



# Impact of the Homeland Security Act on Immigration Functions Transferred to the Department of Homeland Security

## Fiscal Year 2020

Report to Congress



**Homeland  
Security**

*U.S. Citizenship and Immigration Services*



**Homeland  
Security**

February 17, 2021

## Message from the Assistant Secretary

I am pleased to present the following “Annual Report on the Impact of the Homeland Security Act on Immigration Functions Transferred to the Department of Homeland Security.”

As required by statute, this report is being provided to the following Members of Congress:

The Honorable Jerrold Nadler  
Chairman, House Committee on the Judiciary

The Honorable Jim Jordan  
Ranking Member, House Committee on the Judiciary

The Honorable Carolyn Maloney  
Chairman, House Committee on Oversight and Government Reform

The Honorable James Comer  
Ranking Member, House Committee on Oversight and Government Reform

The Honorable Dick Durbin  
Chairman, Senate Committee on the Judiciary

The Honorable Chuck Grassley  
Ranking Member, Senate Committee on the Judiciary

The Honorable Gary Peters  
Chairman, Senate Committee on Homeland Security and Governmental Affairs

The Honorable Rob Portman  
Ranking Member, Senate Committee on Homeland Security and Governmental Affairs

Inquiries relating to this report may be directed to me at (202) 447-5890.

Respectfully,

A handwritten signature in black ink, appearing to read "Harlan Geer". The signature is stylized with a large "H" and "G".

HARLAN GEER  
Assistant Secretary for Legislative Affairs

# Executive Summary

Section 478 of the Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (6 U.S.C. 298), requires that the Secretary of Homeland Security submit an annual report that identifies the impact of the transfer of immigration functions from the Department of Justice (DOJ), Immigration and Naturalization Service to the Department of Homeland Security (DHS). This report addresses activities during Fiscal Year (FY) 2020.

U.S. Citizenship and Immigration Services (USCIS), a component of DHS, received 7.7 million cases (applications and petitions) and processed 7.6 million cases to completion.<sup>1</sup>

This report includes comprehensive data collected and compiled by the USCIS Office of Performance and Quality (OPQ) and contains region-by-region statistics on the aggregate number of immigration applications and petitions (Appendix B).

A total of 631,000 cases were added to the backlog,<sup>2</sup> resulting in 3.1 million in net backlog<sup>3</sup> status that would need to be completed during the next FY.

USCIS does not track the number and types of immigration-related grievances filed with any official of DOJ. Data relating to allegations of misconduct, corruption, and fraud involving any USCIS employee filed with USCIS is submitted via the “Report on Internal Affairs Investigations, Semi-Annual Report to Congress.”

Any plans to address or recommend enhancements to the grievance or the complaint process will be subject to review and determination by the Investigations Division within the USCIS Office of Security and Integrity (OSI).

USCIS reported to the DHS financial auditor that it has complied, in all material respects, with applicable laws and regulations. All immigration fees were collected and used in accordance with all applicable legal requirements.

Questions conveyed by telephone to USCIS were answered as follows: USCIS Call Center Tier 1 answered calls at an Average Speed of Answer<sup>4</sup> of 11 minutes 30 seconds, and USCIS Call Center Tier 2 answered calls at an Average Speed of Answer of 16 minutes 48 seconds.

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<sup>1</sup> The completions figure includes 31,000 credible fear referrals processed to completion during FY 2020.

<sup>2</sup> Backlog is defined as the volume of pending applications that exceed the level of acceptable pending cases. Acceptable pending is pegged to the volume of applications receipted during the target cycle time period (e.g., 5 months). The target cycle time refers to the processing time goal for a given application type. For example, if the processing time goal for Form N-400, *Application for Naturalization* is 5 months, then the acceptable pending volume will be equal to the last 5 months’ worth of receipts.

<sup>3</sup> Net backlog is defined similarly to backlog, except that the number of pending applications is reduced to account for cases in active suspense categories (i.e., cases that are deducted from the gross backlog, such as cases with a pending Request for Evidence, cases awaiting visa availability from the Department of State, or cases pending re-examination for an N-400, *Application for Naturalization*).

<sup>4</sup> “Average Speed of Answer” is an industry-recognized category.

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# I. Legislative Requirement

This report fulfills the requirement set forth in section 478 of the Homeland Security Act of 2002, Public Law 107-296, 116 Stat. 2135 (6 U.S.C. 298), that the Secretary of Homeland Security report annually on the impact of the transfer made by the Act on immigration functions. Section 478 provides:

## **SEC. 478. IMMIGRATION FUNCTIONS.**

### (a) ANNUAL REPORT.—

(1) IN GENERAL.— One year after the date of the enactment of this Act, and each year thereafter, the Secretary shall submit a report to the President, to the Committees on the Judiciary and Government Reform of the House of Representatives, and to the Committees on the Judiciary and Government Affairs of the Senate, on the impact the transfers made by this subtitle has had on immigration functions.

