



U.S. Citizenship  
and Immigration  
Services

# Humanitarian, Adjustment, Removing Conditions and Travel Documents (HART) Service Center

## National Engagement

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**U.S. Citizenship and Immigration Services**

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March 27, 2024

# REMINDERS



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- If you are a member of the media, please email [media@uscis.dhs.gov](mailto:media@uscis.dhs.gov).
- If you are a congressional staffer, please email [USCISCongressionalInquiries@uscis.dhs.gov](mailto:USCISCongressionalInquiries@uscis.dhs.gov).
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- Electronic Reading Room: [uscis.gov/records/electronic-reading-room](https://uscis.gov/records/electronic-reading-room).
- Submit written questions through the Q&A box on the right side of your screen.

# USCIS SPEAKERS



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- Connie Nolan, Associate Director, Service Center Operations (SCOPS)
- Tracey Parsons, Senior Advisor, SCOPS
- Jonathan Micale, Acting Director, HART
- Laurie Goudge, Acting Deputy Director, HART
- Jennifer Mickey, Chief of Staff, HART

# OVERVIEW



- The HART Service Center is the 6<sup>th</sup> Service Center within Service Center Operations and has been adjudicating since January 29, 2023
- 100% virtual Service Center
- No geographical location
- Across multiple time zones
- Uses existing Service Centers for support with a hybrid approach
- Allocated positions increased from 480 to 481 with the addition of a permanent Chief of Staff

# OVERVIEW (cont.)



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Currently, the HART Service Center exclusively processes the following case types:

- **Form I-360**, Petition for Amerasian, Widow(er), or Special Immigrant, based on Violence Against Women Act (VAWA)
- **Form I-601A**, Application for Provisional Unlawful Presence Waiver
- **Form I-730, Refugee/Asylee Relative Petition** (Follow-to-Join Asylee)
- **Form I-918**, Petition for U Nonimmigrant Status, Bona Fide Determination

# First Year Accomplishments



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## Staffing

- The HART Service Center reached its 60-85% staffing goal for FY 2023.
- In its first year, the HART Service Center fully onboarded **379** employees, with an additional **34** awaiting start dates.
- Staffing level is 86%. The remaining 14% are in various stages of the hiring process.
- We anticipate reaching our FY 2024 goal of being 95-98% staffed before the end of the fiscal year.

# First Year Accomplishments



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## Training

- **322 employees** have completed training related to HART operations, including **251 officers**.
- In addition to form type training, other applicable training may include (but is not limited to):
  - Victimization Awareness;
  - Special Confidentiality Protections; and
  - Secondary Trauma.

# First Year Accomplishments



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## Training (cont.)

- BASIC Academy
  - 65 HART Service Center officers have attended USCIS BASIC Academy or are currently attending BASIC.
  - 53 additional officers are scheduled to attend in the next several weeks.



# First Year Accomplishments

## Processing Times



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Form	January 2023 Processing Time	January 2024 Processing Time
I-360, VAWA	32.5 months	37 months
I-601A	39.9 months	43.5 months
I-730, FTJ-A	36.8 months	29 months
I-918 BFD	59.5 months	64.5 months

Find historical processing time data by form type and fiscal year on our website at [uscis.gov/processing-times/historic-pt](https://uscis.gov/processing-times/historic-pt)

