

Our Core Values

Integrity

We shall always strive for the highest level of Integrity in our dealings with our customers, our fellow employees, and the citizens of the United States of America. We shall be ever mindful of the importance of the trust the American people have placed in us to administer the nation's immigration system fairly, honestly, and correctly.

Respect

We will demonstrate Respect in all of our actions. We will ensure that everyone we affect will be treated with dignity and courtesy regardless of the outcome of the decision. We will model this principle in all of our activities, with each other, our customers, and the public. Through our actions, this organization will become known as an example of respect, dignity, and courtesy.

Ingenuity

As we meet the challenges to come, we will strive to find the most effective means to accomplish our goals. We will use Ingenuity, resourcefulness, creativity, and sound management principles to strive for world-class results. We will approach every challenge with a balance of enthusiasm and wisdom in our effort to fulfill our vision.

Vigilance

In this era of increased global threats, we will remain mindful of our obligation to provide immigration service in a manner that strengthens and fortifies the nation. We will exercise Vigilance as we perform interviews, screen applications and petitions, and conduct critical automated background checks. We will carefully administer immigration services so that new immigrants and citizens can hold in high regard the privileges and advantages of lawful presence in the United States.