



USCIS Service Center Operations

January 18, 2017
Fiscal Year 2016 Report to Congress



**Homeland
Security**

U.S. Citizenship and Immigration Services

Message from U.S. Citizenship and Immigration Services

January 18, 2017

I am pleased to submit the following report, “USCIS Service Center Operations,” which has been prepared by U.S. Citizenship and Immigration Services (USCIS).

The report was compiled pursuant to language set forth in Senate Report 114-68 accompanying the Fiscal Year (FY) 2016 Department of Homeland Security Appropriations Act (P.L. 114-113).

Pursuant to congressional requirements, this report is being provided to the following Members of Congress:



The Honorable John R. Carter
Chairman, House Appropriations Subcommittee on Homeland Security

The Honorable Lucille Roybal-Allard
Ranking Member, House Appropriations Subcommittee on Homeland Security

The Honorable John Hoeven
Chairman, Senate Appropriations Subcommittee on Homeland Security

The Honorable Jeanne Shaheen
Ranking Member, Senate Appropriations Subcommittee on Homeland Security

I am pleased to respond to any questions you may have. Please do not hesitate to contact me at (202) 272-1000 or the Department’s Deputy Undersecretary for Management and Chief Financial Officer, Chip Fulghum, at (202) 447-5751.

Sincerely,

A handwritten signature in black ink that reads "León Rodríguez". The signature is written in a cursive style.

León Rodríguez
Director

U.S. Citizenship and Immigration Services

Executive Summary

This report responds to the Senate requirement to provide additional information on the cost of USCIS Service Center operations and the plan to meet the projected demands of immigration benefits and other requests that are processed at the five USCIS Service Centers.

As requested, the report includes data for FY 2016 on pending immigration benefits and other requests at each Service Center by request type. At the end of FY 2016, more than 625,000 cases were outside of the established processing time goals at the Service Centers that comprised the case processing backlog. This report describes the steps that the USCIS Service Center Operations (SCOPS) Directorate, which manages the Service Centers, is taking to address the growth in backlog cases. These steps include a careful and comprehensive analysis of the optimal short- to long-term remedies considered viable in light of increased workloads and backlogs. First, SCOPS has strengthened and expanded its efforts to identify specific work to be transferred among the Service Centers to optimize available processing capacity while also providing overtime funding to increase operating capacity. Second, SCOPS assessed the costs of increasing processing capacity at the Service Centers by identifying the projected overtime costs and the cost associated with achieving full employment at the authorized staffing level established for each center. In addition, USCIS carefully is reviewing the staffing assigned to each of the Service Centers, as well as the overall staffing structure across the Service Centers, to determine where the most efficiency can be gained by increasing staffing allocations.

The report also addresses other factors that affect USCIS's ability to respond in a timely manner to increasing workload demands at the Service Centers, including the ability to maximize the current space to support additional federal hires and contractors, as well as the implications of pursuing corrective measures other than expanding the physical facility footprint, such as expanding the use of telework and requiring cubicle space sharing (hoteling) arrangements.

Four of the Service Centers have a sufficient number of physical workstations available to support their current authorized staff working single shifts, while the fifth Center has fewer physical workstations than the number of authorized staff. However, at the fifth Center, the use of a robust telework program and shift work have enabled the Center to overcome the shortage of workstations to ensure that adequate space is available to support the authorized staffing level.

Additionally, the report provides details on how USCIS is addressing vacancies within its authorized staffing levels. To maintain the current staffing levels, approximately 11 individuals would need to enter on duty each pay period throughout FY 2016. The report provides data on the number of individuals in the hiring pipeline at the time of publication and the projected costs of staffing at the authorized level.

Furthermore, the report describes the robust training that is available to employees and provides a detailed listing of all training courses made available to employees in FY 2016 by each Service Center. Although the Service Centers currently do not have individualized retention-based programs available, in FY 2016, the total training opportunities offered at all Service Centers exceeded 340 courses. USCIS's Office of Human Capital and Training offers several training and leadership development programs designed to retain experienced staff and offer career growth opportunities. Recently, USCIS SCOPS also has created the position of a SCOPS Chief Learning Officer with the responsibility for leadership development, curriculum management, and promotion of innovative strategies with the anticipated goal of strengthening the workforce, including retaining experienced staff.

