

Office of the Citizenship and Immigration Services Ombudsman

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NAFSA Region IV Regulatory Ombudsperson for Student Issues

Assisting individuals and employers in resolving problems with USCIS

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Reminders Before We Begin

When things go wrong

- Attempted to resolve with USCIS?
- What documentation do they have to prove their claim?
- Recommend
 - Document, document, document!
 - When mailing document, always send by courier/service with tracking information



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Independent, confidential, and impartial, the Ombudsman's Office is *not* part of USCIS.

- Assists with individual requests for assistance.
- Issues recommendations to USCIS, including an Annual Report to Congress, proposing solutions related the delivery of immigration benefits.
- Hosts conferences, listening sessions, and meetings to address stakeholder concerns.
- Meets with federal agencies to foster interagency cooperation on a variety of immigration issues.



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The Ombudsman Can Help With:

- Cases past processing times
- USCIS' failure to schedule appointments, interviews, oath ceremonies, etc.
- Improper rejections, lost/transferred files, mailing issues
- Clear errors of fact or misapplication of law
- Ongoing, systemic issues



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The Ombudsman CANNOT

- Communicate with anyone but the applicant/petitioner or attorney about a case, without written permission. The **applicant/petitioner** must submit case inquiry to our office.
- Compel USCIS to take action on a pending application/petition.
- Rectify actions resulting from bad information given by attorneys or DSOs.
- Engage on issues that are solely in the purview of another government Dept.



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Exhaust USCIS Remedies

- ❑ Check USCIS processing times:
<https://egov.uscis.gov/processing-times/>
- ❑ Check Case Status Online/MyUSCIS
- ❑ Make an inquiry through:
 - USCIS Contact Center: 1-800-375-5283
 - Online Inquiry

Check Case Processing Times

Select your form number and the office that is processing your case

For more information about case processing times and reading your receipt notice, [click here](#).

Form

Field Office or Service Center

Get processing time

Other case processing times resources

[When to expect to receive your Green Card](#)

[Processing information for the I-765](#)

[Affirmative Asylum Interview Scheduling](#)

[Administrative Appeals Office](#)

[International Offices](#)

[Historical Average Processing Times](#)

Case management tools

[Inquire about a case outside normal processing time](#)

[Check your case status](#)

[Update your mailing address](#)

[Ask about missing mail](#)

[Correct a typographical error](#)

[Request appointment accommodations](#)

How we process cases

This time range is how long it is taking USCIS to process your case from the date we received it. We generally process cases in the order we receive them, and we will update this page each month. The estimated time range displayed is based on data captured approximately two months prior to updating the page. Please note that times may change without prior notice.

We have posted a "Receipt date for a case inquiry" in the table below to show when you can inquire about your case. If your [receipt date](#) is before the "Receipt date for a case inquiry", you can submit an "outside normal processing time" service request [online](#).

Notes

If you are applying for your initial (first) employment authorization based on having a pending asylum application and USCIS does not adjudicate the application within 30 days, you may be a member of the class action case, Rosario v. USCIS, Case No. C15-0813JLR. Please see www.uscis.gov/rosario for further information about this class action case.

Estimated time range	Form type	Receipt date for a case inquiry
2 Months to 5 Months	Based on a request by a qualified F-1 academic student [(c)(3)]	May 15, 2020
2.5 Months to 4.5 Months	Based on a pending asylum application [(c)(8)]	June 02, 2020
2.5 Months to 5 Months	All other applications for employment authorization	May 15, 2020

Other case processing times resources

[When to expect to receive your Green Card](#)

Case management tools

[Inquire about a case outside normal processing time](#)



Sign Up

Your USCIS account is only for you. Do not create a shared account with family or friends. Individual accounts allow us to best serve you and protect your personal information.

You must provide your email address below if you are the one who is filing a form online, submitting an online request, or tracking a case.

Email

Email confirmation

Your email address is used to log in to your USCIS Account. All USCIS email communications will be sent to this address.

[Sign Up](#)

Case Information

Form Number

Form Sub Type

Receipt Number ?

Date Filed (MM/DD/YYYY) ?

Applicant or Petitioner Information

First Name

Middle Name(optional)

Last Name

No First Name

Please check if you do not have a first name.

Ombudsman's Request for Assistance Form, DHS-7001

- Submit online at www.dhs.gov/cisombudsman
- Include:
 - A brief summary of the issue
 - USCIS receipt numbers, including for underlying petitions
 - Copies of relevant documents
 - Written consent of student/scholar to speak with DSO
(or signed G-28 if legal representative)



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What Happens After Submitting a Request for Assistance?

- Supervisors conduct triage, looking for urgent cases that meet USCIS expedite criteria. These cases are submitted to USCIS within 10 days.
- Requests are reviewed for completeness, including proper consent, prior attempts to resolve with USCIS, and other necessary documentation.
- The case is then assigned to Immigration Law Analyst, who will contact USCIS field office, service center, or other USCIS office to resolve the inquiry.



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Contact Us

- Website: www.dhs.gov/cisombudsman
- Phone: 1-855-882-8100
- For general/policy inquiries: cisombudsman@hq.dhs.gov
- For public affairs inquiries, such as information relating to a teleconference or stakeholder engagements:
cisombudsman.publicaffairs@hq.dhs.gov



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Q&A



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Q&A

What can someone do if the USPS lost their document? (Not applicant's fault, not USCIS's error)

**What happens when documents are returned to
USCIS?**

Q&A

What can someone do if they receive an RFE from USCIS that is asking for incorrect information?

Q&A

How do school officials advise on processing times – when the times only seem to keep changing?

Where does F-1 Reinstatement fall, in the I-539 processing time categories?

Postmark Date?

Date Received?

Q&A

Filing Deadlines

Fee Increases

New Form Editions

Q&A

**New Premium Processing Updates for
F/M/J case types?**

Q&A

DACA – New Applications?

Q&A

Incorrect Petition Denials

Q&A

Success Stories!

Engaging with NAFSA



<http://issuenet.nafsa.org/>

International Students & Scholars

Report an Issue

Inform the International Student and Scholar Regulatory Practice Committee about emerging trends or government obstacles related to international students and scholars.



Report an Issue

Get Liaison Help

Submit a request to the Regulatory Ombudspersons Subcommittee for assistance with specific immigration cases at USCIS Service Centers.



Get Liaison Help

Thank you for listening today!

