

Congress of the United States
Washington, DC 20515

August 27, 2026

The Honorable Markwayne Mullin
Secretary of Homeland Security
Department of Homeland Security
2707 Martin Luther King, Jr. Avenue, S.E.
Washington, D.C. 20528

The Honorable Joseph B. Edlow
Director of U.S. Citizenship and Immigration Services
U.S. Citizenship and Immigration Services
5900 Capital Gateway Dr.
Camp Springs, MD 20746

Dear Secretary Mullin and Director Edlow,

We write to express our concern regarding an alarming pattern that has emerged in Congressional casework involving USCIS over the past several months. Specifically, Congressional offices have experienced significant difficulties working with USCIS liaisons, resulting in wasted time and effort for both Congressional caseworkers and USCIS staff, all while further delaying assistance for constituents across the country.

Despite increased funds available to USCIS after the passage of H.R.1, the quality of USCIS's Congressional liaison services appears to have declined. Our caseworkers have received responses addressed to the wrong staffers, identifying the wrong constituents, and including template paragraphs that are either left unfilled or filled with inaccurate dates and information. These responses frequently fail to address our caseworkers' questions, addressing the issues only partially—or, more often, not at all.

We have also observed that responses very rarely identify the individual liaison handling the inquiry. Instead, they are signed only as "Congressional Liaison." This appears to be a recent change and makes it more difficult for caseworkers to identify recurring issues, follow up on specific cases, and ensure accountability when errors occur.

The examples below illustrate some of the inaccurate, incomplete, or irrelevant responses Congressional staff have received to their inquiries:

A caseworker submitted an inquiry requesting expedited processing of the I-131 of an applicant whose mother was killed in a missile strike. The inquiry also requested expedited processing of the I-131 applications filed by the applicant's wife and two minor children.

Liaison response:

U.S. Citizenship and Immigration Services (USCIS) records confirm that your constituent's case is pending at this time. USCIS is committed to adjudicating immigration benefits in a timely and efficient manner while also ensuring public safety, national security and compliance with all relevant directives. While the processing steps for most applications or petitions are completed quickly, a small percentage of cases involve unresolved issues that may result in adjudication delays. We are unable to determine at this time when the review process for the application will be completed. We understand that your constituent may be frustrated by the progress of their case. However, USCIS must balance individual inconvenience against broader issues of public safety and national security.

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This example illustrates the use of vague, generic language that fails to meaningfully address the caseworker's specific question or concern.

A caseworker submitted an inquiry asking whether an applicant's I-131 had received a final approval notice. The applicant had received conditional approval months earlier and paid the required fee within days, yet a final approval notice had still not been issued.

Liaison response:

Thank you for your inquiry regarding this constituent's immigration matter. We have reviewed the request for expeditious processing. At this time, we are unable to take the application out of date order and grant expedited processing.

U.S. Citizenship and Immigration Services (USCIS) records confirm that your constituent's case is pending at this time. USCIS is committed to adjudicating immigration benefits in a timely and efficient manner while also ensuring public safety, national security and compliance with all relevant directives. While the processing steps for most applications or petitions are completed quickly, a small percentage of cases involve unresolved issues that may result in adjudication delays. We are unable to determine at this time when the review process for the application will be completed. We understand that your constituent may be frustrated by the progress of their case. However, USCIS must balance individual inconvenience against broader issues of public safety and national security.

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This example uses the same generic language used in the previous example, once again without meaningfully answering the caseworker's specific question or concern. The response also discusses expedited processing even though no request for expedited processing was made.

A caseworker submitted an inquiry reporting that an applicant's Form I-765 was outside normal processing times and requesting a status update.

Liaison response:

USCIS records indicate your constituent's Form I-765 was approved July 21, 2026, and notices were sent to the applicant at their address on record. Production of the Employment Authorization Document (EAD) was completed on July 27, 2026.

USPS records indicate that the EAD was mailed on June 28, 2026, to the address on record at the time of adjudication and was delivered in or at the mailbox at 1:25pm on June 30, 2026.

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This example contains a chronological inconsistency, stating that the Employment Authorization Document was produced nearly a month after USPS allegedly mailed and delivered it.

A caseworker submitted an inquiry requesting the status of a constituent's DACA case.

Liaison response:

Based on a current review of USCIS electronic records, we note that a decision pertaining to your constituent's Deferred Action for Childhood Arrivals (DACA) case was issued. Generally, processing updates regarding the adjudication of a Form I-821D and Form I-765 are readily available through the USCIS "Case Status Online" tool (<https://egov.uscis.gov/casestatus/landing.do>) and a DACA requestor's USCIS online account (<https://myaccount.uscis.gov/>) after a USCIS decision notice and / or Employment Authorization Document (EAD) has been produced and sent.

