



# Welcome to the California Service Center Open House

June 11, 2015



**U.S. Citizenship  
and Immigration  
Services**



# 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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# 4 Service Centers

California Service Center  
Laguna Niguel, CA



Texas Service Center,  
Dallas and Mesquite, TX



Vermont Service Center  
St. Albans and Essex, VT



Nebraska Service Center,  
Lincoln, NE



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# What is CSC's mission?



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# We are the CSC



**C**ommitting to Excellent Customer Service for All Those We Serve

**S**ecuring the Nation's Trust through the Integrity of our Decisions

**C**ollaborating as a Team, United by our High-Performing and Dynamic Work Culture



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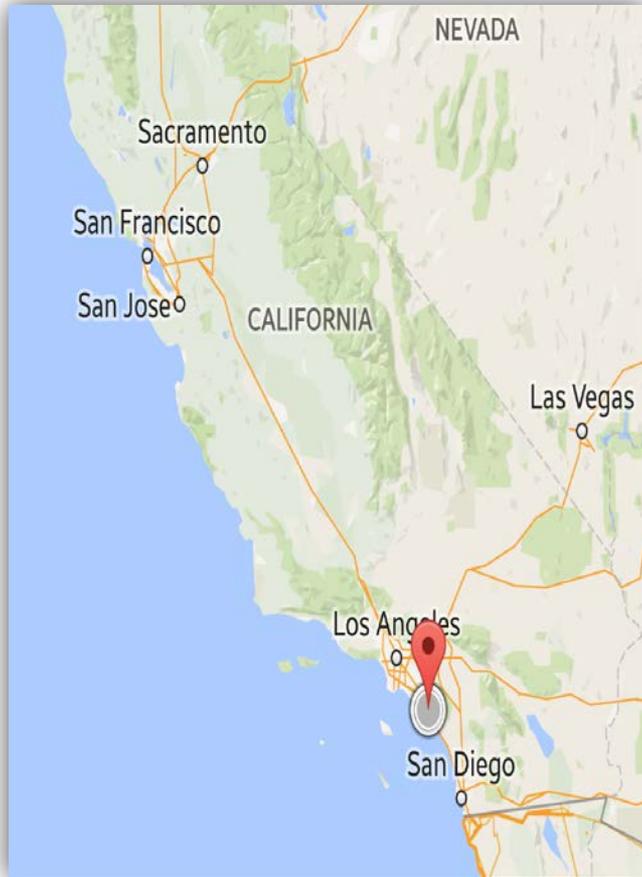


