



Welcome to the
California Service Center
Open House
August 31, 2016



U.S. Citizenship
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Services

AILA Doc. No. 16061332. (Posted 10/20/16)



USCIS Service Centers

Service Centers receive and adjudicate petitions and applications for a broad range of immigration benefits that generally do not require an interview or face-to-face contact.



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5 USCIS Service Centers

CSC

California Service Center
Laguna Niguel, CA



VSC

Vermont Service Center
St. Albans and Essex, VT



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NSC

Nebraska Service Center,
Lincoln, NE

TSC

Texas Service Center,
Dallas and Mesquite, TX



PSC

Potomac Service Center,
Crystal City, VA



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CSC Staffing

- Currently, CSC has over 900 federal employees and over 500 contract employees
- CSC is led by an executive team consisting of the Director, Deputy Director and Chief of Staff
- Organized into adjudicative, support, and specialized branches headed by Associate Center Directors
- Each branch has 2-3 sections managed by Section Chiefs
- Each section has approximately 30 to 50 Immigration Services Officers (ISOs)
- ISOs are organized in 5 to 8 teams and are led by first-line supervisors
- There are plans to expand the CSC workforce in the near future



Workload Transfers

- Service Centers have seen growth in workload. USCIS expects to continue to face an increase in the volume and complexity of the applications and petitions adjudicated by the Service Centers
- In an effort to maximize available capacity, some workloads have been transferred among the five Service Centers
- SCOPS and the Centers review and identify available capacity at each of the Service Centers and based on findings, redistribute certain workloads among the Service Centers, where current resources allow
- Additional workload transfers are planned to continue while USCIS considers longer-term strategies to address the growing workload



FY16 Service Center Workload Transfers

- CSC → PSC
 - I-130 Immediate Relative
 - I-765 Application for Employment Authorization
- CSC → NSC
 - I-129 H1B Extension of Stay Petitions
- VSC → CSC
 - I-539 Application to Extend/Change Nonimmigrant Status
 - I-130 Preference (F2A)
 - I-129(L) Petition for Nonimmigrant Worker
 - I-129 H1B CAP Petitions



What is CSC's mission?



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We are the CSC



Committing to Excellent Customer Service for All Those We Serve

Securing the Nation's Trust through the Integrity of our Decisions

Collaborating as a Team, United by our High-Performing and Dynamic Work Culture



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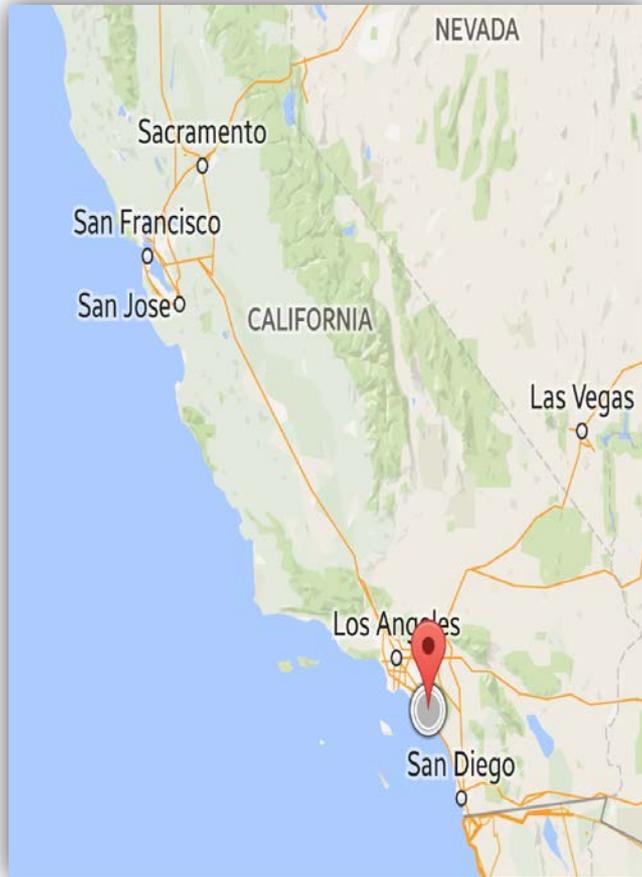
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CSC



- Founded in 1982 at San Ysidro, CSC moved to the Chet Holifield building in Laguna Niguel in 1989
- CSC is situated in the hills of Orange County, just 5 miles from the Pacific Ocean.



