



Fall 2011
Vermont Service Center
Stakeholder Conference
November 7, 2011

Hilton Hotel
60 Battery Street
Burlington, Vermont 05401

AGENDA

VSC Fall 2011 Stakeholder Conference

Morning Session

| Time | Activity |
|-----------------------|--|
| 8:30 a.m.-9:00 a.m. | Registration |
| 9:00 a.m.-9:15 a.m. | Opening Remarks <i>Dan Renaud, Director, VSC</i> |
| 9:15 a.m.-10:00 a.m. | Temporary Protected Status <i>Tracey Parsons, Assistant Center Director,</i> |
| 10:00 a.m.-10:30 a.m. | VSC Customer Service Tips & Avenues <i>Tatum Kane, Supervisory Immigration Services Officer, VSC</i> <i>Barb Remillard, Supervisory Immigration Services Officer, VSC</i> |
| 10:30 a.m.-10:45 a.m. | <i>Break</i> |
| 10:45 a.m.-11:30 a.m. | I-129 Petition for a Nonimmigrant Worker H, L, O & P <i>Lisa Laroe, Assistant Center Director, VSC</i> <i>Keith Canney, Assistant Center Director, VSC</i> |
| 11:30 a.m.-12:00 p.m. | The USCIS Role in Consular Notification and Processing (all I-130s and I-129s) <i>Carrie Ryan, Supervisory Immigration Services Officer, VSC</i> <i>Tatum Kane, Supervisory Immigration Services Officer, VSC</i> <i>Cindy Lafayette, Supervisory Immigration Services Officer, VSC</i> |
| 12:00 p.m.-1:30 p.m. | <i>Lunch</i> |



AGENDA

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Afternoon Session

| Time | Activity |
|---------------------|--|
| 1:30 p.m.-2:15 p.m. | Keynote Speaker <i>Rob L. Hogan, Associate Director, Customer Service Directorate</i> |

2:15 p.m.-2:30 p.m. *Break*

2:30 p.m.-4:30 p.m. For this portion of the afternoon, stakeholders will have an opportunity to sit down with VSC managers and technical experts to engage in a discussion about a specific case type.

- I-129 H1B & Extension Filings
- I-129 L visas, O&P Filings
- VAWA Filings
- Family-Based Filings

4:30 p.m. Closing Remarks
Dan Renaud, Director, VSC



Dan Renaud, Director, Vermont Service Center

In September 2008, Daniel M. Renaud was selected as only the fourth Director of the Vermont Service Center. He returned to the Center after nine years in Washington, DC.

Mr. Renaud has served as a federal Immigration professional since 1988. His federal career began with the Legalization program in Vermont. In 1989, he later joined the Vermont Service Center as an adjudicator and was promoted to supervisor in 1996. Mr. Renaud was selected as a Branch Chief in the Headquarters Field Services Operations Division where he was responsible for providing operational guidance to field offices. He then served as the Director of the Performance Management Division. In that role, Mr. Renaud directed a Headquarters team that established, measured, and reported on production and quality metrics agency-wide.

Mr. Renaud became the Chief of the Transformation Program Office (TPO) in Washington, DC in January 2007 after having served as Acting Chief for the TPO since December 2005. As the Chief of the Transformation Program Office, Mr. Renaud was responsible for overseeing the agency's transition from a fragmented paper-based filing system to a centralized and consolidated electronic adjudication system.

Mr. Renaud has a Bachelor's degree in Economics and Political Science from the University of Vermont in Burlington, VT.



Rob Hogan, Associate Director, Customer Service Directorate

On August 29, 2011, Rob Hogan began serving as the new Associate Director of USCIS's Customer Service Directorate. Rob is an accomplished leader with a 31-year corporate career spanning senior executive responsibilities for complex customer service, application processing and identity authentication environments. Rob's experience includes directing the conversion of transaction-based service operations to a customer-centric approach, and the migration of paper-based operations to automated alternatives.

