

Recommendation #14
Pilot Program Termination

On February 25, 2005, the Ombudsman recommended that *whenever USCIS implements a pilot program which directly impacts customer service, USCIS either: 1) at the onset of the pilot program publishes public notice of when the pilot program will begin and terminate, including specific information to customers on the subsequent handling of receipted petitions/applications affected by the pilot program; or 2) provide 30-days notice before terminating a pilot program, during which USCIS shall provide its customers with specific information as to the subsequent handling of receipted petitions/application affected by the termination.*

USCIS responded to the Ombudsman on May 25, 2005. We agreed with the recommendation whenever the processing of benefits applications directly impacts the way the applicants submit them. In those situations, we will provide a public notice via the Federal Register or a press release, unless there are enforcement considerations that would be negatively impacted by such notice.

The Ombudsman did not have any follow-up to the USCIS response and we consider this recommendation closed.