

### How Service Centers Work

## Wational Immigration and Consular Affairs Virtual Conference for Congressional Staff

March 22, 2021

### **USCIS Offices and Directorates**



• 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

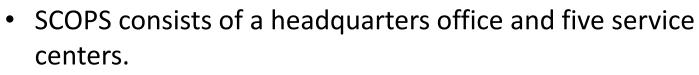
Immigration Records and Identity Services Investigations Management Directorate Performance & Quality Policy & Strategy Privacy Refugee, Asylum & International Operations Service Center Operations

# Service Center Operations Directorate (SCOPS)



- 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)



- 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.

U.S. Citizenshin

• Service Centers are not public-facing. We do not provide inperson information and documentary services for applicants.

### **Five Service Centers**



- 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**



#### **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)



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



### **Our Product Lines**



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

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

Students and Ex	change Visitors
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Forms	includes requests for practical training in a field of study and waivers for
I-539	medical doctors to enable them to work in medically underserved areas
I-765	

### **Our Product Lines (cont'd)**



U.S. Citizenship and Immigration Services

#### **Business**

Forms

I - 140

I - 360

I - 129

	Immigrant and	Nonimmigrant	classifications for:
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- 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)**



U.S. Citizenship and Immigration Services

#### Humanitarian

Forms	Includes benefit requests filed by:
I-360	<ul> <li>battered spouses, children, parents (VAWA)</li> </ul>
I-485	<ul> <li>adjustment of status for asylees</li> </ul>
I-601	<ul> <li>waivers of inadmissibility</li> </ul>
I-730	<ul> <li>refugees and asylees and their accompanying family members,</li> </ul>
I-821	<ul> <li>individuals seeking temporary protected status (TPS),</li> </ul>
I-821D	<ul> <li>individuals seeking consideration of deferred action for childhood</li> </ul>
	arrivals (DACA);
I-914	
I-918	<ul> <li>relief for victims of abuse, crimes, and severe forms of trafficking; and</li> </ul>
I-929	
N-644	<ul> <li>posthumous naturalization based on death in active military service,</li> </ul>
	among other humanitarian benefits

### **Our Product Lines (cont'd)**



#### **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**



- 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)



- 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.



## **QUESTIONS?**

### **About this Presentation**



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