



Steps to Take When Your DACA Renewal is Delayed

On August 10, 2016, USCIS posted a notice on its DACA webpage acknowledging that it was taking “longer than expected” for renewal requests to be processed and saying that “USCIS is dedicated to restoring normal processing times as quickly as possible.” For more information, visit www.uscis.gov/humanitarian/consideration-deferred-action-childhood-arrivals-daca.

Many people who have applied to renew their DACA have not received their renewal before their DACA and work authorization expired. Even if you did not submit your DACA renewal application within the time period that USCIS recommends, you can still take some of the steps below to speed up the processing of your renewal application. Some of the options described may be more effective than others, depending on your particular case. Therefore, we recommend following up on as many of them as you can.

When you take any of these steps, be prepared to provide the following information:

- Your full name
- Your alien registration or USCIS number (A#)
- Your application receipt numbers and receipt dates
- The expiration date of your DACA and employment authorization document (EAD)
- Information you provided in the renewal application forms (I-821D and I-765)

Below are the steps we suggest you take to follow up on your DACA renewal application.

1. Check your case status online

You can check the basic processing of your case by using USCIS’s online “My Case Status” tool, at <https://egov.uscis.gov/cris/Dashboard/CaseStatus.do>. You will need to enter the receipt number for either your DACA application or your employment authorization application. USCIS’s online case status tool may show that your renewal application has been approved before you receive your new EAD in the mail, so we recommend you check your case status online regularly. You can also create a USCIS Electronic Immigration System (USCIS ELIS) online account to track the progress of your case—at <https://myaccount.uscis.dhs.gov/>.

2. Contact the National Customer Service Center (NCSC)

The service center customer number is 1-800-375-5283. Be prepared to wait on hold for a long time. You will be able to speak to someone who may be able to answer your questions. You will be given a case confirmation number. Be sure to write it down and keep it, since USCIS uses the number to track your case inquiry.

3. Contact the appropriate USCIS Service Center by email

Email the appropriate USCIS service center 30 days after you contact the National Customer Service Center via phone (step 2, above), if you do not receive a response from the NCSC.



The receipt notices you received for your Form I-821D and Form I-765 will state which service center is handling your case. You can email an inquiry about your case to the appropriate service center. The service center email addresses are:

- California Service Center: csc-ncsc-followup@dhs.gov
- Vermont Service Center: vsc.ncscfollowup@dhs.gov
- Nebraska Service Center: NSCFollowup.NCSC@uscis.dhs.gov
- Texas Service Center: tsc.ncscfollowup@dhs.gov

If you do not receive a response within 21 days of emailing the service center, you may email the USCIS Headquarters Office of Service Center Operations at SCOPSSCATA@dhs.gov.

4. Submit an “outside normal processing time” inquiry

You can also make an online inquiry about a delayed case at <https://egov.uscis.gov/e-request/Intro.do>. DACA renewal applicants may use this online inquiry form after their application has been pending for 105 days (3.5 months), calculated from the receipt date.

5. Contact the USCIS Ombudsman’s office

Contact the Ombudsman’s office only after your DACA renewal application has been pending for 105 days. The Ombudsman provides an “impartial and independent perspective to USCIS in an attempt to resolve problems with pending cases.” The office recommends not contacting them until after you’ve completed steps 1-3, above. The Ombudsman’s office reviews cases and may be able to provide you with information about yours. You can file a Case Assistance Form DHS-7001 online with the USCIS Ombudsman at <https://cisomb.dhs.gov/oca/form7001.aspx> and ask for expedited handling of your renewal application (e.g. ask USCIS to process your renewal faster). When you file the DHS-7001 form online, state in the form:

- (a) the reason(s) you are asking for expedited handling (such as that you may lose your current job),
- (b) the steps you have already taken to find out the status of your case, and
- (c) what the local USCIS field office has told you about your case.

Once you have completed and submitted the online form, you should be issued an Ombudsman-specific case number. Then you can contact, by email, one of these Ombudsman staff people to follow up on your case:

- Rena.cutlip-mason@hq.dhs.gov
- Margaret.gleason@hq.dhs.gov
- Messay.berhanu@hq.dhs.gov



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6. Contact your congressional representative

Call your congressperson's office and ask to speak with the immigration caseworker. You can find out who your congressperson is and get his or her contact information by entering your zip code at www.house.gov/representatives/find/. Explain your problem to the caseworker, who may be able to ask USCIS for information about your case.