

# **USCIS Transformation Overview**



#### What is USCIS Transformation?



USCIS Transformation will deliver a simplified, online electronic system for applicants and their legal representatives to submit and track benefit requests.



USCIS Transformation is an **agency-wide effort** to move immigration services from a **paper-based** model to an electronic environment



#### **USCIS Transformation will:**

- Provide applicants more up-to-date and detailed case information
- Provide applicants, attorneys and accredited representatives the ability to submit benefit requests electronically, including evidence and payment
- Allow users to reuse some data from their online accounts when submitting future applications
- Reduce our reliance on paper, making it more efficient to access information to adjudicate benefit requests

#### What is Changing?



USCIS is moving from manual, paper-based processes to an electronic system to deliver a better customer experience in the future

#### **TODAY**

- Most benefit requests are submitted by paper
- Instructions on how to complete and submit a benefit request are lengthy
- Attorneys/accredited representatives and their clients establish a relationship by completing a paper G-28 and sending it by mail
- Applicants and attorneys/accredited representatives submit most payment by mail
- Applicants and attorneys/accredited representatives give biographic information and evidence each time they submit a benefit request
- o Case status information is not real time
- Paper files are physically delivered to USCIS employees for processing

#### **TOMORROW**

- ✓ Select benefit requests can be submitted electronically and can be stored online
- ✓ An online wizard guides customers through a benefit request step by step
- Attorneys/accredited representatives and their clients establish a relationship electronically
- Applicants and attorneys/accredited representatives submit payment electronically
- ✓ Applicants and attorneys/accredited representatives' biographic information and evidence are given once and can be used for most future filings
- More specific and timely case status information can be accessed online
- ✓ USCIS accesses case information through a central electronic location

#### What Will Stay the Same?



#### For the near term, much of the customer experience will stay the same

Benefit Request Submission

 Benefit requests not yet available in the new system will be submitted and processed through paper and current e-filing channels

## Customer Service

- Applicants can call the National Customer Service Center for assistance
- Applicants can schedule an INFOPASS appointment to speak with a USCIS officer in person

#### Benefit Request Processing

- Customers can view case status online and receive text updates by entering a receipt number for those benefit requests not submitted in the new system
- Customers can continue to receive receipt notices by postal mail

In the initial release of the system, a USCIS Adjudications Officer will also review all cases and determine a final eligibility decision. Benefit requests will also continue to be available for paper submission.

#### What Are the Benefits of the System?



In the initial release of the new system, Transformation will provide an easy-to-use electronic system for submitting and tracking benefit requests

- ✓ Secure process to initiate and submit select benefit requests electronically
- Electronic upload of evidence and online payment capabilities
- ✓ Automatically generated receipts and notifications from USCIS
- ✓ Up-to-date and complete applicant information provided to USCIS Adjudications Officers when adjudicating cases
- ✓ Up-to-date case status information accessed through online account
- Easy-to-use, electronic process to update personal information and contact preferences
- ✓ Ability to reuse some information for future applications
- ✓ **Single online account** to access history of online interactions with USCIS

Deliver an Improved Customer Experience

### Who is Helping to ShapeTransformation?



## USCIS actively seeks feedback from internal and external stakeholders to build a system that fits their needs

- Technical working groups composed of over 150 employees
- 171 employee Transformation Liaisons in local offices
- Transformation Information Gathering (TIG) sessions held with 1,768 employees and 67 USCIS leaders; TIG online survey results collected from 1,176 employees

USCIS Employee Input

- 33 customer and advocate listening sessions and webinars: 750+ stakeholders
- Telephone survey of 301 customers
- Quarterly External Data Interface Standards (EDIS) distributions

Customer Input

Federal Partner Input

- Regular working meetings
- First Executive Roundtable: 40 federal partner executives
- 4 Federal Stakeholder
  Exchange meetings with federal partner agencies
- Annual conference with congressional staff

#### When Will Transformation Take Place?



Transformation will take place in releases. Each release will enhance system

capabilities and expand benefit types available for electronic filing.

**PPLICATIONS** 

#### **Nonimmigrant Benefits**

2011

Stand-alone Form I-539 for B-1 (Business Visitor), B-2 (Tourist), F (Student), J (Exchange Visitor), and M (Vocational Student) visas (not filed jointly with another application)

2012

#### **Additional Nonimmigrant Benefits**

Forms I-821, I-765, I-131, I-102, I-824, additional supporting forms

**FUTURE RELEASES** 

- **Remaining Non-Immigrant Benefits**
- **Immigrant Benefits**
- **Humanitarian Benefits**
- **Citizenship Benefits**

CAPABILITIES

- E-filing for primary benefit seekers and dependents
- E-filing for attorneys and accredited representatives
- Individual accounts to track multiple cases
- **Electronic payment and** evidence submission
- Case status online

- Flectronic fee waiver request process
- **Appointment rescheduling**
- **Organizational accounts for** representative organizations (e.g. law firms, employers)
- **Greater degree of interaction** with federal partner systems
- Ability to exchange application data from commercial immigration software programs to the transformed system

## **How Will Applicants Apply Online?**



#### Potential steps for applying online in the transformed environment:

## 1. Create User Account

Visit USCIS.gov and enter email address, desired password, basic biographic data and security preferences

## 2. Enter Benefit Request Data

Enter data using a wizard that asks for step-by-step information. Scan and upload evidence electronically

## 3. Submit Benefit Request and Payment Online

Review and e-sign benefit request with name and password. Submit payment online with credit/debit card or echeck

#### 4. Receive Receipt Notice

Access automatically generated electronic receipt notices online and also continue to receive by mail

#### 5. Check Case Status

View detailed case status information at any time through online account

## 6. Manage Submitted Benefit Request

Use account to change attorney relationship, respond to RFEs, access notices online

<sup>\*</sup> Process for establishing and changing a Client/Attorney or Accredited Representative relationship is still being determined.

## How Will Attorneys/Accredited Representatives Apply Online?



## <u>Potential steps for submitting benefit requests for clients in the transformed environment:</u>

= unique aspect of attorney/accredited representative process

## 1. Create User Account

Visit USCIS.gov and enter email address, desired password, basic biographic data and security preferences

## 2. Enter Benefit Request Data and E-Sign

Enter data and scanned evidence using step-by-step wizard. Review and e-sign benefit request with name and password

## 3. Submit Client Signature and Payment

Obtain client signature on printed application and upload signed document. Submit payment online with credit/debit card or e-check

#### 4. Receive Receipt Notice

Access automatically generated receipt notices online and also continue to receive by mail

## 5. Manage Submitted Benefit Requests

Use account to respond to RFEs, change a client relationship, access notices, check case status, manage multiple cases

<sup>\*</sup> Process for establishing and changing a Client/Attorney or Accredited Representative relationship is still being determined.

#### Where Can I Receive More Information?



## We welcome your questions and feedback!

#### Visit us on the Web:

www.uscis.gov/transformation

#### Contact your local Community Relations Officer (CRO):

Amy Stern

amy.stern@dhs.gov, (312) 239-5914

#### **Questions?**



# **USCIS**Transformation

redefining how we do business to deliver an improved customer experience