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# CSC



- 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

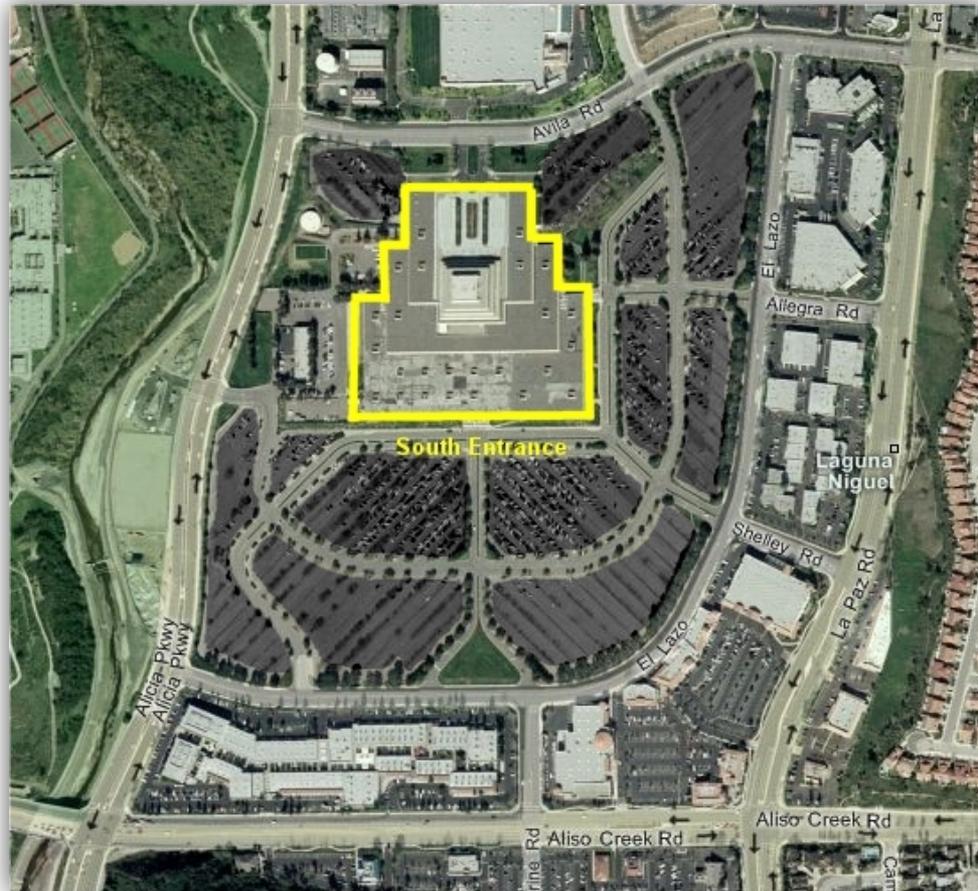


- Named after Congressman Chet Holifield
- Built 1968-1971
- Construction price: \$25 million