(2) MATTER INCLUDED.— The report shall address the following with respect to the period covered by the report:

(A) The aggregate number of all immigration applications and petitions received, and processed, by the Department.

(B) Region-by-region statistics on the aggregate number of immigration applications and petitions filed by an alien (or filed on behalf of an alien) and denied, disaggregated by category of denial and application or petition type.

(C) The quantity of backlogged immigration applications and petitions that have been processed, the aggregate number awaiting processing, and a detailed plan for eliminating the backlog.

(D) The average processing period for immigration applications and petitions, disaggregated by application or petition type.

(E) The number and types of immigration-related grievances filed with any official of the Department of Justice, and if those grievances were resolved.

(F) Plans to address grievances and improve immigration services.

(G) Whether immigration-related fees were used consistent with legal requirements regarding such use.

(H) Whether immigration-related questions conveyed by customers to the Department (whether conveyed in person, by telephone, or by means of the Internet) were answered effectively and efficiently.

### (b) SENSE OF CONGRESS REGARDING IMMIGRATION SERVICES.— It is the sense of Congress that—

(1) the quality and efficiency of immigration services rendered by the Federal

Government should be improved after the transfers made by this subtitle take effect; and

(2) the Secretary should undertake efforts to guarantee that concerns regarding the quality and efficiency of immigration services are addressed after such effective date.

## II. Background

Section 478 of the Homeland Security Act (HSA) requires that the Secretary of Homeland Security report to Congress annually on the impact of the transfers made by the HSA on immigration functions. From FY 2004 through FY 2009, this requirement was met through the incorporation of the relevant information into one of the USCIS quarterly reports on productivity required by the Senate Report accompanying the annual DHS Appropriations Acts (usually the third quarter report). However, the Senate Report that accompanied the FY 2010 DHS Appropriations Act no longer directed USCIS to submit quarterly productivity reports. Accordingly, the section 478 reporting requirement is now met through this separate report.

### III. Reporting Responses

**Section 478(a)(2)(A):** The aggregate number of all immigration applications and petitions received, and processed, by the Department.

See Appendix A, which includes comprehensive data collected that address this section of the report requirement.

**Section 478(a)(2)(B):** Region-by-region statistics on the aggregate number of immigration applications and petitions filed by an alien (or filed on behalf of an alien) and denied, disaggregated by category of denial and application or petition type.

See Appendix B and C which includes comprehensive data collected that address this section of the report requirement. Appendix B contains information on the four regional locations within USCIS, and Appendix C contains information on the five center locations within USCIS.

**Section 478(a)(2)(C):** The quantity of backlogged immigration applications and petitions that have been processed, the aggregate number awaiting processing, and a detailed plan for eliminating the backlog.

The total net backlog volume as of September 2020 is about 3.1 million cases, driven in large part by the following applications and petitions (in descending order of highest backlog):

- I-130            Petition for Immediate Relative
- N-400           Application for Naturalization
- I-485           Application to Register Permanent Residence or Adjust Status
- I-589           Application for Asylum and for Withholding of Removal
- I-539           Application to Extend/Change Nonimmigrant Status

Within USCIS, the responsibility of adjudicating most cases falls under the purview of the Field Operations Directorate (FOD), Service Center Operations Directorate (SCOPS), and the Refugee, Asylum and International Operations Directorate (RAIO). These components are responsible for the accurate and timely completion of incoming cases. They are also charged with effectively eliminating any backlogs that are present or have the potential to build based on existing conditions.

FOD is responsible for the adjudication of applications and petitions for immigration benefits, other than asylum applications, requiring domestic, in-person (face-to-face) interviews.<sup>5</sup>

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<sup>5</sup> The Asylum Division within RAIO is responsible for conducting the interviews and adjudication of Form I-589, Application for Asylum and for Withholding of Removal and Form I-881, Application for Suspension of Deportation or Special Rule Cancellation of Removal (pursuant to section 203 of Public Law 105-100), as well as protection screening, such as credible and reasonable fear. The International and Refugee Affairs Division (IRAD) within RAIO is responsible for conducting the interviews and adjudication of refugee applicants and certain other



SCOPS is responsible for the adjudication of certain applications and petitions for immigration benefits which may be adjudicated remotely, thereby eliminating a need for in-person interviews.<sup>6</sup>

Backlogs have been increasing steadily since FY 2010, and there is no easy or quick fix for reducing these backlogs. Prior to the COVID-19 effects in FY 2020, factors leading to the backlog growth included application and petition receipt increases, insufficient staffing and facility resources, new immigration programs and policies, productivity lags associated with adopting new case processing systems, removal of performance metrics, and additional vetting (such as new interview requirements) and security checks.

