



March 4, 2010

Meeting Invitation

TO: USCIS National Stakeholders

FROM: U.S. Citizenship & Immigration Services - Office of Public Engagement

SUBJECT: Listening Session – Information and Customer Service
March 18, 2010 @ 2:00pm EST
USCIS - National Customer Service Center, Eastern Telephone Center
Center Training and Conference Hall
201 Varick Street, Room 1101, New York, NY 10014

The USCIS Office of Public Engagement invites you to participate in a listening session with our Information and Customer Service Directorate to hear your thoughts on current resources at the Call Centers and the Case Status Online tools that are available to USCIS Stakeholders.

We hope to utilize this session to provide greater understanding of these tools, elicit additional input and identify and prioritize areas for improvement of customer service resources. Meddie Brown, Associate Director of the Customer Service Directorate, will be leading the facilitated discussion.

This session will be hosted from the USCIS National Customer Service Center, Eastern Telephone Center located at 201 Varick Street, Room 1101, New York, NY. We can accommodate approximately 150 people at this venue and will open phone lines up to the first 250 callers.

There are two ways to attend this meeting:

In person – please provide your full name and the organization you represent to Suzanne E. Clarke, at Suzanne.clarke@dhs.gov or (202) 272-1279 by 10am EST, Tuesday, March 16.

Be sure to arrive at least 15 minutes early to allow extra time to be processed through security and bring a photo I.D.

Via telephone – call-in information will be provided when you respond. Please provide your full name and the organization you represent to Suzanne E. Clarke, at Suzanne.clarke@dhs.gov by 10pm EST, Tuesday, March 16.

We hope you will be able to join in this important discussion.