant did not receive a Request for Evidence). By the second quarter of FY2013, USCIS plans to add "outside normal processing times" (ONPT) e-Requests for all form-types and e-Requests for "non-delivery of documents" for Form I-485, Form I-130, and Form I-765.

**4. Pilot mandatory supervisory review of certain SRMT responses.**

USCIS does not concur with this recommendation. USCIS strives to respond to service requests in 15 days for routine requests and in 5 days for expedite requests. Given the large volume of service requests that USCIS responds to each month, a mandatory supervisory review will be resource-intensive, unduly burdensome and result in operational inefficiencies that would potentially negatively impact our customers. As noted above, USCIS will explore ways to capture feedback from customers to understand their specific concerns with the SRMT process.

**5. Post SRMT reports on the USCIS website and standardize the use of SRMT reports to identify spikes, trends, or other customer service issues.**

USCIS concurs in part with this recommendation. USCIS does not plan to post SRMT reports to its website; however, USCIS will continue to use SRMT reports to determine whether offices are meeting their processing goals. The working group will explore using certain SRMT reports to identify spikes, trends, or other customer service issues that cannot be identified through other existing operational reports.