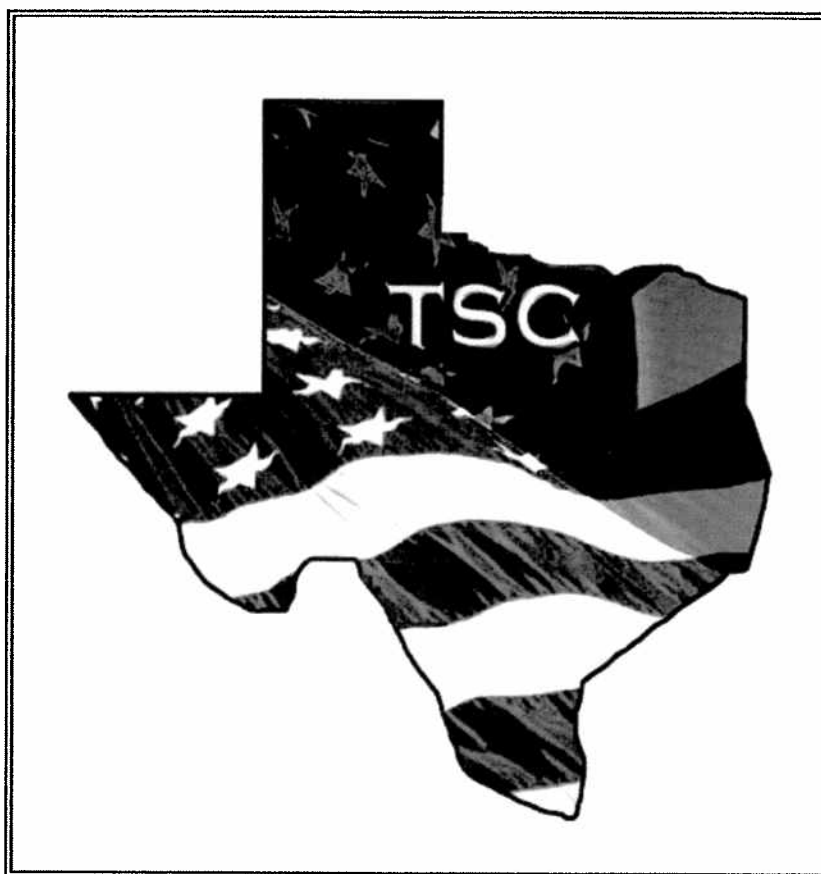


WELCOME TO THE



TEXAS  
SERVICE  
CENTER

# **TEXAS SERVICE CENTER OPEN HOUSE**

## **Welcome**

The Texas Service Center (TSC) would like to extend to you a big “Howdy!”  
We are delighted to have you with us today for our TSC Open House.

## **Texas Service Center Management Staff**

*David L. Roark, Director*

*Angela (Kristi) Barrows, Deputy Director*

*Marnie Drumheller, Chief of Staff*

*Cindy Dean, Assistant Center Director (ACD) Records Team*

*Conchetta Mason, ACD Administration Team*

*Nancy Moser, ACD Quality Assurance and Training Team*

*Ninfa Luna, ACD Business/Premium Team / Customer Service Team*

*Jonathan Micale, ACD i-Team (Asylee/Refugee adjustments)*

*Wyvette Covington, ACD Go Team (Goal Oriented) / Dream Team 1*

*Barry Royce, ACD Background Check Team*

*Tom Prusinowski, ACD Center Fraud Detection Operations Team*

# **Service Center Operations Directorate**

## **Vision, Mission Statement, and Values**

### **Service Center Operations Directorate Vision:**

*Unite Families Today; Promote Economic Growth Tomorrow; Strengthen and Protect America Always*

### **Service Center Operations Directorate Mission Statement:**

*“Through our dedicated staff of professionals, Service Center Operations efficiently provides quality services for persons seeking immigration benefits while ensuring the integrity and security of our immigration system”*

### **Service Center Operations Values: (I-STRIVE)**

*Integrity, Service, Teamwork, Respect, Ingenuity, Vigilance, Excellence*

#### **Integrity**

SCOPS shall always strive for the highest level of Integrity in our dealings with our customers, our fellow employees, and the citizens of the United States of America. SCOPS shall be ever mindful of the importance of the trust the American people have placed in us to administer the nation’s immigration system fairly, honestly, and correctly.

#### **Service**

Through technological innovations, we administer premier customer service in providing the public with timely quality decisions while ensuring the integrity of our legal system.