The report concludes by stating that SCOPS leadership will continue to coordinate with the Service Centers closely to identify, plan, and carry out necessary workload transfers as well as to make additional overtime available through the end of FY 2016 to reduce pending work. Collaboration between SCOPS and the Service Centers will help to ensure that the workload is distributed appropriately to utilize available adjudication capacity most effectively so that improvements in processing time goals can be achieved. USCIS plans to continue increasing the adjudicative capacity at its newest Center, the Potomac Service Center, in FY 2016. USCIS also will continue to evaluate workload forecasting and staffing models to ensure that the calculated staffing levels identified for each of the Service Centers presents the most accurate and complete presentation of human resource needs.



USCIS Service Center Operations FY 2016

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I. Legislative Language

This document has been compiled in response to language included in Senate Report 114-68, accompanying the Fiscal Year (FY) 2016 Department of Homeland Security Appropriations Act (P.L. 114-113).

Senate Report 114-68 states as follows:

The Committee seeks additional information on cost of USCIS service center operations and plans to meet projected demand and directs USCIS to submit a report to the Committee by July 31, 2015. For each service center, this report shall include: data on any backlogs of each type of application and plans to address these backlogs; space currently available for additional hires, including contractors; details on the use of telework and hoteling arrangements available to staff; the estimated costs to increase processing capacity; a detailed breakout of the number and cost of any planned staff relocations; plans to backfill any positions left vacant due to relocation; and a detailed breakout of the training programs in place to ensure retention of experienced staff.

II. Background

The U.S. Citizenship and Immigration Services (USCIS) Service Center Operations (SCOPS) Directorate is responsible for managing the operations of Service Centers located in California, Nebraska, Texas, Vermont, and Virginia. The Service Centers employ approximately 3,890 government employees and 1,400 contract personnel and adjudicate more than 4 million immigration benefit requests per year. SCOPS strives to deliver efficient, timely, and high-quality services for persons seeking immigration benefits while ensuring national security and the integrity of our immigration system.

USCIS has been working to address the growth in pending workloads at the Service Centers. USCIS continually reviews the workloads and case processing capacities at all of the Service Centers. In particular, SCOPS headquarters personnel work closely with the Service Centers to identify, plan, and carry out workload transfers and the authorization of additional overtime funding among the Service Centers, as necessary. This collaboration helps to ensure that the various workloads are being distributed across the Centers in the most effective manner based upon available adjudication capacity and whether individual processing time goals are being achieved. In addition, USCIS carefully is reviewing the staffing of each of the Service Centers, and overall staffing structure across the Directorate, to determine where the most efficiency can be gained by increasing the staffing allocation.

SCOPS opened the Potomac Service Center in the third quarter of FY 2015 in Crystal City, Virginia. Over the past several years USCIS had been discussing the need to add a fifth Service Center to support growing workloads and staff. The agency's current Service Center capacity is able to support only current staff allocations, which fall significantly short of the projected workforce needs required to process the substantive increases in current and projected workload. Over the past few years, USCIS has addressed its space shortage by adding shift work, offering extensive telework opportunities and hoteling. These options are being used to the fullest extent practicable. On any given day, approximately 40 percent of SCOPS workforce is teleworking or assigned to shift work, and, when in the office, those teleworkers can occupy 70 percent to 100 percent of available hoteling workspaces.

Moreover, while telework continues to be used robustly as new and increasing workloads are identified, telework is a less viable alternative for newly hired staff because they require in-person training and mentoring as they gain the requisite level of skill and experience to develop fully in their positions. Asking these employees to incorporate telework into their core work schedules because of space constraints would result in increased risk to the adjudications program in terms of the timeliness and quality of the adjudication program. Accordingly, when the opportunity presented itself to utilize space in Crystal City, Virginia, USCIS began operations at the Potomac Service Center. The

Potomac Service Center currently is processing the adjudications workload transferred from other Service Centers. This is proving to enhance the ability of SCOPS to redistribute work strategically across its Service Centers.

III. Pending Immigration Benefit and Other Requests by Service Center

The following table shows the pending inventory of immigration benefit requests at each USCIS Service Center, which were outside of processing times, or in backlog status, at the end of FY 2016. The table shows the number of cases in backlog status by form type (also known as “application,” “petition,” or “request” type) by USCIS Service Center.

