

Customer Service & Liaison

The California Service Center has developed and implemented an exclusive division to enhance customer service and establish accountability in resolving inquiries.

National Customer Service Center

The National Customer Service Center (NCSC) provides assistance on immigration services and benefits.

Contact the NCSC: 1-800-375-5283

NCSC Follow-Up Email

The NCSC Follow-Up e-mail box is a tool to assist customers who have already called the National Customer Service Center with an inquiry, but their inquiry was not adequately addressed within 15 days or the response received was insufficient.

csc-ncsc-followup@dhs.gov

Community Engagement Officer

Chris Robinson, CSC's Community Engagement Officer, is focused on building relationships with stakeholders, increasing collaboration, improving communication, and further enhancing CSC's reputation for customer service and transparency. Chris can be reached at:

christopher.robinson@dhs.gov

 949-389-3121

Student Liaison

- Supervisor: Lory Torres
- Officers: Valerie Huynh and Marilyn Ortega

You can contact a student liaison officer by email:

- CSC.StudentEAD@dhs.gov: for inquiries regarding OPT/EAD only.
- CSC.Schools@dhs.gov: for all other student related inquiries.
- CSC recommends DSOs place an "URGENT" heading on the subject line if the case requires immediate attention.

Or Fax: 949-389-8070 or 949-389-8689

ADDITIONAL CONTACT INFORMATION

Website: www.uscis.gov

NCSC: 800-375-5283

Military: csc.military@dhs.gov

Military : 877-247-4645

EB5 Inquiries:

uscis.immigrantinvestorprogram@dhs.gov

California Service Center



Founded in 1982 at San Ysidro, the California Service Center moved to its present location in Laguna Niguel, California in 1989. CSC currently occupies 200,000 square feet of the Chet Holifield Federal Building, situated in the hills of south Orange County, just five miles from the Pacific Ocean.

CSC has established a professional climate that promotes the effective and timely delivery of immigration benefits to those who wish to realize the American dream. CSC takes great pride in partnering with internal and external stakeholders to ensure accuracy and transparency in the immigration process.

ABOUT CSC

The California Service Center is the largest of four premier service center facilities within the United States Citizenship and Immigration Services, proudly operating under the Department of Homeland Security.

Exclusive Jurisdiction

- * *EB-5- Immigrant Investor Visa*
- * *H-2A – The Agriculture Visa*
- * *I-129 Cap-Exempt Employers*
- * *Religious Workers*
- * *I-129 E – Treaty Traders/Investors*
- * *I-485 Interview Waiveable Family Based Adjustment of Status*
- * *Posthumous Naturalization*

Bi-Specialized with the Vermont Service Center

- * *I-129 Petition for Nonimmigrant Worker*
- * *I-539 Application to Change or Extend Nonimmigrant Status*
- * *I-129F Petition for Alien Fiancée*
- * *I-130 Petition for Alien Relative*
- * *I-751 Petition to Remove the Conditions on Residence*

OPERATIONAL STRUCTURE

The California Service Center is organized into adjudicative, support, and specialized divisions.

Adjudication Divisions

Division I: *129 H1B Specialty Occupation Workers.*

Division II: *Students, 1-129 Nonimmigrant Employment-Based Petitions, I-765 Application for Employment Authorization (C3 – C6), I-102 replacement I-94s.*

Division III: *Immigrant Investor Visas, Regional Center Applications and Religious Workers.*

Division IV: *Family-based I-130 Petition for Alien Relative and I-129F Petition for Alien Fiancé, humanitarian reinstatement.*

Division V: *Temporary Protected Status (TPS), Haitian TPS, I-765 Application for Employment Authorization (C-19).*

Division VI: *I-485 Interview Waiveable Family Based Adjustment of Status, I-751 Petition to Remove the Conditions on Residence, waivers.*

CSC Executive Team



Director: Rosemary Melville

*Acting Deputy Director:
John Kramar*

*Chief of Staff:
Jennifer Louis*

CSC Counsel

Comprising five attorneys, CSC Counsel provides quality legal support and advice in a wide range of areas: from local and national adjudications issues, litigation, and commercial law, as well as litigation support to the U.S. Attorney's Office.