USCIS made some progress in addressing the backlog in FY 2019, resulting in a backlog growth rate of less than one percent– the smallest growth since 2012. This was due to a 4 percent decrease in receipts, increases in completions (naturalizations, adjustments of status, non-immigrant and immigrant worker petitions) and additional staffing. Due to the COVID-19 pandemic, however, USCIS encountered unforeseen obstacles in FY 2020 that prevented further backlog growth reductions. A significant drop in new receipt filings beginning in March dramatically affected revenue and resulted in a hiring freeze; new receipt filings increased toward the end of the fiscal year. Nationwide office closures halted nearly all in-person services. A delay in biometrics capture for certain applications, and social distancing guidelines reduced productivity for interview-dependent work. As a result, USCIS had a net backlog of 3.1 million cases by the end of September 2020.

See Appendix A for comprehensive data on backlog levels.

USCIS expects additional challenges in reducing backlogs in FY 2021.

- USCIS does not currently have in place the resources to complete the volume of cases received; therefore, cases will continue to age out of the acceptable pending category and cause the backlog to continue to grow.
- There is uncertainty around how long social distancing will be in effect, which affects interview-dependent cases, adjudication capacity and productivity.
- USCIS had to reduce contract resources due to fiscal challenges and these cuts may impact future electronic processing development and automation.
- USCIS is not staffed to meet its cycle time goals based on the current levels of productivity, and to do so would likely require increased resources. In accordance with the Chief Financial Officers Act of 1990, USCIS will continue to review its fee structure on a biennial basis to ensure fee levels are sufficient to recover the full cost of adjudications. DHS published a final rule in the Federal Register on August 3, 2020 to adjust the U.S. Citizenship and Immigration Services Immigration Examinations Fee Account (IEFA) fee schedule by approximately 20% to ensure full cost recovery, but the rule is currently enjoined nationwide. USCIS last updated

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applicants outside the United States, as well as certain requests for humanitarian parole for beneficiaries in the United States.

<sup>6</sup> The National Benefits Center (NBC), under the purview of FOD, also remotely adjudicates certain petitions and applications that do not require an in-person interview or that do not require a transfer to a USCIS Field Office.

its fee structure in FY 2017, by a weighted average increase of 21%. Fees collected and deposited into the IEFA fund nearly 96% of USCIS' budget.

USCIS is implementing actions to increase productivity:

- Transition Pre-, Post- and Non-Adjudicative Work from Adjudicators to Non-Adjudicators. USCIS is implementing changes to allow adjudicators to employ their skills on the aspects of case adjudication that require their level of expertise, not on other matters. These measures will improve processing times.
- Centralize the Delivery of Information Services through the USCIS Contact Center. Two initiatives address this: 1) Enhancing online and Contact Center self-help features, and 2) Completing the implementation of the Information Services Modernization initiative.
- Reintroduce Performance Metrics by instituting officer timeliness standards for asylum officers, post-interview program goals, setting office production targets by Field Offices, and placing performance metrics in employee performance evaluations for officers in the Service Centers.
- Leverage Electronic Processing and Automation to Increase Efficiency. USCIS continues to implement electronic application intake and case management capabilities to expand streamlined processing and automated assessments. USCIS launched four new online forms for electronic filing including Petition for Alien Relative (I-130), Application to Extend/Change Nonimmigrant Status (I-539), Application for Certificate of Citizenship (N-600), and the Application for Citizenship and Issuance of Certificate under Section 322 (N-600K). USCIS also added more product lines for digital case processing including Petition for a Nonimmigrant Worker (Form I-129) based on certain eligibility category, Application to Register Permanent Residence Or Adjust Status (I-485) based on family petitions, the combo card processing of Application for Employment Authorization (I-765) and Application for Travel Document (I-131), the Declaration of Self Sufficiency (I-944), and Public Charge Bond (I-945). It is worth noting that in June 2020, more applicants filed online (51 percent) than by paper for the first time.
- Utilize new and enhanced data sources, workload monitoring, and implementation of office-to-office video interviews.
- Hire Additional Staff to address the human and financial resource requirements associated with significantly reducing the backlog over the next five years. Unfortunately, in FY 2020, in response to revenue reductions USCIS implemented a hiring freeze to ensure financial sustainability. With the injunction of the fee rule, USCIS continues to lack the financial resources to bring staffing up to the levels called for by the Staffing Allocation Models.

**Section 478 (a)(2)(D):** The average processing period for immigration applications and petitions, disaggregated by the application or petition type.

See Appendix A, which includes comprehensive data collected that address this section of the report requirement.

**Section 478 (a)(2)(E):** The number and types of immigration-related grievances filed with any official of the DOJ, and if those grievances were resolved.

USCIS does not track the number and types of immigration-related grievances filed with any official of the DOJ. In accordance with the Homeland Security Act, the Director of USCIS is responsible for conducting investigations of non-criminal allegations of misconduct, corruption, and fraud involving any USCIS employee who is not subject to investigation by the DHS Office of Inspector General.

The USCIS Director has delegated this investigatory responsibility to the USCIS OSI. OSI provides leadership in the management of security to protect employees, facilities, assets, and information to advance the agency's mission by ensuring effective, efficient, and continual operations.