Table 1. Pending Immigration Benefit and Other Requests in Backlog Status by Service Center

Pending Immigration Benefit and Other Requests in Backlog Status by Service Center[1]						
FY 2016						
Form	California	Nebraska	Texas	Vermont	Potomac	
I-130	Petition for Alien Relative	4,242	0	0	11,214	0
I-129F	Petition for Alien Fiancé(e)	0	0	0	288	0
I-131	Application for Travel Document	0	15,333	0	30	0
I-751	Petition to Remove Conditions on Residence	7,982	0	1	25,271	0
I-129	Petition for a Nonimmigrant Worker (Non-Premium)	26,011	1,154	0	52,578	0
I-539	Application to Extend/Change Nonimmigrant Status	3,214	0	0	4,927	0
I-485	Application to Register Permanent Residence or Adjust Status	1,169	25,594	14,672	6,538	0
I-730	Petition for Refugee/Asylee Relative	0	190	18	0	0
I-765	Application for Employment Authorization	0	0	0	0	0
I-821	Application for Temporary Protected Status	218	1,365	94	0	0
I-918	Petition for U Nonimmigrant Status[2]	0	4,876	0	96,424 [3]	0
N-565	Application for Replacement Naturalization/Citizenship Document	0	0	0	0	0
	Waivers[4]	261	9,281	0	75,518 [5]	0
I-821D	Consideration of Deferred Action for Childhood Arrivals	18,192	617	8	326	0
I-90	Application to Replace Permanent Resident Card	0	0	0	0	219,401
Total		61,289	58,410	14,793	273,114	219,401

[1] Reflects those cases pending outside of established processing time goals through the end of FY 2016.

[2] Includes I-918A, Petition for Qualifying Family Member of U-1 Recipient.

[3] There is a statutory visa cap on the I-918, Petition for U Nonimmigrant Status, of 10,000 principals per fiscal year. In FY 2016, USCIS met the visa cap of 10,000 on 12/30/2015. These data reflect those I-918 petitions that were pending and not waitlisted after the visa cap in FY 2016. These data do not include those cases that were waitlisted in FY 2016. USCIS cannot approve an I-918 petition until a visa is available. USCIS has a process to waitlist cases for a U visa in accordance with 8 C.F.R. § 214.14(d)(2). This process allows for a petitioner to request employment authorization.

[4] This encompasses several waivers: Form I-191, Application for Advance Permission to Return to Unrelinquished Domicile; Form I-192, Application for Advance Permission to Enter as a Nonimmigrant; Form I-212, Application for Permission to Reapply for Admission into the United States After Deportation or Removal; Form I-601, Application for Waiver of Grounds of Inadmissibility; Form I-602 Application By Refugee For Waiver of Grounds of Excludability; and Form I-612, Application for Waiver of the Foreign Residence Requirement (under Section 212(e) of the Immigration and Nationality Act, as Amended).

[5] Includes Form I-192, Application for Advance Permission to Enter as a Nonimmigrant, which is used to waive inadmissibility for a U nonimmigrant status petitioner. As noted in [3] above, SCOPS cannot approve an I-918 petition until a visa is available, but does have a waitlist process. As a result, the Vermont Service Center shows a backlog of waivers that relate to the I-918 backlog.

Every USCIS form type has a processing time goal reflected in a number of months. For example, the current Form I-751 processing time goal is 6 months. When the adjudication process for a case extends beyond the processing time goal, the case is identified as being outside the processing time goal. When this occurs, a backlog is created. At the end of FY 2016, the California Service Center carried a backlog of 61,289; the Nebraska Service Center 58,410; the Texas Service Center 14,793; the Vermont Service Center 273,114; and the Potomac Service Center 219,401. The Potomac Service Center I-90 backlog includes cases inherited from the National Benefits Center. Across all of the Service Centers, the backlog at the end of FY 2016 totaled 627,007.

USCIS is facing an increase in the number and complexity of applications, petitions, and requests adjudicated by the Service Centers, which, in part, has led to an increase in the number of pending cases at the Service Centers. SCOPS is taking steps to identify the underlying issues that likely are contributing to the longer case processing times. Through these efforts, SCOPS will continue to address its staffing shortages and the workload issues that are causing the increase in backlogs. In addition, based upon current workload projections, in FY 2017, USCIS anticipates the authorization and hiring of new positions to be distributed across the Service Centers. Once hired and trained, the new personnel will help SCOPS to manage its current and incoming workloads better.

Current Workload Trends

As the following analysis demonstrates, USCIS carefully monitors the trends in its workload to determine necessary capacity. Overall the Service Centers have seen, and USCIS predicts they will continue to see, a growth in workload. This projected growth in workload is depicted in Table 2, which summarizes the major application, petition, and request trends.

