

**12. Emails among USCIS staff discussing internal procedures regarding the reception window at a field office.**

**FOIA response p. 1929.**

**Wicks, Joyce M**

**From:** Wicks, Joyce M  
**Sent:** Thursday, March 26, 2009 5:21 PM  
**To:** Bell, Sherrie D; Burke, Lisa A; Dorsey, Priscilla; Freeman, Amanda L; Harrington, Michelle L; Johnson, Maria; Longo, Wendy D; Mangliara, Polixeni; Mercado, Hilda; Miller, Catherine M; Peregrin, Matthew M; Rosa, Marli P; Roy, Robert J  
**Cc:** Kunver, Raj; Dyer, Amanda; Keck, Peggy M; Person, James H; Wicks, Joyce M; Ahmed, Shahin; Arnold, Preston F; Bonilla, Iris G; Chapman, Sara S; Dacosta, Gamet; Dixon, Daarina S; Edwards, Lynn A; Fisher, Camille C; Foster, Brenda L; Hoffman, Michael K; Kline, Daniel F; Lavole, Jacqueline; Lombard Jr, Carl C; Lytle, William H; Magee, Kenneth W; Maturo, Anthony M; McCarthy, Timothy; Preble, Jennifer L; Presnick, Robert; Ratti, Salvatore A; Reffel, Frank; Rubeo, Stephen D; Segrave, Wayne; Skinner, Robert D; Stuart, James C; Sullivan, Brian J; Tirado, Marco D; Wannagot, Robert D; West, Dawn  
**Subject:** window procedure

Wendy,

Please add this instruction to the Reception window SOP and ensure it is implemented immediately.

- Any applicant who attempts to turn in an appointment notice but claims his or her attorney is not present needs to be asked by the receptionist if he or she wants to proceed without their attorney.
  - If the answer is yes, you must take and notate the appointment letter to indicate this.
  - If the answer is no, you must advise the applicant that
    - You cannot take the appointment notice unless the attorney appears at the window with the client within 20 minutes of the appointment time
    - The appointment slot is open for a period of 20 minutes only
    - After 20 minutes they will be considered as having failed to appear for their appointment and their case will be denied
- Or
- Within that 20 minutes they can request rescheduling of their appointment, but there is no guarantee that we will honor their request (i.e., if we have previously rescheduled them, we may not honor a second such request)
- If the attorney appears after the 20 minute slot claiming extenuating circumstances (i.e., hazardous driving conditions, accident on the highway, unexpectedly delayed in court, etc.), refer the matter to an SAO with the attorney's explanation to determine whether the interview will be done despite the delay.

Please let me know if there are any questions about this policy.

This has been put in place because there have been two recent situations where the same attorney has appeared very late for an interview and claimed that her client previously turned in his appointment letter, yet we do not have the client's letter and the client has not been checked off the list.

**Joyce Wicks**

Supervisory Adjudications Officer

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1/5/2012