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NATIONAL ARCHIVES AND RECORDS ADMINISTRATION
Request for Records Disposition Authority

Records Schedule: **DAA-0566-2017-0030**

Request for Records Disposition Authority

Records Schedule Number DAA-0566-2017-0030

Schedule Status Returned Without Action

Agency or Establishment Citizenship and Immigration Services

Record Group / Scheduling Group Records of U.S. Citizenship and Immigration Services

Records Schedule applies to Agency-wide

Schedule Subject Verification Division (VER) Systems

Internal agency concurrences will be provided No

Background Information

Background Information The U.S. Citizenship and Immigration Services (USCIS) Verification Division (VER) ensures that authorized users can timely and accurately verify immigration status and employment authorization information. The Verification Division is responsible for the operation, management, and enhancement of Form I-9 (Employment Eligibility Verification), as well as the E-Verify, and the Systematic Alien Verification for Entitlements (SAVE) programs. VER uses an Internet based platform, supplemented by a family of subsystems and certain paper forms that support the business functions related to the SAVE and E-Verify programs. Memorandums of Agreement between USCIS and partner Agencies are maintained in the system and covered under DAA-0563-2013-0006. Local copies may be kept for reference as long as needed for business reasons.

SAVE

The SAVE Program is a fee-based service for Federal, State, tribal, and local government agencies, benefit-issuing agencies, private entities, institutions, and licensing bureaus authorized by law to verify the immigration status of non-immigrants, immigrants, and certain naturalized and derived U.S. citizens. SAVE assists these customers in determining whether an applicant has the required immigration status for the public benefit, license, grant, governmental credential sought, or any other statutorily authorized purpose.

E-Verify

E-Verify is a free, internet-based system that assists in establishing the identity and eligibility of employees to work in the United States and in helping to determine the eligibility of applicants seeking unescorted access to any Security Identification Display Area (SIDA) of an airport. E-Verify may also help prevent document fraud, discrimination, and employment-based identity theft. Analysis of

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employers' use of E-Verify helps VER ensure users comply with the E-Verify Memorandum of Understanding, E-Verify Manuals, Form I-9 instructions, and with the employer sanction laws, as well as, providing valuable information for outreach to employers.

Verification Division Systems

In addition to receiving paper-based inquiries, the USCIS Verification Office has instituted a suite of electronic systems to process the verifications associated with SAVE and E-Verify. Data is pulled from relevant systems and used by VER to determine a benefit applicant's immigration status (SAVE) or for determining employment eligibility (E-Verify). This enables VER employees to view a more complete history of the employee/benefit applicant. Data is queried in real-time or saved within the electronic Verification Information System (VIS). The specific DHS database against which the information will be verified depends on the document provided by the employee or benefit applicant. Subject data included in VER systems includes information on individuals seeking unescorted access to SIDA, employees (E-Verify), applicants for public benefits, licenses or clearances, petitioners, businesses, and non-immigrant visa holders. This schedule covers the family of electronic systems including VIS, previously scheduled under N1-566-08-07, and Salesforce Customer Relationship Management (CRM), MyE-Verify, as well as other legacy (i.e., CTMS and AVANT) and future systems designed to assist with the administration of SAVE and E-Verify.

The functions of the Verification Division's family of systems include, but are not limited to, the following capabilities:

- Creating user accounts, creating audit logs, and issuing correspondence
- Linking to other agencies to search for and capture data and managing access to the data used to determine status or employment eligibility
- Managing case creation, routing, assignments, and resolution, and managing compliance incidents and investigations
- Processing requests for data regarding audits and congressional requests, and providing program reports
- Storing contact information on users of the VER programs, including organization, position, work phone numbers, addresses, and email addresses of the customer, geographic information (region, state or city) for E-Verify and SAVE customers to improve targeted customer service and outreach efforts
- Tracking issues in which customers engaged, past interactions the customer had with the VER Division, including conversations with employees and attendance at USCIS VER-affiliated outreach events
- Analyzing data to improve the program and to more effectively respond to public comments and inquiries
- Monitoring and tracking compliance, and quality assurance efforts

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- Tracking and auditing speech-enabled telephonic inquiries
- Performing employment and benefit eligibility status inquiries, analyzing submissions of identity theft reports, and locking social security numbers (SSNs) that have been used in identity theft
- Performing activities in support of law enforcement to prevent fraud and misuse of the Verifications Division Programs, and to prevent discrimination and identity theft

- Providing photograph matching identification by comparing identification documents housed in multiple internal and external databases

Paper-based data includes Document Verification (Form G-845) and Form G-845 Supplement. These can also include faxes. Paper forms are converted to an electronic form and retained as part of the Master File data.

The Verifications systems suite includes functionality to create and mail correspondence to account holders, which is currently covered under NARA Records Schedule DAA-0566-2016-0014.

For E-Verify:

- Accounts that are created but not completed within 90 days will be rejected. Rejected accounts will be deleted 150 days after the date of rejection.
- Incomplete/incorrect information may prompt an error message and instructions to correct the error. These records will be deleted 150 days from the date the error message was sent.
- The CSV file (comma separated file) used during the VIS upload process will be deleted 150 days after upload into VIS.

