



U.S. Citizenship
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Services

Overview of the Humanitarian, Adjustment, Removing Conditions and Travel Documents (HART) Service Center



U.S. Citizenship and Immigration Services

April 20, 2023

Reminders



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- For media, please reach out to media@uscis.dhs.gov
- For congressional staffers, please contact the USCIS Office of Legislative Affairs
at USCISCongressionalInquiries@uscis.dhs.gov
- All lines are muted.
- Submit written questions through the “Q&A” box on the right side of your screen.
- This engagement is not being recorded.

USCIS Speakers



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- Felicia Escobar Carrillo, USCIS Chief of Staff
- Connie Nolan, Associate Director, Service Center Operations (SCOPS)
- John Allen, Acting Deputy Associate Director, SCOPS
- Tracey Parsons, Acting Director, HART, SCOPS

Overview



- Humanitarian, Adjustment, Removing Conditions and Travel Documents (HART) is the 6th Service Center within Service Center Operations Directorate (SCOPS)
- Reassignment of existing employees and the enhancement of 330 positions to support this initiative – Total Center Size will be 480 to begin with
 - 100% Virtual Service Center
 - No physical location
 - Across multiple time zones
- Utilize existing Service Centers for support within a hybrid approach
 - File pick-up and drop-off
 - IT support
 - Records
 - Contractor support

Overview (Cont.)



- Focused on specific humanitarian workloads:
 - I-360 VAWA (Violence Against Women Act)
 - I-601A (Application for Provisional Unlawful Presence Waiver)
 - I-730 (Refugee/Asylee Relative Petition)
 - I-918 BFD (U Visa Bona Fide Determination)

Note: As we increase staffing, we will look at adding additional humanitarian form types.

- Paper-based, hybrid model until fully digital.
 - The four humanitarian workloads listed above are currently all paper based forms. Our goal is to digitize these form types to be 100% electronic.
 - HART is currently a hybrid center, which means there is no facility.

FY23 USCIS Strategic Plan



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HART Service Center supports USCIS goals and priorities:

- Promotes quality adjudications while reducing processing times and increases the capacity to respond to an ever-growing humanitarian mission.
- Enhances to organizational capability for efficient processing of humanitarian caseloads.
- The digitization of workload will improve timely case processing.

Phased Approach



The establishment of HART is associated with five hiring phases. Through this phased approach HART will ultimately grow to **480** positions.

- The first and second phases consisted of permanent internal reassignments and leadership details within SCOPS and was completed on **January 29, 2023**.
- The third phase of soliciting for voluntary permanent internal reassignments is currently in process pending enter on duty dates and training.

Phased Approach (cont'd)



- Phase four began in early April with the posting of both Agency-wide and public job notices. Phase four hiring is expected to be completed by the end of FY23, bringing the staffing levels to 60%-85% authorized levels.
- Phase five will include hiring all support and adjudicative personal including supervisory positions and analysts.
- We anticipate by the end of FY24 staffing levels will be at 95%-98% of authorized levels.

Benefits to Stakeholders



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- Specially trained/dedicated workforce will improve quality of processing humanitarian caseloads.
 - Resulting in stabilizing vulnerable populations and re-unifying families.
- New efficiencies result in better customer service for these form types.
- Prioritize public engagement with humanitarian stakeholders.
- Improve our services in partnership with community groups.
- HART will still continue to coordinate with existing service centers to receive support services to include customer service, thus stakeholders will continue to use existing channels.

Safe Address – Updated Guidance



- On April 11, 2023, USCIS issued a [Policy Manual update](#) providing guidance on mailing address and adjudication procedures for victim-based and non victim-based forms, filed by 8 USC §1367 protected persons.
- This guidance is effective on **July 11, 2023**.
- Feedback on this update is requested by May 22, 2023.
- This policy update:
 - Supports a victim-centered approach by ensuring 8 U.S.C. 1367-protected persons have control over the mailing address used by USCIS.
 - Creates uniform agency guidance on mailing procedures for victim-based and non-victim-based forms filed by protected persons.

Live Q&A



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We want to hear from you!

- Please ask your question in the Q&A box.
- Please do not ask about individual cases. We cannot address case-specific questions.

Concluding Remarks



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Thank you for joining today's session.

To provide additional feedback, please email
public.engagement@uscis.dhs.gov.

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