governmentattic.org

"Rummaging in the government's attic"

Description of document:	U.S. Immigration and Customs Enforcement's (ICE) Freedom of Information Act (FOIA) Standard Operating Procedure (SOP) 2014, 2017
Requested date:	22-May-2022
Release date:	09-April-2025
Posted date:	21-April-2025
Source of document:	FOIA Request U.S. Immigration and Customs Enforcement Freedom of Information Act Office 500 12th Street, SW, Stop 5009 Washington, DC 20536-5009 Fax: (202) 732-4265 Email: ice-foia@ice.dhs.gov FOIA.gov

SETTING PREFERENCES (FIRST TIME ONLY)

1. Log on to FOIA Xpress
2. From the home screen, go to **Preferences** under **User Options**
3. In **Preferences,**
    a. Change Records per Page to 50
    b. Change Pages to View at a Time in Document Tree to 50
    c. Set Send Correspondence Default Email Address to Requester Email
    d. Change Image Zoom Factor to Actual Size
    e. Change Fill Mode for Redactions to Translucent
    f. Choose Redaction/Border Color and Back Color for redactions
        i. QualX Analysts will use True Red and light pink fill
        ii. QualX Reviewers will use Cobalt Blue Border and light blue fill
        iii. ICE Reviewers use Green (FP) or Purple (CPK)
    g. Choose ICE FOIA for Request Type
    h. Choose Single Folder for Default Format for Delivery/Save
    i. Choose PDF Tagged (508 Compliant) for Document Delivery Output Format
    j. Check the following boxes:
        i. Unlock Locked Folders When User Logs Out
        ii. Show Review Flags
        iii. Enable Auto Save for Review Layer
        iv. Display Redaction Codes by Selected Order
        v. Draw Redaction Using Double Click
    k. Choose default exemption codes (hold down Control Key and choose K2, b6, b7c)
4. In top right on the screen, select Search Results View
    a. From the Select Request Fields box, select Requester, Primary, Status, Review Status, Assign Date
5. Once changes have been made, click **Save**

1

INPUT

Choose a Case
1. On S: drive; choose electronic case folder and move (not copy) into Analyst Work Folder. The priority order for processing is:
   a. Oldest first.
2. From the S: drive; open the Request Letter file on screen to review and input information from the G-639 or G-28. (During training, print the pages for your reference.)

Search Requester
3. In FOIA Xpress, click Requester icon on left panel and a Search Requester window pops up
4. In the Search Requester window, enter either the law firm name under Organization or the requester's last name behind the asterisk.
   Example: *Law Offices of John Smith OR
   Example: *Smith
5. Click Search at top toolbar
   a. If search comes up empty, select New (go to step 6)
   b. If requester is found, highlight the appropriate requester and continue to step 9

Create a New Requester
6. After selecting New, fill in the following information pertaining to the requester:
   a. Prefix: Mr. or Ms.
   b. First Name and Last Name
   c. Organization/Company: If Applicable (Example: Law Offices of ...)
   d. Default Category is ALWAYS Private Individual
   e. Address Information
   f. Phone Number: If provided
   g. Email: If provided
7. After filling in Requester information, click Save and answer Yes at the prompt
8. Make sure the correct Requester is highlighted

Create Request
9. Click Create Request (all the info you just entered should be populated in the fields)
10. In the General Information tab,
    a. Requested Date is the date on the G-639
    b. Received Date is today's date
11. In the Other Information tab
    a. Type the NRC Number from the Referral Memo in the Legacy Case Number field
    b. Enter the old FOIA case number assigned to ICE/Orlando backlog cases in the Additional Information (sic) field at the bottom.
12. In the Request Information tab in the large blank box write as follows: records pertaining to (subject's name from G-639), (A-number)
    Example: records pertaining to Mary Jane Smith-Jones, A-123456789
    If A-number is not provided on the G-639, find it in the case documents
13. Select the yellow paper clip icon and select Browse
    a. Find the Request Letter within your analyst folder on the S:drive and select Open
    b. Select Attach File and select OK
    c. Find the Referral Memo within your analyst folder on the S:drive and select Open