Table 2. Major Application Trends by Fiscal Year

Receipts for SCOPS Major Forms	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
I-90	721,109	571,974	781,701	767,558	760,481
I-129	409,142	404,520	432,987	483,643	509,636
I-130	722,863	813,382	788,633	768,641	869,304
I-140	72,964	69,917	81,658	101,544	147,581
I-485	553,210	535,672	580,505	593,061	663,226
I-765	1,383,037	1,781,581	1,370,404	2,030,896	2,119,220
I-821D (Initial and Renewal)	152,431	427,615	238,899	448,830	260,528
Total of Select SCOPS Forms	4,014,756	4,604,661	4,274,787	5,194,173	5,329,976

In an effort to maximize available capacity, SCOPS has begun transferring workloads among its Service Centers. Since the start of FY 2016, SCOPS has been conducting weekly capacity planning sessions to review and identify available capacity at each of the Service Centers and, based on findings, redistribute certain workloads among the Service Centers. This type of analyses and planning allows SCOPS to maximize Service Center personnel and resources. In early FY 2016, SCOPS began transferring cases among all Service Centers, including the Potomac Service Center, to balance workloads and utilize available case processing capacity. The following workloads were transferred:

- Form I-765 C8s (for individuals with a pending application for asylum) were reassigned from the Vermont Service Center and the California Service Center to the Nebraska Service Center and the Texas Service Center. This was a long-term workload reassignment.
- Form I-765 C03, C05, and C06 (for students) were reassigned from all Service Centers to the Potomac Service Center. This was a long-term workload reassignment.
- Some Form I-539 applications were transferred from the Vermont Service Center to the California Service Center for adjudication. This was a short-term effort.
- Form I-130 immediate relative petition volumes were redistributed between the Nebraska Service Center, the Potomac Service Center, and the Texas Service Center. This was a long-term redistribution.

Note: Totals include the number of receipts for all offices and service centers in USCIS.

- Form I-129 H-1B extension petitions for those with the same employer (with accompanying Form I-539 and Form I-765) were reassigned from the Vermont Service Center and the California Service Center to the Nebraska Service Center. This was a long-term workload reassignment.
- Some Form I-129 L petitions were transferred from the Vermont Service Center to the California Service Center for adjudication. This was a short-term effort.
- Form I-918 petitions for U nonimmigrant status are in progress to be redistributed as a workload share between the Vermont Service Center and the Nebraska Service Center. This is a long-term redistribution and is in progress at the Nebraska Service Center.

This type of workload movement may not reduce wait times immediately, but improvement is expected throughout FY 2017. Transferring cases will assist with backlog reduction, ensuring that Service Centers are adjudicating within similar processing times, and will help to provide customers and stakeholders with a faster response. SCOPS will continue these weekly capacity planning meetings and workload redistributions.

Another important aspect of capacity planning has been authorizing the use of overtime as a way to increase adjudication capacity. Beginning in the second quarter of FY 2016, SCOPS began allocating overtime funding to the Service Centers with specific instructions that adjudications performed on overtime be targeted specifically toward form types with the largest volume of backlog. With the authorization of overtime in this manner, SCOPS is able to track and report, on a quarterly basis, the impact of overtime on reducing the Service Center backlogs.

In addition to these efforts, further adjustments to the workload at each Service Center may be necessary. More overtime will be provided throughout the remainder of FY 2016. As noted above, Service Centers currently are not staffed at the full authorized level, and this continues to be an area of focus as SCOPS capacity planning assumes full staffing. As of April 2, 2016, the Service Centers had 221 vacant positions. Filling these positions for the remainder of FY 2016 is projected to cost nearly \$16 million. SCOPS will continue to ensure that space and hiring needs are coordinated in order to help facilitate timely processing, which includes working to realize full capacity operations at the Potomac Service Center.

IV. Hiring and Staff Needs

Excluding the new Potomac Service Center, SCOPS is staffed at nearly 97 percent of current capacity levels (see Table 3 below).

Table 3. Authorized and On-Board Positions by Service Center

Authorized and On-Board Positions by Service Center FY 2016 Pay Period 06 (ending 4/2/2016)					
Summary of Positions	Vermont	Nebraska	Texas	California	Total
Authorized Positions	1,021	859	618	943	3,441
Onboard Full-time Staff	959	888	615	872	3,334
Percent Filled¹	94.0	103.4	99.6	92.5	96.9

Source: USCIS TOPS On-Board Report

A primary focus for FY 2016 is to staff the Potomac Service Center fully and to fill positions that become vacant at other Service Centers through attrition. The projected staffing level for the Potomac Service Center is 450 federal and contractor personnel, which can be accommodated fully by the physical space available. USCIS currently does not have employee relocations planned to staff the Potomac Service Center.

