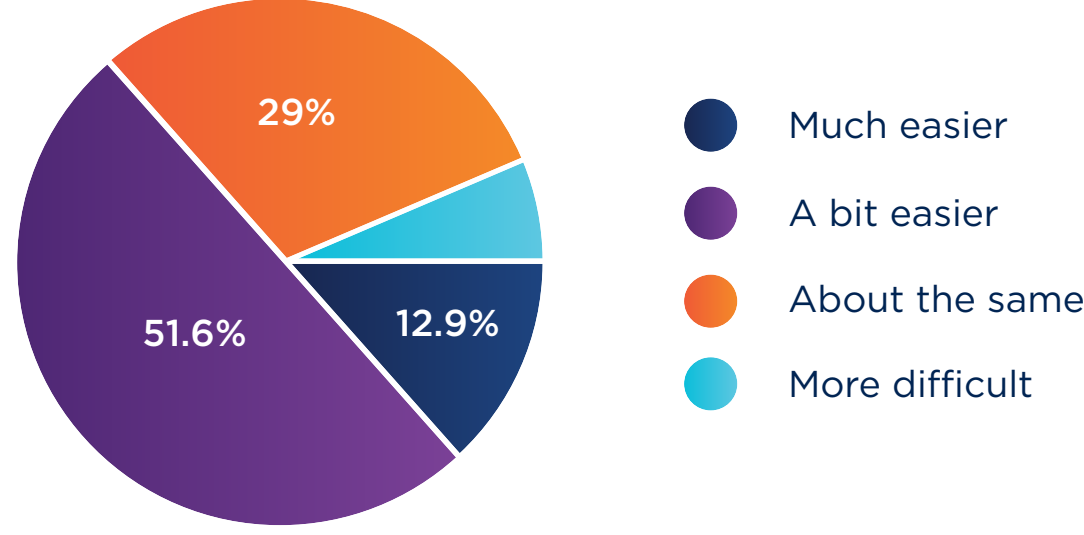


What are Current Challenges in Immigration Case Management?

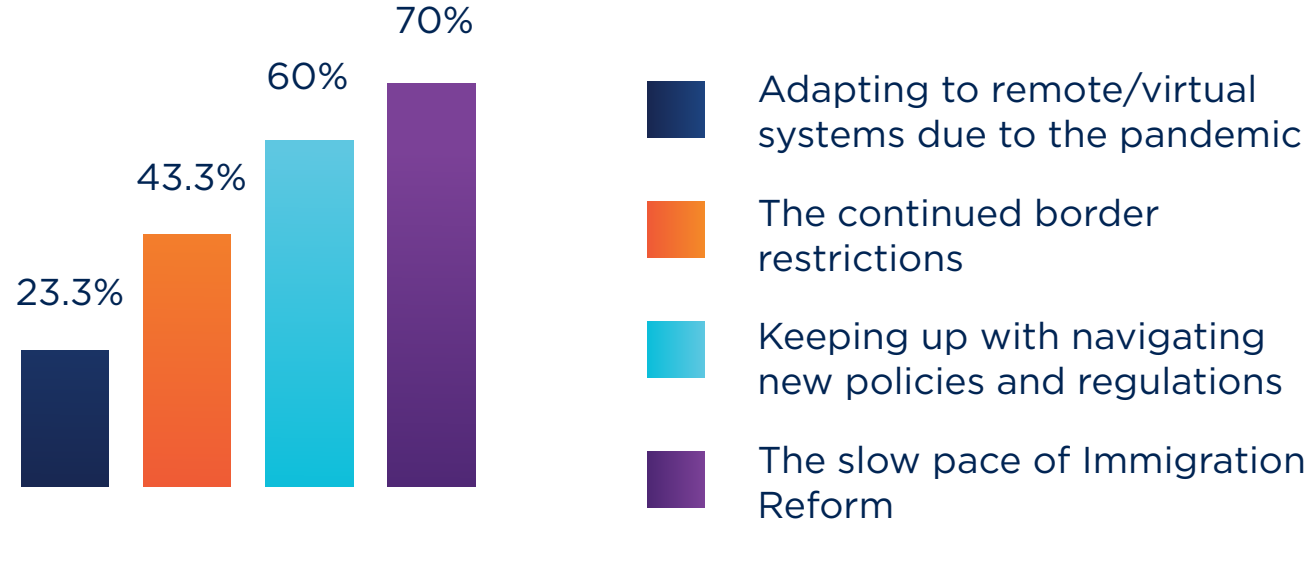
We surveyed our base of immigration professionals about what their pain points and primary concerns have been in 2021.