2

    d. Select Attach File and select OK

14. Click Save and answer Yes at the prompt

Assign Case

15. From the home screen, go to Primary Assignments under FOIAXpress Today. The case you just created should appear at the top.
16. Write the FOIA Xpress case number on the paper folder if you are working on an ICE/Orlando backlog case.
17. Under the Actions option, select Assign Request
    a. Primary—Analyst's name
    b. Unclick the email notification boxes on the right
18. Click Assign. The case status will read Assigned.

Verify Consent and Perfect the Case

19. Check G-639 for appropriate signatures. If signature is not ok, see PM for guidance.
20. If signature ok, from the Primary Assignments screen, select Actions and click on Perfect Request
    a. Make sure today's date shows for date when case is to be perfected
    b. Click Save and the status of case should have changed to Perfected

UPLOADING CASE DOCUMENTS

Verify that the number of pages received is the same number of pages that were referred on the NRC Referral memo. If the page count is off, contact the PM before uploading and processing the case further.

1. From FOIA Xpress Home page, click File Cabinet in the left panel
2. Click Document Management
3. Click New
4. Enter the FOIA Xpress case number in the Folder Name field (Example: 2014-ICFO-00321)
5. Click Save
6. Click Open
7. Click the check box next to the folder named with the FOIA Xpress number so that all three folders now show a check mark
8. Right click on the case number
9. Click Lock
10. Right click on the case number
11. Click Create Section
12. Enter 'Responsive Records' in the Section field
13. Click Save
14. Click Ok
15. Expand the folder tree under the case number by clicking the plus sign that just appeared
16. Click the check box next to the Responsive Records folder so that all four folders now show a check mark
17. Right click on the Responsive Records folder
18. Click Add Pages
19. Only one icon is available on the right side of the pop-up, click it (window icon with a yellow plus sign)

20. Navigate to the responsive records for this case and double click the file (or highlight the file and click Add)
21. Click Add Pages
22. Click Yes
23. Click Ok
24. Right click on the case number
25. Click 'Add Folder(s) to' then select Review Log
26. Enter the FOIA Xpress case number in the Request ID field
27. Click Search Requests
28. Highlight the case
29. Click the check box next to Responsive Records (all three should be checked now)
30. Click Add Folder(s)
31. Click Yes
32. Click Ok
33. Click No
34. Click Home
35. On the S:drive →QualX folder →Analyst Work Folder, move the electronic case folder into the Completed Folder. Rename the file to the one in FOIA Xpress (Example: 2014-ICFO-00321).

4

PROCESSING THE CASE DOCUMENTS

Open the case either through Document Management or View Documents from the Actions tab on the toolbar. Load the pages by clicking on the case folder in the left panel.

FUGITIVE CHECK: Do this step BEFORE redacting the case. See FUGITIVE PROCEDURES section.

Fixing Pages
1. The first page of the documents and any page that is difficult to read must be stamped with Best Available Copy.
   a. Click on the Stamp icon at the top menu and select BEST AVAILABLE COPY
   b. Draw a box at the bottom of the page. Best available copy will fill the box automatically.
2. Rotate pages right-side up as necessary using icons on the top toolbar.
3. Use the deskew icon on the top toolbar to better align the text of a page.

