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Congress of the United States
House of Representatives
Washington, DC 20515-0545

May 1, 2026

Director Joseph B. Edlow
U.S. Citizenship and Immigration Services
Department of Homeland Security
5900 Capital Gateway Drive
Camp Springs, MD 20588

Dear Director Edlow,

I write to express concern regarding significant delays and lack of responsiveness from the Texas Service Center (TSC) in handling congressional casework inquiries submitted by my office.

Since January of this year, my office has experienced a consistent and troubling absence of responses to congressional inquiries submitted to the TSC. This lack of communication appears to be in direct conflict with U.S. Citizenship and Immigration Services (USCIS) policy guidance, which states that congressional inquiries are expected to receive a response within 30 days. In fact, my office currently has numerous pending inquiries that have exceeded this timeframe without acknowledgment or substantive response.

This issue is particularly urgent given the TSC's role in adjudicating Deferred Action for Childhood Arrivals (DACA) renewal requests, as well as Employment Authorization Document (EAD) applications. Constituents served by my office are reporting significant hardship due to delayed adjudications, including the imminent loss of employment because of lapses in work authorization. USCIS's inability to provide updates or assistance to my office in a timely manner further compounds these challenges and interferes with my duty to effectively serve my constituents. To better understand and address these concerns, I respectfully request responses to the following questions no later than May 15, 2026:

1. Have there been any recent policy or procedural changes affecting adjudication at the TSC that may be contributing to delays?

2. Is the TSC currently experiencing staffing shortages or operational challenges that impact case processing times or responsiveness to congressional inquiries?
3. Form I-821D (DACA) applications were previously adjudicated at the Nebraska Service Center, but many are now processed at the TSC. What prompted this shift in workload distribution?
4. Is there currently a backlog of cases at the TSC? If so, please provide an estimate of the number of cases affected and the primary factors contributing to this backlog.
5. What accountability measures are in place to ensure timely responses to congressional inquiries? How are congressional liaison units monitored and evaluated in this regard?
6. What steps is USCIS taking to ensure that adjudicating officers are adequately supported so that cases are processed within normal processing times?
7. What support does USCIS need to draw down any backlog and ensure that cases are processed within their normal timeframe?

Timely communication between USCIS and congressional offices is essential to ensuring that constituents receive accurate information and assistance when navigating the immigration system. I urge USCIS to take immediate steps to address these delays and restore consistent communication with congressional stakeholders.

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

A handwritten signature in black ink, appearing to read "Derek T. Tran". The signature is stylized with a large, sweeping initial "D" and a horizontal line above the "T".

Derek T. Tran
Member of Congress