


From: [Dooley, Sharon V](#)
To: # SPM ISO
Subject: FW: Message to Field Offices on NBC Workloads & Modified Processes
Date: Wednesday, October 17, 2012 2:07:45 PM
Attachments: [image001.jpg](#)
Importance: High

Please see the following information which describes the workload shift from the NBC to the field. NBC is seeking to bring on additional staff to assist with their increased workload due to DACA. As they gain more staff, the NBC will resume its current case preparation processes and take back the adjudication of the stand-alone IR I-130 petitions. The timeframe that they will resume this work is unknown at this time.

Thank you for your patience and cooperation.

Sharon Dooley
Sharon Dooley
Field Office Director
U.S. Citizenship and Immigration Services
Saint Paul
Office: (b) (6) // BB: (b) (6)

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From: Gallagher, Kevin E
Sent: Wednesday, October 17, 2012 7:28 AM
To: Douglas, David M; Dooley, Sharon V
Cc: Garman, Gary G
Subject: FW: Message to Field Offices on NBC Workloads & Modified Processes

Good morning all,

This forwarded message deals with the e-mail string this morning titled (b) (7)(E) DD Douglas is correct, the Lean & Light NBC process is due to the workload shift. The below e-mail string details what we are to expect due to the modified process. Hits will be sent to the field without resolution for both AOS I-485 and N400 cases.

Kevin E. Gallagher | Assistant Regional Director, Adjudications | DHS|USCIS|Central Regional Office |  (b) (6)

 (b) (6)  (b) (6). **WARNING:** This message is FOR OFFICIAL USE ONLY (FOUO). It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552) This document is to be controlled, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to Sensitive But Unclassified (SBU) information and is not to be released to the public or other personnel who do not have a valid "need-to-know" without prior approval from the originator.

From: Garman, Gary G
Sent: Monday, September 17, 2012 8:03 AM
To: Adams, Kim; Adams, Raymond P; Bard, Jodi; Blakeway, Albert W; Coates, Timothy S; Conway, Michael J; Dedvukaj, Mick; Dooley, Sharon V; Douglas, David M; Garman, Gary G; Hamilton, Ricky W;

Hansen, Mark B; Heathman, Sandy M; Kehl, Lisa M; Kent, Jeanne M; Klinger, Michael J; Lambrecht, Andrew M; Lee, Kamsing V; Leopold, Kay F; Lopez, Antonio; Loutas, Aphrodite G; Mather, Robert B; McNeer, Laura K; Medina-Maltes, Martha E; Moyer, Chester S; Mueller-Cantu, Elaine M; Ortiz, Mario R; Perry, Michelle C; Pietropaoli, Lori A; Pratt, Caroline R; Reynolds, Patti J; Sheive, Kristy A; Siegl, Mark T; Stark, Laura; Tarango, Tracy; Tasch, Helaine S; Verderosa, Geoffrey J; Webb, Russell L; Zarybnicky, Kenneth A

Cc: Quarantillo, Andrea J; Langton, Lynn M; Brecht, Jeffrey T; Gallagher, Kevin E; Smith, John H; Dyer, LaToya S; Gonzalez, Alfonso G; Cowan, Robert M

Subject: FW: Message to Field Offices on NBC Workloads & Modified Processes

Field Leadership: If you have any questions on the NBC "lean and light" process, please contact Regional ISO Jay Watkins. For questions regarding the IR I-130s that will be shipped from the Service Center and through the NBC to the field for adjudication, contact RISO Thomas Hawthorne. For questions regarding any deferred action I-821Ds that will be sent to the field as a result of the random sampling process, contact RISO Gebre Habtu.

Regards,

Gary Garman | Associate Regional Director, Operations | DHS|USCIS|Central Regional Office | 📞: (b) (6)

📧: (b) (6) | 📧: (b) (6) _WARNING: This message is FOR OFFICIAL USE ONLY (FOUO). It contains information that may be exempt from public release under the Freedom of Information Act (5 U.S.C. 552) This document is to be controlled, handled, transmitted, distributed, and disposed of in accordance with DHS policy relating to Sensitive But Unclassified (SBU) information and is not to be released to the public or other personnel who do not have a valid "need-to-know" without prior approval from the originator.



From: Monica, Donald J

Sent: Friday, September 14, 2012 4:59 PM

To: Woo, Ellen Y; Rust, Maureen; Garman, Gary G; Quarantillo, Andrea J; Redman, Kathy A; Tierney, Terry; Renaud, Tracy L; Goodwin, Shelley M

Cc: Cowan, Robert M; Robinson, Terri A; Muzyka, Carolyn L; Campagnolo, Donna P

Subject: Message to Field Offices on NBC Workloads & Modified Processes

Regions:

Please pass the following information to your Field Offices. This provides additional background on the transfer of work to the field while the NBC undertakes its hiring initiative. As additional staff enters on duty, the NBC will resume its current case preparation processes and take over adjudication of the stand-alone IR petitions.