In FY 2015, SCOPS had an 8.2-percent attrition rate. In order to maintain current staffing levels, the Service Centers need to bring on an average of 11 new full-time employees per pay period. As of April 1, 2016, per the Human Resources Operations Center Selections Pending Entrance-on-Duty (EOD) report, 176 new employees have accepted offers of employment with SCOPS and currently are undergoing suitability determinations or pending EODs at the Service Centers. In addition, as of April 4, 2016, another 68 hiring actions are underway, which involve the drafting of the vacancy announcement, selection of candidates, or awaiting job offers.

It should be noted that the attrition rate of Service Center Operations has improved between FY 2014 and FY 2015, and has continued to lead the agency since FY 2012. See Table 4 below.

¹ USCIS provided over-hire authority to all Service Centers of up to 10 percent of the Staffing Allocation Model numbers in FY 2016 to address ongoing attrition rates and to ensure adequate personnel for effective service center processing.

Table 4. Attrition Rates within USCIS
(Percent)

Attrition Rates within USCIS	2012	2013	2014	2015
USCIS Overall	9.7	9.8	11.3	11.6
SCOPS	7.1	7.3	9.4	8.7

The addition of the Potomac Service Center has allowed SCOPS to adjust the workload at each center to achieve greater balance and processing efficiency. Although there are still fewer workstations than the number of people requiring them at one of our Centers, shift work and telework allow employees to share workstations, leaving SCOPS with adequate space to backfill the attrition of currently authorized positions at each of the centers.

In addition, SCOPS has implemented USCIS’s telework program and provides all eligible employees with the opportunity to telework. Participation is robust at every Service Center except the Potomac Service Center, which currently is implementing a telework program that allows it to best use available space. Implementation of telework has created the opportunity for Service Centers to utilize hoteling—the use of one office by multiple employees achieved by the rotation of employees’ schedules at a government worksite. All Centers, except the Potomac Service Center, have first and second shift work in order to meet the workload demands, and California has a third shift as well.

Relocations

No staff relocations are anticipated outside the normal hiring and selection process because SCOPS can redirect work between the Service Centers.

Training

Training at the Service Centers has many facets to include Immigration Services Officer Basic Training Course (BASIC) for officer core positions, on-the-job training, mandatory yearly coursework, and continued individual employee development. Officers being trained on a new form type initially receive formal classroom training, which then is followed by an opportunity to apply the learning objectives by adjudicating training cases while working with mentors. In the appendix of this report, training on evidentiary standards is listed for the California Service Center, Vermont Service Center, Nebraska Service Center, and Texas Service Center as “OCC: Standards and Burdens of Proof Training,” and refers to the course as “Standards and Burdens of Proof in Service Center Adjudications, OCC-015-01-SCBP.” In addition, USCIS SCOPS recently has created the position of a SCOPS Chief Learning Officer with responsibility for leadership development, curriculum management, and promotion of innovative strategies with the anticipated goal of strengthening the workforce, including retaining of experienced staff.

V. Conclusion/DHS Action Plan

USCIS is facing a rise in immigration benefit requests, which, in part, has led to increasing levels of pending requests at the Service Centers. SCOPS will continue to work closely, on a weekly basis, with the Service Centers to identify, plan, and carryout workload transfers among Service Centers through FY 2016 with an aim to reduce pending workloads and backlogs. This type of collaboration ensures that the work is distributed evenly and processing goal times can be improved. As funding permits, USCIS will continue to authorize overtime in FY 2016 to help work through the pending cases.

In addition, SCOPS will continue to ensure that space and hiring needs are coordinated in order to help facilitate timely processing. Service Centers will continue the robust telework programs and shift work in FY 2016, and SCOPS will continue working to realize operational production at the Potomac Service Center fully.

USCIS will continue to reevaluate the current authorized staffing levels for the Service Centers based on the projected FY 2017 workload volumes and its Staffing Allocation Model process. Adjustments to the authorized staffing level will be assessed and approved during the FY 2017 USCIS Annual Operating Plan process.