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Chet Holifield Building



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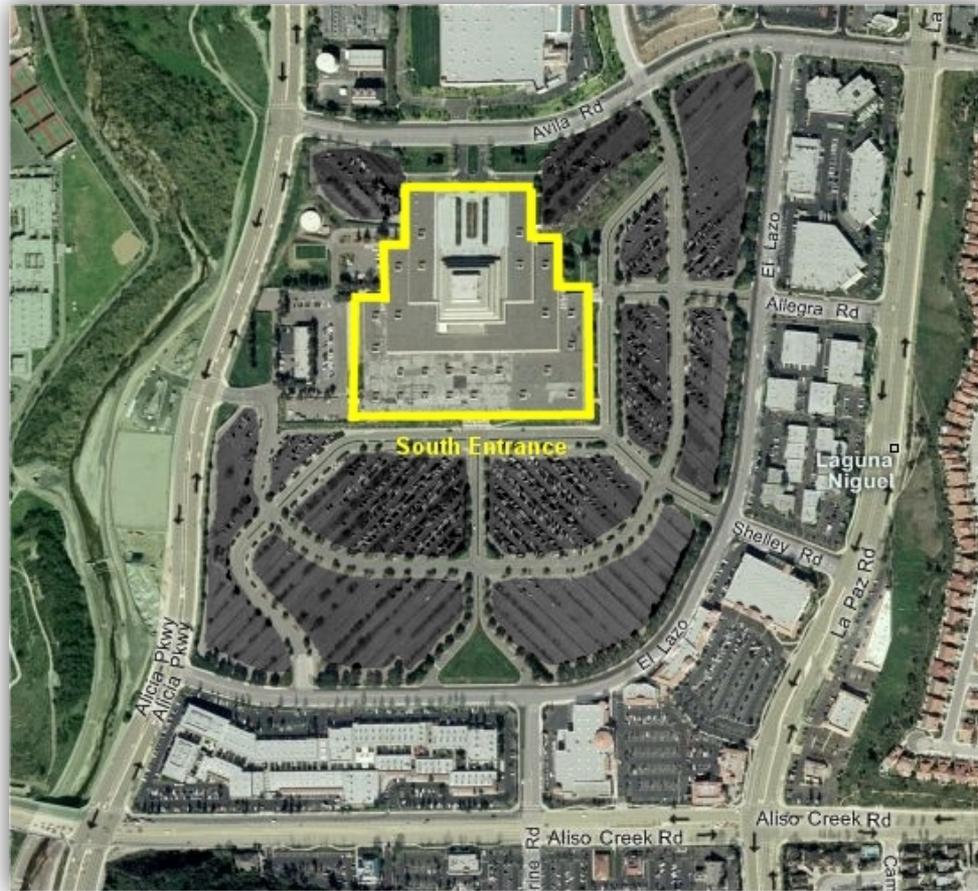
Chet Holifield Building



- Named after Congressman Chester “Chet” Holifield
- Built 1968-1971
- Construction price: \$25 million
- 1 million sq. ft.
- CSC occupies 200,000 sq. ft.



