



# Questions & Answers

May 19, 2009

## USCIS Opens International Adjudications Support Branch in California

### Introduction

U.S. Citizenship and Immigration Services (USCIS), through its International Operations Division, recently opened a new support branch in Anaheim, Calif. to assist in processing select paper-based applications and petitions received from its international offices.

### Background

The International Adjudications Support Branch (IASB) provides USCIS with greater operational flexibility to address seasonal and periodic fluctuations in the workload of the overseas international offices throughout the year. The IASB also provides USCIS with a ready team of trained staff available to travel overseas to support operations on an as-needed basis. While the support branch will not accept in-person appointments, it will provide invaluable customer service by significantly reducing processing times and allowing officers in international offices to schedule more appointments with customers and perform other operational duties.

### Questions and Answers

#### **Q: What types of cases does the support branch process?**

A. Initially, the IASB will focus its efforts on adjudicating non-health related applications to waive grounds of inadmissibility, ([Form I-601](#)) from USCIS' office in Ciudad Juarez, Mexico.

#### **Q: May a USCIS customer file a Form I-601 waiver application directly with the IASB?**

A. No, customers must continue to file their waiver applications with USCIS at the U.S. Consulate having jurisdiction over their place of residence.

#### **Q: Will the new branch accept in-person inquiries?**

A: No, the IASB is not open to the public for in-person inquiries.

#### **Q: How will a customer know if USCIS has transferred their case to the IASB?**

A: USCIS will mail customers a notice when the agency transfers their case to the IASB.

#### **Q: Why is the new branch located at the Los Angeles Asylum Office?**

A: By maximizing available office space, the support branch was able to immediately stand-up operations and process cases. In addition, the shared facility is close to the Los Angeles International Airport, offering easy access to international cities and simplifying the travel of staff overseas when necessary.

#### **Q: How may the public contact the IASB?**

A: The public may contact the IASB by mail to: P.O. Box 65006, Anaheim CA 92815-5006, or by e-mail to: [iopsla@fins3.dhs.gov](mailto:iopsla@fins3.dhs.gov).