



August 28, 2024

RECEIVED

By ESEC at 2:30 pm, Aug 28, 2024

The Honorable Alejandro Mayorkas
Secretary
U.S. Department of Homeland Security
300 7th St SW
Washington, DC 20024

The Honorable Ur Jaddou
Director
U.S. Citizenship and Immigration Services
5900 Capital Gateway Dr.
Camp Springs, MD 20588-0009

Dear Secretary Mayorkas and Director Jaddou,

We write today with grave concerns regarding news that U.S. Citizenship and Immigration Services (USCIS) is eliminating essential contractor work at the USCIS California Service Center (24000 Avila Rd, Laguna Niguel, CA 92677). As of last month, hundreds of skilled, experienced workers have lost their jobs, and the remaining workers are expected to also be laid off by the end of the year.

We were dismayed to hear that your agency eliminated hundreds of jobs and displaced skilled workers despite your current need to address said backlogs. Recent data indicate that the agency's net backlog amounted to an estimated 4,279,000 pending cases as of September 30, 2023. This includes more than 763,400 asylum and withholding of removal cases, 214,000 U-visa petitions, 391,000 family petitions and 342,600 adjustment applications, and 387,700 employment authorizations.

We are also concerned that workers at the California Service Center, who are represented by United Electrical, Radio & Machine Workers of America (UE) Local 1008, will be replaced by non-union workers and with most work going to small, low-paying locations known as "Lockboxes." Our constituents have expressed frustration that UE Local 1008's requests for information have been given insufficient answers, with USCIS choosing to withhold from workers any details on the next phase of its massive job cuts plan until mere days before employees receive their layoff notices.

Despite recently securing a collective bargaining agreement to improve the working conditions of this vital workforce, these union workers are having their lives upended by the mismanagement of USCIS leadership.

A strong, skilled workforce is an effective tool in addressing an enormous backlog in applications resulting from a politicized immigration system. We urge you to reverse the decision to lay off these 400 vital, experienced USCIS workers.

Thank you for your expeditious consideration of this matter. We look forward to working with you.

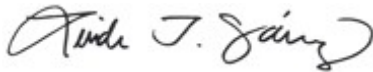
Sincerely,



J. Luis Correa
Member of Congress



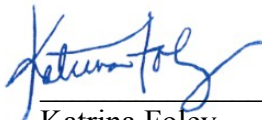
Katie Porter
Member of Congress



Linda T. Sánchez
Member of Congress



Mike Levin
Member of Congress



Katrina Foley
Orange County Supervisor – District 5

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J. LUIS CORREA
46TH DISTRICT, CALIFORNIA

Congress of the United States
House of Representatives
Washington, DC 20515

HOUSE DEMOCRATIC CAUCUS
SENIOR WHIP

HOUSE COMMITTEE ON HOMELAND SECURITY
RANKING MEMBER, SUBCOMMITTEE ON BORDER
SECURITY, FACILITATION, AND OPERATIONS
SUBCOMMITTEE ON INTELLIGENCE
AND COUNTERTERRORISM

HOUSE COMMITTEE ON THE JUDICIARY
RANKING MEMBER, SUBCOMMITTEE ON THE
ADMINISTRATIVE STATE, REGULATORY REFORM,
AND ANTI-TRUST
SUBCOMMITTEE ON IMMIGRATION INTEGRITY, SECURITY,
AND ENFORCEMENTS

RECEIVED

By ESEC at 2:29 pm, Aug 28, 2024

August 7, 2024

The Honorable Alejandro Mayorkas
Secretary
U.S. Department of Homeland Security
300 7th St SW
Washington, DC 20024

The Honorable Ur Jaddou
Director
U.S. Citizenship and Immigration Services
5900 Capital Gateway Dr.
Camp Springs, MD 20588-0009

Dear Secretary Mayorkas and Director Jaddou,

I write today with grave concerns after constituents and Orange County residents have contacted my office regarding news that U.S. Citizenship and Immigration Services (USCIS) is eliminating essential contractor work at the USCIS California Service Center (24000 Avila Rd, Laguna Niguel, CA 92677). As of last month, hundreds of skilled, experienced workers have lost their jobs, and the remaining workers are expected to also be laid off by the end of the year.

As a senior member of the House Judiciary Committee's Immigration Subcommittee, I have long highlighted the enormous case backlogs within USCIS. In fact, I have led numerous letters in support of more resources and funding to USCIS during the appropriations process. As such, I was dismayed to hear that your agency eliminated hundreds of jobs and displaced skilled workers despite your current need to address said backlogs. Recent data indicate that the agency's net backlog amounted to an estimated 4,279,000 pending cases as of September 30, 2023. This includes more than 763,400 asylum and withholding of removal cases, 214,000 Uvisa petitions, 391,000 family petitions and 342,600 adjustment applications, and 387,700 employment authorizations.

I am also concerned that workers at the California Service Center, who are represented by United Electrical, Radio & Machine Workers of America (UE) Local 1008, will be replaced by non-union workers and with most work going to small, low-paying locations known as "Lockboxes." My constituents in Orange County have expressed frustration that UE Local 1008's requests for information have been given insufficient answers, with USCIS choosing to withhold from workers any details on the next phase of its massive job cuts plan until mere days before employees receive their layoff notices. I am also disappointed that despite recently securing a collective bargaining agreement to improve the working conditions of this vital workforce, these union workers are having their lives upended by the mismanagement of USCIS leadership.

