



U.S. Citizenship
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Services

USCIS OFFICES RESUME IN-PERSON SERVICES



National Engagement

06/18/2020

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ABOUT THIS PRESENTATION



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QUESTIONS



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- We received many questions in advance of the engagement.
- We will not be able to address case-specific questions or issues outside the scope of today's topic.
- During this engagement, you may submit questions to:
public.engagement@uscis.dhs.gov
- We will answer as many questions as we have time to during the Q&A portion of the engagement.

COVID-19 Response at Domestic USCIS Offices



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March 18

We temporarily suspended in-person services at our field offices, asylum offices, and application support centers (ASCs) to help slow the spread of coronavirus (COVID-19).

COVID-19 Response at Domestic USCIS Offices *cont.*



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June 4

We began to reopen certain domestic offices. In evaluating how and when to reopen our individual domestic offices, we are following the Centers for Disease Control and Prevention's guidelines to protect our workforce and the public.

Health and Safety Measures



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We are following the Guidelines for Opening Up America Again, a three-phased approach based on the advice of public health experts, including the Centers for Disease Control and Prevention's guidelines.

Our phased approach to reopening was informed by industry best practices, regarding:

- Social distancing and protective equipment;
- Sanitation; and
- Use and disinfection of common and high-traffic areas.

General Guidelines for Entering USCIS Facilities



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- Visitors may not enter the facility more than 15 minutes before their appointment.
- We will provide hand sanitizer at entry points.
- Members of the public over the age of two must wear facial coverings that cover both the mouth and nose.



General Guidelines for Entering USCIS Facilities *cont.*



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- There will be markings and physical barriers in the facility. Visitors should pay close attention to these signs to ensure they follow social distancing guidelines.
- Applicants and visitors may also have to answer health screening questions before entering a facility.
- Applicants and visitors should bring their own pens.

Who Can Accompany a Visitor to a USCIS Facility



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To limit the number of people in the waiting room, applicants with scheduled appointments may only be accompanied by:

- Attorneys/authorized representatives;
- Interpreters (interpreters will be asked to be available by phone for Field Office interviews and in person for Asylum interviews);



Who Can Accompany a Visitor to a USCIS Facility *cont.*



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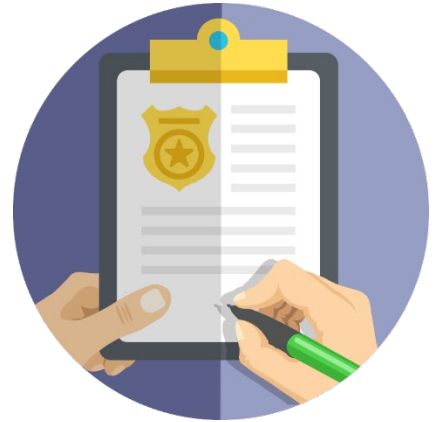
- Parents, legal guardians or trusted adults, if the applicant being interviewed is a minor;
- Immediate family members listed as dependents on the asylum application or interview notice; and
- An individual helping a person with disabilities.

Screening



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Visitors may be screened before they enter a USCIS facility. If they answer yes to any of the three screening questions, or refuse to wear a face covering in accordance with USCIS policy, they will not be allowed to enter a USCIS facility.



Screening *cont.*



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The screening questions are:

- Do you have any symptoms of COVID-19, including cough, fever, or difficulty breathing?
- In the past 14 days, have you been in close contact with anyone known or suspected to have COVID-19?
- In the past 14 days, has your health care provider or a public health authority instructed you to self-isolate or self-quarantine?

Screening *cont.*



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If You Feel Sick

- If you are feeling sick, please do not come to the office.
- Follow the instructions on your appointment notice to reschedule your appointment for when you are healthy.
- There is no penalty for rescheduling your appointment if you are sick.



Field Offices



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- All USCIS field offices will reduce the number of interviews conducted to allow time for cleaning and reduce waiting room occupancy. Appointment notices will contain information on safety precautions that visitors to USCIS facilities must follow.
- Visitors are limited to the applicant, one representative and one family member or individual providing disability accommodations.

Field Offices *cont.*



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- Social distancing guidelines and other health precautions with employees and visitors will be enforced during check-in, waiting periods, and interviews throughout USCIS facilities.
- USCIS is not accepting walk-in appointments. No members of the public will be admitted to any facility without an appointment at this time.

Field Offices



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Interviews

- USCIS field offices will send notices to applicants and petitioners with previously scheduled appointments and interviews. Those attending appointments should follow the safety guidelines.
- Interviews may be conducted by video with an officer in one room and the applicant in another room.



Field Offices



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Other Appointments

- Those who had other appointments must reschedule through the USCIS Contact Center (uscis.gov/contactcenter) once field offices are open to the public.
- Please check to see if the respective office has been reopened first at uscis.gov/about-us/uscis-office-closings before calling the Contact Center
- The phone number is 800-375-5283 (TTY: 800-767-1833).

Field Offices



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Rescheduling

- Follow the instructions on appointment notice to reschedule if any of these apply :
 - ✓ Feeling ill (for any reason, not just related to COVID-19);
 - ✓ Traveling or having contact with a person who tested positive for COVID-19 within the past two weeks; or
 - ✓ Being at heightened risk due to age or an underlying health condition.
- Call the USCIS Contact Center at 800-375-5283 (TTY 800-767-1833) as soon as possible and/or follow the instructions on their interview notice.
- There is no penalty for requesting to reschedule an appointment or naturalization ceremony.

Field Offices



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Naturalization Ceremonies

- USCIS field offices will send notices to applicants and petitioners to reschedule postponed naturalization ceremonies.
- The ceremonies may be shorter to limit exposure to those in attendance. Instead of playing videos during naturalization ceremonies, attendees will receive a flyer with information and links directing them to the videos on the [USCIS website](#).
- Attendance is limited to the naturalization candidate and individuals who provide disability accommodations.