Redacting
4. Choose the Redact icon at the top menu. Draw a box around the information with your cursor. The default exemptions (k2, b6, b7c) will automatically fill the box.
   To change the exemption codes:
   a. Right click on the redaction box and select Redaction Codes
   b. Uncheck the default codes and check the new exemptions codes
   c. If you select exemption b3, a pop-up box asks for the statute. Select 49 U.S.C. § 114(r).
   d. Click OK to close the box.
   e. Check the redaction box to be sure the correct exemptions appear in the box.
5. After finishing the first page, a menu pops asking if you want to create a Review Layer. Select Yes and name it Highlighted Copy as the Review Layer, and select OK.
6. Next to each page number in the panel on the left side of the screen are Review Flags that describe the status of the page:
   a. <Not Reviewed>: this page has not been reviewed for redactions
   b. <Reviewed>: this page had something added to the page but no redactions were applied
   c. <Disclosed in Part>: this page has been reviewed and redactions are applied to a part of the page
   d. <Released in Full>: this page has been reviewed with no redactions
   e. <Withheld>: this page has been reviewed and the entire page is being withheld in full
7. To Release a Page in Full:
   a. Right click on the page itself or on the page number in the left-side panel
   b. Choose Review Flag in the pop up menu
   c. Select Released in Full
8. To Withhold a Page in Full:
   a. Right click on the page itself or on the page number in the left-side panel
   b. Choose Redact in Full in the pop up menu
   c. The page will appear shaded and the default exemption codes will appear on the page
   d. Change the exemption codes as needed by right clicking on the page again and following the same instructions as above.
   e. Check the page to be sure the correct exemptions appear
9. Once you have finished the last page of the case, make sure to select off the last page so it can save properly
10. Look at the **R**eview Flag for every page in the panel on the left side of the screen to be sure that every page was reviewed and reads as Disclosed in Full, Released in Full, or Withheld. No Review

Flag should read <Not Reviewed> or <Reviewed>; correct any pages to show that they have been reviewed.

11. Once you have finished with the redactions and it has been properly saved, select the Close icon at the top right of the screen

CREATING THE RESPONSE LETTER

1. From FOIA Xpress Home page, click on Primary Assignments and when the page opens, highlight the case number. Click on Correspondence in the toolbar and select Send
2. In the box next to Select Letter Template, select the correct letter
   a. ICE Response to Requester (USCIS Referral)
   b. ICE Response to Requester (Fugitive Disentitlement)
   c. Contact Supervisor if you can't determine appropriate letter
3. Select Customize and Save for Final Response and wait for response letter to load
4. Once the letter has loaded, proofread it carefully and make any corrections.
5. Select Save For Final Response
6. Once letter has been saved, Check the Correspondence Log that the status for the letter is Pending for Final Response; if it reads Pending, you must delete the letter and create a new one

CHANGE CASE REVIEW STATUS TO REVIEW-OTHER AND ASSIGN TO QC

1. Highlight the case number, click Actions in the top toolbar, and select Change Review Status
2. Click on arrow for Set Status To and select Review-Other, then click Save
3. On the Analyst's Primary Assignments screen, the Review Status will read Review – Other
4. Click Actions again and select Assign Request. Click the boxes next to the QC reviewers' names. Unclick the boxes to send email, and then click Assign in the top toolbar.

MANAGING THE ANALYST'S PRIMARY ASSIGNMENTS QUEUE

1. Cases stay in the Analyst's Primary Assignments queue until the case is finalized and closed.
2. The Review Status tracks who has the case and what needs to be done with it (see table below).
3. The Analyst can only see and work on cases that are assigned to them.
4. Analyst work flow priority is:
    a. Closing cases with Review Status "Review Completed/Approved for Release"
    b. Correcting any cases Reassigned for Corrections
    c. Processing all cases assigned

Review Status	Means
(blank)	This case is waiting to be processed by the Analyst
Pending Fugitive Check	Case is on hold pending results of fugitive check
Review-Other	Analyst has processed the case and submitted it to QC for review
Reassigned for Corrections	QC has reviewed the case and reassigned it back to the Analyst for Corrections
Sent for Remote Review of Documents	QC has reviewed and sent the case for Director Review
Signature Required/Correspondence	Final Response Letter needs ICE signature (This status is used for fugitive response letters or special cases requiring a letter only)
Review Completed/Approved for Release	Case is ready for Analyst to Finalize and Close

FINALIZING THE CASE:
Confirm that the case status is Review Completed/Approved for Release.