A strong, skilled workforce is an effective tool in addressing an enormous backlog in applications resulting from a politicized immigration system. I urge you to reverse the decision to lay off these 400 vital, experienced USCIS workers.

Thank you for your expeditious consideration of this matter. I look forward to working with you.

Sincerely,



J. Luis Correa
Member of Congress



**U.S. Citizenship
and Immigration
Services**

October 9, 2024

The Honorable J. Luis Correa
U.S. House of Representatives
Washington, DC 20515

Dear Representative Correa:

Thank you for your August 7 and 28, 2024 letters to the Department of Homeland Security (DHS) and U.S. Citizenship and Immigration Services (USCIS). I am responding on behalf of the Department.

I understand and respect your concerns about USCIS' reduction, and soon to be ending, contractor support services at the USCIS California Service Center (CSC). Contractor support services are provided at the CSC and other service centers via the Service Center Operations Support Services (SCOSS) Next Generation (NextGen) contract. The SCOSS NextGen requirements were announced on August 25, 2022, and the contract was awarded to ITC Federal, LLC, on November 18, 2022. The SCOSS NextGen contractor is to primarily perform data entry and paper-based records functions for three years, duties that are being reduced at USCIS with the move to increased electronic filing and processing. The contract is part of the agency's comprehensive plan to move the agency away from paper-based filing and intake at multiple service centers into greater electronic filing and, where paper filing and intake continues, to consolidate for a more uniform and efficient approach through our Lockboxes. This consolidation of paper-based filing and intake to the Lockboxes, which are managed by the USCIS Office of Intake and Document Production (OIDP), will enable USCIS' Service Center Operations Directorate (SCOPS) to focus its limited resources on processing and adjudicating immigration benefits instead of data entry and paper-based records functions.

The Performance Work Statement (PWS) for the SCOSS NextGen contract made it clear that, over the three-year term of the contract, there would be a significant reduction in the contractor workforce across all five USCIS Service Centers: Vermont (VSC), California (CSC), Nebraska (NSC), Texas (TSC), and Potomac (PSC). This planned reduction was documented in Section 4.2 of the PWS, which was included in both the solicitation and the awarded contract. It outlined that the contractor's workforce would decrease progressively until the contract ends on November 30, 2025, as paper filings decreased, electronic filings increased, and remaining paper filing transitioned to lockboxes. Throughout the contract, the SCOSS NextGen contractor, ITC Federal, LLC, was and continues to be formally notified in writing by the USCIS Contracting Officer of the effective date for each reduction. USCIS acknowledges that ITC Federal, LLC adheres to the Worker Adjustment and Retraining Notification (WARN) Act by issuing advance

notices to employees and maintaining regular communication with union representatives about these reductions.

Additionally, SCOPS is hosting on-site job fairs at all physical service center locations and contractor staff are invited to participate. Hiring fairs at the VSC and the CSC were held on September 19, 2024, in Essex Junction, VT and September 24, 2024, in Tustin, CA, respectively. Subsequent hiring fairs will be held through mid-October at the NSC (October 10), and the TSC (October 16) locations. These job fairs have individuals onsite conducting resume review, interviews, and making tentative offers of employment. SCOPS is working closely with local contract management to ensure that contractor staff are able to attend these hiring fairs.

USCIS is committed to reducing processing times and backlogs. In fiscal year (FY) 2023, USCIS received 10.9 million filings and completed more than 10 million pending cases – both record-breaking numbers in the agency’s history. In doing so, [USCIS reduced overall backlogs by 15 percent](#). SCOPS does not anticipate that a reduction in SCOSS NextGen contractor staff will exacerbate processing delays, as SCOPS continues to work with the OI DP to consolidate remaining paper filing intake channels at USCIS managed Lockboxes across the United States. In fact, the movement from disparate paper-based intake to increased electronic filing and consolidated paper-based intake with Lockboxes should lead to greater efficiencies overall.

Thank you again for your letter and interest in this important issue. The cosigners of your August 28, 2024, letter will receive a separate, identical response. Should you require any additional assistance, please have your staff contact the USCIS Office of Legislative Affairs at (240) 721-3801.

Respectfully,

A handwritten signature in black ink, appearing to read "Ur M. Jaddou", with a long horizontal flourish extending to the right.

Ur M. Jaddou
Director

Attachment

Attachment

Performance Work Statement section 4.2 Three (3) Year Contract Term:

This order is required during a transitional point in time for USCIS/SCOPS. As we move to a new way of business and lean further into technology, it is anticipated that the work required and needed during this time will reduce each year.

Our anticipated rate of change is as follows:

1. Year One (1): In year one, (1), it is anticipated that tasks will include both intake/outgoing work as well as file operations. The functional requirement is estimated at approximately 1,000 FTE.
2. Year Two (2): In year two, (2), intake and outgoing work reduces, as USCIS leans further into digital applications and receipting. Tasks include file operations, as well as a reduced amount of intake and outgoing work. The functional requirement reduces by 40% from year one (1) and is estimated at approximately 600 FTE. Please note that in this year the order support at the PSC is expected to dissolve by August 2024.
3. Year Three (3): In the third and final year, intake and outgoing work will be minimal, and a portion of file operations remains. The functional requirement reduces another 50% from year two (2) and is estimated at approximately 300 FTE.