Finally, USCIS also will evaluate its forecasting and staff allocation models to identify required staffing levels at the Service Centers in order to determine whether adjustments are needed to staff the centers more appropriately. This may lead to longer-term solutions that will help to ensure that pending work is completed more timely and that future flows are managed properly.

VI. Appendix

FY 2016 Training by Service Center Operations

California Service Center

7 Habits for Managers Workshop
Administrative Site Visit and Verification Program/AmCon Refresher
Appeals and Motions
Appeals and Motions-Family Based Petitions
Audio Video Equipment Training
Be On Look Out (BOLO)
CPR/First Aid/AED Training
Cyber Background Information System
Cyber Background Information System Roundtable
CYBIS (Cyber-IBIS; Cyber-Interagency Border Inspection System) Training
DACA and I-130 Fraud Training
DACA Criminality Training/Time-in-Custody
DACA Refresher Training Background Check Unit (BCU) and Non-BCU
DACA Renewal/Refresher Training
DACA Roundtable
Deaf Awareness Workshop
Deferred Action for Childhood Arrivals (DACA) Initial Training
EAP: Making Tax Returns Less Taxing
EAP: Mindfulness Webinar
eIDP Training
Electronic Communications Network (ECN)/Track changes
Electronic System Tracker of Employee Progress (eSTEP)
Employee Personal Page
Employment Authorization Document (EAD) Card Correction Training/I-539L
Blanket

California Service Center

Equal Employment Opportunity (EEO) Training

F-1 Student Visa Fraud

FEB Training: Write 2 The Point

Federal Executive Board (FEB) Training: Simply Grammar

Federal Long-Term Care Insurance Program: What's the Best Way to Pay for Long-Term Care

Form I-129

Form I-129 H-1B Nurses

Form I-129 H-1B Roundtable

Form I-129 L-1 Roundtable

Form I-129 O/P/Q Training

Form I-129E

Form I-129E-1/E-2

Form I-129F

Form I-129F K-1

Form I-129F K-1/K-3 Initial

Form I-129F Refresher Training

Form I-129L Training

Form I-129Q Training

Form I-129R and I-360

Form I-130 Adoption

Form I-130 AmCon (Consulate Returns)

Form I-130 Comprehensive

Form I-130 Conversion to Form I-360

Form I-130 F2A

Form I-130 Suspect Marriage

Form I-130 Yemen

Form I-360

California Service Center

Form I-539

Form I-539 ELIS Roundtable

Form I-539 Pre-BASIC

Form I-539 Reinstatements

Form I-539B

Form I-539B Roundtable

Form I-539F

Form I-612 Training

Form I-751 Basic Training

Form I-765 Aggravated Felony Roundtable

Form I-765 C8 Training

Form I-765 Other Training Input

Form I-824 Initial Training

Form I-824 Training (Action on Approved Application of Petition)

H-1B Approval Update Training

H-1B EOS Training

H-1B Full Training

H-1B Refresher Training

H-1B Refresher/Affiliation-BOLO-VIBE-Center for Fraud Detection Operations (CFDO)

H-1B Roundtable

Human Resources Operations Center Overview

Humanitarian Reinstatement/204(I)

Immigration Overview

Interview Techniques Presentation

L-1 Roundtable

Leadership for Non-Supervisors

Lean Six Sigma White Belt Training

California Service Center

NASS-National Adjudication Scheduling System

O and P Training (Training on Form I-129, Classifications O and P)

OCC: Standards and Burdens of Proof Training

Secure Forms Training

Strengths Finder 2.0 Workshop

Stress Management

Treasury Enforcement Communications System (TECS) Practicum

Total Number: 85

Vermont Service Center

Adam Walsh Act

Aggravated Felony

Adjudication Support Team Enterprise Correspondence Handling Online (AST ECHO)

Printing

A-Number Exception Queue

Asylum Overview

BASIC Training

CasePro

CG/MS Word

Clerical PP Releases (Form I-129)

Clerical PP Requests for Evidence (RFE) (Form I-129)

Clerical Premium Processing (PP) Collateral Duties (CDC Desk)

Clerical Revocations (Form I-129)

Consular Returns (Form I-130)