# First Year Accomplishments



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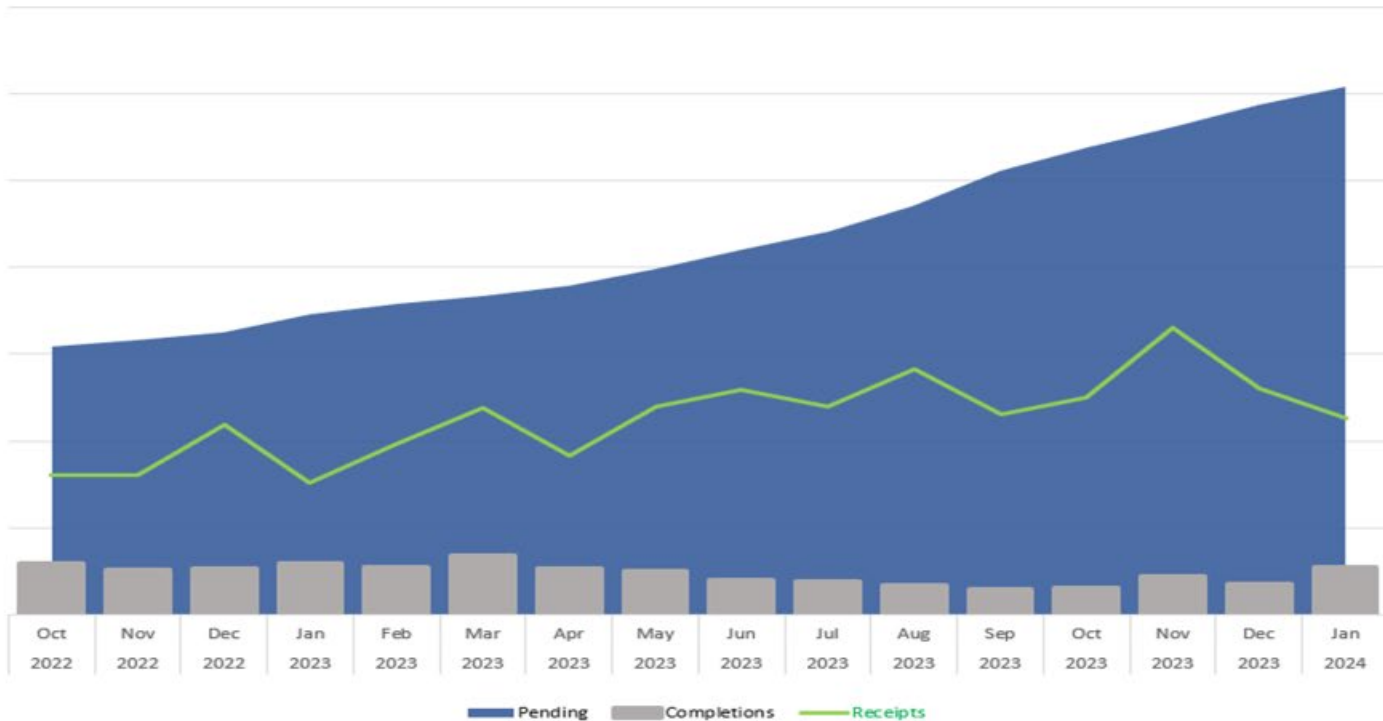
## Completions

Form Type	Completions FY 2023	Completions FY24 through January 2024
I-360 VAWA	11,663	3,252
I-601A	9,080	12,880
I-730 FTJ-Asylee	15,605	1,260
I-918 BFD	31,833	37,363
<b>Total</b>	<b>68,181</b>	<b>54,755</b>

