

<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b>		LEA <del>BLANK</del> (NARA use only) <del>N1-563-08-1</del>	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD, COLLEGE PARK, MID 20740-6001		JOB NUMBER <b>N1-563-08-1</b>	
1 FROM (Agency or establishment) <b>Department of Homeland Security</b>		Date Received <b>9/27/07</b>	
2 MAJOR SUB DIVISION <b>Office of the Citizenship &amp; Immigration Services Ombudsman (CISOMB)</b>		NOTIFICATION TO AGENCY	
3 MINOR SUBDIVISION		In accordance with the provisions of 44 U.S.C 3303a, the disposition request, including amendments is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	
4 NAME OF PERSON WITH WHOM TO CONFER <b>Kathy Schultz</b>	5 TELEPHONE <b>202-447-5075</b>	DATE <b>2/6/08</b>	ARCHIVIST OF THE UNITED STATES <i>Alta Wierwille</i>
<b>6 AGENCY CERTIFICATION</b> 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 <u>3</u> 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, <input checked="" type="checkbox"/> is not required <input type="checkbox"/> is attached; or <input type="checkbox"/> has been requested.			
DATE <b>9/13/07</b>	SIGNATURE OF AGENCY REPRESENTATIVE <i>Kathleen A. Schultz</i>		TITLE <b>Senior Records Officer</b>
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
1	See attached sheet(s) for: <b>Office of the Citizenship &amp; Immigration Services Ombudsman (CISOMB)</b>		
<i>12 2/7/08 Copies sent to agency, DOWMS, DOWME, DOWMW, NR, DWCT</i>			

**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.

**Master File / Data:**

2 Case Files

Problems that may become case files result when USCIS customers, despite repeated inquiries, have been unable to obtain a resolution to issues in their pending application or petition filed with USCIS. Once the CIS Ombudsman receives correspondence, it is reviewed to determine if assistance is warranted, and if appropriate, forward the issue to USCIS for further processing. If USCIS is not able to address the problem the complainant is notified in writing.

**Disposition:**

a. Processed Case Files

TEMPORARY. Cut off at final disposition of case. Delete or destroy 10 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.

**Output:**

3a Correspondence - Correspondence consists of letters to the public regarding:

**Disposition (Media Neutral):**

*Handwritten:*  
N1-503-08-1

**U.S. Department of Homeland Security  
Headquarters Systems Schedules**

---

**Citizenship and Immigration Services, Ombudsman**

---

3a(1) Out of the Jurisdiction

The Ombudsman replies to the "out of jurisdiction" correspondence with a letter explaining that the office cannot address for the issue and provide the appropriate contact wherever possible.

TEMPORARY. Delete or destroy 5 years after response.

**Output:**

3a(2) Responses to correspondence and cases

- complaints of USCIS service to the public
- queries on benefit status

**Disposition (Media Neutral):**

TEMPORARY. Delete or destroy 5 years after response.

**Output:**

3a(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:

**Disposition (Media Neutral):**

TEMPORARY. Cutoff at end of calendar year when response is sent. Destroy or delete 10 years after cutoff.

**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):**

PERMANENT. Cut off files annually Transfer to the National Archives 10 years after cut off

*W. S. [Signature]*  
N1-563-08-1

**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):**

- 1) Recommendation file.  
PERMANENT. Cutoff files 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.

~~DATE-08-08~~  
01-503-08-1