- 1 million sq. ft.
- CSC occupies 200,000 sq. ft.



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# Aerial view of Chet Holifield Building



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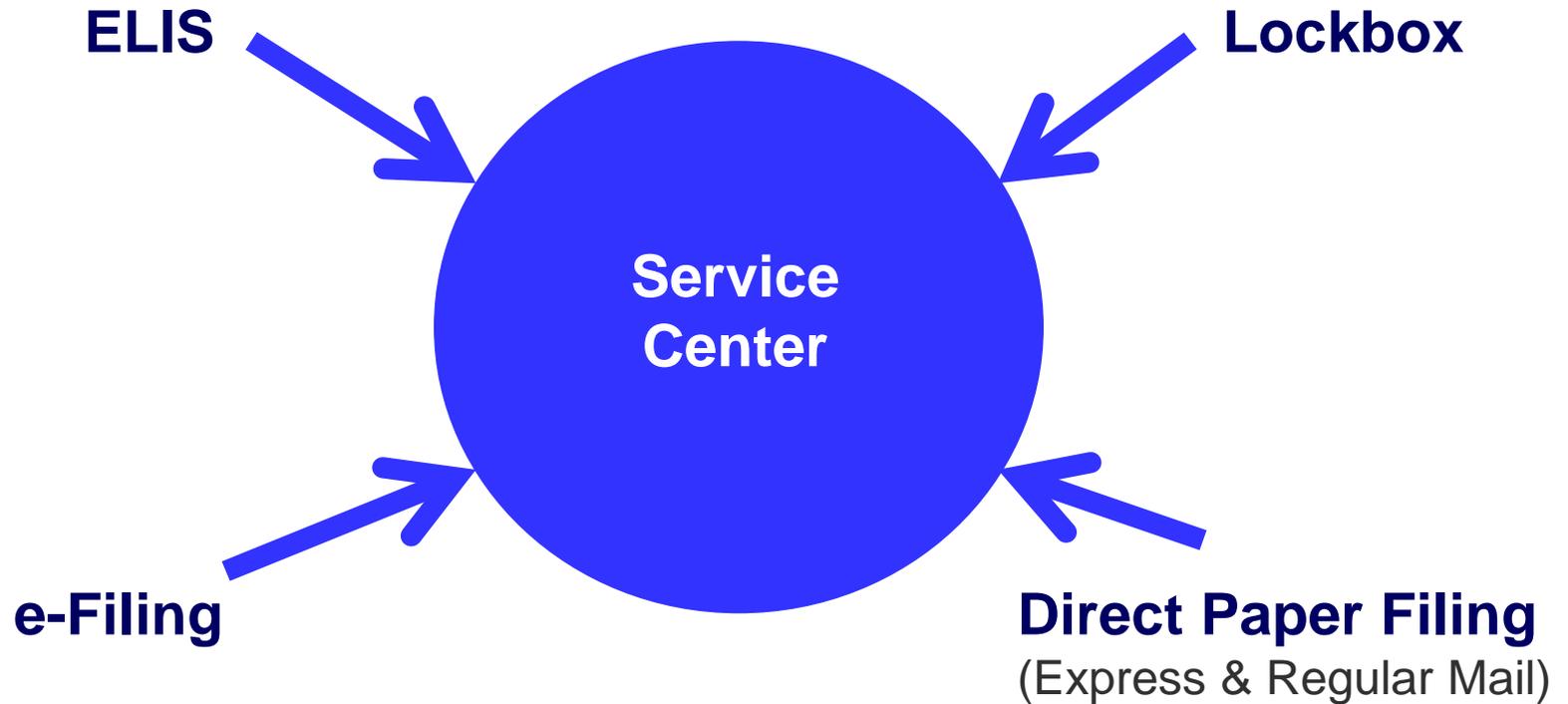