Prior to joining USCIS, Rob served as a founding partner of Global Services, which works with clients around the world to enhance and improve various customer service operations. Previously, Rob served as Group Executive and Senior Vice President for Equifax, Inc., during which time he was responsible for up to 2,000 associates in 16 international offices performing a wide variety of operational activities.

A native of Florida, Rob received a Bachelor's degree with honors in International Studies from the University of Florida, and a Master of Public Administration degree from Kennesaw State University. He has recently relocated to Washington, DC from Atlanta, GA.



Calendar of Upcoming Events

Here is a listing of our upcoming teleconferences and public events.

**November 9, 2011 at
2:00pm (Eastern)**

The Vermont Service Center invites you to participate in a teleconference to discuss I-360 VAWA cases and T & U visa cases. During this session, the VSC VAWA staff will provide overviews, provide an update on the process and address questions and concerns.

**November 15, 2011 at
2:00pm (Eastern)**

The USCIS Service Center Operations Directorate invites any interested parties to participate in our upcoming national teleconference regarding **Form I-765, Application for Employment Authorization, and Form I-131, Application for Travel Document**. This engagement will be hosted by the Texas Service Center and the Nebraska Service Center. The call will focus primarily on the combination advance parole employment authorization card (commonly known as the "combo card"), Optional Practical Training (OPT) for academic students, and other updates. **Dial in numbers: 888-456-0352 (Toll Free) 1-210-234-0032 (International) Participant passcode: 6224040**

November 14-16, 2011

The VSC VAWA Team will be participating in an outreach event for Law Enforcement Agencies in Miami, FL with a focus on victims-related case work and the completion of U-visa Law Enforcement Certifications.



Facts About the VSC

Founded in 1981, the Vermont Service Center (VSC) is governed by an Executive Team, responsible for center-wide policy, communication and strategic direction. The VSC has also developed and implemented a management team of leaders who work collaboratively to support the achievement of our goals and mission.

Our Vision: To develop and support the best in government.

Our Mission: To align our values and energies for excellence at determining eligibility for immigration benefits.

Our Values:

Respect - Treating each other, our partners, and our stakeholders with profound understanding, sensitivity, and diligence.

Integrity - Acting honestly, responsibly, and ethically ...Manifesting Public Service in the truest and finest tradition.

Ingenuity - Constantly looking for better ways to do things, venturing into breakthrough areas of change, and turning difficulties into possibilities and opportunities.

Responsibility - Taking ownership of all our actions, inviting challenge and scrutiny, and encouraging prudent risk taking.

Customer Service - Providing premier services and products by giving more, getting it right and delivering earlier.

Employee Development - Supporting an environment in which employees learn, grow and develop into being the best in government at everything we do.

Openness - Welcoming diversity of thought and passionately sharing our opinions and views sincerely, candidly, and professionally.

VSC Workforce as of October 2011

| | |
|--------------------------------|-------------|
| Government Employees | 690 |
| VSC Permanent | 626 |
| Center Fraud Detection Ops | 38 |
| Information Technology | 22 |
| Office of Chief Counsel | 4 |
| Contract Employees | 430 |
| Stanley (Mail/File/Data Entry) | 385 |
| IBM/TOMIS (OIT) | 10 |
| MVM (Guard Service) | 35 |
| Total VSC Employees | 1120 |



UNITED STATES CITIZENSHIP AND IMMIGRATION SERVICES

With the support of the Executive Team, the VSC is organized into twelve divisions:

| | |
|--|---------------------|
| Service Center Director | Daniel Renaud |
| Acting Deputy Service Center Director | Sandra Bushey |
| Special Assistant | Vincent Pizzigno |
| Resource Allocation Assistant Center Director | Robert Perkins |
| Division I Acting Assistant Center Director | Emery Moore |
| Division II Assistant Center Director | Tracey Parsons |
| Division III Assistant Center Director | Carrie Selby |
| Division IV Assistant Center Director | Keith Canney |
| Division V Assistant Center Director | Lisa Laroe |
| Division VI Assistant Center Director | Lynn Boudreau |
| Division VII Assistant Center Director | Bradley Brouillette |
| Division VIII Assistant Center Director | Matthew Madore |
| Division IX Assistant Center Director | Lisa Manahan |
| Division X Assistant Center Director | Jack Pelkey |
| Division XI Assistant Center Director | Stephen Loughlin |
| Division XII Assistant Center Director | Donna Kane |



