

# Stakeholder Engagement



USCIS has a responsibility to be aware of and appropriately respond to the needs and concerns of our stakeholders. Not only must USCIS know our stakeholders, but we must also understand how they judge our success so we may engineer and communicate in the best way possible new or revised approaches to accomplishing our mission.

The impact of immigration reaches across and into all of America, on an individual, family, employment, and institutional level. As such, our stakeholders range from the general public, to individual USCIS customers and employees, DHS and other federal departments, Congress, as well as to employers, businesses, schools, and community organizations.

Our stakeholders' interests and influences are wide-ranging and include the integrity and security of the immigration system, the adequacy and utility of our resources, the outcome of individual applications, and the role and impact of immigration on our economy. Many of our inter-government stakeholders also share our interest in improving customer service and agency efficiency and promoting a greater awareness of citizenship rights and responsibilities.

Between stakeholders, there often exist divergent positions on sensitive policy issues and choices, operational priorities, and the value or impact of the immigration process. Our goal is to understand and actively consider these various perspectives as we develop long-term plans and implement new policies and programs. We are engaged in an ongoing dialogue at various levels with our stakeholders. A key vehicle for communication to external stakeholders, such as community-based organizations, advocacy groups, adult educators, ESL instructors, faith-based organizations and state and local officials is the USCIS Community Relations program. The Community Relations program consists of 18 Community Relations Officers located across the country who establish and maintain collaborative relationships with external stakeholders that work directly for the immigrants seeking benefits from our agency. The Community Relations program facilitates monthly national stakeholder meetings in Washington, D.C.

A key vehicle for federal stakeholder collaboration is the Task Force for New Americans, a federal interagency task force established by President George W. Bush to enhance and coordinate government-wide immigrant integration initiatives. We are engaging our federal partner agencies to support our Transformation Program through the Federal Stakeholder Advisory Board. We also are engaging stakeholders through roundtable discussions and other events on topics of mutual concern, such as the location of new USCIS offices. We foster productive and active relations with Congress. In addition, we work closely with the Citizenship and Immigration Services Ombudsman and other components of DHS.