



Nebraska Service Center Stakeholder Newsletter

Volume I, Issue I

April 2012

NSC Product Lines

- Asylee/Refugee [I-485 Refugee, I-485 Asylee, I-730]
- Business [I-140, N-565, Military N-400 and N-600]
- Document Production [I-765, I-131, I-102, I-824]
- I-90
- Residence [I-485 Employment-Based, I-360 G4 and SIV Translators, Haiti Temporary Protected Status I-821/I-765/I-601]
- Background Check Unit [Security checks, I-601 adjudication]
- Customer Service Center Support [Customer Contact Services, Congressional Liaisons, Training, Quality Assurance]

Extra! Extra! NSC Initiates Newsletter!

Welcome to the inaugural issue of the NSC Stakeholder Newsletter.

Communication is a key facet of customer service. To that end, the Nebraska Service Center has developed this newsletter to open another avenue of communication with stakeholders.

The goal of this newsletter is to provide meaningful information and tips for filing to those who do business with NSC. Upcoming issues will include spotlights on different forms, along with filing tips in relation to those forms.

We hope that this newsletter

is helpful to you, and we welcome any feedback you may have. In addition, if there are any particular topics you would like to see featured in upcoming issues, let us know. Just contact Kathryn Nicholas at ceo.nse@dhs.gov.

Getting to Know NSC

The Nebraska Service
Center in Lincoln, NE.



The NSC has taken time to meet with stakeholders on a number of occasions. Even so, many of you have not had an opportunity to get up close and personal with NSC. To remedy this, we would like to use this forum to tell you a little bit about our Center.

- The NSC has been operating in Lincoln, Nebraska since 1982. We have grown significantly since our origins, and currently employ 900 people (600 Federal, 300 contractor) in two facilities.
- We are sister centers with the Texas Service

Center (TSC) in Dallas, and share adjudication on forms such as I-140, I-485, and I-765.

- Although we share some products with TSC, we have exclusive jurisdiction on a number of benefits, including Refugee Adjustments, Military Naturalization pre-processing, Reentry Permits and Refugee Travel Documents, and Iraqi and Afghan Military Translators.
- During an average day, NSC processes 14,000 pieces of mail, processes 43 naturalizations for

members of the U.S. Military, completes 3,700 adjudicative actions, produces 467 travel documents, and processes 733 employment authorization documents.

- During Fiscal Year 2011, NSC completed 1,406,000 actions. This included 89,347 Refugee Adjustments, 19,640 Asylee Adjustments, 169,500 travel documents, 251,100 employment authorization documents, and 72,100 replacement permanent resident cards.

Business Representatives Conference

On Wednesday, May 9, NSC will partner with our sister center TSC in presenting a Business Representatives Conference.

This conference, to be held at the NSC Highlands Facility, is an all-day meeting geared towards immigration legal representatives, and will contain panels and presentations on a number of topics, including Form I-140 (Immigrant Petition for Alien Worker), Employment-Based Form I-485 (Application to Register Permanent Residence or Adjust Sta-

tus), the Transformation initiative, and E-Verify.

The Business Representative Conference is a great opportunity for legal representatives to meet with NSC and TSC personnel and discuss issues related to employment-based immigration.

If you are interested in attending, there is still time to RSVP! Just contact Community Engagement Officer Kathryn Nicholas at ceo.nsc@dhs.gov by May 1, 2012.

I-131 Expedites

If an I-131 request for Refugee Travel Document or Reentry Permit needs to be expedited, an expedite request can be submitted either at the time of filing or subsequent to filing.

At the time of filing: Write "Expedite" in large print on the top of the application. The lockbox will identify these requests and separate them from other I-131 filings.

After filing: Once you have received a receipt number, call the NCSC at 1-800-375-5283 to request an expedite.

In either instance, you will need to demonstrate that the expedite meets the applicable criteria, found at www.uscis.gov. (Select **Forms**, then select **Expedite Criteria** under **Forms Guidance** on the right of the page.)

Please note that, even if granted, processing may take up to four weeks due to biometrics collection.

Did you know?

Address changes need to be submitted for every pending application or petition.

Address change requests are best communicated through the National Customer Service Center (NCSC) at 1-800-375-5283. However, NSC will also accept address change requests mailed to: **Nebraska Service Center, P.O. Box 82521, Lincoln, NE 68501-2521.**

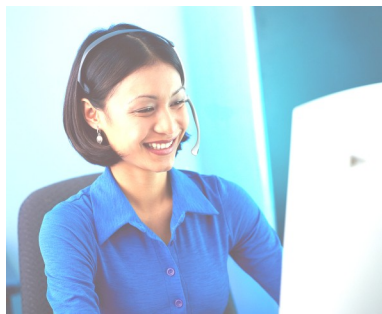
tomer Service Center (NCSC) at 1-800-375-5283. However, NSC will also accept address change requests mailed to: **Nebraska Service Center, P.O. Box 82521, Lincoln, NE 68501-2521.**

Customer Service Tips

On average, NSC fields 20,500 inquiries every month. To aid us in providing a timely and responsive answer, please keep these tips in mind when contacting our customer service units:

- We can only provide information to the applicant or petitioner, or to the recognized attorney or representative. Inquiries should not be submitted by a beneficiary, relative, third party preparer, or an attorney or representative who does not have an original, recognized G-28 on file with the application or petition.
- If an attorney or representative is retained subsequent to the filing of the application or petition, an original G-28 must be received before we can release any information to such attorney or representative. We cannot accept scanned copies of G-28s submitted with an inquiry;

an original G-28 must also be on file. New G-28s may be submitted to: **Nebraska Service Center, P.O. Box 82521, Lincoln, NE 68501-2521.**



- Provide all pertinent information, including applicant/petitioner name, beneficiary name (if applicable), receipt number, and A-number (if applicable).
- Be very specific regarding the nature of the inquiry; i.e., case status,

correction of errors, address change, clarification on RFE, etc. This will help insure that we are able to properly address your concerns.

- If we advise you to wait a certain number of days before inquiring again, please wait for that period of time to pass.
- Do not utilize multiple lines of inquiry at the same time. For instance, if you submit an inquiry through the National Customer Service Center (NCSC), allow time for a response before attempting another line of inquiry, such as through a Congressional representative, a liaison, or the follow-up email box. Multiple people researching the same query is a drain on resources, and may end up delaying a response.