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## VERMONT SERVICE CENTER STAKEHOLDERS NEWSLETTER

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### View from the Director's Desk

Volume 1, Issue 10, May 2012

On April 5, 2012, the Vermont Service Center participated in a joint stakeholder event hosted in California by the California Service Center. Panelist included senior management from HQ Service Center Operations (SCOPS), the director's from all 4 USCIS Service Centers and a number of managers from both the Vermont Service Center and the California Service Center.



The agenda included an overview of programs at all of the Centers, a discussion on Entrepreneurs in Residence was led by Barbara Velarde and a general discussion on Transformation was led by Don Neufeld of SCOPS. Each Center Director, Mark Hazuda, NSC, Rosemary Melville, CSC, Dan Renaud, VSC, and Gregory Richardson of the TSC provide overviews of their Centers covering current processing times and programs specific to their Center. Center managers covered issues primarily relating to I-129s and I-539s as well as providing various best practices and filing tips.

There were 90 stakeholders in attendance at the event and over 200 call-in participants. The VSC looks forward to additional joint stakeholder events with our USCIS "sister center" the CSC.

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### Responding To A Request For Evidence Or Notice Of Intent To Deny

The Vermont Service Center receives thousands of pieces of paper correspondence each day. A large number of these pieces of correspondence are responses to Requests for Evidence (RFE) or Notices of Intent to Deny (NOID). As our contract staff sifts through all of this incoming mail, the blue coversheet helps them quickly and easily identify which documents should be routed immediately to the file as a response to our request. When the response is matched up with the file the case is immediately pulled and routed to the officer. However, any correspondence which does not contain a copy of the RFE or NOID is not recognized as a response and is sent to our Customer Service Division for sorting and dissemination.

Once the customer service division identifies the correspondence as supporting evidence it is routed to the file to be included in the record. However, the evidence that you submitted without the proper coversheet will sit on the shelf for the entire tolling period because there is no way to be sure that what was submitted is the actual response to our request for additional evidence. Once the waiting period for a response has expired, it is then sent to an officer for review. Because there is not a way to determine if what was submitted was the actual response to the RFE there is a significant delay in the processing of a final decision on an application or petition.

It is very important that our staff is able to promptly recognize incoming correspondence as a response to an RFE. In addition, 8 CFR Section 103.2(b)(11) addresses how an applicant or petitioner should respond to an RFE, "All requested materials **must** be submitted together at one time, along with the original USCIS request for evidence or notice of intent to deny."

In some cases it is not possible to identify the case that relates to the submitted information. In the future the VSC may start returning documentation that is submitted without a copy of the receipt notice or RFE when we cannot determine which case it relates to.



## Submitting Supplemental Documentation

The Vermont Service Center would like to encourage our customers to seek alternate ways to communicate with us. As stated previously, the VSC receives thousands of pieces of correspondence daily; anything we can do to decrease the amount of paper correspondence received each day will help to increase our productivity. There are many different ways that information can be shared between the VSC and our customers.

### Via the Internet:

The USCIS website ([www.uscis.gov](http://www.uscis.gov)) supports all those seeking information regarding immigration processes, immigration forms and electronic customer service inquiries and requests. With this system you can:

- File your own Change of Address (CoA)
- Check the status of your case by visiting Case Status Online (CSOL)
- Check our Processing Times

### Via the Phone:

You can call our National Customer Service Phone Line (NCSC) [1-800-375-5283](tel:1-800-375-5283) to:

- Request a case be expedited
- Obtain general information about immigration benefits and filing procedures
- Obtain forms
- Ask for a service request to address a specific issue with your case
- Seek information regarding immigration processes, requesting immigration forms and initiating customer service requests

The submission of supplemental documentation is not encouraged unless it is specifically requested through a Request for Evidence (RFE) or Notice of Intent to Deny (NOID). In addition, individuals filing a Petition to Remove Conditions on Residence (Form I-751) should refrain from sending supplemental information based solely on the receipt notice.

## News & Notes!

**ASC Notices:** Last week it was brought to our attention that due to a systems issue, some Lawful Permanent Residents and some Naturalized citizens are receiving ASC appointment notices. U.S. Citizenship and Immigration Services apologizes for any confusion this caused you, and advise that individuals who are already LPRs or US citizens, (unless they have filed a recent application or petition) should disregard these notices.

**Verifying Identity:** If you are submitting an I-765 for an initial employment authorization card for the C9 classification, based upon the filing of an I-485 for Lawful Permanent Resident status please submit a copy of the biometrics page from your passport as supporting documentation. If that information is not in the I-765 filing we will have to do a request for evidence as we cannot approve the case without verifying the identity of the applicant.

**G-28s:** We are seeing a number of G-28s being submitted with a complete address. I know that we have mentioned this before but it is very problematic when dealing with the victim related cases. Please make sure that we have your complete address with zip code when submitting a G-28.

**Contact the Vermont Service Center:**  
U.S. Department of Homeland Security  
U.S. Citizenship and Immigration Services  
Vermont Service Center  
75 Lower Welden Street  
St. Albans, VT 05479

National Customer Service Center (NCSC): 1-800-375-5283