

WITHDRAWN - RETURNED WITHOUT ACTION

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: DAA-0563-2017-0003

Request for Records Disposition Authority

Records Schedule Number: DAA-0563-2017-0003
Schedule Status: Returned Without Action
Agency or Establishment: Department of Homeland Security
Record Group / Scheduling Group: General Records of the Department of Homeland Security
Records Schedule applies to: Major Subdivision
Major Subdivision: Office of the Citizenship and Immigration Services Ombudsman
Schedule Subject: CISOMB correspondence, information collection and processing activities
Internal agency concurrences will be provided: No

Background Information: The Office of the Citizenship and Immigration Services Ombudsman (CISOMB) assists individuals and employers who are unable to resolve problems directly with U.S. Citizenship and Immigration Services (USCIS). CISOMB provides impartial and independent recommendations to USCIS on how to resolve problems.

Item Count

Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
0	0	0	4

GAO Approval

0002

WITHDRAWN ● RETURNED WITHOUT ACTION

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: DAA-0563-2017-0003

Outline of Records Schedule Items for DAA-0563-2017-0003

Sequence Number	
1	Ombudsman Cases Disposition Authority Number: DAA-0563-2017-0003-0001
2	Non-Case related correspondence Disposition Authority Number: DAA-0563-2017-0003-0002
3	Ombudsman Recommendations Disposition Authority Number: DAA-0563-2017-0003-0003
4	Annual and Other Reports to Congress Disposition Authority Number: DAA-0563-2017-0003-0004

WITHDRAWN - RETURNED WITHOUT ACTION

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: DAA-0563-2017-0003

Records Schedule Items

Sequence Number	
1	<p>Ombudsman Cases</p> <p>Disposition Authority Number DAA-0563-2017-0003-0001</p> <p>Requests for assistance that may become case files result when U.S. Citizenship and Immigration Services (USCIS) customers have been unable to resolve issues with their pending application or petition directly with USCIS. Once the Ombudsman receives correspondence (usually through a Case Assistance Form (Ombudsman Form DHS-7001), it is reviewed to determine if assistance is warranted, and if appropriate, inquire with USCIS to resolve the issue. The request for assistance is held open until USCIS confirms action has been taken to move the case forward. Specific information may be shared in response to an inquiry from a Member of Congress or a designated congressional staff member from the Congressional office on behalf of the individual to whom the records pertain. Includes records such as DHS Form 7001, case-related correspondence, congressional correspondence, correspondence to non-responsive petitioners, out of jurisdiction correspondence, correspondence to address procedural and substantive matters, and correspondence to the public and applicants/petitioners.</p> <p>Final Disposition Temporary</p> <p>Item Status Withdrawn</p> <p>Is this item media neutral? Yes</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p>Do any of the records covered by this item exist as structured electronic data? Yes</p> <p>GRS or Superseded Authority Citation N1-563-08-001 / 2/a N1-563-08-001 / 2/b N1-563-08-001 / 3/a/1 N1-563-08-001 / 3/a/2 N1-563-08-001 / 3/a/3</p> <p>Disposition Instruction</p> <p>Cutoff Instruction Cut off at final disposition action taken by the Ombudsman</p> <p>Retention Period Destroy 3 year(s) after cutoff</p> <p>Additional Information</p>

WITHDRAWN - RETURNED WITHOUT ACTION

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: DAA-0563-2017-0003

2

GAO Approval Not Required

Non-Case related correspondence

Disposition Authority Number DAA-0563-2017-0003-0002

These are replies to inquiries, information requests or follow up letters concerning non-case related matters such as a thank you letters or replies to invitations or events received by the Ombudsman. This correspondence requires no action by the Ombudsman. Includes correspondence that is deemed unactionable. Examples include: • Transitory correspondence used to arrange meetings, speaking invitations, or coordinate outreach • Courtesy acknowledgements submitted for meetings and invitations • Correspondence which informs the public on the mission of CISOMB • Responses to routine correspondence related to USCIS policy or practices

Final Disposition Temporary

Item Status Withdrawn

Is this item media neutral? Yes

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? No

Disposition Instruction

Cutoff Instruction Cut off when matter or need is concluded

Retention Period Destroy immediately after cutoff. Longer retention is authorized to provide input into Annual Report or other reports if required.

