

**From:** U.S. Department of Homeland Security <departmentofhomelandsecurity@messages.dhs.gov>  
**Sent:** Wednesday, July 22, 2020 10:17 AM  
**To:**  
**Subject:** Ombudsman's Alert: Card Production Delays at USCIS

July 21, 2020



# 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](#)

[Contact the Ombudsman](#)

[Immigration Resources](#)

experiencing a delay in receiving your secure document, you may submit a request for case assistance with the Ombudsman at <https://www.dhs.gov/topic/cis-ombudsman/forms/7001>.

LPRs may obtain proof of their status by requesting a stamp of temporary evidence in a valid passport. Please reach out to USCIS' Contact Center (800-375-5283) to make an appointment at your local USCIS field office.

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