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FS and Medicaid Programs

Authorized Signature

Number: SS-IM-04-029

Issue Date: 08/27/2004

Topic: Other

Subject: InfoPass for Immigration Services

Applies to (check all that apply):

- | | | | |
|-------------------------------------|-------------------------------|--------------------------|--------------------------------------|
| <input type="checkbox"/> | All DHS employees | <input type="checkbox"/> | County Mental Health Directors |
| <input type="checkbox"/> | Area Agencies on Aging | <input type="checkbox"/> | Health Services |
| <input checked="" type="checkbox"/> | Children, Adults and Families | <input type="checkbox"/> | Seniors and People with Disabilities |
| <input type="checkbox"/> | County DD Program Managers | <input type="checkbox"/> | Other (please specify): |

Message:

The U.S. Citizenship and Immigration Services (USCIS) is scheduled to begin offering a new service at the Portland office: InfoPass. InfoPass is scheduled to be available August 23.

InfoPass allows customers to make an appointment via computer to be seen by an information officer, rather than traveling to the office and waiting in line. This is especially important for those who travel long distances and need to be seen in a timely fashion on a date and time that is convenient for them.

InfoPass is one of several USCIS innovations designed to make immigration services more convenient and accessible.

- USCIS also offers E-Filing, which allows customers to go online to file for an immigration benefit. E-Filing currently supports 8 of the most frequently used forms, which account for over 50% of applications filed each year. By the end of 2006, E-Filing will support 12 forms that account for over 90% of yearly applications.
- Customers may also go online to check the status of their pending application. USCIS offers customers e-mailed updates when the status of their case changes.

To use InfoPass in Oregon, on or after August 23, a customer goes to <http://www.uscis.gov> and clicks on InfoPass on the homepage. Following the online directions, the customer will be able to make an appointment to be seen for information inquiries in Portland. Those who do not own a computer may use any Internet-linked computer, such as at a library or community center, which is capable of printing out an electronic appointment notice. The appointment notice must be taken to the Portland office at the time of the appointment.

According to USCIS, InfoPass has dramatically reduced lines and wait times in major cities such as Miami and Los Angeles.

Portland USCIS will continue to welcome walk-in clients on a limited basis during a transition period. People who walk in to the office with emergencies will always be seen by the first available Information Officer.

InfoPass is now offered in 12 languages: Arabic, Chinese, Creole, English, French, Korean, Polish, Portuguese, Spanish, Tagalog, Russian and Vietnamese. USCIS plans to add languages in the future.

If you discuss immigration services with your clients, please tell them about InfoPass so they can avoid waiting for service. Because many of our clients do not have computer access, refer them to libraries, community centers or help them with making the appointment.

Customers may access all USCIS Internet-based services at <http://www.uscis.gov>.

If you have any questions about this information, contact:

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