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This example provides yet another generic response stating that "a decision" was issued, without identifying what that decision was or otherwise addressing the Congressional inquiry. Instead, it directs the caseworker to publicly available case status tools.

Because these responses are sent from a no-reply email address, caseworkers cannot simply reply to request clarification. The only way to ask follow-up questions is to submit an entirely new inquiry through the Congressional Web Portal, which generally entails another weeks-long wait.

In many cases, the subsequent response is equally unresponsive or lacking in substance, creating a cycle of repeated inquiries that wastes caseworkers' time and delays assistance for constituents.

As a result, Congressional caseworkers have become trapped in a frustrating, never-ending cycle that undermines their ability to effectively assist constituents. The Congressional inquiry process is meant to facilitate communication between USCIS and Members of Congress on behalf of the people they represent. When inquiries are met with these inadequate responses—and there is no meaningful avenue for follow-up—that purpose is defeated.

As such, we respectfully urge you to reexamine the practices of USCIS's Office of Legislative Affairs and its Congressional inquiry process to ensure that our offices receive timely, accurate, and responsive assistance when advocating on behalf of our constituents. We also urge you to assess whether any recent changes within the Office or to its handling of Congressional inquiries have contributed to the issues described above and, if so, to make any necessary improvements.

Sincerely,



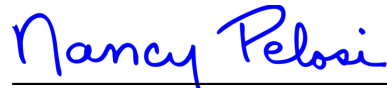
Bill Foster
Member of Congress



Raja Krishnamoorthi
Member of Congress



Eleanor Holmes Norton
Member of Congress



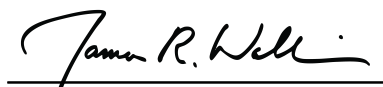
Nancy Pelosi
Member of Congress



Kevin Mullin
Member of Congress



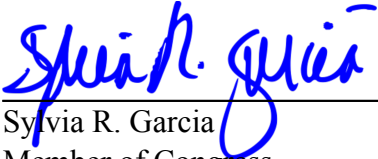
Jasmine Crockett
Member of Congress



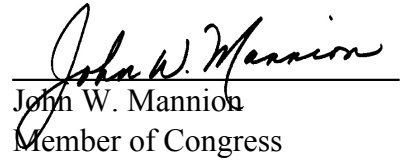
James R. Walkinshaw
Member of Congress



Wesley Bell
Member of Congress



Sylvia R. Garcia
Member of Congress



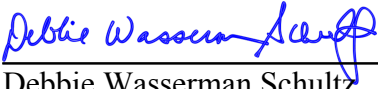
John W. Mannion
Member of Congress



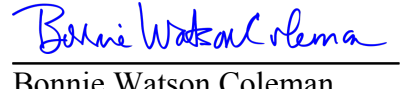
Rashida Tlaib
Member of Congress



Dina Titus
Member of Congress



Debbie Wasserman Schultz
Member of Congress



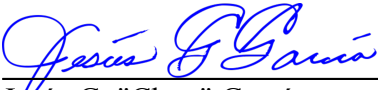
Bonnie Watson Coleman
Member of Congress



Ted W. Lieu
Member of Congress



Darren Soto
Member of Congress



Jesús G. "Chuy" García
Member of Congress



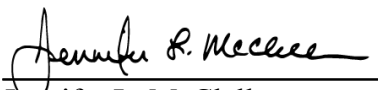
Shri Thanedar
Member of Congress



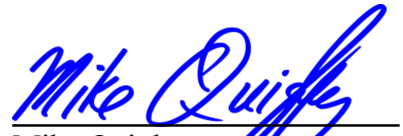
Doris Matsui
Member of Congress



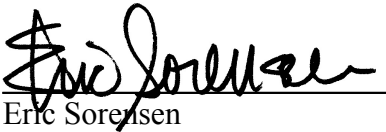
Mark DeSaulnier
Member of Congress



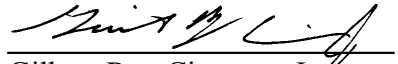
Jennifer L. McClellan
Member of Congress



Mike Quigley
Member of Congress



Eric Sorensen
Member of Congress



Gilbert Ray Cisneros, Jr.
Member of Congress



Pablo José Hernández
Member of Congress



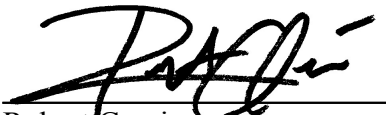
Henry C. "Hank" Johnson, Jr.
Member of Congress



