U.S. Citizenship and Immigration Services

September 14, 2010

# Meeting Invitation

**TO:** USCIS National Stakeholders

**FROM:** U.S. Citizenship & Immigration Services – Office of Public Engagement

**SUBJECT:** **National Webinars with USCIS Office of Transformation Coordination**

The USCIS Office of Public Engagement cordially invites you to join a series of listening sessions on the USCIS Transformation program. For background information on Transformation and notes from the first collaboration session, please click here.

The USCIS Transformation will change the way the Agency does business to create a more transparent, efficient, and customer-focused organization. A key aspect of USCIS Transformation is moving the organization from a paper-based system to an online, electronic system. USCIS Transformation depends on the input and feedback of stakeholders to develop new services and technology capabilities that meet customer needs. As we plan for these changes in the coming months and years, it is crucial to gain feedback and insights from community-based organizations and direct legal service providers.

We will be hosting two national webinars to solicit feedback from stakeholders:

**Thursday, September 30th @ 2:00pm (EDT):** This session is primarily focused on soliciting feedback from individuals or organizations that do not provide direct legal support to applicants.

**Monday, October 4th @ 2:00pm (EDT):** This session is primarily focused on soliciting feedback from individuals and organizations that provide direct legal support to applicants, either from private law firms or community-based organizations with attorneys and/or BIA accredited representatives.

**To participate:**
Please provide your full name, the organization you represent, and the session you would like to attend to Courtney Winship at courtney.winship@dhs.gov.

Information on how to register for the webinar will be provided when you respond. You must register for the webinar in order to participate in these sessions. If you need additional information, you may contact Courtney Winship at the email above or by telephone at (202) 272-1273.

**** Please note that space is limited to accommodate 100 participants per session. ****

We look forward to engaging with you!

AILA InfoNet Doc. No. 10091473. (Posted 09/14/10)

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**FROM:** U.S. Citizenship & Immigration Services – Office of Public Engagement

**SUBJECT:** **Listening Sessions with USCIS Office of Transformation**

The USCIS Office of Public Engagement cordially invites you to join a series of listening sessions on the USCIS Transformation program. For background information on Transformation and notes from the first collaboration session, please click here.

The USCIS Transformation will change the way the Agency does business to create a more transparent, efficient, and customer-focused organization. A key aspect of USCIS Transformation is moving the organization from a paper-based system to an online, electronic system. USCIS Transformation depends on the input and feedback of stakeholders to develop new services and technology capabilities that meet customer needs. As we plan for these changes in the coming months and years, it is crucial to gain feedback and insights from community-based organizations and direct legal service providers.

We will be hosting upcoming sessions in the following three locations:

| **Atlanta, Georgia** | | |
|---|---|---|
| **Date: Tuesday, September 21, 2010** | | |
| Location: Atlanta Field Office, 2150 Parklane Drive, Atlanta, GA 30045 | | |
| | Session 1: Non-legal immigration service providers (e.g. community-based organizations, advocacy groups) | 10:00AM-12:00PM |
| | Session 2: Direct legal service providers (e.g. law firms, BIA-accredited representatives) | 2:00-4:00PM |
| To RSVP: Contact Joe Kernan at Joseph.kernan@dhs.gov | | |
| **Boston, Massachusetts** | | |
| **Date: Thursday, September 23, 2010** | | |
| Location: Boston Field Office, JFK Federal Building, 15 New Sudbury Street, Boston, MA 02203 | | |
| | Session 1: Non-legal immigration service providers (e.g. community-based organizations, advocacy groups) | 10:00AM-12:00PM |
| | Session 2: Direct legal service providers (e.g. law firms, BIA-accredited representatives) | 2:00-4:00PM |
| To RSVP: Contact Ted Albers at NER.CommunityRelations@dhs.gov | | |
| **San Francisco, California** | | |
| **Date: Monday, September 27, 2010** | | |
| Location: San Francisco Field Office, 630 Sansome Street, San Francisco, CA 94111 | | |
| | Session 1: Non-legal immigration service providers (e.g. community-based organizations, advocacy groups) | 10:30AM-12:30PM |
| | Session 2: Direct legal service providers (e.g. law firms, BIA-accredited representatives) | 2:00-4:00PM |
| To RSVP: Contact Rosemarie Fan at SanFrancisco.CommunityRelations@dhs.gov | | |

We look forward to engaging with you!

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