

## Request for Records Disposition Authority

Records Schedule Number      DAA-0563-2019-0004  
Schedule Status                  Approved

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Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items
2	1	1	0

### GAO Approval

## Outline of Records Schedule Items for DAA-0563-2019-0004

Sequence Number	
1	Ombudsman Cases Disposition Authority Number: DAA-0563-2019-0004-0001
2	Ombudsman Recommendations Disposition Authority Number: DAA-0563-2019-0004-0002

## Records Schedule Items

Sequence Number	
1	<p data-bbox="362 412 634 442"><b>Ombudsman Cases</b></p> <p data-bbox="362 463 1138 493">Disposition Authority Number      <b>DAA-0563-2019-0004-0001</b></p> <p data-bbox="362 519 1471 1034"><b>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.</b></p> <p data-bbox="362 1055 911 1085">Final Disposition                      <b>Temporary</b></p> <p data-bbox="362 1106 846 1136">Item Status                                <b>Active</b></p> <p data-bbox="362 1157 813 1187">Is this item media neutral?            <b>Yes</b></p> <p data-bbox="362 1208 813 1238">Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing?        <b>Yes</b></p> <p data-bbox="362 1259 813 1289">Do any of the records covered by this item exist as structured electronic data?                        <b>Yes</b></p> <p data-bbox="362 1310 1065 1638">GRS or Superseded Authority Citation      <b>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</b></p> <p data-bbox="362 1676 662 1706"><b>Disposition Instruction</b></p> <p data-bbox="362 1727 1373 1804">Cutoff Instruction                        <b>Cut off at final disposition action taken by the Ombudsman</b></p> <p data-bbox="362 1825 1154 1855">Retention Period                         <b>Destroy 3 year(s) after cutoff</b></p> <p data-bbox="362 1898 659 1927"><b>Additional Information</b></p>

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GAO Approval **Not Required**

**Ombudsman Recommendations**

Disposition Authority Number **DAA-0563-2019-0004-0002**

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 **Active**

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/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 15 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		
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## 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
12/12/2018	Certify	Tammy Hudson	Acting Records Officer	CIO - ESDO
02/06/2019	Return for Revision	Jeremy Schmidt	Archives Specialist	National Archives and Records Administration - ACRA Appraisal Team 1
02/20/2019	Submit For Certification	Sara Cheeseman	Records Specialist	Headquarters - OCIO
02/20/2019	Certify	Tammy Hudson	Acting Records Officer	CIO - ESDO
06/05/2019	Submit for Concurrence	Lloyd Beers	Appraisal Archivist	National Archives and Records Administration - ACNR Records Management Services
06/07/2019	Concur	Margaret Hawkins	Director of Records Management Services	National Records Management Program - ACNR Records Management Services
06/07/2019	Concur	Laurence Brewer	Chief Records Officer	National Records and Archives Administration - National Records and Archives Administration
06/10/2019	Approve	David Ferriero	Archivist of the United States	Office of the Archivist - Office of the Archivist