Finalize Review Layer and Move Docs from the Review Log to the Request Folder
1. Click File Cabinet tab on left side of screen
2. Click Document Management
3. Enter the Folder Name or use the wild card and Click Search
4. Click on the appropriate folder and click Open at top of screen
5. Click on the case folder and when prompted, select and load the final, approved review layer (Highlighted Copy)
6. Open the tree to see all the pages. Check that ALL pages have a review flag.
7. Right click folder on the case folder
8. Click Add Folder(s) To
9. Select Request Folder
10. In the pop up box, the file name should appear in the Request ID box. In the Select Folder(s) section, click so all 3 folders are checked. Click Add Folder(s)
11. A Review Status option will pop up, select Yes then OK when it says the files have been added.
12. Another pop up box asks if you want to set Review Status, select Yes. In the next pop up box, choose Review Complete/Approved for Release and select OK.
13. Close Document Management from icon and return to Primary Assignments.
    NOTE: The case status will have changed from Perfected to **Documents Added.**

Finalize Exemptions
14. From the Primary Assignments screen, select Actions and go to Final Actions
15. In the Final Actions box, the request description, Action, and Exemption Codes should be prepopulated. (If the Actions field reads TBD, ask the PM for assistance before going further.)
16. Under Discretionary Releases, select No (Our cases will always be NO)
17. Select Save
    NOTE: The case status will have changed from Documents Added to **Disposition Accepted**

Document Delivery
Use the Document Delivery system to e-mail final responses with records. If not using Document Delivery to email, you still must complete the Document Delivery section with a different delivery mode, either CD or Mail. This is the only way that the system can track what records were released and when they were released.
18. From the Primary Assignments menu, highlight the case that is ready to be delivered, click on Actions, then select Deliver Documents
19. A Documents Delivery screen should open displaying the case documents. Click open the folders so you see all the pages.
20. Check the box to the left of the case folder. All pages should now be checked as well. Be certain there is a checkmark next to every page.
21. Click the Deliver Documents icon on the toolbar at the top of the screen and the Document Delivery for Request screen will open. Choose Delivery Options by clicking drop down box for Delivery Mode box and choose E-mail. The Requester's email (if available) should appear. Continue with instructions for Delivery Mode E-mail (below).

22. If no Requester email appears, you must send the case by CD or by Mail. Click on Close at the bottom of the box to get out of the Deliver Documents mode WITHOUT delivering documents,

8

and continue to follow instructions for Delivery Mode CD and Diskette OR Delivery Mode Mail (below)

Delivery Mode E-Mail:
a. Check the Final Response Letter box, Select Default/Pending Final Response Letter
b. Click on the Customize and Save button to open the Signed Response Letter
c. CHECK THE LETTER CAREFULLY! Review the letter for any necessary corrections and confirm that the letter has been signed, then click Save and OK
d. Include Review Objects: Make sure that there is a check next to the Stamp box. No check box next to Comments Box, Ellipse, or Sticky Note.
e. Check box for Include Fully Redacted Pages
f. Check box for Black & White
g. Choose Bates Stamp and use case number as prefix; Preview Pages to check
h. Output Format should be PDF Tagged (508 Compliant)
i. Go to Step 23 to continue

Delivery Mode CD and Diskette: *If no email for requester and there are more than 21 pages of case documents, then save the case documents to a disk and mail with the Response Letter.*
a. From Documents Delivery page (all pages still checked), click the file folder and then click on the Save to Disk icon at the top toolbar
b. Path: save to your desktop, then click OK
c. Format: PDF Image
d. Page Range: All
e. Redactions: Include Redacted and Non Redacted Pages and check Include Fully Redacted Pages
f. Fill Mode: Opaque
g. Include Review Object: Check next to Stamp
h. Select Bates Stamp and use case number as prefix; Preview Pages to check
i. Click OK to save to disk
j. Click Yes to open the file. Rename the file to match the case number if necessary.
k. Burn the file to a disk (follow prompts on your computer) and write the name of the case on the disk. Make sure the file name and the disk name are the same as the case number.
l. After burning the disk, open and check the disk to make sure the case is readable. Put the disk in a CD envelope.
m. From Documents Delivery Screen, click on Deliver Documents icon at top toolbar
n. Select Customize and Save the Final Response Letter to open the letter. Print the signed Response Letter. Put disk and letter in manila envelope. Write the address on the outside.
o. Select CD and Diskette for Delivery Mode.
p. Go to Step 23 to continue.