# I-360 VAWA Monthly Trends



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# I-601A Monthly Trends



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# I-730 FTJ- Asylee Trends



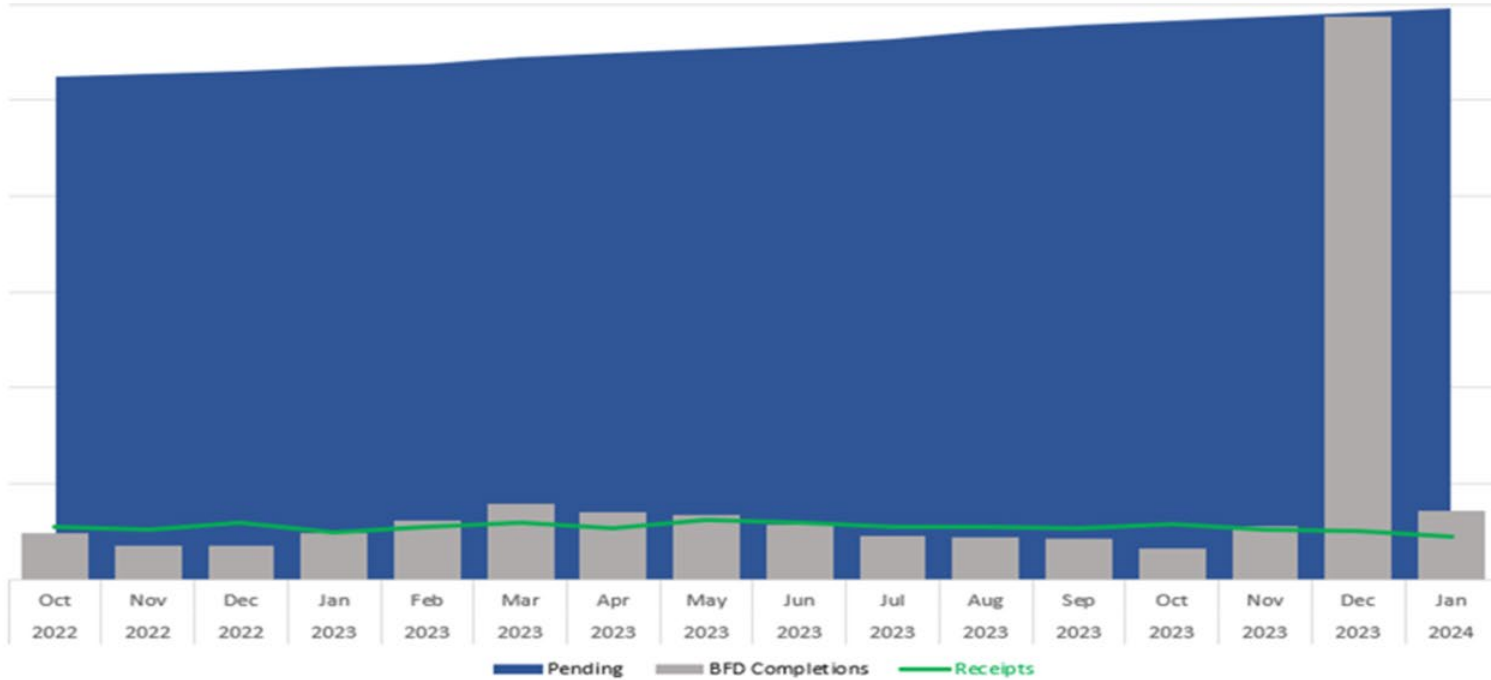
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- The Form I-730 adjudication is complex from an operational perspective because multiple USCIS directorates share this workload.
- The Texas Service Center intakes all Form I-730 on behalf of the Agency, but SCOPS-HART only adjudicates the I-730 Follow-to-Join Asylee workload.
- HART and TSC expend numerous hours prepping other Form I-730 categories before they are shipped elsewhere for adjudication.
- Successful backlog reduction initiative last summer reduced the HART Service Center's pending over 90-day backlog and allowed us to add resources to the Form I-601A workload.

# I-918 Bona Fide Determination Monthly Trends



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# First Year Accomplishments Outreach



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- Supported over two dozen external engagement opportunities related to the stand-up of the HART Service Center.
- We will continue to support national engagements and other opportunities.
- Continue to build our culture to ensure a quality workplace.

# RESOURCES



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**Find historical processing time data by form type and fiscal year on our website at [egov.uscis.gov/processing-times/historic-pt](https://egov.uscis.gov/processing-times/historic-pt)**

**Service Center Operations: [uscis.gov/about-us/organization/directorates-and-program-offices/service-center-operations-directorate](https://uscis.gov/about-us/organization/directorates-and-program-offices/service-center-operations-directorate)**

**Inquiry Process: [uscis.gov/about-us/contact-us](https://uscis.gov/about-us/contact-us)**

**Check Case Status: [egov.uscis.gov/](https://egov.uscis.gov/)**

**Lockbox and Service Center Filing Location Updates: [uscis.gov/forms/lockbox-and-service-center-filing-location-updates](https://uscis.gov/forms/lockbox-and-service-center-filing-location-updates)**



# CONCLUDING REMARKS



- For additional questions, please email [public.engagement@uscis.dhs.gov](mailto:public.engagement@uscis.dhs.gov).
- For more information on our national engagements, visit [uscis.gov/outreach](https://uscis.gov/outreach).
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# ABOUT THIS PRESENTATION



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- Author: USCIS
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- This presentation contains no sensitive Personally Identifiable Information (PII).