

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

---

## General Information

Agency or Establishment	Department of Homeland Security
Record/Scheduling Group	0563 - General Records of the Department of Homeland Security
Records Schedule Applies to	Agency Subdivision
Major Subdivision	Office of the Immigration Detention Ombudsman
Schedule Subject	Records of the Office of the Immigration Detention Ombudsman (OIDO).
Additional Schedule Information	These records are related to the function of the Office of the Immigration Detention Ombudsman (OIDO). Established by Congress in 2019, OIDO's mission is to independently examine immigration detention to provide and support safe, humane conditions. The Office does so by assisting individuals with complaints about the potential violation of immigration detention laws, policies, or standards or misconduct by DHS (or contract) personnel; conducting oversight of immigration detention facilities, including through unannounced inspections and reviewing contracts; and making recommendations for changes in support of the mission.
Is there a classified version of this form?	No
Is consultation and coordination with Tribal Governments required?	No- The records covered by this schedule do not implicate Tribal interests

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

---

## Item Count

Total number of disposition items: 4

Number of Temporary disposition items: 2

Number of Permanent disposition items: 2

Number of Items with Disposition Not Approved: 0

Number of Inactive disposition items: 0

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

---

Outline of Records Schedule Items for DAA-0563-2022-0002

Item #	Title	Disposition
0001	Case Files	Temporary
0002	Investigation and Inspection Files	Temporary
0003	Ombudsman Recommendations	Permanent
0004	Final Report	Permanent

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

Records Schedule Items

<b>DAA-0563-2022-0002-0001</b>		<b>STATUS: Active</b>
<b>ITEM GENERAL INFORMATION</b>		
Item Title	Case Files	
Item Description	<p>Once the Ombudsman receives complaint correspondence (through a Case Intake Form (OIDO Form DHS-405), email, or in-person), it is reviewed to determine if assistance is warranted, and if appropriate, inquire with ICE or CBP to resolve the issue. The DHS-405 form contains data on the detainee, facility, and incident that is being referenced. Additionally, all of the case data is input into the Immigration Detention Case Management System (IDCMS). Any paper documentation is scanned directly into the system, verified and destroyed or returned to the complainant. Complaints are held open until OIDO declines to intervene or confirms that another DHS component has taken action to address the complaint. Data includes records such as DHS Form 405, case-related correspondence, ICE/CBP correspondence.</p>	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
<b>SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS</b>		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
<b>DISPOSITION INSTRUCTION</b>		
Final Disposition	Temporary	
Cutoff Instructions	Other: Cut off upon closure of case.	
Retention Period	Destroy 7 year(s) after cutoff.	
<b>ADDITIONAL INFORMATION</b>		

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0563-2022-0002-0002		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Investigation and Inspection Files	
Item Description	<p>The Ombudsman conducts regular audits of facilities as well as investigations based on requests from other agencies, Congress, and complaint trends. Information collected includes site data and observations made during visits to ICE and CBP facilities, references to applicable detention facility standards, as well as information obtained through meetings with detained individuals, DHS employees/contractors, and representatives from community-based organizations. Investigation information is entered into IDCMS and are held open until a final report is completed. The types of documentation that Detention Oversight (DO) inspectors generate (commonly referred to as “work papers”) include: the Project Proposal, Design Matrix, Work Plan, checklists for DO stages, Memorandum for Record (MFR), Inspector Notes, interview notes, Individual Finding(s) Reports, Draft Factual Findings and Inspection Reports. Additional documents produced may include signed Statements of Independence, signed Notices of Inspection, Requests For Information (if issued), and memoranda for the record. Broadly defined, inspection documentation also includes contracts, documents, papers, electronic files, emails and attachments, computer disks, tapes, CDs, photographs, records, work plans, videotapes and media that the inspection team either produced or collected to document the objectives, scope, methodology, and work performed to support findings, conclusions, and recommendations. These documents, photographs and videos will be retained in the relevant inspection file in IDCMS.</p>	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

Is this item a deviation from the GRS?	No
<b>DISPOSITION INSTRUCTION</b>	
Final Disposition	Temporary
Cutoff Instructions	Other: Cut off upon closure of case.
Retention Period	Destroy 5 year(s) after cutoff.
<b>ADDITIONAL INFORMATION</b>	
Are any of the records covered by this item national security classified?	No
GAO Approval Required	No

DAA-0563-2022-0002-0003		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Ombudsman Recommendations	
Item Description	Formal written policy and standard recommendations prepared and submitted to ICE and CBP by the Ombudsman based on observations and inquiries completed by OIDO are intended to address serious and pervasive problems with the immigration detention system.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Permanent	
Cutoff Instructions	Other: Cut off files at end of calendar year when the recommendation is made.	
Are there multiple instructions for this item?	No	
Transfer Instruction	Transfer to the National Archives 15 year(s) after cutoff	
ADDITIONAL INFORMATION		
Current Records Format	Textual data:1 GB	
Approximate first year of records covered by this authority	2020	
End year of records covered by this authority	Still being created	

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

Date span of the initial transfer	From: --/--/2020 To: --/--/2025
Frequency of transfer	5
Are any of the records covered by this item subject to a FOIA exemption?	No

DAA-0563-2022-0002-0004		STATUS: Active
ITEM GENERAL INFORMATION		
Item Title	Final Report	
Item Description	The final report provides the final versions of inspection findings and recommendations from the investigation file. It also includes a reproduction of the component’s response to the OIDO findings and recommendations and OIDO’s reply in consideration of the component response.	
Is this item media neutral?	Yes	
Is this item a Big Bucket?	No	
SUPERSEDED AGENCY DISPOSITION AUTHORITIES AND GRS DEVIATIONS		
Does this item supersede existing disposition authorities?	No	
Is this item a deviation from the GRS?	No	
DISPOSITION INSTRUCTION		
Final Disposition	Permanent	
Cutoff Instructions	Other: Cut off at end of calendar year in which case is closed.	
Are there multiple instructions for this item?	No	
Transfer Instruction	Transfer to the National Archives 15 year(s) after cutoff	
ADDITIONAL INFORMATION		
Current Records Format	Textual data:1 GB	
Approximate first year of records covered by this authority	2020	
End year of records covered by this authority	Still being created	
Date span of the initial transfer	From: --/--/2020 To: --/--/2025	
Frequency of transfer	5	
Are any of the records covered by this item subject to a FOIA exemption?	Yes	

National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

---

FOIA Exemption(s)

FOIA (b)(2) Internal Personnel Rules and Practices,  
FOIA (b)(4) Trade Secrets and Commercial or Financial  
Information,  
FOIA (b)(5) Inter-agency or Intra-agency Memorandums or  
Letters Not Available by Law



National Archives and Records Administration  
REQUEST FOR DISPOSITION AUTHORITY

Records Schedule Number: DAA-0563-2022-0002

Status: APPROVED  
Date Approved: 08/25/2023

---

Signatory Information

Action	User	Date
Accept	Data Migration	05/02/2022
Approve	Colleen Shogan	08/25/2023