Aerial view of Chet Holifield Building



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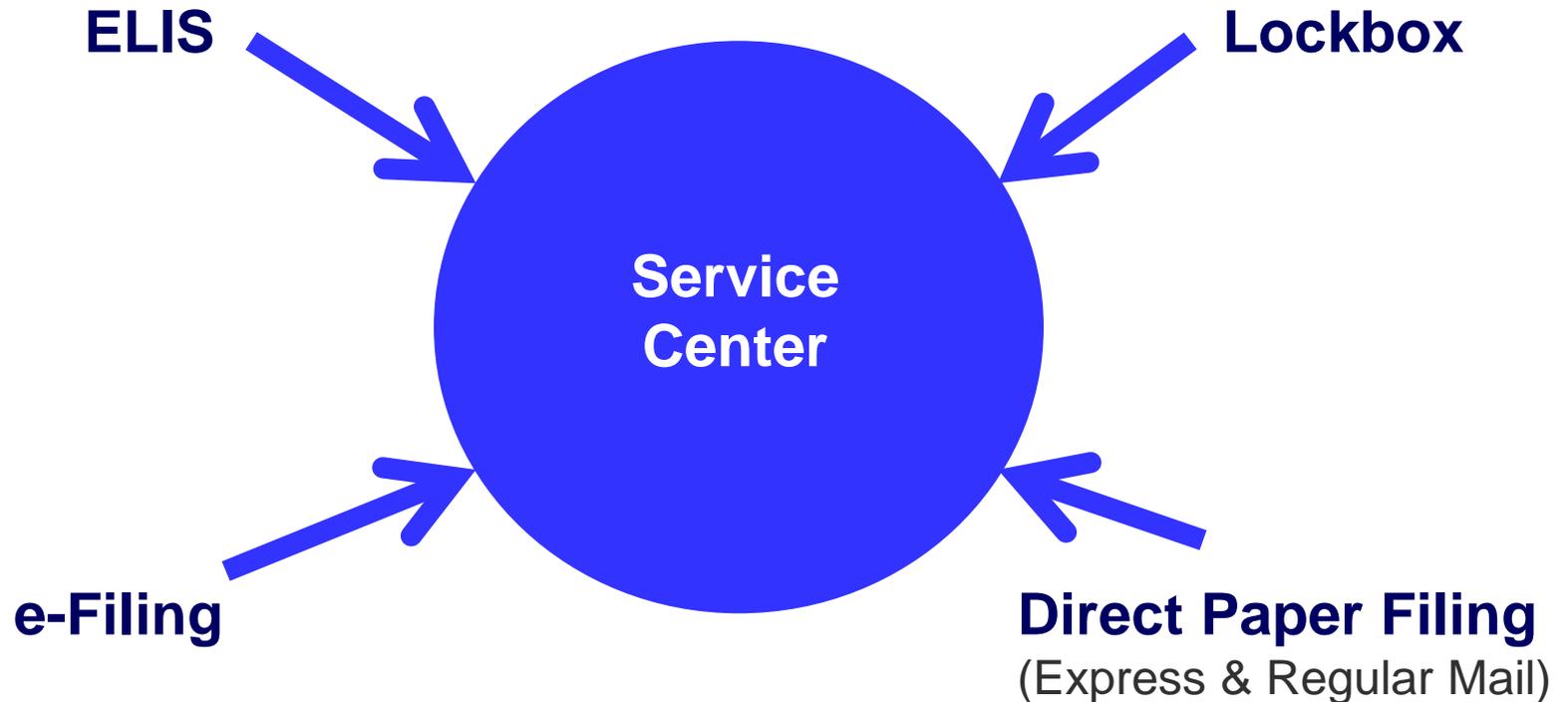
How do Service Centers receive work?



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How Service Centers Receive Work



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How Service Centers Receive Work

(Continued)

LOCKBOX



- JPMorgan
 - Electronically captures information from USCIS applications and petitions,
 - Deposits the associated fees and
 - Directs the captured information electronically.
- Once intake is complete, the physical files are shipped to the appropriate service center for processing.



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How Service Centers Receive Work

(Continued)



Direct Paper Filing

- Contractors set up the files and perform all data entry.



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How Service Centers Receive Work

(Continued)

E-filing

- Applicant/petitioner files the form electronically.
- Applicant/petitioner then mails a hard copy of the supporting documents to the Service Center with jurisdiction.
- Contractors set up the file and match the electronic application/petition with the hard copy supporting documents.

uscis.gov



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How Service Centers Receive Work

(Continued)



ELIS – USCIS Electronic Immigration System

- Customers submit applications/petitions and supporting evidence electronically
- and officers process the cases using this online system.

uscis.gov/uscis-elis



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Which applications and petitions are adjudicated by the CSC?