Here's what they told us.

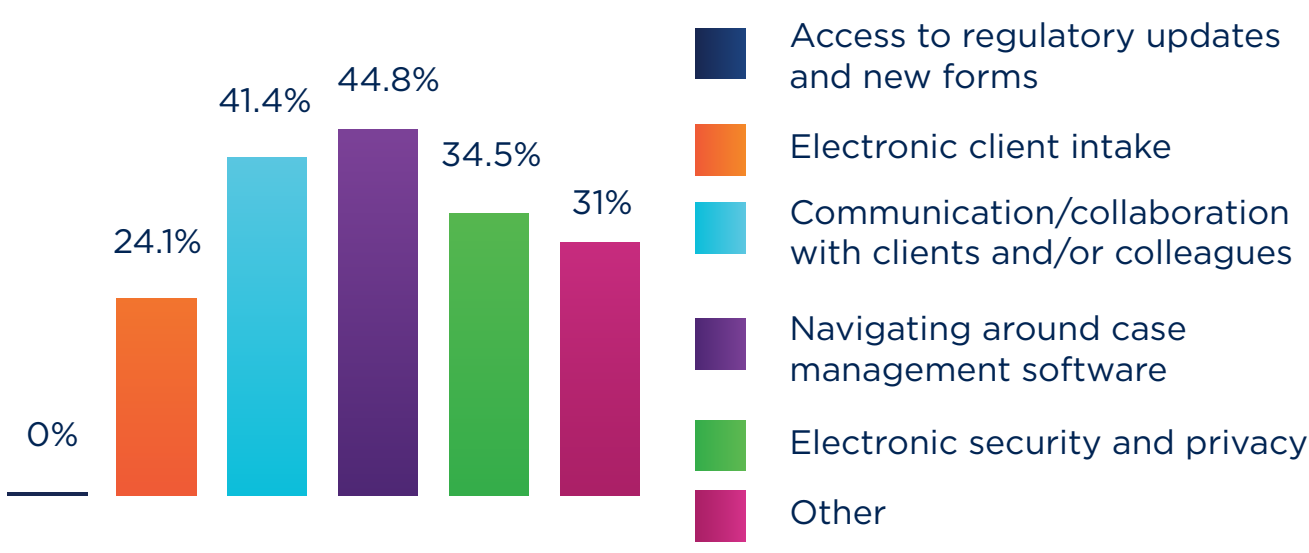
For your Immigration Case Management, the new immigration policies brought in by the Biden Administration have made things:



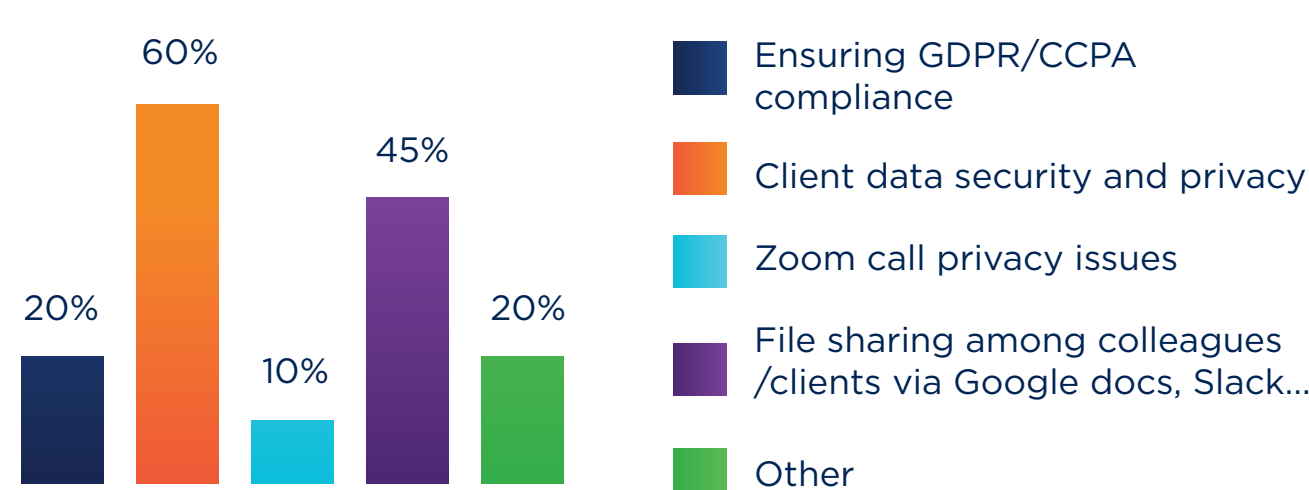
What have been your biggest pain points in dealing with Immigration case management in 2021?