Application Support Centers



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Appointments

- Appointment notices will now include a worksheet to be filled out BEFORE arriving at the ASC appointment.
- The worksheet is used to facilitate the biometric collection process.
- The worksheet will be returned to the applicant at the end of biometric collection and does not need to be saved.

Application Support Centers



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Appointments

- Phased reopening beginning July 13.
- We will automatically reschedule ASC appointments that were cancelled due to the temporary office closure.
- Individuals will receive a new appointment letter in the mail.
- Applicants will only be processed on the day and time of their appointment, with exceptions for military members.

Application Support Centers



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Appointments

- Biometrics will be captured with both the applicants and employee's safety in mind.
- Social distancing protocols will be followed at all times while within the ASC.
- The applicant will be requested to remove their face covering for a brief time in order to confirm identity and during the photo capture process.

Refugee, Asylum and International Operations (RAIO)



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International Offices

- Beijing and Guangzhou, China, and Nairobi, Kenya remain closed.
- June 30: Rome, Accra, and Santo Domingo will be permanently closing.
- July 31: London will be permanently closing.
- Mexico City, Guatemala City, San Salvador, and New Delhi continue to provide only emergency services to the public.

Refugee, Asylum and International Operations (RAIO)



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Asylum Offices

- All asylum offices have reopened except Newark.
- Asylum offices will only be open to individuals appearing for previously scheduled interview appointments.

Refugee, Asylum and International Operations (RAIO)



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Asylum Interviews

- Asylum offices are conducting video-facilitated interviews, where the interview officer sits in one room, and the applicants and any attorney or interpreter all sit in separate rooms.
- We will use technology to maintain social distancing.



Refugee, Asylum and International Operations (RAIO)



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Affirmative Asylum Interviews

- Affirmative asylum interview applicants must bring all immediate family members listed as dependents on the application and an interpreter, if the applicant does not speak English.
- Additionally, a representative, witness, individual providing disability accommodations or “trusted adult” if the applicant is a minor, may attend the interview.



Refugee, Asylum and International Operations (RAIO)



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Asylum Office Inquires

- Pending asylum applicants can check case status online. You will need the receipt number that we mailed you after you filed your application.
- Please contact the asylum offices by email, mail, or phone, as we are not accepting walk-in inquiries.

File Online with USCIS



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Create a free USCIS online account at myaccount.uscis.gov and file your form online. By filing online, you can:

- Get step-by-step instructions as you complete your form
- Only answer the questions that apply to you
- Avoid common mistakes and ensure your form is complete
- Conveniently submit supporting documents and evidence regarding your case
- Securely pay your fee using a credit card, debit card, or checking or savings account
- Get confirmation that USCIS has received your application

After you file a form online, you can track the status of your case, respond to requests for additional evidence, send us a secure message, and access every notice we send you. We also offer a variety of self-help tools at uscis.gov/tools, to provide you with additional support such as [changing your address online](#).

New & Enhanced IVR System



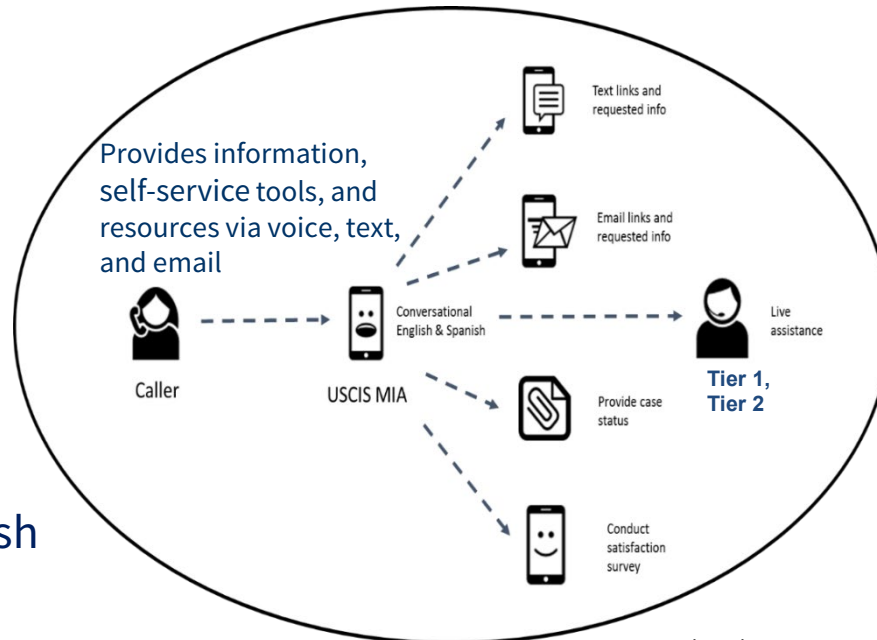
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Leverages natural language processing and human assistance for conversational IVR, improved caller experience & routing

Interfaces with

- Email
- Text (SMS)
- Case Status Online
- Survey tool

Supports U.S. English
and U.S. Spanish



Customer may provide

- Receipt Number
- Email Address
- English/Spanish speaker
- Phone #

Questions



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Reopening



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For More Information

- Read more information on visiting USCIS facilities at uscis.gov/visitorpolicy.
- We will provide updates as the COVID-19 situation develops and will continue to follow CDC guidance in response to this situation. Please visit uscis.gov/coronavirus for updates.
- Education and precautions are the strongest tools against infection. Get the latest facts by visiting the CDC's [COVID-19 website](https://www.cdc.gov/coronavirus).