# How do Service Centers receive work?



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# How Service Centers Receive Work



# 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](https://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](https://uscis.gov/uscis-elis)



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Which applications and petitions  
are adjudicated by the CSC?



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# CSC Employment Branch



- 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 Branch

(Continued)

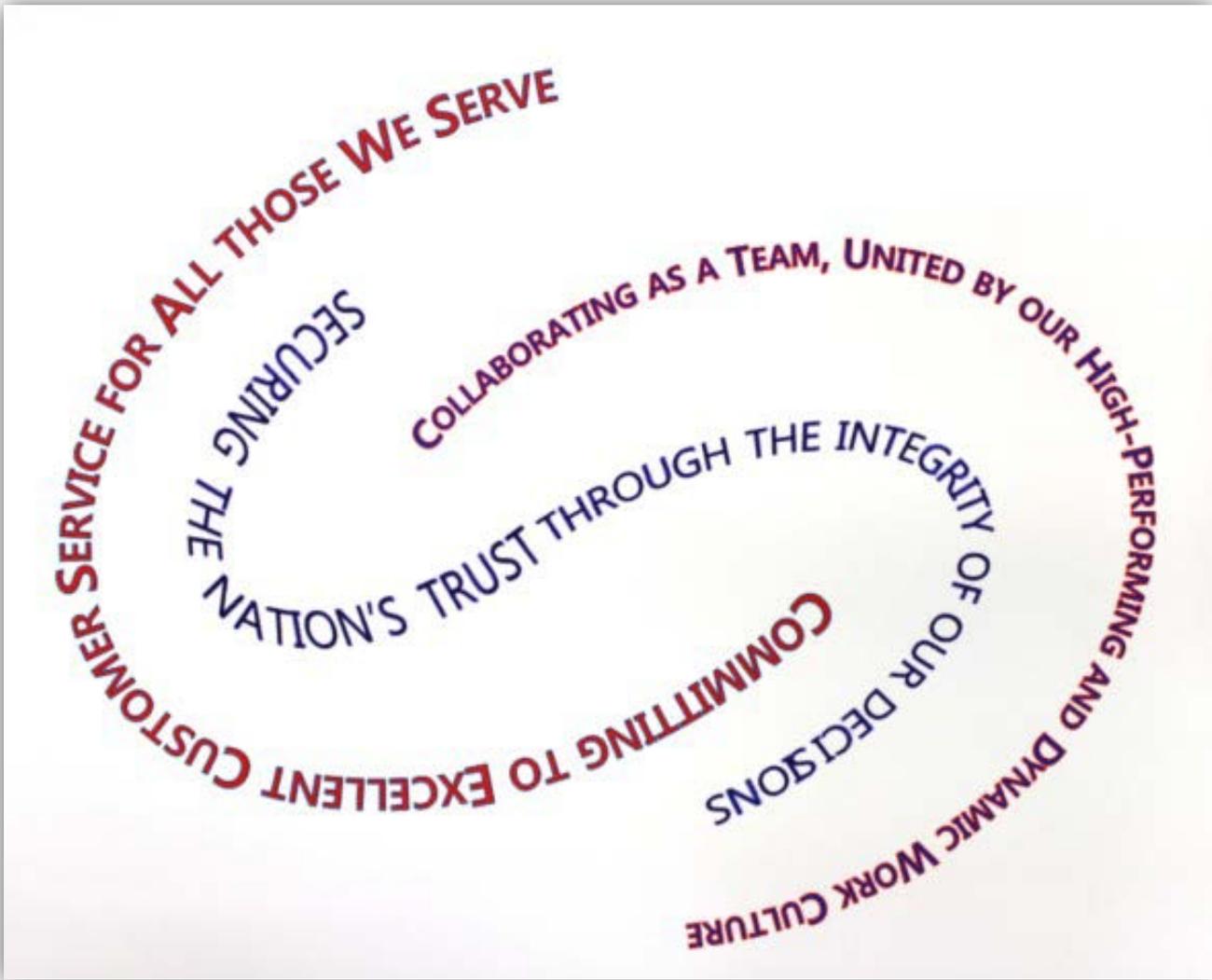


I-129, Petition for a Nonimmigrant Worker includes:

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



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# CSC Family Branch



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



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# CSC Family Branch

(Continued)



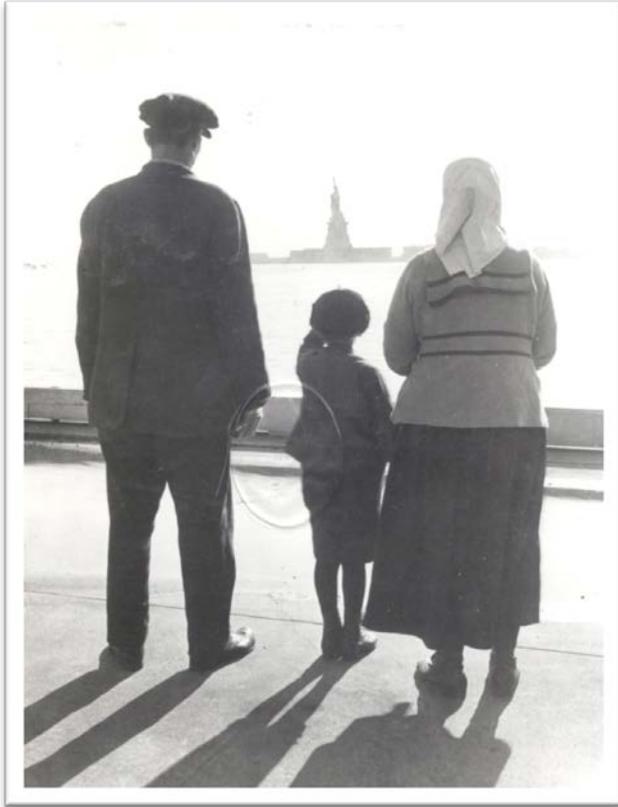
- I-751, Petition to Remove Conditions on Residence
- I-765, Application for Employment Authorization
- I-821, Application for Temporary Protected Status



