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A Message From the New CIS Ombudsman Julie Kirchner

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Security**

Citizenship and Immigration Services Ombudsman

May 12, 2017

A Message From the New CIS Ombudsman

It is an honor to serve as the fifth Citizenship and Immigration Services Ombudsman.

As those of you who are familiar with our office already know, the Office of the Citizenship and Immigration Services Ombudsman, created by Section 452 of the Homeland Security Act, has two core responsibilities.

First, Congress has directed us to help applicants and their sponsors solve problems. There are millions of people from all over the world whose dream it is to come to the United States. Some seek a new job, some a new home, and others a haven from persecution. However, fulfilling these dreams first requires navigating our legal immigration system, which can be a time-consuming and confusing process. Indeed, even when an applicant or sponsor has filled out all the forms perfectly, submitted the appropriate evidence, and passed all the required screenings, problems occasionally arise. It is here that the Ombudsman's Office can act as a problem-solver, inquiring

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into cases, learning why they have not been resolved by USCIS, and moving the process forward.

In addition to this case work, Congress has directed our office to identify systemic problems in the administration of our legal immigration system and to propose recommendations where possible. We intend to vigorously pursue this part of our mission too. We will listen to stakeholders, look at the data, identify trends and distill all of this information into recommendations that benefit not just one person, but the entire immigration system and the American people it serves.

When these responsibilities are viewed in their entirety, it becomes clear that Congress has not simply assigned us duties, but has in fact charged us with a broader, critical mission: to improve the functioning of our immigration system. We want, and we believe all Americans want, our immigration system to work—efficiently and fairly. And for those individuals who are eligible for benefits and have waited patiently as they go through the system, I would like to personally renew our deepest commitment to resolving the obstacles to their success.

My staff and I look forward to working with you as we pursue these endeavors.

The Ombudsman hosts a monthly public teleconference series to share information about relevant topics and provide an opportunity to hear feedback from the community about issues related to the delivery of immigration benefits and services.



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