

*Rosario v. USCIS*, No. C15-0813-JLR  
AGREED IMPLEMENTATION PLAN

1. Defendants have already taken, and will maintain the following steps with to reallocate resources to address the Court's Order:
  - a. Centralize the initial (c)(8) workload at the Texas Service Center (TSC).
  - b. Deliver (c)(8) applications filed at the lockbox to the TSC rather than shipping such applications.
  - c. Reallocated 50 Immigration Service Officers to work full time on initial (c)(8) applications (subject to modification upward or downward depending on workload, as determined by USCIS).
  - d. Recalculate compliance rates to take into account the requests for initial evidence.
  - e. Accept SRMT Customer Service Requests for initial (c)(8) applications pending for 25 days.
  
2. Defendants have implemented the following reallocation of resources to address the Court's Order:
  - a. The TSC Background Check Unit (BCU) will re-prioritize their work load so that the initial (c)(8)s sent to them are a top priority.
  - b. Take steps, to include internal training and customer outreach, to address misfiling with the lock box (e.g., (c)(8) extension requests that have been misrouted to the TSC, either due to applicant filing error or lock box error).
  - c. Take steps to ensure that SRMT Customer Service Requests are accepted at 25 days.
  
3. Defendants will provide notice to all class members as follows:
  - a. Defendants will amend the processing time webpage to inform putative class members of their rights as class members and the remedies discussed herein.
  - b. USCIS will include on subsequently issued I-797 receipt notices issued to newly filed I-765 applications, informing them of the implementation mechanisms outlined in sections 1.e. above and 4 below.
  - c. The webpage language and receipt notices will be updated on December 8, 2018, so long as the parties agree to final language by September 30, 2018. If the parties have not finalized language by that date, then the webpage and receipt notices will be updated February 23, 2019.
  - d. Defendants will report to class counsel initial (c)(8) adjudication rates, in the format previously used by Defendants, on a monthly basis, on the 15<sup>th</sup> day of each month beginning on October 15<sup>th</sup> (or the following business day if the 15<sup>th</sup> day is a weekend or holiday), until Defendants file their first six month status report with the Court. Thereafter, the parties will meet and confer regarding the requirement and frequency on further reporting.
  
4. Dispute Resolution: For individual cases that remain pending beyond 30-days following use of the SRMT process, individuals seeking resolution must:

- i. Initiate this process no earlier than 8 business days after SRMT request.
- ii. Provide name, A-number, SRMT receipt number and date of SRMT request, Form I-765 receipt number, and date of filing to a USCIS email address.
- iii. Copy class counsel via email to an agreed-upon email address.
- iv. Allow 8 business days for response before the individual may file an action as specified by further Order of this Court.