

Thank you for joining us today. Please ensure you also call into the conference call number at 888-455-0638. The pass code is 5891762

We will begin shortly. Thank you



U.S. Citizenship  
and Immigration  
Services

# NATIONAL BENEFITS CENTER

I-600/I-600A Processing at the NBC

March 26, 2010



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# Overview

- Introductions
- NBC Process Flow
- NBC Timeframes
- New Form
- Process Metrics
- NBC Outreach
- Contact Information



# NBC Process Overview

- I-600 / I-600 A filed at the lockbox facility (Day 1)
- Lockbox accepts fee and forwards the case to the NBC (Day 1 – 5)
- NBC receives cases from lockbox (Day 6-10)
- NBC enters the case into tracking systems – acknowledgement notice is sent (Day 11 -13)
- Case reviewed for all supporting materials (Day 13 -19)
  - If home study is present at the time of filing the case will be schedule to capture biometrics
- If all materials present, case will be adjudicated (Day 30)
- If additional information is needed, a request for evidence will be issued
- Once all materials needed are received, the case will be adjudicated



# NBC Processing Overview, cont

- Points at which the process will generate interaction with the customer:
  - ***NBC receives the case from the lockbox facility – Day 11-13***
    - NBC will generate a receipt notice and mail it to the customer
  - ***NBC reviews the case for all needing supporting documentation – Day 13-19***
    - If materials are missing, the NBC will generate a request for evidence and mail it to the customer
      - This time will not be counted in the processing time. Once the requested information is received, processing will resume on the case
  - ***NBC Adjudicates the case (Day 30)***
    - The NBC will mail the decision letter to the customer



# NBC Processing Times

- The NBC has set a goal to process in the following timeframes
  - I-600 A – 30 Days
  - I-600 – 15 Days
- Please note that if cases are received without all of the needed materials, a request for evidence (RFE) will be issued.
  - The time associated with the RFE is not counted in this timeframe
  - These timeframes are consistent with Hague Adoption timeframes



# Introduction of New Form

- Prior to centralization, USCIS initiated the review of forms I-600 and I-600 A
- Highlights of form changes
  - Enhanced Readability Flow
  - E-Notification
  - More transparent instructions for biometrics after one time no payment is exhausted
  - Information of where to find frequently asked questions on grandfathered cases
  - Addition of disability/impairment accommodations
- Anticipated release date of June 2010



# NBC Adoption Metrics

- Data Quality
- Decisional Quality
- Customer Service
  - Surveys
  - QA of Response



# Feedback from You

- As we transition, what are issues that we should be aware of?
  - How can we best address these issues?
- Outreach
  - What are the best methods?
  - Frequency



# How to Contact NBC

- Toll Free Number: 877-424-8374
- Local Number : 816-251-2770
- Email: [NBC.Adoptions@DHS.gov](mailto:NBC.Adoptions@DHS.gov)



# How to Contact NBC

- Bruce Paulin

- Supervisory Adjudications Officer

816-251-2225

- Amy Bourn

- Supervisory Adjudications Officer

816-251- 2435

Donna Campagnolo

- Assistant Center Director

816-251-2425



# National Benefits Center

Thank you for your time.

Any Questions?



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