



## VERMONT SERVICE CENTER STAKEHOLDERS NEWSLETTER

Volume 1, Issue 10, April 2012

### View from the Director's Desk

Although Vermont experienced an unusually mild winter this year, we eagerly await spring and the new beginning it heralds. It is no different for the nearly 800 U.S. Citizenship and Immigration Services (USCIS) staff at the Vermont Service Center. Together, we identified 12 initiatives for 2012 that will further our mission of aligning our values and energies for excellence in determining eligibility for immigration benefits. These initiatives are linked to the 2012 Priorities set by the USCIS Director earlier this year. They include; creating greater symbiosis between the adjudications and fraud and national security components within the VSC; pursuing understanding and tangible expression of the VSC Vision, Mission, and Values into all that we do at the Center; developing and executing training for new and established employees to focus and build upon foundational knowledge; encouraging and supporting innovation that improves how we provide vital public services; developing our future leaders, continuing to engage with USCIS stakeholders and building stronger relationships within our local community; promoting organization-wide understanding and delivery of the highest quality, providing opportunities for all employees to promote citizenship through participation in citizenship ceremonies.



Stay tuned for more information and updates. As the Director, I look forward to seeing the results of our commitment to developing and supporting the best in government at USCIS at the Vermont Service Center.

### Did you recently receive a duplicate notice?

The VSC has received a number of inquiries questioning why stakeholders, petitioners or applicants are receiving duplicate copies of various notices. The short answer is due to IT issues and upgrades.

Regularly USCIS upgrades the CLAIMS system. As a result, we have seen some instances where electronic records do not reflect a notice has been produced and sent. In other cases it appears that the notices that did print were not correct. The VSC uses an electronic "scrape" of our data to create a list of potentially impacted cases. We then reprint and mail any notices where the system indicates a notice was not sent or was sent with incorrect information. In either case the VSC is erring on the side of good customer service in assuming that individuals would prefer to receive two notices rather than no notice or an incorrect notice.

\*Please note that all notices should be reviewed immediately upon receipt to ensure that the information is correct as there is always the possibility that the second notice is correcting an issue that was identified during officer review.

### Recent Community Engagements

**March 28<sup>th</sup>** - The Vermont Service Center, VAWA, T & U Division, hosted a Law Enforcement Training (WebX). This training provides facts and guidance on the execution of the U Visa certification that law enforcement entities complete to support the filing of the form I-918 for the U non-immigrant visa.

**April 4, 2012** - The California and Vermont Service Centers hosted a joint external stakeholder meeting on Thursday, April 5, 2012 from 10:00 am to 12:00 pm (Pacific Time) at the California Service Center in Laguna Niguel, California. In attendance were the Directors from each of the four Service Centers.

**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

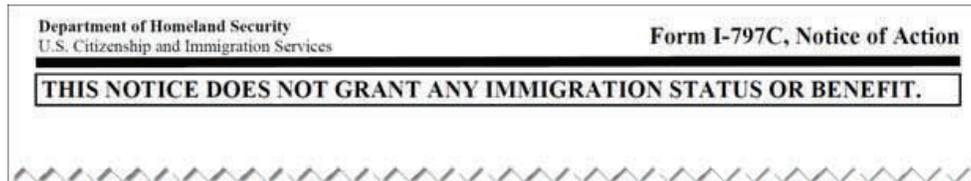
National Customer Service Center (NCSC): 1-800-375-5283



## USCIS Changes Look and Feel of Form I-797C

On April 2, 2012, USCIS will issue Form I-797C, Notice of Action, with a new look and feel. USCIS will now print the Form I-797C on plain bond paper. It is estimated that this change will save the agency about \$1.1 million per year.

This change is an effort to reduce public perception that Form I-797C can be used as evidence that the individual has been granted an immigration benefit or holds a particular immigration status. The new Form I-797C will clearly display: **“THIS NOTICE DOES NOT GRANT ANY IMMIGRATION STATUS OR BENEFIT.”** A sample of the heading of the new I-797C is provided below.



Please note, Form I-797C, Notice of Action, is used ONLY for certain types of communication between individuals and the agency, including notifications of:

- ◆ Receipt (notifies customers that their payment and application/petition has been received by USCIS)
- ◆ Rejection (notifies customers that their application/petition has been rejected due to incorrect information or payment)
- ◆ Transfer (notifies customers that their case was relocated to another USCIS office for processing)
- ◆ Re-Open (notifies customers that USCIS has approved a motion to re-open their completed case and it is being processed)
- ◆ Appointment (notifies customers that they have an appointment with USCIS to obtain fingerprint or biometric capture, to attend an interview, or that their appointment has been rescheduled)

**The notices listed above will be printed on plain white paper, not on secure paper that is watermarked with the Statue of Liberty.**

### DENIED FOR ABANDONMENT?!?!?

When responding to a Request for Evidence it is extremely important that you place the blue coversheet on the top of the response you send to us. The VSC receives thousands of pieces of correspondence each day, if the blue coversheet is not on the top of the response it will be placed in “general” correspondence and NOT sorted as a priority, which may delay your case. Ultimately, it could be sent to the file as supplemental information, not a response to a request.

## Cases falling out of Case Status Online System

Over the last year or so USCIS has implemented a number of upgrades to the CLAIMS processing system. Those upgrades in some instances have caused cases to fall out of the Case Status Online System (CRIS) and in some instances cases are not uploaded correctly.

If this does occur, please feel free to contact us using the National Customer Service Center Telephone Line at 1-800-375-5283. Inform the operator that you have tried to utilize the Case Status Online using the receipt notice and number relating to your case and that CRIS is not reflecting the receipt of your case.

\*Please Note Form I-751 (Petition to Remove Conditional Resident Status) is the exception and will never be reflected in CRIS as the application is adjudicated in a different system. In addition, the CRI89 (which you can find with the A number) will not reflect the “processing history” of a case (i.e. Request for Evidence sent or Response Received). You will have to contact the 1-800 number to request an assistance or information on a Form I-751.

## Notes to Notate

- ◆ **I-130** - USCIS continues to accept the 01/08/12 edition of Form I-130 which is found on [www.uscis.gov](http://www.uscis.gov). An updated form will be posted as soon as it becomes available.
- ◆ **I-824** - An \$88 processing fee for an I-864 Affidavit of Support will be required even when a Form I-864 Affidavit of Support is not required. For example, Form I-864 is not required for VAWA derivatives, however, if they plan to consular process, the \$88 fee is required. This is the fee charged by the Department of State for any I-864, I-864W (I-864 waiver form), I-864A, or I-864EZ filed in the U.S. Here are some helpful links for more information:

<http://www.uscis.gov/i-864w>

[http://travel.state.gov/visa/immigrants/info/info\\_3198.html](http://travel.state.gov/visa/immigrants/info/info_3198.html)

[http://travel.state.gov/visa/immigrants/info/info\\_3178.html](http://travel.state.gov/visa/immigrants/info/info_3178.html)

- ◆ **I-129 Update** - On February 27<sup>th</sup> the VSC began piloting a process whereby the I-907, Request for Premium Processing Service is processed at the Chicago Lockbox. The pilot is going well and you should expect further guidance on where to file the I-907 in the future.