

USCIS Great Lakes District 42, Chicago Field Office

Stakeholders' Quarterly Meeting

AILA Chicago Chapter Unofficial Minutes for March 14, 2019

1. USCIS Management Introductions

- a. Martha Medina-Maltes, Chicago Field Office Director at USCIS Great Lakes District 42 Chicago Office
- b. Rose Cavazos, Citizenship Branch Chief at USCIS Great Lakes District 42 Chicago Office
- c. Michelle Wong, Citizenship Branch Chief at USCIS Great Lakes District 42 Chicago Office
- d. Stacey Summers, Customer Service Branch Chief at USCIS Great Lakes District 42 Chicago Office
- e. Paul Phillips, Adjustment of Status Supervising Pfficer at Chicago Field Office
- f. Anita Goss-Fields, Public Relations Liaison
- g. Katy Leung, Specialist Assistant to the Director Great Lakes District 42, Chicago Office
- h. Maria Rodriguez, Community Relations Officer at USCIS Great Lakes District 42 Chicago Office

2. Introductory Updates

- a. Please use the following address for mailings to the office: 101 **WEST** Ida B. Wells Drive, Chicago, Illinois 60605. It is important to spell out "West".
- b. The National Benefits Center was using the old Congress Parkway address, and as a result, some files did not arrive to the Chicago Field Office in a timely manner. This issue is being corrected.
- c. There are many new hires undergoing training at the local office.
- d. USCIS is scheduling naturalization and adjustment of status interviews on Saturdays. Larkin Nelson was introduced as part of a team of officers working to reduce backlog.

3. What should legal representatives do if there is an issue with an officer?

If an issue arises with an officer that requires supervisory review, please ask to escalate the issue to a supervisor or to Field Office Director Martha Medina-Maltes immediately. For example, recently an officer at an oath ceremony decided that an applicant did not speak English well enough to naturalize, returned the applicant's permanent resident card, and cancelled the oath ceremony. The office confirmed this would only happen in rare occasions and that it would be appropriate to bring the situation to Director Medina-Maltes attention immediately.

4. What is an appropriate amount of time for applicants to expect to wait for interviews?

Thirty minutes are allotted for each interview. The office indicated it is reasonable to wait up to one hour for an interview to begin. After waiting 1 ½ hours, please ask to speak to the floor supervisor. If you wait more than 2 hours, please go to the third floor and ask to speak to Director Medina-Maltes.

5. May responses to Requests for Evidence/Notices of Intent to Deny, G-28s and written inquiries be presented at the first-floor window?

Responses to Requests for Evidence/Notices of Intent to Deny as well as G-28s may be delivered to the first-floor window. No written inquiries may be delivered on any floor at 101 West Ida B. Wells. All inquiries must be made to the USCIS Contact Center 1-800-375-5283 or the online inquiry forms.

Updates Regarding InfoMOD System

- a. USCIS is encouraging applicants and representative to call the USCIS Contact Center for case inquiries. The Tier 1 agent at the Contact Center is a contractor, not a USCIS employee. Tier 2 contacts are USCIS employees with better access to case information; they have the same information at the Field offices.
- b. The Tier 2 officer determines whether an InfoPass appointment may be scheduled at the local office. The office confirmed the training materials provided to Tier 2 officers list 17 reasons why an InfoPass appointment may be scheduled. This list of reasons is a USCIS training tool that is not published.
- c. If you request to speak to a Tier 2 officer, the officer will call you back within 24-72 hours. Two attempts will be made to reach you, but if you do not answer, you must begin the process again. Provide the best number to reach you anytime, as calls may be received after your office hours.

- d. Note the date and time of your call, the ID number of the person you spoke with, and obtain the SRMT # (if issued), If you need to call the Contact Center again on the same case, this information will help officers retrieve your prior information as all calls are recorded.
- e. Miami, Florida, just became the 10th District Office to implement the InfoMOD system, and online InfoPass appointments may not be made there.

6. What are the current procedures for emergency Advance Parole?

Call the USCIS Contact Center number and request to speak to a Tier 2 agent. Explain to the agent that you have an emergency and describe the evidence of the emergency. The agent will then assign an InfoPass appointment date and time. If no spots are available, the Tier 2 officer may contact the local office to request that a slot be opened. In Chicago, the contact person is Stacey Summers, Branch Chief of Customer Service. The agent will call back with the new time if the request to open an extra spot is granted. Same or next day advance parole appointments are unlikely to be granted, and no one will be seen without an InfoPass appointment. You may not come to the office earlier than the date/time of your scheduled appointment.

7. What are the other ways a legal representative may inquire about a case?

Online inquiries may be submitted via the USCIS website at <https://egov.uscis.gov/e-Request/Intro.do>.

To inquire about locally receipted cases, such as humanitarian deferred action, which do not have a receipt number, you must make an InfoPass appointment by calling the USCIS Contact Center.

8. What is the proper procedure for scheduling N- 600 appointments?

Please email Chi600inquiry@uscis.dhs.gov. Branch Chief Stacey Summers leads N-600 scheduling.

9. What is the proper procedure for rescheduling appointments?

The reschedule emails are still operational. Please attach a copy of your G-28 and evidence of the need to reschedule to your email.

- Adjustment Status: Chi245resched@uscis.dhs.gov
- Naturalization: Chi400resched@uscis.dhs.gov

10. What is the proper procedure to ensure the presence of a detained beneficiary at a Form I-130 interview?

Please contact OCC to coordinate.

11. What is the current processing time for parole-in-place (PIP) applications?

There is a backlog on PIPs. The office is working to eliminate the backlog. If a PIP is pending more than one year, please contact Field Director Martha Medina-Maltes by email at martha.medina-maltes@uscis.dhs.gov.

12. What is the proper procedure for requesting a disability accommodation?

A disability accommodation may be made online at www.uscis.gov/accommodations or you may call the USCIS Contact Center at 800-375-5283.