Data relating to allegations of misconduct, corruption, and fraud involving any USCIS employee filed with USCIS are submitted via the "Report on Internal Affairs Investigations, Semi-Annual Report to Congress." These semi-annual reports contain January through June data and July through December data, and they are submitted to Congress by OSI through regular channels.

**Section 478 (a)(2)(F):** Plans to address grievances and improve immigration services.

Any plans to address or recommend enhancements to the grievance or the complaint process will be subject to review by the Office of Investigations (OI). This division is charged with the following responsibilities:

- Receiving allegations of employee misconduct and planning, organizing, and conducting internal investigations pertaining to USCIS employee misconduct;
- Developing investigative procedures and techniques; and
- Providing policy guidance to investigators and employees assigned to conduct field management inquiries.

The responsibility to address or enhance current immigration functions, as it relates to immigration services operations and adjudicative functions, rests with the operational directorates that are ultimately responsible for ensuring the accurate and timely adjudication of incoming cases. Recommendations and improvements are usually initiated by the operational components, because they have the most up-to-date knowledge and information regarding adjudication practices and standard operating procedures pertaining to the various form types. Broad improvements are usually a result of a collaborative effort undertaken by USCIS Headquarters directorates and program offices.

**Section 478 (a)(2)(G):** Whether immigration-related fees were used consistent with legal requirements regarding such use.

With regard to the Annual Financial Statement Audit,<sup>7</sup> USCIS asserted to the DHS financial auditor that it has complied, in all material respects, with applicable laws and regulations. All immigration fees were collected and used in accordance with all applicable legal requirements. Funds collected for the Fraud Prevention and Detection Fee account were distributed to the Department of Labor (DOL), DHS, and the Department of State in accordance with the guidelines specified in Public Law 108-447 and Public Law 115-218. Each agency received a one-third share of general fraud fee collections, which totaled \$124.6 million in FY 2020. USCIS' FY 2020 share was \$41.7 million. Funds collected for the H-1B Nonimmigrant Petitioner Fee account were distributed to DOL (55%), the National Science Foundation (40%), and DHS (5%), in accordance with relevant law. Collections totaled \$382.6 million in FY 2020; USCIS' FY 2020 share was \$19.1 million.

**Section 478 (a)(2)(H):** Whether immigration-related questions conveyed by customers to the Department (whether conveyed in person, by telephone, or by means of the Internet) were answered effectively and efficiently.

The USCIS Office of Citizenship and Applicant Information Services (CAIS) delivers effective information and services that help our applicant community learn and navigate the immigration journey through a digital and live-help experience, which creates value and efficiency for our applicants and adjudicative process. Within CAIS, the Public Services Division provides information and guidance, and schedules information counter appointments for USCIS applicants, petitioners, and immigration advocates regarding immigration benefits. The Public Engagement Division in the Office of Public Affairs facilitates agencywide collaboration with external stakeholders (both at the national and local levels using various languages) to maintain open communication and seek feedback regarding USCIS policies, priorities, and organizational performance reviews.

USCIS received 754,578 electronic inquiries in FY 2020. Every question asked received a response. USCIS has set a goal of responding to within 48 hours from receipt of the inquiry. The average response time in FY 2020 was about 48 hours. Of the 754,578 inquiries received, the primary questions were about scheduling an appointment, password reset issues, and case status.

The USCIS Contact Center follows a typical, industry-standard workflow. All calls are first answered by the Interactive Voice Response (IVR) system that provides a caller with general information and some case specific services. In 2020, 11.2 million calls were received at the USCIS Contact Center. Of the total calls received at the contact center, 51% had their inquiries resolved within the IVR. If more than general information and services information is required, the caller can request live assistance at the Tier 1 level. Tier 1 is a contractor-operated contact center where more specific information on policy and procedures is available. The Tier 1 contractor works from a knowledge base system provided by USCIS, which is updated weekly. If the information sought is not available at the Tier 1 level, the caller is transferred to the Tier 2

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<sup>7</sup> An annual financial statement audit is an annual assessment conducted by an independent auditor who, upon completion of the audit, provides reasonable, but not absolute, assurance as to whether the financial statements are presented fairly, in all material respects, in accordance with Federal Generally Accepted Accounting Principles. This opinion is intended to increase the value and credibility of the financial statements produced by management as well as the users' confidence in information contained therein.

level. Tier 2 is staffed with USCIS-trained Immigration Services Officers who have enhanced access to USCIS systems. The information requested at the Tier 2 level is often specific information about the status of applications and petitions submitted to USCIS. All inquiries regarding ELIS forms are managed through the agency's online web form or within the myUSCIS online account experience.

There were 4.4 million calls completed at the Tier 1 level. Tier 1 effectively answered calls at an average speed of 11 minutes and 30 seconds. Of the 4.4 million calls received at Tier 1, individuals abandoned or terminated about 12% of calls before being answered. About 10.8% of calls to the Tier 1 level required more specific assistance and were referred to the Tier 2 level. Tier 2 answered calls at an average speed of 16 minutes and 48 seconds after being transferred to a Tier 2 officer. Individuals at the Tier 2 level abandoned roughly 0.4% of the calls referred before the calls were answered by Tier 2 staff.