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CSC Employment Branches



- I-360, Petition for Amerasian, Widow(er), or Special Immigrant
- I-539, Application to Extend/Change Nonimmigrant Status
- I-102, Application for Replacement/Initial Nonimmigrant Arrival-Departure Document



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CSC Employment Branches

(Continued)



I-129, Petition for a
Nonimmigrant Worker

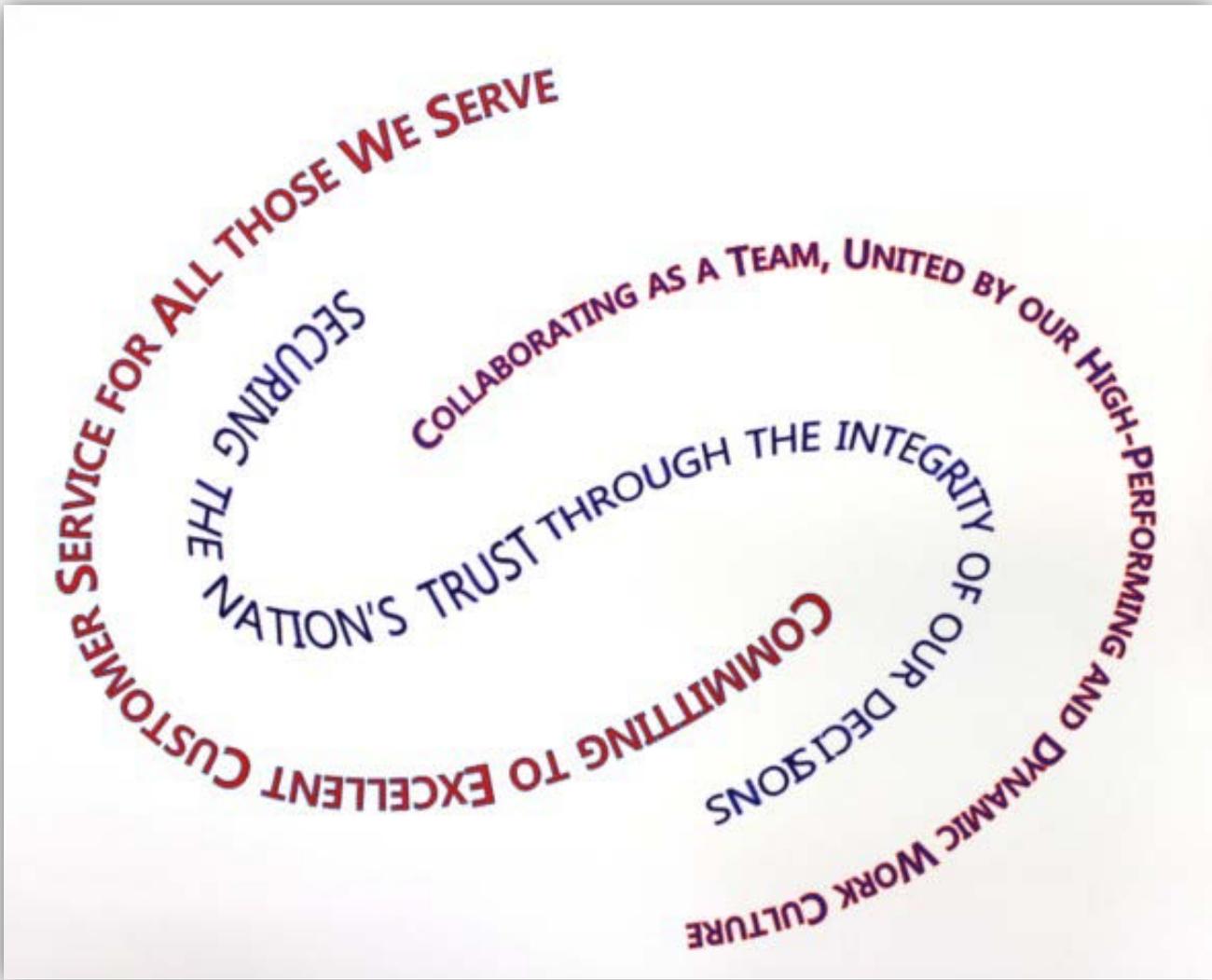
- H1B EOS, H2A, H2B
- E, H3, L1A/B, O, P, Q
- H1B CAP, H1B CAP Exempt