Convictions, Crimes Involving Moral Turpitude (CIMT) and Aggravated Felonies

CSRS Retirement Training

Vermont Service Center

Customer Service Correspondence (G-28, Change of Address, Inclusions)
Customer Service Correspondence (Return Mail)
Customer Service Correspondence (VAWA)
Customer Service Email Etiquette
Customer Service Interagency Help Desk
Customer Service National Association of Foreign Student Advisors (NAFSA) Mailbox
Customer Service National Customer Service Center (NCSC) Follow Up
Customer Service Phone Etiquette
Customer Service PP Email
Customer Service PP Phones
Customer Service Request Management Tool (SRMT) (All Forms)
Customer Service SRMT (Business)
Customer Service SRMT (Change of Address)
Customer Service SRMT (TPS)
Customer Service VAWA Safe Address
Customer Service Violence Against Women Act (VAWA) Email Inquiries
DACA EPS Criminality
Domestic Violence Overview
EAGLE for Notice to Appear (NTA)
ECHO User
EEO for Supervisors
Effective Writing
Emerging Leaders
Emotional Intelligence
Employee Misconduct
Excel Level 1
Excel Level 2

Vermont Service Center

Excel Level 3

Excel Level 4

FDNS Data System (DS) Controlled Application Resolution Review Process (CARRP)

FERS Retirement Training

Form I-102

Form I-102 Denials

Form I-129 H-1B

Form I-129 L-1

Form I-129 L-1 Blanket

Form I-129 O

Form I-129 P

Form I-129 Q

Form I-129 TN

Form I-130 Mother Child

Form I-130 Spouse

Form I-131

Form I-192 Waivers VAWA

Form I-360 VAWA

Form I-485 (U-Visa) VAWA

Form I-539 (U-Visa) VAWA

Form I-539 B

Form I-539 ELIS

Form I-539 F, J, M (Student Reinstatement)

Form I-751 A-D

Form I-751 Ident

Form I-765 A19/A20 (U-Visa) VAWA

Form I-765 C14 (I-360) VAWA

Vermont Service Center

Form I-765 C14 (Wait List) VAWA

Form I-765 C31 (I-360) VAWA

Form I-765 C8

Form I-765 C9

Form I-765 Others

Form I-765 Student Non-STEM

Form I-765 Student STEM

Form I-821/I-765 Late Initial Filing TPS

Form I-821D DACA

Form I-918/I-918A/I-918 Supplement B

Form I-929 VAWA

Foundations of Supervision

Good Moral Character

Immigration 101

InfoMapping

International Marriage Broker Regulation Act (IMBRA)

Microsoft Access Level 1

Microsoft Access Level 2

Microsoft Access Level 3

Mid-Level Manager Development (MLMD)

Motions and APPEALS

Multi-Generational Management

New Employee Orientation Program (NEOP)

New Leader Program Orientation

OCC: Laws and Regulations

Office of the Chief Counsel (OCC): Standards and Burdens of Proof

Omnitrack - General

Vermont Service Center

Personality Preference

Premium Processing Overview

Presentation Skills

Prohibited Personnel Practices

Reasonable Accommodations for USCIS

Records CAP

Records Case Resolution

Records Citrix OnBase - Enhanced Benefits Delivery System (EBDS) - A# Verification

Records Money-Related Issues (Bounced Checks)

Records Money-Related Issues (Refunds)

Records Relocating Cases

Returns and Revocations

Returns and Revocations (I-130)

Secrets Unlocked: Supervisory Performance

Section 384 Confidentiality VAWA

Supervisor Orientation

Team Roles and Responsibilities

TECS

TECS Resolution

Terrorist-Related Inadmissibility Grounds (TRIG)

Vicarious Trauma

Victimization Training - CFDO

Victimization Training - Officers

Total Number: 120

Texas Service Center

10 Traits of Self-Motivated People
40 Hour Basic Mediation
American Federation of Government Employees (AFGE) Multi District Training
Articulation and Decision Writing
Asylum Based Form I-485
Best Practices for Managing Inventories and Cycle
Business Writing
Coaching and Mentoring Skills
Coaching and Teambuilding
Confidence/Assertiveness Skills
Controlling Chaos and Thriving
Corporate Crisis Management
Employment Based Form I-485
Employment Based Form I-485 Immigrant Visa Allocation Management System (IVAMS) (Pre-Adjudicated Cases)
Enterprise Correspondence Handling Online (ECHO) Training
Essentials of Project Management
Excelling as Manager
FCR 201 Fed Contracting
Fed Contracting Officers
Federal Contracting Regulations (FCR) 201 FED Contracting Officers Rep.
Form I-129F
Form I-129F IMBRA
Form I-130
Form I-131
Form I-140 1st Preference
Form I-140 2nd and 3rd Preference Labor Certificate Training
Form I-140 2nd Preference

