Welcome to NBC Overview

Thank you for joining us today. We will begin the call shortly.The call number is:

- In the United States
  - Call in number: 1- 800-619-0355
  - Passcode : Meet
- Outside the United States
  - The toll numbers : 1-210-234-0102
  - Passcode: Meet

U.S. Citizenship and Immigration Services

AILA InfoNet Doc. No. 11040762. (Posted 05/02/11)

U.S. Citizenship and Immigration Services

National Benefits Center Overview

May 2, 2011

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Topics

- Past and Present
- NBC Leadership
- NBC Mission
- Lockbox
- Applications Processed at the NBC
- Volume of Applications Processed at NBC
- Processing Steps for Family Based Adjustment of Status and Naturalization
- Intercountry Adoption Processing
- NBC Resources and Contact Information

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Past and Present

- The National Benefits Center (NBC) was established in 2001 under the name of the Missouri Service Center. This is why most cases at the NBC have MSC-00-000-00000 receipt numbers
- The NBC was originally formed to process cases associated with the Legal Immigration Family Equity (LIFE) Act, but now processes numerous types of applications
- The NBC has approximately 225,000 square feet of space
- It currently employs approximately 440 federal employees and 872 contract employees

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NBC Leadership

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NBC Mission

- The NBC serves as a centralized hub for:
  - Pre-processing certain applications that require an interview at a domestic USCIS Field Office as part of the adjudicative process; and
  - Adjudicating certain applications for immigration benefits.

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Lockbox

- NBC receives applications through three Lockbox facilities:
  - Chicago Lockbox: Family Based Adjustment of Status, LIFE, Legalization
  - Phoenix Lockbox: N-400s
  - Dallas Lockbox: International Adoptions, N-400s
- Agreement in place under agreement with US Department of the Treasury and the Lockbox Provider
- USCIS provides technical oversight for Lockbox - defines requirements and performance standards

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Applications Processed at the NBC

- NBC processes more than 20 different types of applications and petitions including:
  - Family-based Adjustment of Status (AOS) & ancillary benefits (I-485/I-130, I-765, I-131)
  - Naturalization (N-400)
  - International Adoptions filed in the U. S. (I-800/I-800A, I-600/I-600A)
  - Legal Immigration Family Equity (LIFE) Act applications (I-485 (LIFE) & ancillary benefits I-765/I-131, I-817 and I-539 (V1/2/3)& (K)
  - Legalization
    - Northwest Immigration Rights Project (NWIRP Class Membership Worksheet with either I-290B or a new I-687 or a letter)
    - CSS/Newman (I-687, I-698, I-694, I-690)

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NBC Receipts in FY 2010

Form/Activity	*FY 2010 Receipts*
I-765	412,308
I-131	88,141
Adoption	13,707
FB I-485	302,065
CF I-130	189,777
N400s	700,925
EB I-485s	10,687
Other	14,566

Completed at NBC

Completed at FO

Completed at both NBC and FO

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Processing Steps for Family-Based Adjustment of Status and Naturalization

- For the two largest quantities of cases filed with the NBC, the I-485s and N-400s, the NBC's role is to:
  - Provide decision-ready cases to Field Offices in a timely manner
  - Adjudicate ancillary benefits in support of Family Based I-485s (I-765 and I-131)
  - Serve as centralized hub for appointment scheduling and notification

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Processing Steps for Family-Based Adjustment of Status and Naturalization (continued)

1. Customer files application/petition via mail to appropriate Lockbox facility
2. Lockbox:
   - Reviews case for required criteria (e.g., signature, correct fee, visa availability)
   - Accepts fee
   - Sends receipt notice to applicant/representative
   - Assembles case
   - Captures data and transmits to NBC
   - Ships application/petition to NBC

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Processing Steps for Family-Based Adjustment of Status and Naturalization (continued)

3. NBC:
   - Schedules biometrics appointment and mails biometrics appointment notice to applicant/representative
   - Ensures application contains required initial evidence
   - Consolidates application with existing applicant files
   - Conducts security checks
   - Makes application available for interview scheduling
   - Adjudicates ancillary applications associated with I-485
     - I-765s and I-131s will separate from I-485 once all initial evidence is received
   - Mails interview notice to applicant/representative
   - Ships applications to Field Offices

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Processing Steps for Family-Based Adjustment of Status and Naturalization (continued)

4. Field Office:
   - Schedules interview
   - Conducts interview
   - Gathers and considers additional information required to render decision
   - Adjudicates application(s)/petition(s)
   - Records decisions in appropriate systems
     - The systems will generate I-551 card production (I-485)
     - Schedules and conducts oath ceremony (N-400)

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NBC Requests for Evidence – I-485s

- On average, 32% of all I-485s received at the NBC require the need to request evidence to prepare it for the Field Office interview/decision

- The NBC has completed an analysis of the common reasons why RFEs are generated and developed a tip sheet for how to avoid processing delays. The tip sheet can be found at www.uscis.gov/forms/I-485.