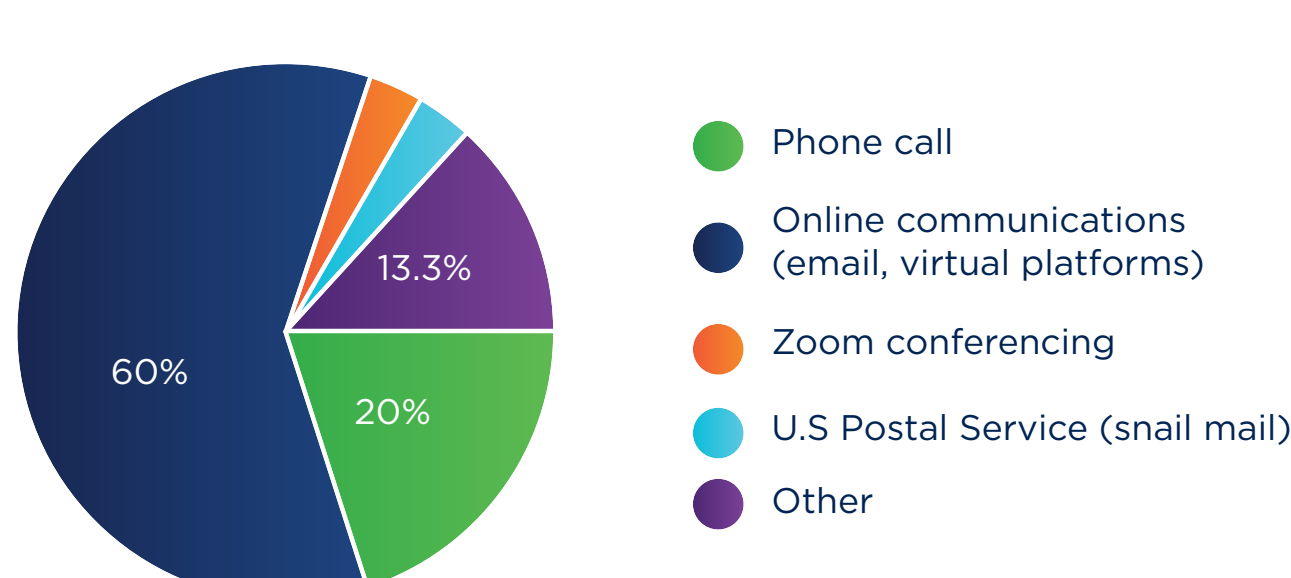
During the pandemic, what have been your biggest challenges with going virtual in Immigration Case Management?



If security & privacy have been a challenge, what has been of greatest concern?



How have you been communicating the new regulatory changes to your clients during the pandemic?



Notable Comments:

- The only thing we did virtually was court appearances, and it is a huge time saver and allowed us to increase our new client base. It is a great thing and we hope it stays in effect.
- The biggest challenges have been not being able to work with physical files and documents and trying to get documents digitally from clients. Most of my clients are technologically challenged. Also, keeping up with the caseload. Since the pandemic began, we have had more and more clients and cases and less and less staff.
- The Zoom (video conferencing platform) change to only let us send emails directly to workers for their document/questionnaires has doubled the amount of emails we receive. It's a massive headache and a time drain. None of the time we spend replying to workers and asking them to direct their inquiries to HR rep can be recaptured/billed. It's a mess.
- USCIS (is) requiring hard copy in and hard copy approvals out.

Find out more about Mitrtech's integrated and proven solutions in I-9 compliance, immigration case management, employee verification, and more at www.mitrtech.com.