

**Memorandum of Understanding
Between
Headquarters US Citizenship and Immigration Services
And
American Federation of Government Employees**

This Memorandum of Understanding (MOU) has been negotiated to meet the needs of US Citizenship and Immigration Services (USCIS) and the American Federation of Government Employees (AFGE), National Council 119, for the national field office facility standard. Consistent with the master collective bargaining agreement, management shall provide notice and afford the local unions opportunity to bargain, where appropriate. Local agreements shall be governed by the collective bargaining agreement and this MOU.

The parties agreed to the following:

1. Safety, Security, and the Immigration Information Officers Counters:

Employees will be provided a separate entrance to the facility with proximity card readers and video surveillance monitoring. All visitors shall be screened through the public entrance with magnetometers and x-ray machines manned by security guards. Video Surveillance shall be provided in all public waiting rooms, information counters, ASC areas, reception counters and Internet Café areas. Improved configuration of counters and design will enhance line of sight for the IIOs and Security Guards view of waiting room and counter areas. Information counter space design will allow for approximately 4 feet of separation between the Officer and client and negative airflow away from the Officer to minimize contact of airborne contaminants. Side glass panels on the Information counter will be narrowed to approximately 18 inches to restrict access to IIOs. Duress alarms will be provided at all IIO counters.

2. Workspace: The new national field office facility standard (herein referred to as "the new standard") includes the following space allocations:

- Adjudication Officer: 150 square foot hard wall office
- Asylum Adjudication Officer: 175 square foot hard wall office
- Immigration Information Officer: 80 square foot workstation at the counter plus a dedicated 64 square foot workstation
- Clerk: 64 square foot workstation

Legacy INS standards shall apply for all other bargaining unit occupations until superseded.

3. Cubicle Partitions: Workstation panels range from 4'0" to 6'0". Panel heights are achieved with fabric and glass dependent on location and how it affects natural light entering the workspace. Panels less than 4'10" may be provided when light or operational functionality is needed. Noise abatement should be considered in determining panel height.