



May 10, 2019

PA-2019-03

Policy Alert

SUBJECT: USCIS Public Services

Purpose

U.S. Citizenship and Immigration Services (USCIS) is updating policy guidance in the [USCIS Policy Manual](#) regarding services USCIS provides to the public, including general administration of certain immigration benefits, online tools, and up-to-date information.

Background

USCIS administers the nation's lawful immigration system, safeguarding its integrity and promise by efficiently and fairly adjudicating requests for immigration benefits while protecting Americans, securing the homeland, and honoring our values. USCIS ensures its employees have the knowledge and tools needed to administer the lawful immigration system with professionalism. USCIS provides accessible, reliable, and accurate guidance and information on its public services.

Since USCIS has expanded and modernized its services in the past few years, USCIS is now updating its policy guidance to reflect the latest information. This update primarily affects Volume 1, Part A of the Policy Manual.¹ The guidance contained in the Policy Manual is controlling and supersedes any related prior USCIS guidance.²

Policy Highlights

- Explains when USCIS may provide case-specific information to requestors.
- Clarifies that foreign nationals with certain victim-based applications or petitions must submit change of address requests in writing or in person.
- Updates criteria used to determine whether a case warrants expedited treatment.
- Updates information on how to report fraud or abuse.
- Updates guidance on USCIS live and self-help channels, service request procedures, and references to the USCIS Contact Center.³
- Replaces the term “customer” with more specific terms, such as applicant, petitioner, representative, or other interested party, and makes other minor technical updates.

Citation: Volume 1: General Policies and Procedures, Part A, Public Services [[1 USCIS-PM A](#)].

¹ USCIS is also updating terms as needed in other parts and its website (uscis.gov) consistent with this update.

² Including, but not limited to, Chapter 3 (Mission and Functions of Adjudications) and Chapter 4 (Career Information) of the Adjudicator's Field Manual and related appendices.

³ Formerly, National Customer Service Center.