I-129CW, Petition for a CNMI-
Only Nonimmigrant
Transitional Worker

I-485, Application to Register
Permanent Residence or
Adjust Status (I-526 related)



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CSC Family Branches



- I-129F, Petition for Alien Fiancé(e)
- I-130, Petition for Alien Relative



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CSC Family Branches

(Continued)



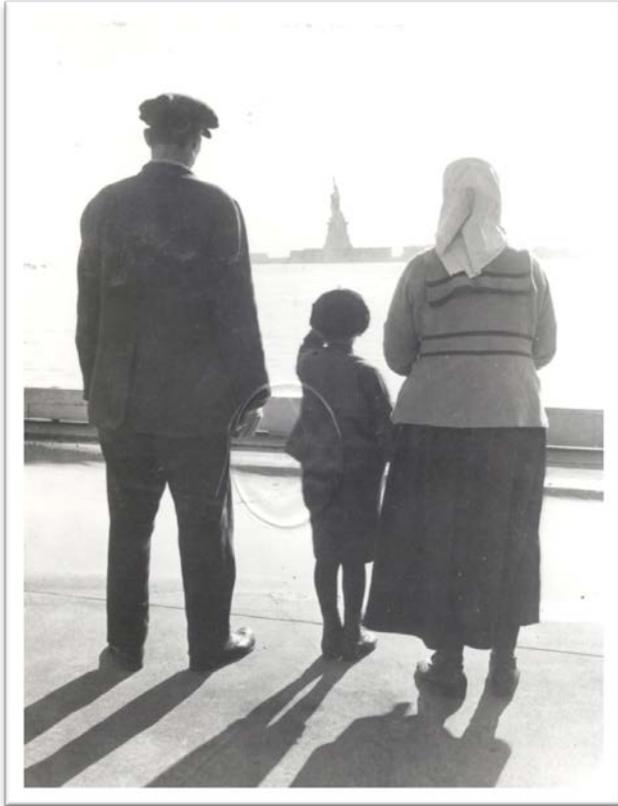
- I-751, Petition to Remove Conditions on Residence
- I-765, Application for Employment Authorization
- I-821, Application for Temporary Protected Status



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CSC Family Branches

(Continued)



- I-829, Petition by Entrepreneur to Remove Conditions
- I-131, Application for Travel Document
- I-612, Application for Waiver of the Foreign Residence Requirement



