



U.S. Citizenship
and Immigration
Services



Welcome!

Nebraska Service Center Stakeholder Open House

July 18, 2017

USCIS Service Centers



U.S. Citizenship
and Immigration
Services

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.

5 Service Centers



U.S. Citizenship
and Immigration
Services

California Service Center

Laguna Niguel, California



Texas Service Center

Dallas and Mesquite, Texas



Potomac Service Center

Crystal City/Arlington, Virginia



Vermont Service Center

St. Albans and Essex, Vermont



Nebraska Service Center

Lincoln, Nebraska



Nebraska Service Center (NSC)



U.S. Citizenship
and Immigration
Services

- Denney Federal Building opened in 1982
- Star Building was built in 1994
- Highland Building was built in 2006



Denney Federal Building
(downtown Lincoln)



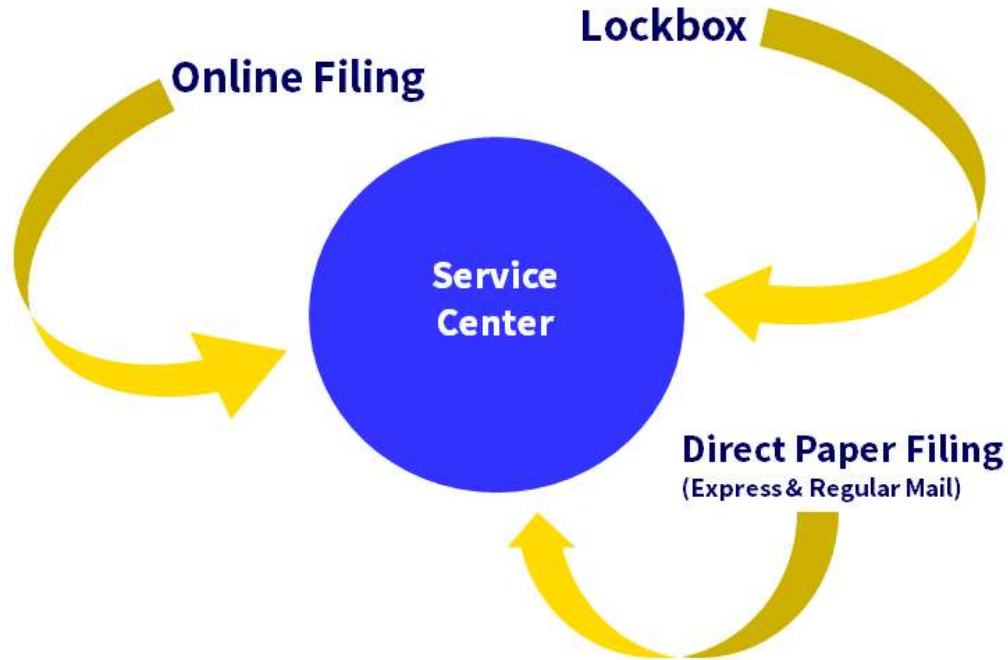
Star Building
(downtown Lincoln)



How Service Centers Work



U.S. Citizenship
and Immigration
Services



How Service Centers Work



U.S. Citizenship
and Immigration
Services



JPMorgan:

- Electronically captures information from applications and petitions
- Deposits the associated fees
- Information electronically sent to USCIS systems

Once intake is complete, the physical files are shipped to the appropriate service center for processing.

How Service Centers Receive Work



U.S. Citizenship
and Immigration
Services

Direct Paper Filing

Contractors set up the files and perform all data entry.



How Service Centers Receive Work



U.S. Citizenship
and Immigration
Services

www.uscis.gov/file-online

Online Filing

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

How We Adjudicate Cases



U.S. Citizenship
and Immigration
Services

Officers must carefully examine the application/petition and all the supporting documents. After reviewing the case, the officer can:

- Issue a Request for Evidence (RFE)
- Issue a Notice of Intent to Deny (NOID)
- Approve the case
- Deny the case
- Relocate to a Field Office





U.S. Citizenship
and Immigration
Services

BIG
BEST IN GOVERNMENT



NSC Divisions



U.S. Citizenship
and Immigration
Services



- Employment
- Family and Business
- Humanitarian
- Refugee, Asylum and DACA
- Document Production
- Data and Records
- Security Fraud
- Customer Service and Center Support