- The most common reasons why Requests for Evidence for Family Based Adjustment of Status (I-485) are sent:

Reason	FY 2010
Affidavit of Support (I-864)	56%
Medical Report/ Vaccination Record (I-693)	20%
Birth / Marriage Certification	19%
Other	5%

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Intercountry Adoptions

- The NBC is now the central USCIS location for all domestically filed intercountry adoptions
- Hague Convention Adoptions:
  - Entered into force in the US & Began Processing at the NBC: April 1, 2008
- Non-Hague Adoptions:
  - Centralization to the NBC occurred in two phases:
    - Phase One: April 1, 2010
    - Phase Two: July 2010

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NBC Adoption Contact Information

- Dedicated customer e-mail boxes and phone line for inquiries relating to international adoption cases filed domestically
- E-mail boxes:
  - Non-Hague (I-600A & I-600): NBC.Adoptions@dhs.gov
  - Hague (I-800A & I-800): NBC.Hague@dhs.gov
- Phone line: 1-877-424-8374
  - Staffed Monday through Friday, 8 AM to 5 PM CT

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NBC Resources

- WWW.USCIS.GOV contains the following information relating to NBC processing:
  - NBC Processing Time Information (under "Customer Tool/Check Processing Times")
  - Tips for Filing Petitions and Applications to the National Benefits Center (under Forms)

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NBC Resources

- WWW.USCIS.GOV contains the following information relating to NBC processing:
  - NBC Processing Time Information (under "Customer Tools/ Check Processing Times")

Instructions on Using the Table

First, using the drop down menus below, find the local office or service center handling the case that interests you. Then click on the relating "Processing Dates" button. This will bring up a chart that shows the Form Number, Form Name and Processing Times for all of the forms that are processed at that office. (Note that not all offices process all types of applications and petitions.)

Field Office	Agana GU	Field Office Processing Dates
Service Center	CSC - California Service Center	Service Center Processing Dates
National Benefits Center (also known as MSC)		NBC Processing Dates

Para tener acceso a este sitio en Español, presione aquí.

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Contact Information

- For case specific inquiries, please contact the National Customer Service Center (NCSC) at 1-800-375-5283
- NCSC will forward inquiries regarding NBC's process and case specific questions to the NBC

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Contact Information (continued)

- NBC Community Relations Officer Ya-Mei Chen
- Dedicated to promoting transparency of NBC and its processes
- Provide information regarding new initiative for the NBC via public webinar sessions
- E-mail box is NBC.Communityrelationsofficer@dhs.gov
- Please use this e-mail box to
  - Provide your feedback or follow up on NBC outreach meetings
  - Provide ideas on topics of interest for NBC future outreach meetings
- Please do not use this address to request:
  - Case-specific information
  - Legal advice

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Thank you for your time and attention.

Questions?

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Meeting Invitation

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The National Benefits Center Overview Webinar
Monday May 2, 2011 @ 2:30 pm (CST)

The USCIS National Benefits Center (NBC) invites any interested parties to participate in a national stakeholder meeting on Monday, May 2, 2011 at 2:30pm (CST). The purpose of this engagement is to provide an overview of NBC's mission, functions and processes. The NBC leadership will attend the meeting to engage with stakeholders.

To Participate in the Session

Any interested parties may participate in this event by telephone and webinar. To respond to this invitation, please contact Community Relations Officer Ya-Mei Chen at nbc.communityrelationsofficer@dhs.gov by **April 27, 2011**. Please reference NBC Overview Webinar in the subject line of your e-mail and include your full name, the organization you represent and if you would like to be on NBC's stakeholder list in the body of the e-mail.

If you need additional information, you may contact Ya-Mei Chen at nbc.communityrelationsofficer@dhs.gov

We look forward to engaging with you!

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