

**From:** Lisa Hango <[LHango@leg.state.vt.us](mailto:LHango@leg.state.vt.us)>

**Sent:** Tuesday, February 23, 2021 10:40 AM

**To:** Renaud, Tracy L <[Tracy.L.Renaud@uscis.dhs.gov](mailto:Tracy.L.Renaud@uscis.dhs.gov)>

**Subject:** Letter from Franklin County legislative delegation re: Vermont (St Albans) Service Center

Good morning -

Please see attached the letter from the Franklin Co VT legislative delegation regarding the impending closure of the Vermont Service Center in St Albans. Please feel free to reach out to any of us with your comments. Thank you for your prompt attention.

Stay well,

Representative Lisa A Hango

Franklin-5, Berkshire

[lhango@leg.state.vt.us](mailto:lhango@leg.state.vt.us)

To: USCIS  
From: Franklin County Vermont State Legislative delegation  
February 19, 2021

To Whom This May Concern:

For many years, the USCIS Service Center's location in St Albans, Vermont has been an integral part of our local economy as not only an exceptional employer but also a key piece of our downtown landscape. Its existence has been taken into consideration during all of the recent downtown development projects and in the business plans of many local establishments including restaurants, coffee shops, and others. It is our community's honor to contribute to the important work that USCIS does here in our vibrant Rail City; we are exceptionally proud to host the Vermont Service Center.

Through conversations with our constituents who are currently employed by the USCIS Service Center, we understand that there is an overwhelming feeling of uncertainty as your leadership begins to determine the next steps that you will be taking. Constituents are grateful to have been re-assigned to the Essex facility and retaining their jobs, although they are anxious about how long this will remain an option. Additionally, a significant percentage of them live beyond St Albans and wonder how they will manage the significantly added commute time in the long-term.

We, the Franklin County Legislative Delegation, strongly urge you to continue to explore all avenues to ensure that the USCIS Service Center can remain in the Downtown St Albans area for many years into the future. The loss of this Service Center would be devastating for our workforce and the surrounding businesses whose economic health depend on the presence of exceptional employers in our small communities. We trust that you will make the best decision to continue operations in Franklin Co in the community that has provided a talented, reliable workforce to the Vermont Service Center since its inception.

Respectfully submitted,  
Franklin County Legislative Delegation –

Senator Randy Brock  
Senator Corey Parent  
Rep Eileen Dickinson  
Rep James Gregoire  
Rep Lisa Hango  
Rep Felisha Leffler  
Rep Paul Martin  
Rep Mike McCarthy  
Rep Barbara Murphy  
Rep Robert Norris  
Rep Carl Rosenquist  
Rep Brian Savage  
Rep Casey Toof



U.S. Citizenship  
and Immigration  
Services

March 15, 2021

The Honorable Lisa A Hango  
Franklin-5, Berkshire  
Vermont State House of Representatives  
[lhango@leg.state.vt.us](mailto:lhango@leg.state.vt.us)

Dear Representative Hango:

Thank you for your February 19, 2021 letter to U.S. Citizenship and Immigration Services (USCIS) regarding the location of the Vermont Service Center (VSC).

I appreciate your emphasis on the important and integral role that the VSC's location in St. Albans has played in your local economy and your desire to keep the VSC as part of the St. Albans community. As you may know, I am a native Vermonter and began my career at the VSC so I do understand the concerns and uncertainty that your constituents, who are VSC contract and/or federal employees, have expressed.

USCIS is working closely with the General Services Administration (GSA) to find a permanent replacement facility in the Franklin County area. The GSA does require that there be sufficient competition in the process so if there is not sufficient interest in Franklin County during the solicitation process GSA may require us to expand our geographic area of interest. I would refer you to GSA for specifics on the process if you have questions in that regard.

In the meantime, VSC operations will continue in the other existing VSC locations where operations were reconstituted after the flood of the Lower Welden Street site. The new replacement facility will model a more modern business concept with a reduced footprint, a digitized workload, and federal staff in a maximum telework posture.

Thank you again for your letter. Please share this response with the other members of the Franklin County legislative delegation. Should you wish to discuss this matter further, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink that reads "Tracy L. Renaud". The signature is written in a cursive style.

Tracy L. Renaud  
Senior Official Performing the Duties of the Director