Regards,

Donald J. Monica

Associate Director

Field Operations Directorate

(b) (7)(E)

(b) (7)(E)

Immediate Relative I-130 Process

August 15, 2012—California and Vermont Service centers began shipping Immediate Relative I-130s to NBC for distribution to the field for completion. NBC will ship I-130s to the field bi-weekly based on zip code jurisdiction starting the week of **September 17th**. Below is a quick summary of the NBC IR I-130 process:

- Until Lockbox is ready to receipt with MSC receipts, these I-130s will have WAC or EAC receipt numbers
- Lockbox plans to start assigning MSC receipt numbers to stand alone Immediate Relative I-130s **October 1, 2012**.
- Case information should be available in ICMS for field to update by the time they receive the I-130s
- NBC plans regular shipments to the field every 2 weeks starting the week of **September 17, 2012**.
- As agreed to, we will ship I-130s to the field office with jurisdiction over the petitioner's ZIP code.
- NBC will not perform full TECS checks or any evidence review on these cases before we ship to the field.
- The I-130s will ship in receipt files, not A-files.
- NBC will report bi-weekly (to align with shipments) on the volumes shipped to the field by office and region.
- We'll post the reports on Connect at USCIS Connect\Working Resources\NBC Recurring Reports.

The NBC will provide more details on related aspects associated with this process in the near future.

Lean and Lite AOS I-485 Process:

September 20, 2012—"Lean and lite" AOS I-485 initial evidence review starts for cases received at NBC on/after September 20, 2012. NBC will complete a modified frontend process and initial evidence review on all family based I-485s. This includes:

- Initial file setup, system checks, order related files and visa petition, review passenger list and run initial evidence checklist.
- If all initial evidence is present, the case will move forward in NBC's process—wait for Fingerprints, name check results, A-files, visa petition. Once all interview-ready criteria is present, the case will be made available for interview scheduling.
- If initial evidence is needed, we'll continue to request that evidence and have the

contractor review the responses to those requests.

- NBC will continue to adjudicate Lack of Prosecution denials for cases where we do not receive a response to the request for evidence and for cases where the applicant fails to appear for fingerprinting or fails to pay the biometrics fee.

What changes will occur in this process—

- Where before a case might have gone to an officer for more detailed review and/or application of officer discretion (ORB) before RFE, instead the case will go to the field for officer review and adjudication.
- If the initial evidence review results in a request for evidence, the RFE will be issued, and we will review the RFE response (if any). If the response is sufficient, the case will go to the field for adjudication.
- If the RFE response is NOT sufficient, where before the case would have gone to an officer for further review, possible denial, or application of officer discretion (Failed Validation), instead the case will go to the field for officer review and adjudication.
- NBC will no longer have officers review cases where the applicant might currently be in proceedings to determine if USCIS has jurisdiction over their I-485. Instead these cases will go to the field for review and adjudication.
- A “Memo to File” will indicate further review is needed in the field. The cases will then move forward in NBC’s process—wait for Fingerprints, name check results, A-files, visa petition. Once all interview-ready criteria is present, the case will be made available for interview scheduling.

I-821D QA Process:

Approximately **October 1, 2012**, the NBC will ship I-821D cases received from the Service Centers to the field for QA interviews. The NBC will review these cases for Fingerprint results and complete IBIS prior to sending to the field for manual scheduling. Any cases identified with

(b) (7)(E) will be flagged appropriately with a cover sheet and routed to the field office (b) (7)(E) /resolution. Resolutions will not be completed at the NBC.

Other Important Dates:

- **August 1, 2012**—NBC stopped shipping interview waived I-485s to California Service Center. NBC began working the IW I-485s.
- **August 15, 2012**—Lockbox began receipting I-90s MSC receipt numbers and shipping to NBC. (we are still working on identifying the changes for the field (ASCs) based on modifications made at the NBC)
- **Fall 2012** (exact date TBD)—I-601A provisional waiver goes into effect. NBC will be responsible for adjudicating I-601As.