Contact the Vermont Service Center:
U.S. Department of Homeland Security
U.S. Citizenship and Immigration Services
Vermont Service Center
75 Lower Welden Street
St. Albans, VT 05479

From: VSC Community Engagement [mailto:VscCommunityEngagement@dhs.gov]
Sent: Friday, October 07, 2011 3:34 PM
Subject: VSC Fall 2011 Stakeholder Conference Invitation

Dear Sir or Madam:

On behalf of U.S. Citizenship and Immigration Services (USCIS), I am pleased to extend this invitation to join us for the Fall 2011 Vermont Service Center Semi-Annual Stakeholder Conference on Monday, November 7th, 2011. At this time the VSC is planning this event which is tentatively scheduled to be held from 9:00 am to 5:00 pm at the [Hilton Hotel](#) in Burlington, Vermont.

During the morning sessions we will offer a number of panel presentations with short, topic-specific, question and answer periods which will address program-specific issues. At this time the tentative agenda items include I-129 H, L, O & P visas, change of status issues, third party contracts, and the J-I waiver process. There will also be a TPS presentation, a VAWA panel, and a family-based panel.

The afternoon will consist of a key note speaker, a panel made up of VSC management and an opportunity to participate in round tables that will include I-129s, I-130s, VAWA and, if there is interest, a congressional breakout.

Please RSVP your attendance by sending an email to VSCCommunityEngagement@uscis.dhs.gov, by October 20th, 2011. Please include the following in your response:

- your complete name
- your professional organization affiliation (e.g., AILA, NAFSA, ACIP, CBO, etc.)
- your complete mailing address
- your telephone number, and
- a valid email address

In an effort to further a meaningful conversation please submit non-case specific questions and concerns. In doing so, we ask that each stakeholder group (e.g., AILA, NAFSA, ACIP, CBO, etc.) compile a list of issues and or concerns on behalf of their members. The VSC will make an effort to incorporate these suggestions into the agenda and round table discussions. We ask that this feedback be submitted to the Vermont Service Center no later than close of business on October 17th.

Please feel free to forward this invitation to anyone you feel may be interested in attending the conference.

If you have any questions, please contact the Vermont Service Center by email at VSCCommunityEngagement@uscis.dhs.gov. We look forward to an informative exchange of information at the conference. I have attached a draft agenda above.

Sincerely,

Daniel M. Renaud
Director
Vermont Service Center

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| 9:00 a.m. – 9:15 a.m. | Opening Remarks <i>Dan Renaud, Vermont Service Center Director</i> |
| 9:15 a.m. – 10:00 a.m. | TPS |
| 10:00 a.m. – 10:30 a.m. | VAWA |
| 10:30 a.m. – 10:45 a.m. | <i>Break</i> |
| 10:45 a.m. – 11:30 a.m. | I-129 H, L, O & P |
| 11:30 a.m. – 12:00 p.m. | The USCIS Role in Consular notification and processing (all I-130s and I-129s) |
| 12:00 p.m. – 1:30 p.m. | <i>Lunch</i> |
| Afternoon Session | |
| 1:30 p.m. – 2:15 p.m. | Keynote Speaker <i>Rob L. Hogan, Associate Director of the Customer Service Directorate</i> |
| 2:15 p.m. – 2:30 p.m. | <i>Break</i> |
| 2:30 p.m. – 4:30 p.m. | Round Table Discussions <ul style="list-style-type: none">• I-129/I-539 filings• H1B & extensions• L visas, O&P filings• VAWA filings• Family Based filings |
| 4:30 p.m. | Closing Remarks <i>Dan Renaud, Vermont Service Center Director</i> |