Additional Information

GAO Approval Required and Received

3

Ombudsman Recommendations

Disposition Authority Number DAA-0563-2017-0003-0003

Formal written recommendations prepared and submitted to USCIS by the Ombudsman based on observations made during site visits to USCIS facilities, meetings with individuals and employees, and representatives from community-based organizations that are intended to address serious and pervasive problems with the immigration benefits system

Final Disposition Permanent

Item Status Withdrawn

Is this item media neutral? Yes

Do any of the records covered by this item currently exist in No

WITHDRAWN ● RETURNED WITHOUT ACTION

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: DAA-0563-2017-0003

electronic format(s) other than e-mail and word processing?

GRS or Superseded Authority Citation N1-563-08-001 / 3/c

Disposition Instruction

Cutoff Instruction Cutoff files at end of calendar year when recommendation is made

Transfer to the National Archives for Accessioning Transfer to the National Archives in 5 year blocks 5 year(s) after cutoff

Additional Information

First year of records accumulation 2004

What will be the date span of the initial transfer of records to the National Archives? From 2004 To 2012

How frequently will your agency transfer these records to the National Archives? Every 5 Years

	Estimated Current Volume	Annual Accumulation
Electronic/Digital	100 MB	10 MB
Paper		
Microform		
Hardcopy or Analog Special Media		

4

Annual and Other Reports to Congress

Disposition Authority Number DAA-0563-2017-0003-0004

Required under 6 U.S.C. § 272, CISOMB is mandated to provide the Committees on the Judiciary of the House of Representatives and the Senate with an annual report, submitted no later than June 30, which includes both substantive and statistical analyses of those needs, issues, trends and requirement to identify areas in which individuals and employers have problems in dealing with USCIS. Established under Public Law 107-296, Nov. 25, 2002, volume 116, Page 2197

Final Disposition Permanent

Item Status Withdrawn

WITHDRAWN – RETURNED WITHOUT ACTION

WITHDRAWN RETURNED WITHOUT ACTION

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: DAA-0563-2017-0003

Is this item media neutral? **Yes**

Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? **No**

GRS or Superseded Authority Citation **N1-563-08-001 / 3/b**

Disposition Instruction

Cutoff Instruction **Cut off files annually**

Transfer to the National Archives for Accessioning **Transfer to the National Archives in 5 year blocks 10 year(s) after cutoff**

Additional Information

First year of records accumulation **2004**

What will be the date span of the initial transfer of records to the National Archives? **From 2004 To 2008**

How frequently will your agency transfer these records to the National Archives? **Unknown**
Unknown

	Estimated Current Volume	Annual Accumulation
Electronic/Digital	100 MB	10 MB
Paper	1 Cubic feet	.01 Cubic feet
Microform		
Hardcopy or Analog Special Media		

WITHDRAWN RETURNED WITHOUT ACTION

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: DAA-0563-2017-0003

Agency Certification

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal in this schedule are not now needed for the business of the agency or will not be needed after the retention periods specified.

Signatory Information

Date	Action	By	Title	Organization
07/11/2017	Certify	Tammy Hudson	Acting Records Officer	CIO - ESDO
07/13/2017	Return for Revision	Jeremy Schmidt	Archives Specialist	National Archives and Records Administration - ACRA Appraisal Team 1
09/05/2017	Submit For Certification	David Lockard	Records Specialist	Under Secretary for Management - Office of the Chief Information Officer
09/05/2017	Certify	Tammy Hudson	Acting Records Officer	CIO - ESDO
11/28/2017	Return for Revision	Jeremy Schmidt	Archives Specialist	National Archives and Records Administration - ACRA Appraisal Team 1
01/19/2018	Submit For Certification	David Lockard	Records Specialist	Under Secretary for Management - Office of the Chief Information Officer
02/08/2018	Certify	Tammy Hudson	Acting Records Officer	CIO - ESDO
11/01/2018	Return Without Action	Judith Barnes	Archives Specialist	National Archives and Records Administration - Agency Services

WITHDRAWN – RETURNED WITHOUT ACTION