



U.S. Citizenship
and Immigration
Services

How Service Centers Work



**National Immigration and Consular Affairs
Virtual Conference for Congressional Staff**

March 22, 2021

USCIS Offices and Directorates



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- USCIS is comprised of several program offices and directorates:

Office of the Director
Administrative Appeals
Chief Counsel
Chief Financial Office
Equal Opportunity and Inclusion
Executive Secretariat
External Affairs
Field Operations Directorate
Fraud Detection and National Security

Immigration Records and Identity Services
Investigations
Management Directorate
Performance & Quality
Policy & Strategy
Privacy
Refugee, Asylum & International Operations
Service Center Operations

Service Center Operations Directorate (SCOPS)



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- Service Center Operations Directorate (SCOPS) adjudicates applications and petitions for persons seeking immigration benefits that do not require in-person processing or interviews.
- SCOPS is comprised of 4,749 federal positions and 1,557 contractors.
- In FY20, we processed 4,981,351 applications and petitions.

Service Center Operations Directorate (SCOPS) (cont'd)



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- SCOPS consists of a headquarters office and five service centers.
- Service Centers do not conduct interviews.
- Cases can be transferred from Service Centers to Field Offices and vice versa if more evidence or interviews are needed.
- Service Centers are not public-facing. We do not provide in-person information and documentary services for applicants.

Five Service Centers



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- SCOPS is located in USCIS headquarters in Camp Springs, Maryland and in five service centers nationwide:
 - California Service Center (CSC)
 - Nebraska Service Center (NSC)
 - Potomac Service Center (PSC)
 - Texas Service Center (TSC)
 - Vermont Service Center (VSC)

One Vision One Mission One SCOPS



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Vision Statement

SCOPS will promote a highly collaborative, transparent culture of engaged, knowledgeable staff empowered to deliver on the mission.

Mission Statement

Through our dedicated staff of professionals, Service Center Operations efficiently provides quality services for persons seeking immigration benefits while ensuring the integrity and security of our immigration system.

One Vision One Mission One SCOPS (cont'd)



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SCOPS Headquarters and all five Service Centers delivering on a common mission as ONE nationwide team



Our Product Lines



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- The work performed by Service Centers is organized by distinct product lines:

Family

Forms I-129F I-130	includes petitions for immediate family members, preference family members, and fiancé(e)s
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Students and Exchange Visitors

Forms I-539 I-765	includes requests for practical training in a field of study and waivers for medical doctors to enable them to work in medically underserved areas
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Our Product Lines (cont'd)



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Business

Forms

I-140

I-360

I-129

Immigrant and Nonimmigrant classifications for:

- individuals of extraordinary ability;
- outstanding researchers and professors;
- executives and managers;
- advanced degree professionals;
- athletes, entertainers;
- skilled and unskilled workers;
- individuals working in specialty occupations;
- religious workers;
- agricultural workers and temporary and seasonal workers; and
- workers in the Commonwealth of the Northern Mariana Islands (CNMI), among others

Our Product Lines (cont'd)



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Humanitarian

Forms

I-360

I-485

I-601

I-730

I-821

I-821D

I-914

I-918

I-929

N-644

Includes benefit requests filed by:

- battered spouses, children, parents (VAWA)
- adjustment of status for asylees
- waivers of inadmissibility
- refugees and asylees and their accompanying family members,
- individuals seeking temporary protected status (TPS),
- individuals seeking consideration of deferred action for childhood arrivals (DACA);
- relief for victims of abuse, crimes, and severe forms of trafficking; and
- posthumous naturalization based on death in active military service, among other humanitarian benefits

Our Product Lines (cont'd)



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Fraud Detection and National Security

Operational support, oversight, and policy guidance for the Center Fraud Detection Operations (CFDO) and Background Check Units (BCU) at each of the Service Centers.

Customer Interaction Congressional Units



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- Service Center Congressional Units serve as the primary points of contact for providing responses to casework inquiries submitted by congressional staff members.
- Some of the other functions of the Service Center Congressional Units include the following:
 - Conduct training sessions and/or outreach meetings for all Congressional staff within their jurisdiction.

Customer Interaction Congressional Units (cont'd)



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- Proactively inform congressional representatives of changes in law, regulation, and policies that affect issues within USCIS jurisdiction.
- Recognize trends and problems in immigration processing and taking the necessary steps to inform USCIS leadership and work with congressional staff members to address.



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QUESTIONS?

About this Presentation



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