# Appendix A – FY2020 Domestic Production Data Report

Form Number and Description		Receipts	Completions	Net Backlog End of FY19	Net Backlog End of FY20	Change in Backlog (FY19 to FY20)	Net Cycle Time End of FY20 (in months)	
<b>Sponsoring Relatives &amp; Orphans</b>	I-130 Immediate Relative	499,200	562,380	235,449	278,002	42,553	11	
	Preference Relative	212,844	278,386	117,813	212,316	94,503	15.6	
	<b>Total Alien Relative Petitions</b>	712,044	840,766	353,262	490,318	137,056	12.3	
	I-129F Fiancée Petition	38,735	36,913	-	8,124	8,124	7.3	
	I-600/600A Orphan Petitions	1,315	1,330	-	245	245	5.0	
	I-800/800A Convention Country Adoption	3,440	3,636	-	-	-	0.6	
	I-730 Refugee/Asylee Relative Petition	12,952	5,281	13,614	21,905	8,291	21.9	
<b>Resident Services</b>	Immigrant Visas	267,228	325,299	12,982	7,854	(5,129)	1.9	
	I-90 Renew / Replace Permanent Resident Card	702,686	844,347	281,600	124,614	(156,986)	5.8	
	I-131 Reentry Permit / Refugee Travel Doc	64,562	64,685	1,554	10,818	9,264	6.6	
	I-751 Remove Conditions on Residence	150,026	162,671	125,741	142,355	16,614	15.9	
	I-829 Remove Conditions on Entrepreneur	3,096	2,771	7,637	8,720	1,083	36.4	
	N-300 Declaration of Intent	17	12	70	14	(56)	13.3	
	N-470 Preserve Residence	101	89	-	61	61	13.2	
	N-400 Military Naturalization	5,250	4,951	1,255	1,892	637	9.6	
	Other Naturalization	962,668	701,033	262,150	470,050	207,900	11.3	
	N-644 Posthumous Naturalization	-	-	-	-	-	0.0	
	N-648 Disability Exception	-	-	-	-	-	0.0	
	N-336 Request for Hearing	5,245	4,601	2,792	4,494	1,702	14.7	
	<b>Employer &amp; Investor Services</b>	I-129 Premium Processed	200,045	319,016	704	6,913	6,209	0.9
		Non-Immigrant Petition (non Premium filed)	351,862	342,793	41,767	31,293	(10,474)	2.5
<b>Total all I-129</b>		551,907	661,809	42,471	38,206	(4,265)	2.1	
I-140 Premium Processed		46,724	63,092	2,700	3,555	855	1.3	
Immigrant Petition for Worker (non Premium filed)		81,454	64,509	6,603	12,048	5,445	5.4	
<b>Total all I-140</b>		128,178	127,601	9,303	15,603	6,300	3.7	
I-360 Petition for Amerasian, Widow(er), or Special Immigrant		38,529	56,078	34,415	23,214	(11,201)	11.9	
I-526 Petition by Entrepreneur		4,378	3,421	2,931	5,626	2,695	15.6	
I-924 Regional Center Application		34	321	123	156	33	30.3	
<b>Nonimmigrant Services</b>		I-102 Replacement/Initial Nonimmigrant Arrival-Departure Doc	4,098	3,634	491	1,707	1,217	8.3
	I-539 Extend/ Change Status	442,808	194,060	44,218	240,650	196,432	7.2	
<b>Adjustment</b>	I-485 Asylum Adjustment	45,712	20,541	21,249	46,148	24,899	22.4	
	Refugee adjustment	23,332	31,685	14,738	5,035	(9,703)	7.8	
