

**From:** U.S. Department of Homeland Security  
[mailto:departmentofhomelandsecurity@service.govdelivery.com]  
**Sent:** Thursday, April 21, 2016 3:57 PM  
**To:**  
**Subject:** Citizenship and Immigration Services Ombudsman Teleconference Series: Processing Times

Dear Stakeholder,

Please join the Office of the Citizenship and Immigration Services Ombudsman for a teleconference on USCIS processing times. Customers and stakeholders regularly refer to processing times posted on the USCIS website to monitor the progress of filings, and USCIS's National Customer Service Center (as well as the Ombudsman) rely upon them to determine whether a customer may initiate a service inquiry.

During the teleconference, USCIS's Office of Performance and Quality (OPQ) will explain how the agency calculates processing times, the challenges in collecting accurate data, the distinction between processing times posted as months vs. exact dates, and how customers can determine where their filings are in the process.

The Ombudsman is very interested in hearing from affected individuals and employers on this subject. It would be particularly helpful to have your questions or comments in advance of the call. We therefore urge you to send questions or comments to [CISOmbudsman.PublicAffairs@hq.dhs.gov](mailto:CISOmbudsman.PublicAffairs@hq.dhs.gov). Participants will also have an opportunity to provide input during the Q&A section of our teleconferences.

For this teleconference, we are seeking input, in the form of questions, to be put to our speakers and to inform our discussion on the following topics:

- Form types that do not have processing times posted
- Distinctions in posted processing times among facilities
- Understanding of posted processing time information when the agency is beyond its processing time goal(s)
- Disparities between posted processing times and National Customer Service Center experiences

The deadline for submission is Monday, April 25, 12 PM ET.

When: Wednesday, April 27, 2016  
Time: 2 - 3 PM Eastern Time

Please RSVP with "Processing Times" in the subject line by April 26, 2016 to [CISOmbudsman.PublicAffairs@hq.dhs.gov](mailto:CISOmbudsman.PublicAffairs@hq.dhs.gov). The teleconference call-in information will be provided upon RSVP.

Sincerely,

Office of the Citizenship and Immigration Services Ombudsman  
U.S. Department of Homeland Security

[www.dhs.gov/cisombudsman](http://www.dhs.gov/cisombudsman)

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