Customer Service and Center Support



U.S. Citizenship
and Immigration
Services

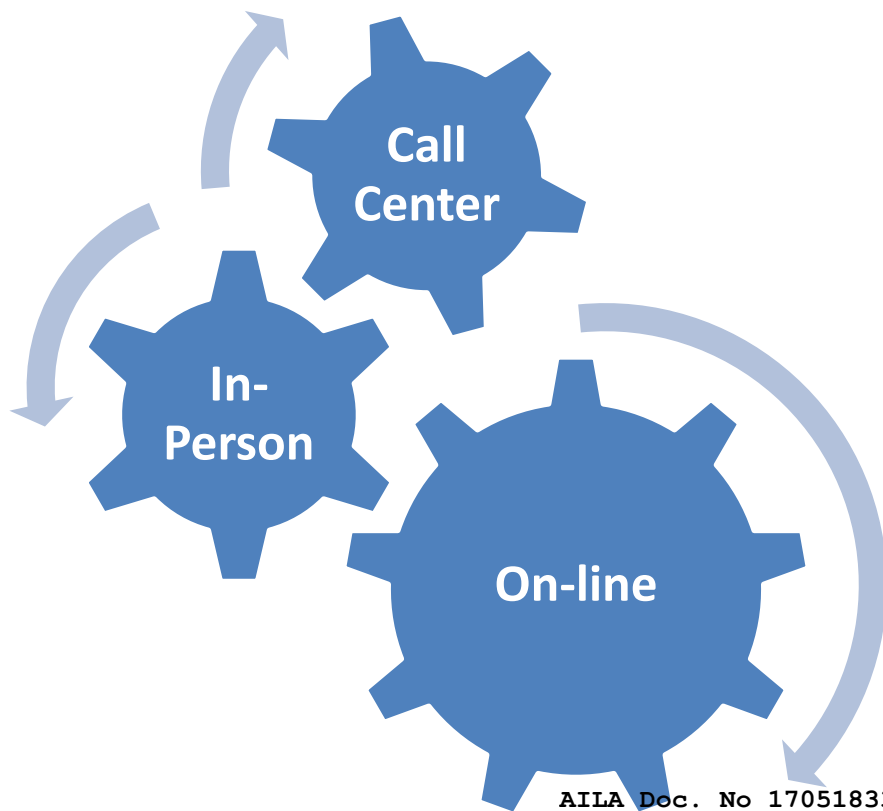


- Customer Service
- Congressional
- Community Engagement
- Clerical
- Communications/AV
- Quality Assurance & Training

Customer Service Tools



U.S. Citizenship
and Immigration
Services



Online Tools

- Check your case status
- See office case processing times
- Change your address
- Get automatic updates
- Ask our virtual assistant (Emma)
- Submit an inquiry about your case

Steps to Contact Us



U.S. Citizenship
and Immigration
Services

1. Contact National Customer Service

Call the National Customer Service Center (1-800-375-5283) or submit an e-Request.



2. After 30 days, send a follow-up email to the service center that has your case.

Include your name, role, case identifier, and national customer service request information.



3. After 21 days, contact Service Center Operations headquarters.

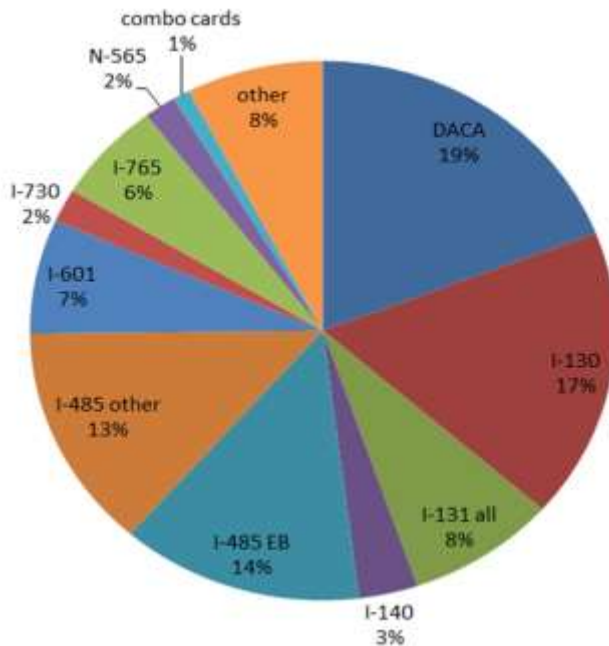
Also include information on your attempt to resolve the issue with the service center.

Congressional Inquiries



U.S. Citizenship
and Immigration
Services

FY17 Congressional Inquiries



NSC Monthly Stakeholder Calls



U.S. Citizenship
and Immigration
Services

Business

Premium Processing

I-140

I-129 extensions

I-539

I-360

I-485 EB

I-765 riding with EB I-485

I-131 riding with EB I-485

I-824 as appropriate

Waivers as appropriate

Refugee/Asylee

I-730

I-485 Refugee

I-485 Asylee

I-485 HRIFA

I-485 Indochina

I-485 Jewish Syrian Nationals

I-131 Advance Parole

I-765 a(5) and c(8)

I-589

Waivers as appropriate

I-824 as appropriate

Humanitarian/Family/ Document Production/Other

I-765 classifications other than (c)(9), (a)(5),
and (c)(8)

I-130s

I-129F riding with I-130s

N-400

I-821 (Haiti & Nepal TPS)

I-102

I-131

N-565

I-601

I-824 as appropriate

Waivers as appropriate

AILA Doc. No 17051833. (Posted 7/27/17)

Thank you!



U.S. Citizenship
and Immigration
Services



About this Presentation



U.S. Citizenship
and Immigration
Services

Author: Nebraska Service Center

Date of last revision: July 18, 2017

This presentation is current only as of the date of last revision.

This presentation contains no sensitive Personally Identifiable Information (PII).

Any references in documents or text, with the exception of case law, relate to fictitious individuals.

All images in this presentation:

- Slide 1, 6, 11, 17: Acquired from istockphoto.com.
- Slide 3, 4, 7, 9, 10, 16, 18: USCIS-created images.

Disclaimer



U.S. Citizenship
and Immigration
Services

This presentation is intended solely to provide information on current USCIS process. It is not intended to, does not, and may not be relied upon to create or confer any right(s) or benefit(s), substantive or procedural, enforceable at law by any individual or other party in benefit applications before USCIS, in removal proceedings, in litigation with the United States, or in any other form or manner. This presentation does not have the force of law, or of a DHS directive.

Dissemination



U.S. Citizenship
and Immigration
Services

- This presentation may not be reproduced or further disseminated without the express written consent of U.S. Citizenship and Immigration Services.
- Please contact Public.Engagement@uscis.dhs.gov for additional information.