Seth Moulton
Member of Congress



Frederica S. Wilson
Member of Congress



Robert Garcia
Member of Congress



Greg Stanton
Member of Congress



Diana DeGette
Member of Congress



Brittany Petersen
Member of Congress



Yassamin Ansari
Member of Congress



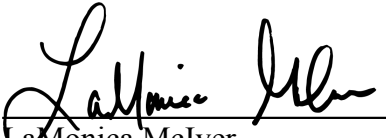
Salud Carbajal
Member of Congress



Nick LaLota
Member of Congress



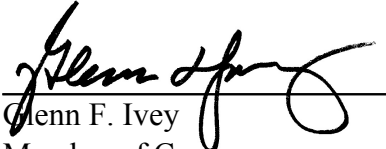
Debbie Dingell
Member of Congress



LaMonica McIver
Member of Congress



Ami Bera, M.D.
Member of Congress



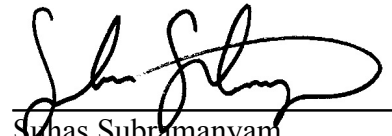
Glenn F. Ivey
Member of Congress



Paul D. Tonko
Member of Congress



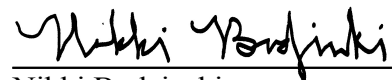
Analilia Mejia
Member of Congress



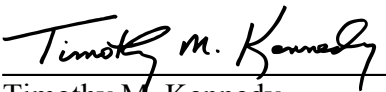
Suhas Subramanyam
Member of Congress



Ilhan Omar
Member of Congress



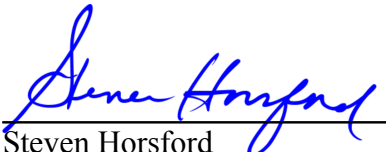
Nikki Budzinski
Member of Congress



Timothy M. Kennedy
Member of Congress



Ed Case
Member of Congress



Steven Horsford
Member of Congress



James P. McGovern
Member of Congress

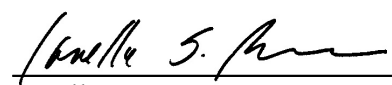


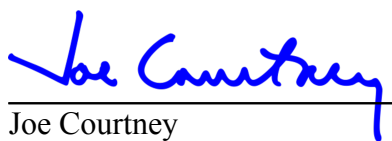
Chrissy Houlahan
Member of Congress



Jamie Raskin
Member of Congress


Lizzie Fletcher
Member of Congress

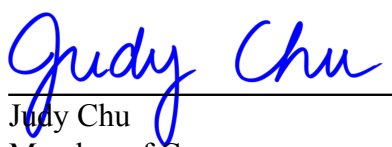

Janelle S. Bynum
Member of Congress

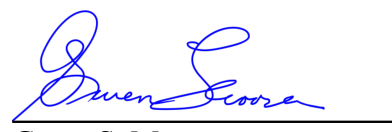

Joe Courtney
Member of Congress


Val Hoyle
Member of Congress

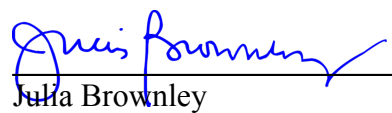

Adelita S. Grijalva
Member of Congress

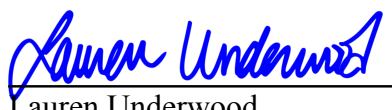

Robin L. Kelly
Member of Congress

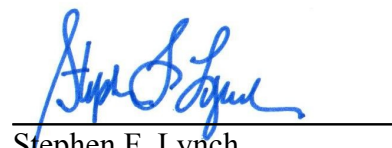

Judy Chu
Member of Congress


Gwen S. Moore
Member of Congress

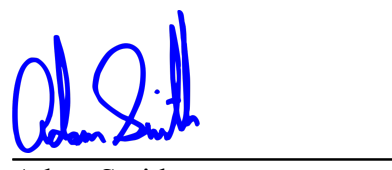

George Whitesides
Member of Congress


Julia Brownley
Member of Congress


Lauren Underwood
Member of Congress

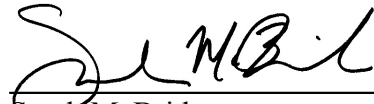

Stephen F. Lynch
Member of Congress


Lori Trahan
Member of Congress

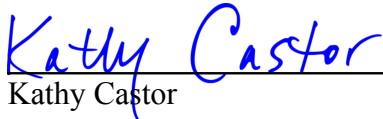

Adam Smith
Member of Congress



Chris Deluzio
Member of Congress



Sarah McBride
Member of Congress



Kathy Castor
Member of Congress



Chellie Pingree
Member of Congress



Herbert C. Conaway, Jr.
Member of Congress



Betty McCollum
Member of Congress



Jim Tokuda
Member of Congress