From: [Egli, Nathan C](#)
To: [Balcom, Sherrie K](#)
Subject: FW: Midsummer Update
Date: Wednesday, November 14, 2012 12:38:26 PM

FYI

Nathan C. Egli | Immigration Services Officer

DHS | USCIS | Saint Paul Field Office

2901 Metro Drive, (b) (6)

Bloomington, MN 55425

(b) (6) | (b) (6) | ☒ (b) (6)

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From: Douglas, David M
Sent: Friday, July 27, 2012 11:22 AM
To: #KAN - CIS; #WIC - CIS; #STL - CIS; # OMA CIS; # DSM Field Office; # SPM Field Office
Subject: Midsummer Update

To all District 15 Employees,

Greetings to all of District 15! I thought this would be a good time for me to send out a message that might touch on a few topics and reiterate how excited I am to be here with you working toward our shared goals. After having a chance to see each of the offices within the district at least once, I am aware of your hard work, our challenges, and our opportunities to make decisions and protect the nation.

There are more challenges ahead, of course. I'm sure many of you have been eager to find out more about how our agency will meet the challenge of the "Deferred Action for Childhood Arrivals" or DACA program as it has become known. I must ask for your continued patience to some extent, as many of the procedures on how these requests will be processed are still being designed. You can anticipate more information arriving on August 1st, which the Secretary has designated as the agency's due date. We will most likely begin allowing requests to be filed in the middle of August.

One by-product of DACA will be field offices taking on work that has previously been processed at the Service Centers. Again, some of the final decisions are still in development, but it appears likely that the field will be taking on I-130 (IR) cases at least temporarily. In order to prepare for that work, we have been challenged with doing everything we can to eliminate older cases and continued pending cases so that more time can be devoted to these petitions. To the extent possible, we need to ensure that our I-485 and N-400 processing times remain within the targeted

ranges. Toward this end, additional overtime funds have been made available to USCIS staff, and there is a likelihood that more may be available. If you are interested in working overtime, please make your interest known to your supervisors and Field Office Directors. We will be making hours available for several projects.

I've mentioned to many of you in brief meetings about the importance of updating systems. Correct updates to NFTS, ICMS, and CLAIMS4 (to name a few) have always been important, but as we move into an era of transformation, this is even more critical. Please ensure that you are making correct updates to agency systems, and that databases such as ICMS and CLAIMS4 accurately reflect the status of cases. This is very important from a standpoint of information, (we need to be able to see the real status of a case within our systems rather than just the paper record) but also because managers, supervisors, and I want everyone to get credit for their hard work. If intermediate steps are required prior to a final decision on a case, the system should reflect those actions.

Another initiative that I've discussed with the Field Office Directors is to reach out to all employees to make themselves available to work on Individual Development Plans (IDPs). IDPs are an optional tool that can be used to plan out one's goals and be a roadmap for where you might choose to be at a future point in your career. If you want to read more about IDPs, please visit the Human Capital and Training website on USCIS Connect at the following link:

<http://connect.uscis.dhs.gov/org/MGMT/HCT/Pages/IndividualDevelopmentPlans.aspx>

If you are interested in creating an IDP with the assistance of your supervisors, please reach out to them and make your interest known.

Lastly, during one of my short details to Kansas City prior to entering on duty as District Director, I asked the Field Office Directors if the district had a nickname. Since we didn't seem to have one, I asked for some suggestions. The one that rose to the top of the list was "The Heartland District". District 15 is the geographic center of our country, and a critical resource for the nation in terms of agriculture, industry, and hard work. The "Heartland" is well known as a center of dedicated effort, strong values, and assistance to others. I hope you will join me in using this moniker as we build an identity for the district and our employees. I think it stresses the importance of our offices and of the work we do.

That's it for now, thanks for taking the time to read this message. I am very much appreciative of your hard work and dedication to our mission, let's continue to make USCIS an example of what works!

David M. Douglas

District Director
USCIS District 15, Kansas City

"The Heartland District"

(b) (6) (office)

Obtained via FOIA by Judicial Watch, Inc.

From: [Dopona, Peter E \(CTR\)](#)
To: [Gallagher, Kevin E](#); [Watkins, Jay C](#)
Cc: [Garman, Gary G](#)
Subject: Re: 40 machine locations
Date: Thursday, August 02, 2012 1:42:02 PM

Good afternoon,

We polled the sites- as far as work space for the additional machines there should not be any issues- all stated the ASC could accommodate, we may have to move some desks and relocate a few desktop CPUs to other areas in the ASC but that should be it.

Waiting areas and parking is hard to say, it would depend on the applicant volume at one time- in many cases the applicants scheduled in the afternoon appear at the ASC that morning and that could cause an issue with both parking and waiting room space. One machine would add another forty five applicants to that ASCs capacity - at present I know of no parking or waiting room issues in Central Region.

It is something that we will monitor closely and if any issues arise I will let you know ASAP.



