



# VERMONT SERVICE CENTER STAKEHOLDERS NEWSLETTER

## View from the Director's Desk

Volume 1, Issue 3, May 2011

This monthly newsletter is one of the many ways through which we hope to regularly engage with our stakeholders in an effort to enhance understanding of your concerns and to make the processes employed at the VSC more transparent. In conjunction with the Service Centers in California, Nebraska, and Texas, the VSC participates in monthly stakeholder engagements that are specific to Service Center processing. In May, the VSC hosts its Spring Stakeholder Conference at the New York District Office and we hope that many of you will find this a productive exchange of ideas and concerns.

At the conference, we are excited to have Gerri Ratliff, Chief, Office of Transformation Coordination, as our keynote speaker. The tools and capabilities enabled through the USCIS Transformation effort will result in new filing options – such as expanded e-filing – possibly as early as December 2011. I look forward to seeing you at the stakeholder conference and, as always, I appreciate your concerns and suggestions that help us improve the service we provide.

## Are you filing an Appeal or Motion to Reopen or Reconsider?

Effective March 21, 2011, USCIS advised stakeholders that Form I-290B, Notice of Appeal or Motion, should be filed using the guidance that is now available on the Forms page of the USCIS website.

Form I-290Bs for the following scenarios must be mailed to the Phoenix lockbox:

1. Cases with motion rights but no appeal rights, and;
2. Cases that are appealable to the AAO.

Finally, when filing an EOIR-29 for a case that is appealable to the BIA, submit that form to the VSC. Conversely, when filing a motion (I-290B) on a case that is appealable to the BIA, submit that form to the Phoenix Lockbox.

The VSC would like you to know that if you submit a Form I-290B to the VSC in error, the filing will be forwarded to the Phoenix lockbox for processing.

If you are filing Form I-290B, Notice of Appeal or Motion, on behalf of victims of domestic violence (Form I-360), victims of violent crimes and their family members (Form I-918/I-918a/I-929) and applications on behalf of victims of trafficking and their family members (Form I-914/I-914a), continue to submit the form to the St. Albans, Vermont address. These include the following forms:

1. For Form I-360 (self-petitioning spouse or child of an abusive U.S. Citizen or Lawful Permanent Resident) related Form I-360 to include work authorization (Form I-765);
2. A T Visa related application/petition to include application for T nonimmigrant status (Form I-914/I-914A), application for adjustment of status (Form I-485), work authorization (Form I-765) or advanced parole (Form I-131);
3. A U Visa related application/petition to include petition for U nonimmigrant status (Form I-918/I-918A), application for adjustment of status (Form I-485), work authorization (Form I-765), advanced parole (Form I-131) and petition to request immigration benefits on behalf of a family member who never held U nonimmigrant (Form I-929); and
4. An I-751 filed requesting a waiver on the basis of box “e” or “f”
5. And I-765s and I-131s related to these case types.

Please remember to indicate on your submission that it relates to an adverse action on a VAWA, T or U case.

**Lockbox Inquiries:** If your form is rejected by the Lockbox and you don't understand the explanation provided or you disagree with that determination, please write to [Lockboxsupport@dhs.gov](mailto:Lockboxsupport@dhs.gov) before you re-file. Please include the form type, receipt number(s), and the applicant name and mailing address in your inquiries.



Korean War Memorial Bridge  
Between Alburg, VT & Rouses Point, NY

## New Filing Location for Change of Address Form (AR-11)

As of April 1, 2011, all Change of Address (Form AR-11) and Alien's Change of Address (Form AR-11 SR) should be filed at this address:

DHS/USCIS  
Harrisonburg File Storage Facility  
Attn: AR-11  
1344 Pleasants Drive  
Harrisonburg, VA 22801

Until May 16th, change of address forms mailed to the previous location will be forwarded to the new filing location.

The best way to notify USCIS of a change of address is to use the online change of address service To change your address online or for more information about USCIS and our programs, visit us at [www.uscis.gov](http://www.uscis.gov).

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



## Inside the VSC

### Division VI

Division VI processes petitions on behalf of victims of domestic violence (Form I-360), victims of violent crimes and their family members (Form I-918/I-918a/I-929) and applications on behalf of victims of trafficking and their family members (Form I-914/I-914a). Division VI is managed by Lynn Boudreau, Assistant Center Director, eight Supervisory Immigration Services Officers and approximately 60 Immigration Services Officers.

### Visa Issuance for U visa Non-Immigrants Outside the United States

Individuals who have received notification of approval for a non-immigrant U-visa but are outside the United States at the time of approval are required to contact the appropriate U.S. consulate to obtain permission and proper documentation to enter the United States. It is important that individuals applying at the U.S. consulate inform the Consular Officer that they are applying for a U non-immigrant visa. Due to miscommunication during the consular process, some individuals have been incorrectly processed to receive a visitor visa instead of a U non-immigrant visa. This can lead to difficulties once the individual seeks entry to the United States.

In addition, the Department of State has advised the VSC that U visa applicants must fill out the Form DS-160 at the Consulate. The older Form DS-156 form is not the correct form and must not be used. All questions regarding consular processing as a U nonimmigrant should be directed to the appropriate consulate found at [www.travel.state.gov](http://www.travel.state.gov).

### VAWA Filing Hints

**I-693:** If the Report of Medical Examination and Vaccination Record (Form I-693) was not submitted with Form I-485, **do not send it under separate cover.** Wait until a Request For Evidence (RFE) is sent requesting this document. Sending the I-693 separately from the I-485 or the RFE may result in the form being misrouted.

**Photos:** When concurrently filing a Form I-360, with Form I-485, and Form I-765, don't forget to also include the requisite number of photos (two per application – I-765 and I-485) for a total of 4 photos for each applicant.

**Contacting the VSC:** When contacting the VSC to follow up on a VAWA, T or U visa case, please use only one method of contact per case (either an e-mail or telephone call). When the VSC receives multiple inquiries on the same issue for the same case, it hinders our ability to respond quickly to your concern. We ask that you allow at least 72 hours for a response when contacting VSC with an inquiry.



### Two-Minute Drill

#### Checks returned due to insufficient funds? What happens next?

There are instances where payment for an application or petition is deemed by the payer's financial institution to have insufficient funds to cover the amount of the check. Here are a couple of facts that you should be aware of:

- √ A check returned due to insufficient funds will be addressed by both the USCIS Burlington Finance Center (BFC) and the Vermont Service Center.
- √ The USCIS Burlington Finance Center will notify the payer about the deficiency by issuing an invoice for the amount of the deficiency and any associated fees.
- √ The VSC will notify the applicant/petitioner of the issue concerning payment.
- √ If payment is not received within the 14-day timeframe stated on the BFC invoice the Vermont Service Center will **reject** the filing.

### Interesting Happenings ... The Work-Life Program at the VSC

The USCIS work-life program delivers diverse and innovative initiatives supporting engaged employees. Employees at the Vermont Service Center are offered meaningful information and opportunities to enhance their work and life through activities and events.

Recently, the VSC Work-Life Program organized a successful "Safety Series" with weekly lunch-and-learns throughout the month of March. This series was designed to spotlight specific issues relating to personal safety and enhance awareness on these topics. Lunch and learn topics included sessions on self-defense, internet safety and a couple of sessions relating to mental health issues.

The VSC Work-Life Program serves as our link between the community and the VSC, in an effort to support and sustain a culture of unity, high morale, and well-being.