

### CHALLENGE: STREAMLINING IMMIGRATION BENEFITS PROCESSES

The Department of Homeland Security (DHS) and immigration-focused Components need process and technology improvements for the adjudication of applications and petitions for immigration benefits and migrant processing. These improvements will strengthen, streamline, and enhance the immigration benefits process, thereby reducing the applicant backlog.

### DESIGNING A PROGRAM TO MEET THIS CHALLENGE

This purpose of the DHS Science and Technology Directorate (S&T) Immigration Services Program will be manifold. The program is intended to:

- Enhance the ability of DHS to efficiently adjudicate applications and petitions for immigration benefits
- Provide direct customer service to applicants
- Identify factors related to population-level migration and individual-level immigration lifecycle processes

### PROGRAM IMPACT

This program will identify and develop technologies for immigration-focused DHS Components to provide efficient adjudication of all applications and petitions for immigration benefits, enhance the integrity of legal immigration information technology systems, and ensure the accurate and timely distribution of immigration benefits. Identifying and developing innovative processing solutions will:

- Streamline Components' ability to process immigration benefit applications/petitions and reduce backlog
- Enhance the ability to identify fraudulent immigration applications/petitions
- Improve staffing efficiency and customer throughput



### PROGRAM MILESTONES

Planned activities for this program include:

- Conducting market research
- Performing an analysis of alternatives of identified potential research and development investments
- Performing system evaluations and testing for proposed solutions
- Preparing a recommendations report for system automation
- Developing and delivering advanced automated systems to speed the adjudication of benefits and immigration-related processes

### PERFORMERS/PARTNERS

- Industry partners
- Federally Funded Research and Development Centers
- University and non-profit partners