	Indo Chinese Adjustment	13	21	17	44	27	31.6	
	Cuban Adjustment Act	24,631	16,446	6,715	10,986	4,272	10.2	
	Employment-Based Adjustment	99,115	128,192	96,473	90,007	(6,466)	14.0	
	Family-Based Adjustment	300,162	281,379	138,562	234,127	95,565	12.7	
	All Other Adjustment of Status	26,711	25,959	17,406	22,511	5,105	14.7	
	Subtotal I-485 Regular Cases	450,619	451,976	259,156	357,631	98,475	13.0	
	<b>Total Adjustment Cases</b>	519,676	504,223	295,160	408,858	113,698	0.0	
	I-131 Advance Parole	364,209	379,756	48,099	44,937	(3,162)	5.1	
	I-131 Parole in Place	9,226	6,287	-	-	-	2.6	
	EOIR adjustment processing	40,043	39,731	6,334	3,205	(3,129)	3.0	
	<b>EAD</b>	I-765 All Other Employment Authorization Document	1,653,418	1,697,182	155,405	187,458	32,053	4.5
<b>Transitional Services</b>		I-589 Asylum	92,825	56,047	309,046	338,698	29,652	44.0
	I-821 Temporary Protected Status	13,611	14,167	5,707	2,227	(3,480)	6.7	
	I-881 NACARA 203 Application	283	178	280	378	98	20.9	
	I-867 Credible Fear Referral	30,821	33,567	686	697	11	1.6	
	I-899 Reasonable Fear	8,721	7,489	1	3	2	0.3	
	I687/690/695/698/700 Legalization/ SAW	46	116	273	193	(80)	46.6	
	I-817 Family Unity	549	377	11	111	100	8.0	
	I-914 T Nonimmigrant Status	2,199	3,378	2,940	2,442	(498)	16.0	
	I-918 U Nonimmigrant Status	36,192	22,778	204,671	225,414	20,743	54.9	
	I-192 Waiver filed with I-918	27,056	-	-	-	-	60.9	
	I-929 Qualifying Family Members of U Nonimmigrants	919	839	488	766	278	13.9	
	<b>Other Services</b>	N600/600K Application for Citizenship	54,569	53,152	12,417	19,907	7,490	9.2
		I-824 Action on Approved Application or Petition	9,525	10,094	4,179	3,285	(894)	7.7
I-905 Permission to Issue Health Care Certification		-	-	-	-	-	0.0	
N-565 Replace Certificate		24,997	21,732	-	-	-	6.0	
I-601A Provisional Waiver		49,491	25,202	28,188	52,491	24,303	15.7	
Waivers (Excluding I-601A)		62,154	56,745	181,035	175,875	(5,160)	34.2	
I-910 Application for Civil Surgeon		452	615	-	-	-	2.4	
I-290B I-290B Appeal		5,714	2,594	-	-	-	6.3	
I-290B Motion to Reopen		26,611	28,144	-	-	-	5.4	
<b>Total I-290B</b>		32,325	30,738	-	-	-	0.0	
<b>Deferred Action for Childhood Arrivals</b>		I-821D DACA (Initial Filing)	4,284	2,489	807	516	(291)	7.6
	DACA (Renewal)	309,905	296,578	-	-	-	2.4	
	<b>Total I-821D DACA</b>	314,189	299,067	807	516	(291)	2.5	
	I-765 Employment Authorization Document DACA	316,536	302,180	-	-	-	2.2	
	I-131 DACA DACA Travel Doc	195	-	9	195	186	37.1	
<b>Total</b>	<b>7,704,143</b>	<b>7,580,211</b>	<b>2,453,344</b>	<b>3,084,280</b>	<b>630,936</b>			