Texas Service Center

Form I-140 National Interest Waiver

Form I-730

Form I-765 C8

Form I-765 C9

Form I-765/I-131 Combo Cards

Form I-821 TPS

Form I-821D DACA

Form N-565

Forms Overview

Foundations of Immigration

Freedom of Information and Privacy Acts

Fundamentals of Successful Project

Grounds of Inadmissibility/Removability

How to Communicate with Tact

Immigrant/Non-Immigrant Classifications

Immigration and Nationality Act Overview

Issue, Rule, Analysis and Conclusion (IRAC) Plain Language

Making Outlook Work for You-Shortcuts

Managing Multiple Projects

Mast. Process Methodology and Solutions

Nabiscop/TECS Training

National Processing Workflow Repository (NPWR) Training

Office of the Chief Counsel (OCC): Standards and Burdens of Proof

Processing Federal Personnel

Service Request Management Tool (SRMT) Training

Simplified Acquisition Procedures

The Business Grammar

The Conference for Women

Texas Service Center

The Internet and I

TPS West Africa

TRIG Training

TSC eSF-182 Training Request SOP

USCIS and You (Putting it all together)

Using the TSC ECN

Total Number: 61

Nebraska Service Center

BCU Officer/TECS Resolution Training

Clerical – Abandonments

Clerical – Approvals

Clerical – Card Destruction

Clerical – DACA

Clerical – Denial Manifest

Clerical - Denials

Clerical – Duplicate Labor Certifications

Clerical – Expedites

Clerical – Form I-601/Form I-765

Clerical – Premium Processing

Clerical – Request for Evidence

Clerical – ROPS Assembly

Clerical – Ship Files

Clerical/BCU Card Destruction

Clerical/BCU CARRP Case Transfers

Clerical/BCU FD258/9101 Process

Nebraska Service Center

Clerical/BCU Form I-130 Resolutions
Clerical/BCU General Batch Requests
Clerical/BCU Mini-file Room
Clerical/BCU Notice to Appear Process
Clerical/BCU Notice to Appear Sort
Clerical/BCU Resolutions
Clerical/Board of Immigration Appeals File Preparation
Clerical/DACA File Assembly
Clerical/Duplicate/Amended Approvals and Shared Mailboxes
Clerical/Form I-765 POEs (Port of Entry) Approvals
Clerical/General Clerical Sort
Clerical/General Clerical Sort
Clerical/Incoming BCU Sort
Clerical/Motions, Appeals and Intents
Clerical/RFEs
Clerical/Signed Denials
Clerical Form I-730s
Clerical Form I-765 POE Training
Clerical – Form N-400 E-file
Clerical Form N-565
Clerical – ROPS Consolidates
Clerical - Secure Mail Initiative
Critical Thinking Skills
DACA BCU Interagency Border Inspection System (IBIS) Resolution Training
ECHO Training
Employment-Based Form I-485 Initial Training
Enforce Alien Removal Module (EARM) Training

Nebraska Service Center

Form I-129F International Marriage Broker Regulation Act

Form I-130 Yemen

Form I-131 Advance Parole

Form I-131 Advance Parole (DACA)

Form I-131 Reentry Permits

Form I-131 Refugee Travel Document

Form I-140/E11

Form I-140/E12

Form I-140/Labor Cert

Form I-140/National Interest Waiver (NIW) and Exceptional Ability

Form I-140 E13 Training

Office of the Chief Counsel (OCC): Standards and Burdens of Proof

Form I-601 Training

Form I-601/I-212 ECHO Denial Training

Form I-765 (A3 Category)

Form I-765 (A4 Category)

Form I-765 (A5 Category)

Form I-765 (A5/C8 Category)

Form I-765 (Diplomats)

Form I-765 (Others Category)

Form I-765 C9s

Form I-765 Combo Cards

Form I-765 Port-of-Entry

Form I-765 Student Training

Form N-565 Training

Form N-565 Training

Indochinese-Based Form I-485 Initial Training

Nebraska Service Center

Initial IBIS Training

New Employee Orientation Program (NEOP) Training

New Supervisor Training

Personal Liability White Operating a Government Vehicle – 1

SCOPS/DACA Renewal

SCOPS/Fiscal Year 2013 ISO PPA Training

SCOPS/Fiscal Year 2013 ISO PPA Training for Supervisors

Time Management Human Resource Development Quarterly (HRDQ)

Train the Trainer

TRIG Exemption Team Training

Total Number: 81