

COMMENTS FROM OMBUDSMAN'S TELECONFERENCE

Callers expressed concern over the confusion caused by the lack of uniformity on motions to reopen submissions. Callers also noted that some offices within a district accepted motions by fax, some only by written correspondence, and some by email. 

OBSERVATIONS AND STAKEHOLDER COMMENTS FROM THE OMBUDSMAN'S TRIPS AND MEETINGS

The Newark Field Office conducts same-day fraud interviews. If fraud is suspected at the initial interview, the case goes to a supervisor for review; if the supervisor agrees, the case is scheduled for a fraud interview that day. A few adjudicators conduct the fraud interviews on a rotating basis. 

Stakeholders report that in the New York Field Office, it takes over one year to schedule a marriage fraud interview (referred to as "Stokes" interview), and that some officers are not well trained for this type of interview. Stakeholders request that there be instant appeal to a supervisor in these situations. 

RECOMMENDATION AR 2007 -- 08

The Ombudsman recommends that USCIS institute same-day fraud interviews in all field offices. Timely adjudication of applications will deny fraud perpetrators additional preparation time and timely decisions will prevent issuance of interim benefits. 

RECOMMENDATION AR 2007 -- 09

The Ombudsman recommends that USCIS produce an Aging Report on pending fraud investigations by officer and district. There should be a reasonable limit to the time allotted for investigation by the fraud unit. 

- **Insufficient Standardization and Training.** The Ombudsman observed progress during the reporting period. Training issues are further discussed in section III.M of this report and in the Ombudsman's recommendation AR 2006 -- 05.
- **Quality Assurance.** The QA program needs to be strengthened and supported at all levels within USCIS. The continued absence of adequately trained QA personnel at