Respectfully,
Pete Dopona

From: Gallagher, Kevin E
Sent: Thursday, August 02, 2012 01:24 PM
To: Dopona, Peter E (CTR); Watkins, Jay C
Cc: Garman, Gary G
Subject: RE: 40 machine locations

Pete,

Do you think we will run into any space issues (work space, waiting room & parking) in the facilities scheduled for additional machines?

Kevin E. Gallagher | Assistant Regional Director, Adjudications | DHS|USCIS|Central Regional Office| : (b) (6)

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From: Dopona, Peter E (CTR)
Sent: Thursday, August 02, 2012 7:56 AM
To: Watkins, Jay C
Cc: Gallagher, Kevin E
Subject: FW: 40 machine locations
Importance: High

Good morning,
FYI

Attached are the proposed CR sites that may be receiving additional L1 workstations- have not heard if/when these will be arriving.

Thanks,

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86,6

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&HQWUUBDLRQDDQDJHU

7HOHSKR (b) (6)

(b) (6)

From: Gatlin, Jesse

Sent: Tuesday, July 31, 2012 4:06 PM

To: Beach, Michael; Dabalsa, Rosy M (CTR); Dopona, Peter E (CTR); Gregory, David H (CTR); Paradela, Grisel (CTR); Watts, George B (CTR); Wood, Juanita (CTR)

Cc: Reardon, Bob (TS) (Contr); Bob DeLuca; Lee Bandel; Marcie Moore; Polly Weaver; RJ Wooten; Sarah Bury; Tom Eaton

Subject: FW: 40 machine locations

Importance: High

Folks: ,QVXSSRUWVWUHLGHQWUHUH\$FWLRBU&KLOH\$UULYDQWCA) initiative, 86&,6 LV SURFXULQDJGGLWLRQRBDHWUWVstations.

7KHDWWDFFHQWVWUHLGHQWUHUH\$FWLRBU&KLOH\$UULYDQWCA) QHZworkstations. :HTYH EHHQDVNHG WFRQILUWVWUHLGHQWUHUH\$FWLRBU&KLOH\$UULYDQWCA) ASCs. :KLOH, KDYHUHYLHZHQWUHUH\$FWLRBU&KLOH\$UULYDQWCA) correct, SOHDVFRQILUWVWUHLGHQWUHUH\$FWLRBU&KLOH\$UULYDQWCA) addresses DUHLQGHGcorrect. Also, SOHDVFRQILUWVWUHLGHQWUHUH\$FWLRBU&KLOH\$UULYDQWCA) can WDNWVWUHLGHQWUHUH\$FWLRBU&KLOH\$UULYDQWCA) equipment.

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3OHDVWUHLGHQWUHUH\$FWLRBU&KLOH\$UULYDQWCA) on.

-HVV

Jess Gatlin

'HSXWV OQ-6 LM MDQDJHU

NGTS, 86&,6 \$6& 302

Office: (b) (6)

Fax: (b) (6)

From: Yarborough, Fred A

Sent: Tuesday, July 31, 2012 3:26 PM

To: Gatlin, Jesse

Cc: Boyajian, Michael

Subject: 40 machine locations

Jesse,

Please do one last check to make sure we have the correct shipping addresses to deliver the machines where your site supervisors prefer. I did not change any addresses only the numbers.

Thanks,

Fred

)UHGyarborough, 303

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DHS/USCIS/ESD

%LRPHWUDFision,

(b) (6) (2)
(b) (6) (bb)

Newman, Edward A

From: Gramiccioni, Jennifer
Sent: Thursday, June 28, 2012 12:35 PM
To: Tighe, Christine A; Newman, Edward A
Subject: RE: Guard Services for Deferred Action

They called me today.
Thanks,
Jennifer

Jennifer Gramiccioni
Supervisory Operations Support Specialist
US Citizenship and Immigration Services
Department of Homeland Security

Desk: (b) (6)
Fax: (b) (6)
Email: (b) (6)

From: Tighe, Christine A
Sent: Thursday, June 28, 2012 12:34 PM
To: Newman, Edward A; Gramiccioni, Jennifer
Subject: FW: Guard Services for Deferred Action

FYI. Not sure if Facilities has reached out to BUF yet, but if you need my assistance regarding the information below let me know. ☺

Christine A. Tighe
Buffalo Field Security Manager
Department of Homeland Security
Citizenship & Immigration Services
Office of Security and Integrity

Office: (b) (6)
Cell: (b) (6)
Fax: (b) (6)

