Schedule Number: N1-563-08-001

Some items in this schedule are either obsolete or have been superseded by new NARA approved records schedules. This information is accurate as of: 8/5/2021

**ACTIVE ITEMS**
These items, unless subsequently superseded, may be used by the agency to disposition records. It is the responsibility of the user to verify the items are still active.

Item 1, Case Information

Item 3B, Annual and Other Reports to Congress

**SUPERSEDED AND OBSOLETE ITEMS**
The remaining items on this schedule may no longer be used to disposition records. They are superseded, obsolete, filing instructions, non-records, or were lined off and not approved at the time of scheduling. References to more recent schedules are provided below as a courtesy. Some items listed here may have been previously annotated on the schedule itself.

DAA-0563-2019-0004 supersedes all all other items
REQUEST FOR RECORDS DISPOSITION AUTHORITY

To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION
   8601 ADELPHI ROAD, COLLEGE PARK, MID 20740-6001

1. FROM (Agency or establishment)
   Department of Homeland Security

2. MAJOR SUBDIVISION
   Office of the Citizenship & Immigration Services Ombudsman (CISOMB)

3. MINOR SUBDIVISION

4. NAME OF PERSON WITH WHOM TO CONFER
   Kathy Schultz

5. TELEPHONE
   202-447-5075

6. 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 on the attached 3 page(s) are not needed now for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 the GAO Manual for Guidance of Federal Agencies, 

   [ ] is not required   [ ] is attached; or   [ ] has been requested.

   DATE 9/13/07
   SIGNATURE OF AGENCY REPRESENTATIVE
   Kathy Schultz
   TITLE Senior Records Officer

7. ITEM NO. 8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION

   1 See attached sheet(s) for:
      Office of the Citizenship & Immigration Services Ombudsman (CISOMB)

9. GRS OR SUPERSEDED JOB CITATION

10. ACTION TAKEN

   10/27/07 Copies sent to agency OCMOM, OCMOM, OCMOM, NR, MOCT

STANDARD FORM 115 (REV. 3-91) PREVIOUS EDITION NOT USABLE
PRESCRIBED BY NARA 36 CFR 1228
U.S. Department of Homeland Security
Headquarters Systems Schedules
Citizenship and Immigration Services, Ombudsman

Input:
1. Case Information
Data collected includes, but is not limited to: subject's name, contact information, alien registration number (if provided), and other personal identifying data; type of case problem; name of person preparing form (subject, attorney/representative); applications and petitions filed information; case description and other identifying data necessary to review the complaint, give assistance, and communicate with the complainant.

Disposition (Media Neutral):
- a. Paper copies of letters and documentation TEMPORARY. Destroy paper records after they have been scanned into the system and verified.

- b. Supporting documentation (Original)
Birth certificate, driver's license, immigrant/nonimmigrant visa, naturalization certificate, certificate of citizenship, certificate of release or discharge from active duty, government identification card or military identification card.

TEMPORARY. Return to complainant after they have been scanned into the system and verified. Superseded by:

DAA-0563-2019-0004-0001
DATE (MM/DD/YYYY): 06/10/2019

Disposition:
- a. Processed Case Files
TEMPORARY. Cut off at final disposition of case. Delete or destroy 40 years after cutoff.

- b. Uncompleted Case Files are the record copy of cases where additional information is requested, but not received. Cases are closed 30 days after the request for additional information.

TEMPORARY. Cut off 30 days from date of request if no response. Delete or destroy 5 years after cutoff. Superseded by:

DAA-0563-2019-0004-0001
DATE (MM/DD/YYYY): 06/10/2019

Output:
3a. Correspondence—Correspondence consists of letters to the public regarding:

Office of the Citizenship & Immigration Services Ombudsman (CISOMB) - attachment to SF 115

Page 2 of 4
3e(1) Out of the Jurisdiction
The Ombudsman replies to the "out of jurisdiction" correspondence with a letter explaining that the office cannot address the issue and provide the appropriate contact wherever possible.

- Output:
  - 3e(2) Responses to correspondence and cases
    - complaints of USCIS service to the public
    - queries on benefit status.

3e(3) Congressional Correspondence
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.

Output:
3b. Annual and Other Reports to Congress
The statutory mandate 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 requirements to identify areas in which individuals and employers have problems in dealing with USCIS.

Disposition (Media Neutral):
TEMPORARY. Delete or destroy 5 years after response.
Superseded by:
DAA-0563-2019-0004-0001
DATE (MM/DD/YYYY): 06/10/2019

Disposition (Media Neutral):
TEMPORARY. Delete or destroy 5 years after response.
Superseded by:
DAA-0563-2019-0004-0001
DATE (MM/DD/YYYY): 06/10/2019

Disposition (Media Neutral):
TEMPORARY. Cutoff at end of calendar year when response is sent. Destroy or delete 10 years after cutoff. Superseded by:
DAA-0563-2019-0004-0001
DATE (MM/DD/YYYY): 06/10/2019

Disposition (Media Neutral):
PERMANENT. Cut off files annually. Transfer to the National Archives 10 years after cut off.
U.S. Department of Homeland Security
Headquarters Systems Schedules

Citizenship and Immigration Services, Ombudsman

Output:
3c. Ombudsman Recommendations
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.

Disposition (Media Neutral):
4) Recommendation file.
PERMANENT: Cutoff file at end of calendar year when recommendation is made. Transfer to NARA 5 years after cutoff.

2) Duplicate copy of recommendation report.
TEMPORARY: Destroy or delete when no longer needed for reference.