**Table Key:**

- Represents zero or rounds to 0.0.

**Note(s):**

1) I-485 Regular is based on the following form types: Cuban, Employment, Family, and All Other Adjustment of Status cases. N-400 military natz pending, net cycle time and backlog data include International Operations (IO) data.

2) Due to system limitations, N-648 data are not reported.

**Source(s):**

September 2020 National Performance Report published 11/4/2020.

# Appendix B – FY2020 Domestic Production by Region

Form Types	Central Region (COR)			Northeast Region (NER)			Southeast Region (SER)			Western Region (WOR)		
	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other
<b>TOTAL</b>	<b>435,315</b>	<b>247</b>	<b>49,803</b>	<b>447,200</b>	<b>82</b>	<b>57,577</b>	<b>342,249</b>	<b>86</b>	<b>51,076</b>	<b>406,117</b>	<b>67</b>	<b>39,431</b>
I-129F Fiancée Petition	-	-	7	-	-	5	-	-	11	-	-	5
I-130 Immediate and Preference Alien Relative Petitions	60,037	111	9,843	61,165	45	10,913	42,296	43	7,569	51,225	34	6,460
I-485 Family-Based Adjustment	80,060	110	13,439	79,520	22	15,826	57,485	32	12,948	69,675	25	9,308
I-600/I-600A Orphan Petitions	-	-	-	-	-	-	-	-	-	-	-	-
I-601A Provisional Unlawful Presence Waiver	-	-	-	-	-	1	-	-	1	1	-	2
I-751 Remove Conditions on Residence	-	20	1,114	1	9	1,658	1	3	1,205	4	5	928
I-800/I-800A Convention Country Adoption	-	-	-	-	-	-	-	-	-	-	-	-
I-129 Non-Immigrant Petitions (including premium filings)	-	-	8	-	-	10	-	-	-	-	-	-
I-140 Immigrant Petition for Worker (including premium filings)	-	-	8	-	-	4	-	-	9	-	-	2
I-485 Employment-Based Adjustment	17,073	1	1,000	15,962	-	1,374	11,166	-	883	16,495	-	1,168
I-526 Petition by Entrepreneur	-	-	-	-	-	-	-	-	-	-	-	-
I-765 Employment Authorization Document	544	-	440	141	-	419	166	-	2,363	204	-	115
I-829 Remove Conditions on Entrepreneur	-	-	-	-	-	-	-	-	-	-	-	-
I-924 Regional Center Application	-	-	-	-	-	-	-	-	-	-	-	-
I-485 Asylum Adjustment	101	-	107	285	-	198	89	-	71	167	1	128
I-485 Refugee Adjustment	328	-	179	164	-	72	70	-	49	75	-	45
I-485 Indo Chinese Adjustment	6	-	2	-	-	1	-	-	1	6	-	4
I-485 Cuban Adjustment Act	4,977	-	266	659	-	58	17,851	4	1,612	1,107	-	59
Legalization	-	-	13	-	-	5	-	-	9	-	-	3
I-730 Refugee/Asylee Relative Petition	-	-	39	-	-	57	-	-	31	-	-	30
I-817 Family Unity	-	-	1	-	-	-	-	-	-	-	-	2
I-821 Temporary Protected Status	-	-	10	-	-	1	-	-	10	-	-	-
I-821D DACA	-	-	1	-	-	-	-	-	-	-	-	-
I-914 T Nonimmigrant Status	22	-	-	19	-	-	5	-	-	23	-	-
I-918 U Nonimmigrant Status	-	-	-	-	-	-	-	-	-	-	-	-
I-929 Qualifying Family Members of U Nonimmigrants	-	-	-	-	-	-	-	-	-	-	-	-
N-300 Declaration of Intent	1	-	-	5	-	-	-	-	-	11	-	-
N-336 Request for Hearing	1,432	-	663	1,360	-	663	1,315	-	535	1,064	-	437
N-400 Military Naturalization	1,566	-	89	1,350	-	81	973	-	89	1,198	-	139
N-400 Other Naturalization	245,848	2	19,673	265,602	4	21,929	197,944	3	20,097	253,273	1	18,502
N-470 Preserve Residence	26	-	7	35	-	8	12	-	8	28	-	7
N-565 Replace Certificate	-	-	-	-	-	1	-	-	3	-	-	1
N-600 Application for Citizenship	20,233	-	1,114	14,910	-	1,470	10,218	-	692	9,208	-	853
N-644 Posthumous Naturalization	-	-	-	-	-	-	-	-	-	-	-	-
N-648 Disability Exception	-	-	-	-	-	-	-	-	-	-	-	-
I-90 Renew / Replace Permanent Resident Card	-	-	-	-	-	-	-	-	-	-	-	-
I-102 Replacement/Initial Nonimmigrant Arrival-Departure Document	-	-	4	-	-	8	-	-	2	-	-	1
I-131 Reentry Permit / Refugee Travel Doc	-	-	1	-	-	2	-	-	-	-	-	1
I-131 Advance Parole	436	-	312	812	-	323	390	-	1,066	555	-	109
I-193 Waiver of Passport and/or Visa	-	-	-	-	-	-	-	-	-	-	-	-
I-360 Petition for Amerasian, Widow(er), or Special Immigrant	-	-	25	-	-	80	-	-	38	-	-	11
I-485 All Other Adjustment of Status	2,006	-	198	4,478	-	554	1,557	-	198	1,404	-	136
I-539 Extend/ Change Status	-	-	-	-	-	-	-	-	-	-	-	-
I-824 Action on Approved Application or Petition	-	-	23	-	-	25	-	-	30	1	-	24
Waivers	619	3	1,217	732	2	1,831	711	1	1,546	393	1	951

**Table Key:**

- Represents zero or rounds to 0.0.