Applicant/Employee/Company data includes but may not be limited to:

- A-Number
- Form I-94 Number
- Foreign Passport Number
- Country of Issuance of Passport
- Full Name
- Date of Birth
- Social Security Number
- Student and Exchange Visitor Information System (SEVIS) Number
- Citizenship or Nationality
- Photographs
- Company Name, Address, and Employer Identification Number
- User Name and User ID
- Phone Number and Fax Number
- Email Address
- Taxpayer Identification Number

Monitoring information, and the accompanying compliance information, may be placed in either electronic or paper files and may include:

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- Analytic or other information derived from monitoring and compliance activities
- Complaint or hotline reports
- Records of communication
- E-Verify case records, documents, or reports derived from compliance activities, especially in connection with determining the existence of fraud or discrimination in connection with the use of E-Verify
- Information derived from telephone calls, emails, letters, desk audits or site visits, as well as information from media reports or tips from law enforcement agencies

A. INPUTS

Inputs to the Verification Program family of systems may include, but are not limited to, the following:

- Information provided directly by the User
- Information from the call center, law enforcement agencies, and public media
- Central Index System (CIS)
- Computer-Linked Application Information Management System 3.0 and 4.0 (CLAIMS 3 and CLAIMS4)
- Customer Profile Management System (CPMS)
- CBP TECS-I-94
- USCIS Electronic Immigration System (ELIS)
- Refugees, Asylum, and Parole System (RAPS)
- Student and Exchange Visitor Identification System (SEVIS)
- Arrival and Departure Information System (ADIS):
- Executive Office for Immigration Review (EOIR):
- Enterprise Citizenship and Immigration Services Centralized Operational Repository (eCISCOR)
- Enterprise Document Management System (EDMS)
- ENFORCE Integrated Database - ENFORCE Alien Removal Module (EID-EARM)
- Marriage and Fraud Amendment System (MFAS)

DISPOSITION: Temporary. Delete/destroy when data has been entered into the Master File and verified. Longer retention is authorized if required for business use (GRS 4.3 Item 020.)

B. OUTPUTS

1. Matching Results: Records created based on a query relating to a match or non-match of an employee or applicant.
2. System Audit Files: Records relating to the operational history of the technical environment recorded to ensure compliance with business and technical requirements.

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3. Program Inspection and Audit Files: Records relating to audits of the E-Verify, Form I-9 and SAVE Programs.
4. Reports: Standard or ad hoc reports relating to system operations.

DISPOSITION: Temporary. Destroy when no longer needed for business according to GRS 4.3 Item 030.

C. SYSTEM DOCUMENTATION

1. Documentation: System lifecycle development documents, including: Systems specifications; file specifications: data layout documentation, user guides, and information-tracking documentation.
2. Planning and Implementation Files: Records reflecting the history and major policy decisions regarding the creation and implementation of VER Programs.
3. Test Records: Electronic files or records created solely to test system performance, as well as hard copy printouts and related documentation for the electronic files/records.

RETENTION: Temporary. Destroy when no longer needed for business according to GRS 3.2 Item 030.

Specific Restrictions for this schedule: Personally Identifiable Information. All records are protected from unauthorized access through appropriate administrative, physical, and technical safeguards. The safeguards include designating user roles and restricting access to those with a need-to-know to perform their official duties.

Note: Records that are linked to national security, law enforcement, fraud, litigation holds, administrative investigations or actions, congressional inquiries or similar matters may be extended beyond the applicable retention period in five-year increments.

This schedule supports the USCIS initiative to move from paper to electronic records in compliance with the media neutral guidance found in 36 CFR § 1225.24 and the E-Government Act of 2002

Item Count

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

GAO Approval

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Outline of Records Schedule Items for DAA-0566-2017-0030

Sequence Number	
1	VER Master File Disposition Authority Number: DAA-0566-2017-0030-0001

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Records Schedule Items

Sequence Number	
1	<p>VER Master File</p> <p>Disposition Authority Number DAA-0566-2017-0030-0001</p> <p>Categories of records in this system include, but are not limited to: • Company name, and contact and registration information • Agency name, and contact and registration information • Full name • Place and Date of Birth • Citizenship and Nationality information • Arrival and departure information • Identification information such as SSN, A-Number, passport and visa information • Contact information such as phone numbers, email addresses, physical addresses • Analytic information derived from compliance monitoring systems • Complaint and lead information, media reports, and call center compliant reports • Information collected during compliance activities</p> <p>Final Disposition Temporary</p> <p>Item Status Withdrawn</p> <p>Is this item media neutral? Yes</p> <p>Do any of the records covered by this item currently exist in electronic format(s) other than e-mail and word processing? Yes</p> <p>Do any of the records covered by this item exist as structured electronic data? Yes</p> <p>Disposition Instruction</p> <p>Retention Period Destroy 10 year(s) after completion of verification.</p> <p>Additional Information</p> <p>GAO Approval Not Required</p>

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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
12/08/2022	Certify	Tracy Hamblet	Program Analyst	IRIS - IIMD
01/25/2023	Return Without Action	Ashby Crowder	Archives Specialist	National Archives and Records Administration - ACRA

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