



**IPO Deputy Chief Julia Harrison's Talking Points
IIUSA and AILA Conferences
October 2016**

Good afternoon, it is my pleasure to be able to speak to you today.

Today, my remarks will center on what IPO is doing this fiscal year (FY17) to improve and gain efficiencies to better serve you, our stakeholders. I want to spend this time giving you some insight/visibility into what IPO is planning for FY17.

I-924A Annual Filing

- Regional Centers - Don't forget to file your Form I-924A
 - Between October 1 and December 29 (within 90 days after the end of the fiscal year)
- For more information, review the form instructions and filing tips on the USCIS website
 - (<https://www.uscis.gov/forms/annual-reporting-information-filing-tips-form-i-924a-supplement-form-i-924>)

Forms Update

- Form I-526 60-day notice has been completed
 - The updated I-526, I-829 and I-924 will help improve efficiency from intake to adjudication
- Intake Benefit
 - The forms are designed to have key information available on the first page
 - To allow staff to ensure that the filings are routed to the correct queues
 - USCIS is updating the I-526 to collect additional information about the petitioner, the petitioner's investment, and the new commercial enterprise into which the petitioner is investing.
 - This additional information is generally required under the authorizing statute and regulations, and the addition of these data points to the form will better assist USCIS in capturing data previously submitted via supporting documentation. It will also assist petitioners in better understanding the specific supporting documentation required to underlie the petition eligibility requirements.
- Adjudications Benefit
 - The forms include additional questions regarding the regional center and investor's eligibility.

IPO Policy Manual

- Compiles existing policy
 - Why we did it this way
 - Now we have a foundation – can move forward and add new pieces as we have them
 - One location for information
 - Working hard on the additional pieces

Process Efficiencies and FY17 Goals

- Improvements made to adjudication processes
 - Big Picture
 - Reviewing to make sure we have the appropriate staffing and the right people doing right work
 - Increase admin staff to do admin portions (mail letters, update systems, etc.)
 - Free up officers to focus on adjudications
- Develop more robust QA process to ensure integrity of our processes
 - Do not see this concern in the adjudication but more in things like system not updated (e.g., no receipt notice sent)
 - We also get this feedback from customer service emails from our stakeholders
 - The new robust QA process will help
- I-829 Interviews
 - Done some interviews using technology
 - Completed virtual interviews
 - Can expect to see more in this fiscal year
- New Customer Service Team
 - Received a lot of individual input and feedback from our stakeholders on the quality and timeliness of our customer service responses
 - Continuing to improve timeliness and quality of our responses
 - New team made up of adjudications officers that respond to inquiries, as well as adjudicate I-829 applications
 - Much like you see in field offices
 - Have a new supervisor who will manage and monitor to ensure quality/complete responses
- Online Customer Service Form
 - Challenges – voluminous emails hard to organize and manage
 - Working on a new customer service online tool to help us better manage/organize
 - Team is currently working on this initiative
- Website in simplified Chinese
 - We recognize a large part of EB-5 petitioners are from China

- The customer service page provides key information and resources regarding the EB-5 program. The page is the most downloaded page by stakeholders and customers.
 - The simplified Chinese translation of this page has been downloaded more than 300 times since it has been posted.
 - USCIS will continue translation of our pages as needed
 - One goal is to publish more web content in simplified Chinese
- EB-5 Interactives
 - FY15 we did a series of EB-5 Interactives – did not do any in FY16
 - They are time intensive
 - When we asked IPO leadership what goals should be this FY, each one suggested more interactives
 - Will do more in FY17