#### **Teamwork**

SCOPS will function as a team by supporting its various components at the HQ and Service Center levels (HQ supports Centers, Centers support HQ) through increased communication and sharing of ideas.

#### **Respect**

SCOPS will demonstrate Respect in all of our actions to ensure that everyone we affect will be treated with dignity and courtesy regardless of the outcome of the decision. We will model this principle in all of our activities, with each other, our customers, and the public. Through our actions, SCOPS will become known as an example of respect, dignity, and courtesy.

*Ingenuity*

SCOPS will strive to find the most effective means to accomplish our goals. We will use Ingenuity, resourcefulness, creativity, and sound management principles to strive for world-class results.

*Vigilance*

SCOPS will remain mindful of our obligation to provide immigration service in a manner that strengthens and fortifies the nation. We will exercise a holistic approach to Vigilance as we perform our mission. We will carefully administer every aspect of our immigration mission so that new immigrants and citizens can hold in high regard the privileges and advantages of lawful presence in the United States.

*Excellence*

SCOPS will foster a climate of Excellence, consistently exceeding the expectations of partners and stakeholders.

# **TEXAS SERVICE CENTER** **RECORDS FACILITY TOUR**

The major task areas of the Records Facility of the Service Centers include processing the incoming and outgoing mail, data entry of new receipts, fee collection and deposit of those funds, and file accountability.

## **Mail**

The mail room functions are located at the 4141 St. Augustine site, while some delivery and pick up of routed material is located in the two Stemmons Buildings. The area at the two Stemmons buildings is primarily consolidated with work distribution of the file operation function.

The TSC uses published post office boxes for specific form types. This allows specific form types to be identified without being opened and reviewed. These specific form types move straight through the mail room to the responsible sections that process a specific list of forms on the data entry floor.

Other forms that arrive at the TSC physical address (4141) need to be opened, identified, dated, fee stamped, secured, and sorted (initial and additional fine sort) within the mail room, before being moved forward in the process.

TSC currently uses two different post offices; one is in Mesquite (about 10 miles away) and the other is on Military Parkway (about 3 miles away). Post Office addressed mail is picked up from each office once a day. Deliveries are made to the 4141 address by the post office on Military Parkway.

Special courier envelopes and packages (UPS/FED-EX/AirBorne/etc.) are received at the 4141 address and are processed through the incoming mail procedures.

We experience mail surges on Mondays and days following holidays. In addition, surges can be expected at the start of a filing period, at a filing deadline, or in relation to anticipated fee increases.

## **Data Entry**

TSC's primary data entry site is located at the 4141 building. Data Entry is divided into sections that process a specific list of forms. At present there are 11 sections at the center.

There are approximately 150 data entry workstations in the 4141 building. In addition, there are 17 offices for supervisors.

Data Entry accepts the tubs from the incoming mail section for forms that they process. The opening, reviewing for acceptability, set up, and assembly is done prior to the actual data entry process being initiated. Documents that are found to be unacceptable are rejected either through a manual process or a system process. Documents that are acceptable are processed, fees taken, and receipt numbers assigned.

Since TSC is using the United States Postal Service (USPS) to sort most of the incoming mail, the contents of the PO Box should only contain specific forms for that PO Box so that all forms can be routed directly to the data entry section that handles that form. This means that the person that opens the envelope will perform the incoming mail set up, assembly, data entry, and fee receipting for those forms that are delivered straight from the post office to the data entry person.

## **Fee Collection**

In addition to the responsibility of handling and/or collecting fees during the mail room and data entry processes, the contractor is responsible for balancing the receipts and preparing the daily deposit. Deposits are picked up by a courier daily.

## **File Operations**

The primary file room is located at the 4141 building. A smaller file room and distribution room is located on the fourth floor of the 7701 Stemmons building. The contractor is responsible for records stored at the Stemmons sites. The 4141 building is also used to temporarily store files awaiting shipment to the National Records Center in Lee's Summit, MO, and to the Harrisonburg, VA, file storage facility. The file rooms control the work that is forwarded for adjudication.

## **Miscellaneous**

The TSC has a large telework adjudication workforce. While the support required for telework employees by the contractor is the same as for on-site employees, it does require work to be staged differently as telework employees come to the building to pick-up and drop off work on different schedules (i.e. once per week versus daily).

The most unique aspects of the TSC are:

1. The center occupies 3 buildings with 18 miles in between the primary contractor occupied building and the adjudication personnel occupied buildings.
2. TSC is the primary processor of immigrant visa submissions (TSC does all but 2 of the 439 Port Of Entry locations.)
3. TSC is the only center receipting I-407 and EOIR/I-485 submissions.