On the web at: <http://ecn.uscis.dhs.gov/team/mgmt/Offices/osi/default.aspx>

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From: Harman, Michael D
Sent: Thursday, June 28, 2012 10:26 AM
To: Rohrer, Ron; Holder, Brian L; Ziegelbauer, Daniel E; Fahy, William K; Lam, Thomas B
Cc: Krause, Timothy E; Clarke, Mark; Barbarisi, Mary; Britton, Verity-Ann F
Subject: Guard Services for Deferred Action

FSMs,

Facilities has been reaching out to field offices to obtain preliminary guard data for ASCs extending hours at CO-LOs. See below table of ASCs where data is being collected. Please ensure the FSMs are aware and supporting the local sites in determining potential guard requirements for the below sites, and elsewhere as needed (Service Centers too). Facilities is looking at what the overtime utilities, what the additional janitorial, and what the guard service costs would be if the ASCs at the following locations were to stay open from 0545-2215. This is not an official acquisition of guard services, just getting an idea of potential guard increases and costs associated. Some guidance would be for the FSMs to ensure they aren't asking for the full compliment of guards if the whole facility will not be open at these CO-LOs (if it's not needed). I also understand these extended shifts at some of these locations have an increased risk to employee safety due to the late evening hours, so please take that into consideration as well.

Thanks!

Mike

(b) (6)



Michael D. Harman

Deputy Chief, Field Security Division

Office of Security & Integrity

Management Directorate

DHS / USCIS

Office: (b) (6)

Mobile: (b) (6)

Visit [OSI on CONNECT](#) and give your feedback through the [Field Security Survey](#) to let us know how we're servicing your security needs!

Newman, Edward A

From: Gramiccioni, Jennifer
Sent: Thursday, June 28, 2012 11:09 AM
To: Holmes, M Frances; Newman, Edward A
Subject: RE: Colo ASC operating hours

FYI - They've tasked Facilities to come up with the number of guards that would be required and a dollar amount. I shared your views with Steve.

Jennifer Gramiccioni
Supervisory Operations Support Specialist
US Citizenship and Immigration Services
Department of Homeland Security

Desk: (b) (6)
Fax: (b) (6)
Email: (b) (6)

From: Holmes, M Frances
Sent: Wednesday, June 27, 2012 11:36 AM
To: Prendergast, Thomas E; Newman, Edward A
Cc: Renaud, Tracy L; Goodwin, Shelley M; Gramiccioni, Jennifer
Subject: RE: Colo ASC operating hours

Issues worth considering and mentioning to HQ:

(b) (5)



That said: The POC would be Ed Newman. The current ASC hours are 8- 4.

From: Prendergast, Thomas E
Sent: Wednesday, June 27, 2012 9:43 AM
To: Holmes, M Frances; Newman, Edward A
Cc: Renaud, Tracy L; Goodwin, Shelley M
Subject: FW: Colo ASC operating hours
Importance: High

Fran,

Obtained via FOIA by Judicial Watch, Inc.

See message below. HQOFO and ESD have requested POC and current operating hour information for the Buffalo ASC at 130 Delaware Ave. Apparently ESD is looking at adjusting the operating hours of selected ASCs related to processing of deferred action cases.

From: Christian, Gregory W
Sent: Wednesday, June 27, 2012 8:18 AM
To: Langton, Lynn M; Schlesinger, Paul L; Prendergast, Thomas E
Cc: Dominguez, Kathy; Velilla, Cristina; Rawls, Sheila D
Subject: FW: Colo ASC operating hours

Lynn, Paul & Tom—Please send the operating hours for the sites listed below to Cris Velilla who will compile them and send to the requestors.

Thanks much,
Greg Christian
Chief, Administration Division
Headquarters, Field Operations Directorate
US Citizenship & Immigration Services

(b) (6)

"Better today than yesterday, better tomorrow than today."

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From: Hawkins, James A
Sent: Tuesday, June 26, 2012 2:36 PM
To: Rawls, Sheila D; Nye, Alan L
Subject: Colo ASC operating hours
Importance: High

Hello all,

I wanted to see if you can point me in the right direction for a few collocated ASC operating hours related questions. We're looking at the possibility of two shifts/extended hours/Possible Saturday within the collocated ASC's, specifically the ones listed below. We're also in the process of developing a plan to meet BD's requirement of processing the projected 890K individuals that may take advantage of the guidance referenced in the Prosecutorial Discretion memo so any help in tracking down the POC for adjusting the colo ASC operating hours will be greatly appreciated. Thanks in advance

(b) (6)



v/r

James A. Hawkins

Asset Manager

Biometrics Division, Enterprise Services Directorate

U.S. Citizenship and Immigration Services

U.S. Department of Homeland Security

(b) (6) (o)

(b) (6) (bb)