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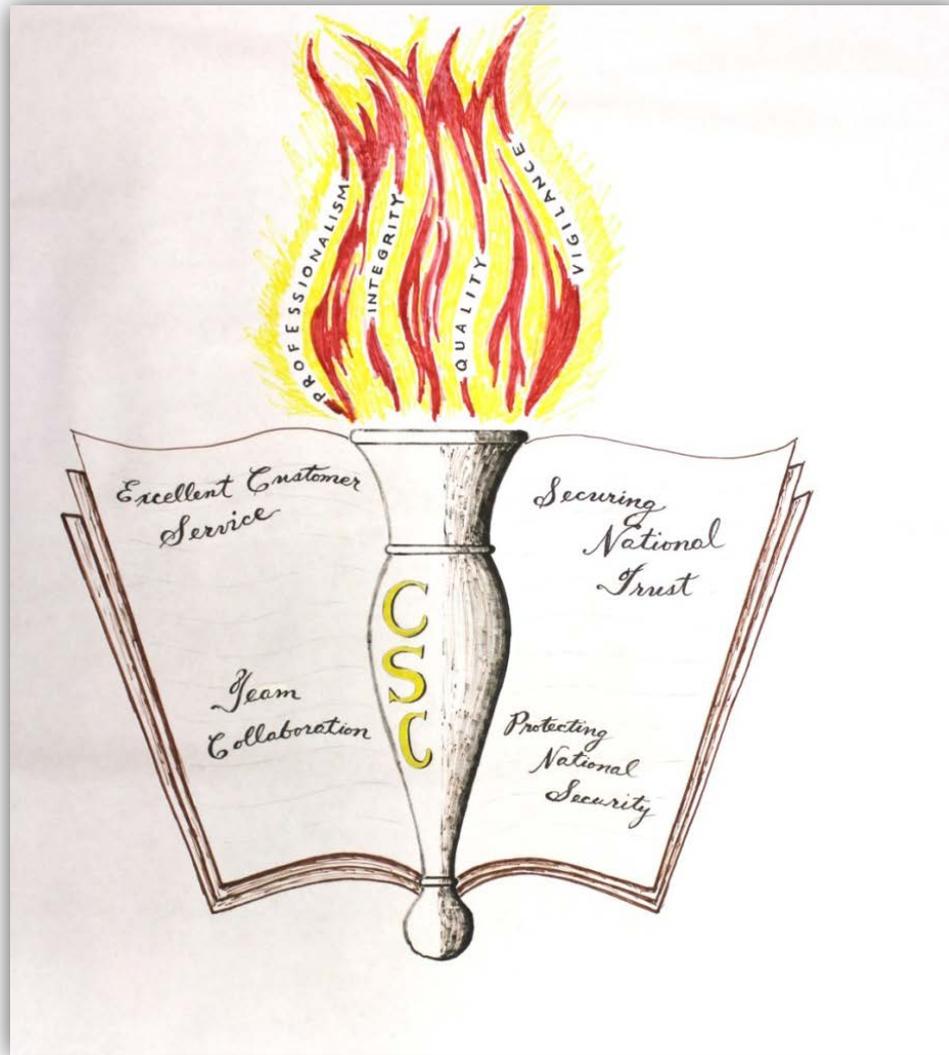
CSC Stakeholder Outreach & Deferred Action Branch



- I-821D, Consideration of Deferred Action for Childhood Arrivals
- I-824, Application for Action on an Approved Application or Petition
- N-644, Application for Posthumous Citizenship
- I-90, Application to Replace Permanent Resident Card



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How to inquire about a case at a Service Center?



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Step 1: Contact (800) 375-5283



- Contact the **National Customer Service Center** (NCSC) at (800) 375-5283 or submit an online request.
- NCSC can help customers, community-based organizations and liaison groups with case-related inquiries and expedites.

uscis.gov



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Step 2: NCSC Follow-Up Email



If more than 30 days have passed since you contacted NCSC and the issue has not been resolved or you have not received a response, email the USCIS Service Center that has jurisdiction of your case to check the status.



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Step 2: NCSC Follow-Up Email (Continued)

Email the service center that has jurisdiction of your case

❖ California Service Center:

csc-ncsc-followup@uscis.dhs.gov

❖ Vermont Service Center:

vsc.ncscfollowup@uscis.dhs.gov

❖ Nebraska Service Center:

nscfollowup.ncsc@uscis.dhs.gov

❖ Texas Service Center:

tsc.ncscfollowup@uscis.dhs.gov

❖ Potomac Service Center

PSC.ncscfollowup@uscis.dhs.gov



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Step 3: Email Service Center Operations



- If you do not receive a response within 21 days of contacting the appropriate Service Center, email the USCIS Headquarters Office of Service Center Operations by email at:
SCOPSSCATA@uscis.dhs.gov
- You will receive a response from this email address within 10 days.



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Service Center case inquiry steps

- Step 1: Contact NCSC at (800) 375-5283
- Step 2: Email NCSC Follow-Up
- Step 3: Email Service Center Operations

For more information, go to

uscis.gov



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How to inquire about a CSC premium processing case?



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CSC Premium Processing inquiries



Email:

CSC-Premium.Processing@uscis.dhs.gov

Phone:

(866) 315-5718



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We invite you to take a tour of our facility so you can see first-hand our processes including: file acceptance in our mailroom, data entry, case adjudication, and mailing out the notices of action.

*August 31st CSC Open House
Optional Tour Schedule:*

8:50 am – 10:45 am

1:00 pm – 2:30 pm

4:30 pm – 5:30 pm



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**CSC has established a professional climate
that promotes the effective and timely
delivery of immigration benefits to those
who wish to realize the American dream.**



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