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 Subdivsion
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Number of Total Disposition Items	Number of Permanent Disposition Items	Number of Temporary Disposition Items	Number of Withdrawn Disposition Items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	**Ombudsman Cases**
	Disposition Authority Number: DAA-0563-2019-0004-0001
	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.
	Final Disposition: Temporary
	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?: Yes
	Do any of the records covered by this item exist as structured electronic data?: Yes
	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
	Disposition Instruction
	Cutoff Instruction: Cut off at final disposition action taken by the Ombudsman
	Retention Period: Destroy 3 year(s) after cutoff
	Additional Information

GAO Approval	Not Required

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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		

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