

**Donald Neufeld**

Donald Neufeld has served as the Associate Director for Service Center Operations (SCOPS) for U.S. Citizenship and Immigration Services since January 2010. In this position, he oversees all planning, management and operational functions of USCIS' Service Centers, leading a workforce of about 5,000 government employees and 1,800 contract employees. With locations in California, Nebraska, Texas, Vermont and Virginia, the five service centers collectively adjudicate more than five million immigration-related requests annually.

Mr. Neufeld's career with USCIS and the legacy Immigration and Naturalization Service (INS) spans more than 35 years. He has held several different leadership positions at USCIS Headquarters as well as at the California Service Center and the Los Angeles and Miami district offices. Before joining the leadership team, he served as an immigration officer conducting interviews, adjudicating requests for immigration benefits, and inspecting passengers arriving from overseas.

**Michael Valverde**

Michael Valverde was appointed Deputy Associate Director of the Field Operations Directorate for U.S. Citizenship and Immigration Services in September 2015. He previously served in an acting capacity, managing the four regional offices and the National Benefits Center.

From August 2013-May 2015, Mr. Valverde served as the deputy chief of the Refugee Affairs Division. In September 2012, he was selected as Refugee, Asylum and International Operations' first chief of Performance Management and Planning. Earlier he served as the USCIS senior liaison officer to the United Kingdom Border Agency in London.

His federal career began in 1997 as a Presidential Management Intern with the Immigration and Naturalization Service's Office of Adjudications. He has served in various offices, including the Administrative Appeals Office and the International Operations Division.

Mr. Valverde has bachelor's degrees in Latin American studies and government from the College of William and Mary and a master's degree in international relations from the University of Delaware, and attended the Senior Executive Fellows Program at Harvard University.

**Michael Hoefler**

Michael Hoefler has been the Chief of the Office Performance and Quality at U.S. Citizenship and Immigration Services (USCIS) since 2016. He began working at the statistics office within the Immigration and Naturalization Service (INS) in 1982, and led the office from 1997 to 2003.

He was the Director of the Office of Immigration Statistics at the Department of Homeland Security (DHS) from 2004 to 2013.

Mr. Hoefler began his government service with the Bureau of Labor Statistics as an economist. He is the recipient of the DHS Secretary's Meritorious Service Silver Medal and received the INS award for Excellence in Customer Service.

Mr. Hoefler graduated from Cornell University with a B.S. degree in industrial and labor relations with a concentration in statistics.