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## Immigration Benefits: Several Factors Impede Timeliness of Application Processing: Gao-01-488

By -

BiblioGov. Paperback. Book Condition: New. This item is printed on demand. Paperback. 124 pages. Dimensions: 9.7in. x 7.4in. x 0.3in. Congress, the media, and immigrant advocacy groups have criticized the Immigration and Naturalization Service (INS) for its inability to provide immigrants with timely decisions on their applications for such benefits as naturalization and legal permanent residence. INS continues to experience significant problems managing its application workload despite years of increasing budgets and staff. Automation improvements would provide INS with the management information it needs to determine how long aliens have been waiting for their applications to be processed. Automation improvements would also help INS determine whether it is processing all the applications it receives, working on applications in the order in which they are received, and providing prompt and correct responses to applicants inquiries about the status of their cases. INS does not know how to maximize the deployment of staff to process applications in a timely fashion because it lacks a systematically developed staff resource allocation model. Such a model could help INS determine the right number and types of staff it needs, efficiently distribute staff to the right locations, and ensure that resources are deployed commensurate with the workload...

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