

Immigration

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Which federal agency handles immigration?

Most immigration issues are addressed by the United States Citizenship and Immigration Service (USCIS), a branch of the Department of Homeland Security; however, the Department of State grants visas to enter the country.

Where can I get answers to basic questions about immigration applications?

USCIS provides answers on its website to questions about who is eligible to file, where to file, what to file and how to file. See USCIS's [FAQs](#) .

Additionally, you can download immigration forms and find information about filing fees [here](#) .

Where is the closest USCIS office?

The San Jose Sub Office serves the following counties: Santa Clara, Santa Cruz, San Benito, and Monterey.

Street Address

1887 Monterey Road
San Jose, California 95112

Mailing Address

USCIS
San Jose Sub Office
1887 Monterey Road
San Jose, CA 95112

Public Office Hours

MTWF: 7:00 AM to 4:00 PM
Th: 7:00 AM to 12:00 Noon.
The office is closed on Saturday, Sunday, and all Federal holidays.

May I visit the San Jose CIS office to speak to an immigration officer about my case?

To speak with an Immigration Officer, you must have an InfoPass appointment. You may make an appointment [online](#) .

Who may I contact if I have a complaint or concern regarding the Monterey Road CIS office?

If you feel you were mistreated by an Immigration employee, or wish to make a complaint of misconduct by an Immigration employee, you may write to the Officer-In-Charge

Officer in Charge
ATTN: Customer Feedback
U.S. Citizenship and Immigration Services
1887 Monterey Road
San Jose, CA 95112

or to:

District Director, ATTN: Customer Feedback
San Francisco District
630 Sansome Street
San Francisco, CA 94111

How can I find out the status of my applications?

Finding the Status of Your Case

If you have an application receipt number, you can check the status of your case [online](#).

Obtaining a List of Processing Dates

If you would like to see the Processing Dates for Applications and Petitions, click [here](#).

National Customer Service Center

If your application is pending for longer than the processing time projected on your receipt, and you have not recently received any type of notice or update from the USCIS, you can call the National Customer Service Center at 1-800-375-5283 for information. When you call, please have your A-number, any receipt number issued to you after the USCIS received your application, and the last notice you received about your case. NCSC Customer Service Representatives use information provided by each local office to answer questions about case status and processing times.

What is a visa?

A visa is permission to apply to enter the United States. Foreign citizens must apply for a visa at an American embassy or consulate abroad, when desiring to travel to the United States. Additionally, anyone who intends to immigrate to the United States will need to obtain an immigrant visa from their local consulate. Visas are also needed by intending immigrants who are already present in the United States.

How do I obtain an immigrant visa?

If you want to become an immigrant, you must go through a three-step process. First, the USCIS must approve an immigrant petition for you, which is usually filed by an employer or a relative for you. Second, a visa number, through the State Department must be immediately available to you, even if you are already in the United States. If you receive an immigrant visa number, it means that an immigrant visa has been assigned to you. Third, if you are already in the United States, you may apply to adjust to permanent resident status after a visa number becomes available for you. (If you are outside the United States when an immigrant visa number becomes available for you, you must then go to your local U.S. consulate to complete your processing.)

What is an immigrant visa number?

U.S. law limits the number of immigrant visa numbers that are available every year. This means that even if the USCIS approves an immigrant visa petition for you, you may not get an immigrant visa number immediately. In some cases, several years could pass between the time USCIS approves your immigrant visa petition and the State Department gives you an immigrant visa number. In addition, U.S. law also limits the number of immigrant visas available by country. This means you may have to wait longer if you come from a country with a high demand for U.S. immigrant visas.

Where can I get more information about immigrant visas?

Go to the Department of State's webpage on [Visa Information for Permanent Immigrants](#). Please note that the United States issues a limited number of visas to immigrants in various categories each year. For each category, visas are allocated based on the priority date for that particular application. Section 201 of the Immigration and Nationality Act (INA) sets an annual minimum family-sponsored preference limit of 226,000. The worldwide level for annual employment-based preference immigrants is at least 140,000.

I have compiled a [list](#) of resources for organizations that may be able to help you. My office may also be able to [assist you](#)

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