**Source(s):**

1) PASEXEC Database, Data as of 11/16/2020

# Appendix C – FY2020 Domestic Production by Center

Form Type	Vermont Service Center (ESC)			Nebraska Service Center (NSC)			Texas Service Center (SSC)			California Service Center (WSC)			Potomac Service Center (YSC)			Immigrant Investor Program Office (IPO)			National Benefit Center (NBC)		
	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other	Receipts	Denied-Fraud	Denied-Other
<b>TOTAL</b>	<b>563,704</b>	<b>84</b>	<b>72,794</b>	<b>1,234,897</b>	<b>28</b>	<b>99,310</b>	<b>745,507</b>	<b>104</b>	<b>84,177</b>	<b>663,729</b>	<b>85</b>	<b>127,847</b>	<b>1,171,703</b>	<b>10</b>	<b>72,469</b>	<b>7,811</b>	<b>-</b>	<b>1,038</b>	<b>915,227</b>	<b>1</b>	<b>135,758</b>
I-129F Fiancée Petition	115	-	114	1,086	-	982	684	-	77	36,404	-	6,774	427	-	402	-	-	-	19	-	11
I-130 Immediate and Preference Alien Relative Petitions	33,005	3	4,519	93,467	2	15,360	111,916	16	6,453	165,730	6	32,837	78,175	7	12,985	-	-	-	-	-	-
I-485 Family-Based Adjustment	13,381	-	1,312	13	-	2	24	-	7	4	-	1	-	-	-	-	-	-	-	-	-
I-600/I-600A Orphan Petitions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1,315	-	210
I-601A Provisional Unlawful Presence Waiver	-	-	-	37,137	-	1,505	1	-	-	-	-	-	12,350	-	183	-	-	-	2	-	2
I-751 Remove Conditions on Residence	26,782	-	650	27,410	-	232	22,042	-	235	22,279	-	733	31,920	-	193	-	-	-	41,412	-	421
I-800/I-800A Convention Country Adoption	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,440	-	60
I-129 Non-Immigrant Petitions (including premium filings)	140,391	79	33,286	107,916	3	15,667	64,247	13	8,061	239,353	78	67,903	-	-	-	-	-	-	-	-	-
I-140 Immigrant Petition for Worker (including premium filings)	-	-	-	71,760	19	5,321	56,381	67	4,194	-	-	-	-	-	4	-	-	-	37	-	1
I-485 Employment-Based Adjustment	4	-	-	16,992	-	836	17,498	3	981	3,925	-	56	-	-	-	-	-	-	-	-	-
I-526 Petition by Entrepreneur	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,979	-	687	-	-	-
I-765 Employment Authorization Document	133,490	-	9,811	577,381	3	25,354	303,162	4	54,172	55,084	1	3,678	304,351	-	9,260	-	-	-	589,204	-	83,955
I-829 Remove Conditions on Entrepreneur	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3,096	-	148	-	-	-
I-924 Regional Center Application	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	736	-	203	-	-	-
I-485 Asylum Adjustment	1	-	1	21,607	1	176	23,461	-	195	1	-	-	-	-	-	-	-	-	-	-	-
I-485 Refugee Adjustment	-	-	-	22,691	-	1,082	4	-	2	-	-	-	-	-	-	-	-	-	-	-	-
I-485 Indo Chinese Adjustment	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-485 Cuban Adjustment Act	30	-	3	4	-	2	3	-	3	-	-	1	-	-	-	-	-	-	-	-	-
Legalization	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	-	-	-	44	-	65
I-730 Refugee/Asylee Relative Petition	-	-	-	5,560	-	263	7,392	-	185	-	-	-	-	-	-	-	-	-	-	-	1
I-817 Family Unity	-	-	-	-	-	-	503	-	53	-	-	-	-	-	-	-	-	-	46	-	8
I-821 Temporary Protected Status	8,796	-	510	1,231	-	92	816	-	159	2,044	-	216	-	-	-	-	-	-	3	-	2
I-821D DACA	131	-	26	-	-	-	-	-	-	4,036	-	700	-	-	-	-	-	-	-	-	-
I-914 T Nonimmigrant Status	2,130	-	1,324	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-918 U Nonimmigrant Status	32,406	1	3,005	3,786	-	2,470	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-929 Qualifying Family Members of U Nonimmigrants	919	-	135	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-300 Declaration of Intent	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-336 Request for Hearing	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-400 Military Naturalization	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-400 Other Naturalization	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-
N-470 Preserve Residence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-565 Replace Certificate	-	-	-	24,604	-	2,194	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-
N-600 Application for Citizenship	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-644 Posthumous Naturalization	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
N-648 Disability Exception	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-90 Renew / Replace Permanent Resident Card	-	-	-	-	-	2	-	-	-	-	-	1	690,527	3	46,466	-	-	-	-	1	251
I-102 Replacement/Initial Nonimmigrant Arrival-Departure Document	1,398	-	199	501	-	156	910	-	350	554	-	88	11	-	-	-	-	-	724	-	132
I-131 Reentry Permit / Refugee Travel Doc	26	-	2	62,098	-	4,769	1,901	-	6	21	-	4	1	-	-	-	-	-	515	-	7
I-131 Advance Parole	21,366	-	1,291	36,485	-	10,356	51,889	-	4,378	8,172	-	266	5	-	-	-	-	-	245,804	-	47,814
I-193 Waiver of Passport and/or Visa	25	-	28	7	-	14	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
I-360 Petition for Amerasian, Widow(er), or Special Immigrant	15,627	-	2,897	1,559	-	112	4	-	1	2,410	-	223	-	-	-	-	-	-	18,929	-	1,729
I-485 All Other Adjustment of Status	11,659	1	1,738	3,821	-	310	687	-	138	1,099	-	5	-	-	-	-	-	-	-	-	-
I-539 Extend/ Change Status	87,151	-	8,682	101,897	-	6,069	79,420	1	4,370	119,216	-	13,888	53,712	-	2,953	-	-	-	1,412	-	27
I-824 Action on Approved Application or Petition	977	-	122	1,962	-	122	1,314	-	135	2,818	-	371	221	-	23	-	-	-	2,232	-	846
Waivers	33,894	-	3,139	13,921	-	5,862	1,248	-	21	577	-	100	3	-	-	-	-	-	10,088	-	216

**Table Key:**

- Represents zero or rounds to 0.0.

**Source(s):**

1) PASEXEC Database, Data as of 11/16/2020