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# CSC Family Branch

(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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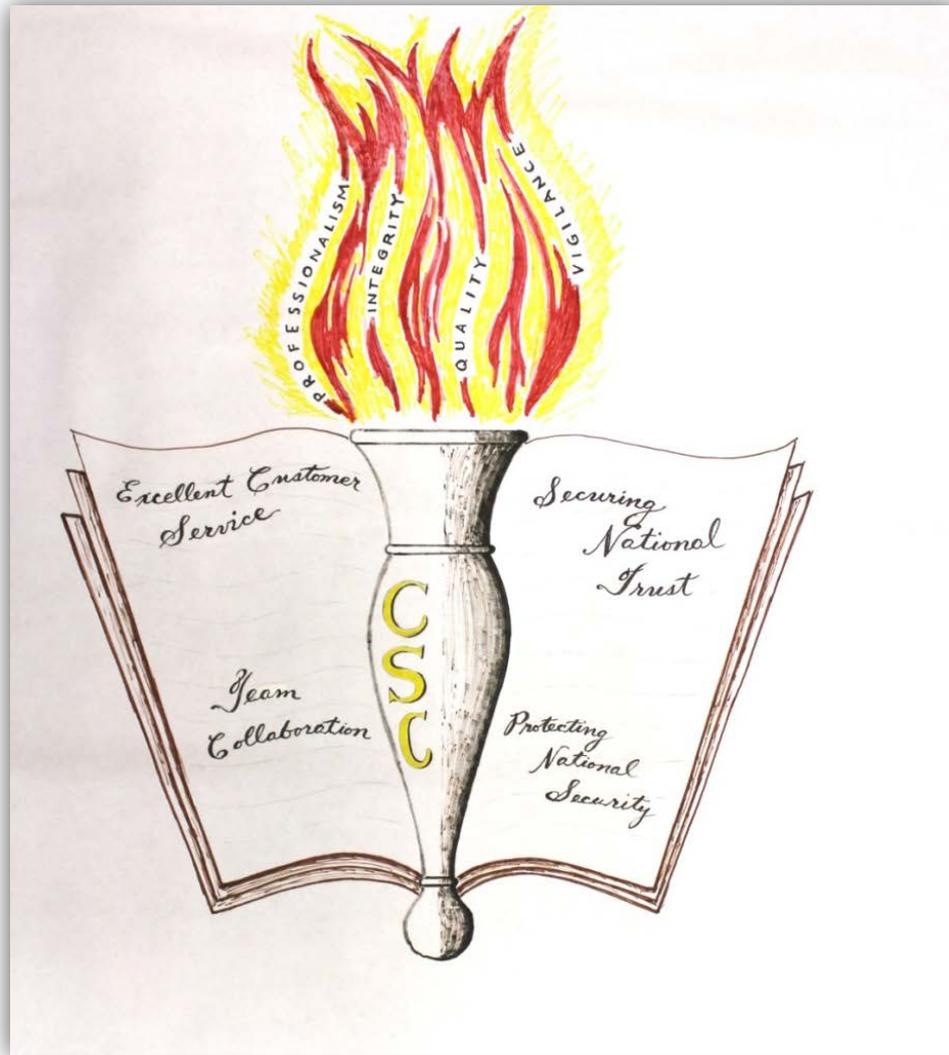
# CSC Customer Service Outreach Branch



- 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](https://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](mailto:csc-ncsc-followup@uscis.dhs.gov)

- Vermont Service Center:

[vsc.ncscfollowup@uscis.dhs.gov](mailto:vsc.ncscfollowup@uscis.dhs.gov)

- Nebraska Service Center:

[nscfollowup.ncsc@uscis.dhs.gov](mailto:nscfollowup.ncsc@uscis.dhs.gov)

- Texas Service Center:

[tsc.ncscfollowup@uscis.dhs.gov](mailto:tsc.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](mailto: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](https://uscis.gov)**



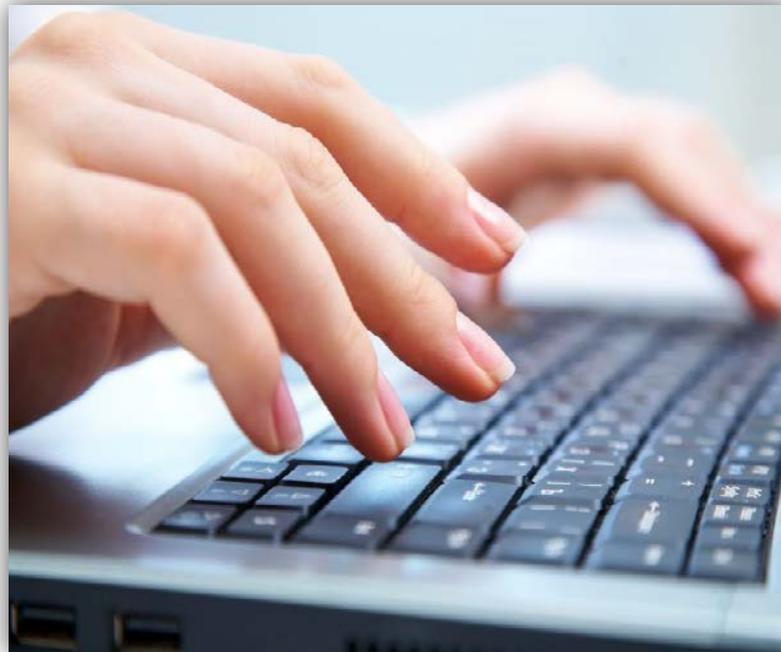
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# How to inquire about a CSC premium processing case?



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# CSC Premium Processing inquiries



Email:

[CSC-Premium.Processing@uscis.dhs.gov](mailto:CSC-Premium.Processing@uscis.dhs.gov)

Phone:

**(866) 315-5718**



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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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