From:U.S. Department of Homeland Security <departmentofhomelandsecurity@messages.dhs.gov>Sent:Wednesday, July 22, 2020 10:17 AMTex

Ombudsman's Alert: Card Production Delays at USCIS

July 21, 2020

To: Subject:



Homeland Security

Dear Stakeholder:

In June 2020, U.S. Citizenship and Immigration Services (USCIS) reduced its capacity to print secure documents, such as Lawful Permanent Resident (LPR) Cards and Employment Authorization Documents, after it ended a contract with an outside company responsible for printing these cards. According to USCIS, it intended to hire federal employees to replace the contractors; however, its financial situation resulted in a hiring freeze that has impacted the printing of these secure cards.

Stakeholders are submitting requests for case assistance to the Office of the Citizenship and Immigration Services Ombudsman (Ombudsman), confirming there are delays in receiving these secure documents. USCIS expects these backlogs will continue for the foreseeable future. Should there be a furlough of USCIS employees on August 3, 2020, card production backlogs will likely increase.

The Ombudsman is assisting individuals whose applications have been approved but whose cards have not yet been produced, by sending weekly spreadsheets to USCIS to verify card requests are in line to be processed. If you are

Helpful Resources

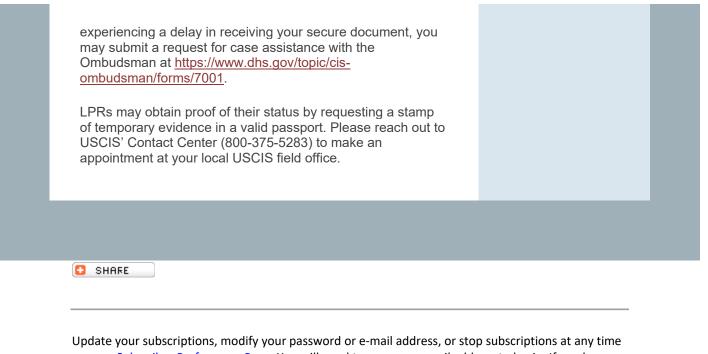
Ombudsman's Homepage

Case Assistance

Ombudsman's Annual Report to Congress

<u>Contact the</u> Ombudsman

Immigration Resources



on your <u>Subscriber Preferences Page</u>. You will need to use your e-mail address to log in. If you have questions or problems with the subscription service, please contact <u>subscriberhelp.govdelivery.com</u>.

This service is provided to you at no charge by the U.S. Department of Homeland Security.

<u>Privacy Policy</u> | GovDelivery is providing this information on behalf of U.S. Department of Homeland Security, and may not use the information for any other purposes.



U.S. Department of Homeland Security · www.dhs.gov · 202-282-8000