



U.S. Citizenship
and Immigration
Services



Welcome!

Nebraska Service Center Stakeholder Open House

July 18, 2017

USCIS Service Centers



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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



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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)



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- 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)

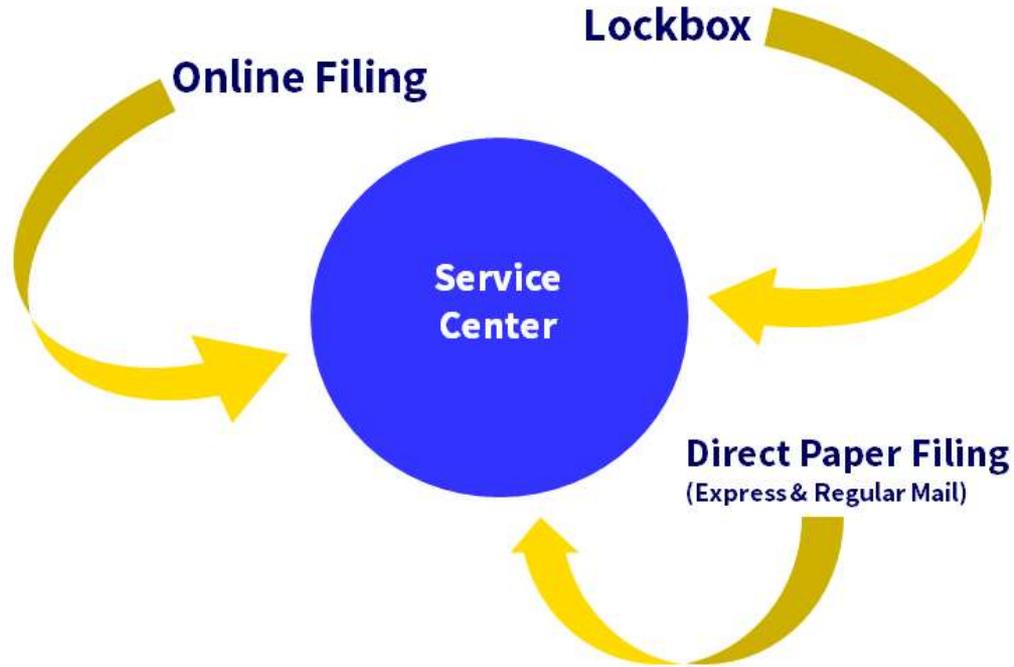


Highlands Building

How Service Centers Work



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How Service Centers Work



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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



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Direct Paper Filing

Contractors set up the files and perform all data entry.



How Service Centers Receive Work



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www.uscis.gov/file-online

Online Filing

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

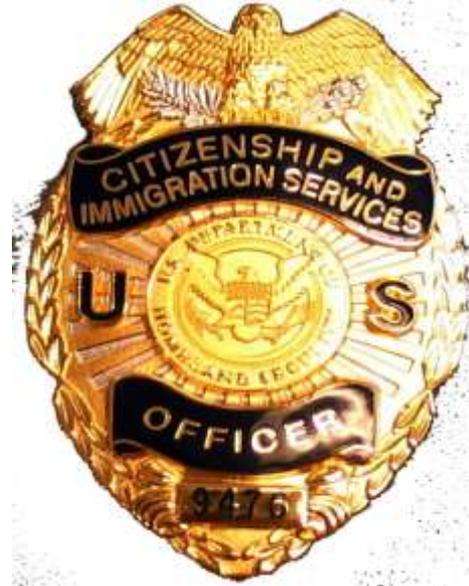
How We Adjudicate Cases



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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





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B I G
BEST IN GOVERNMENT



NSC Divisions



U.S. Citizenship
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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



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

Customer Service Tools



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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



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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.

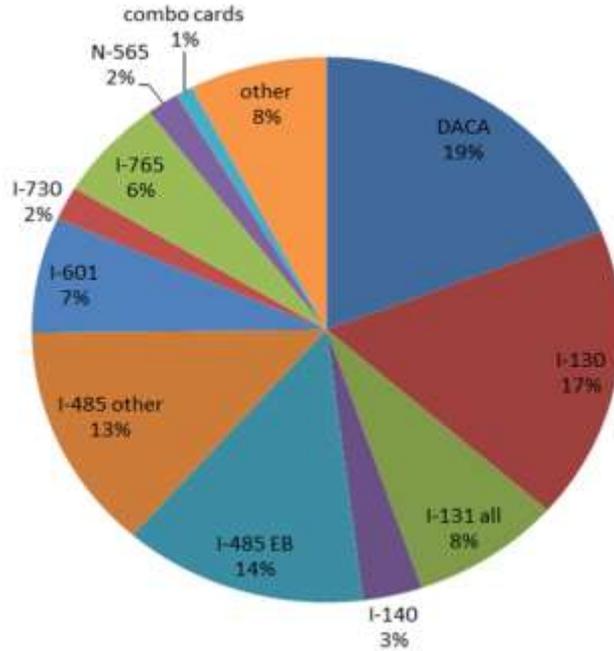
Also include information on your attempt to resolve the issue with the service center.

Congressional Inquiries



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FY17 Congressional Inquiries



NSC Monthly Stakeholder Calls



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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

Thank you!



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About this Presentation



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