Delivery Mode Mail: *Use this method if there is no email for the requester and there are 1–20 pages of case documents OR if the request is going to a detention center (Jail Mail). Always print two-sided (change your printer settings). Mail the case documents with the Response Letter.*

9

    a. From Documents Delivery page, click print icon at top toolbar

    b. Page Range: All

    c. Include Review Object: click Stamp

    d. Choose Bates Stamp and use case number as prefix, Preview Pages to check

    e. Click OK to print documents

    f. Click on Deliver Documents icon at top toolbar

    g. Select Customize and Save the Final Response Letter to open the letter. Print the signed Response Letter. Put letter and printed pages in appropriate envelope.

    h. Select Mail for Delivery Mode

    i. Go to Step 23 to continue.

23. After completing the Document Delivery section, click Deliver Documents. A message will pop up telling you that "Job # is being processed and an email notification will be sent to you when it is complete."

24. Close Documents Delivery screen using the Close icon to return to Primary Assignments screen.

25. NOTE: The case status will have changed from Disposition Accepted to Delivery Pending. You MUST wait until you received the email notification from DHS that the documents have been successfully delivered before you can do to the next step. Once you receive the email notification, the case status will change from Delivery Pending to Documents Delivered.

Close the Case

26. From the Primary Assignments screen, highlight the case number you are working and select Actions and go to Close Request

    a. The box next to Closed Date, fill in the date the case was closed (today's date)

    b. For Review Status, clear the status

    c. No. of Pages Released and No. of Pages Reviewed should be pre-populated and be the same value

    d. Select Save and select No to fees associates with this request

    e. Select Yes if you are sure you want to close the case (once closed, no editing can be done to the case)

    f. If the case is an Orlando/ICE backlog case with a paper file, write today's date and "Closed" on the front of the folder. Turn in the folder and any mail to PM.

    g. NOTE: Once the case has been closed properly, the case will disappear from the Primary Assignments screen.

10

FUGITIVE PROCEDURES

Check for Fugitive Status
1. Review ALL the documents for fugitive status. Refer to Check for Fugitive Status flowchart.
2. If the case documents suggest that the subject could be a fugitive, change the case review status to Pending fugitive check, assign the PM as secondary user, and send the PM an email requesting a fugitive check. The email should include the following information:
   - Subject of email: Fugitive Check Case 2014-ICFO-00064 (cite the correct case number)
   - In the body of the email,
     - Subject's name as provided on the G-639, including any aliases
     - Subject's date of birth
     - Subject's country of birth
     - Subject's A-number(s)
     - Reference the page(s) that indicate fugitive status
       E-mail Example:
       Subject (b)(6);(b)(7)(C)
       DOB: (b)(6);(b)(7)(C)
       COB:
       (b)(6);(b)(7)(C)
       Page 8, Outstanding warrant for removal dated 8/28/2007
       NO subsequent documents in the case
   - Attach the Request letter to the email for reference
   Go on to another case until the PM sends a response email on the fugitive status of the subject.

Fugitive Check Response
3. The PM checks the analyst's request for a fugitive check and forwards it to ERO. When ERO responds, the PM saves the response in the Correspondence Log and then forwards the email to the analyst with any instructions.
4. If the subject is NOT a fugitive, the analyst will process the case documents as usual.
5. If the subject is a fugitive, the PM removes the case documents from the Review Log. No documents will be processed or sent to the Requester. The analyst will prepare the Fugitive Response Letter and submit the case to QC for review.

Finalizing a Fugitive Case
6. Confirm that the case status is Review Completed/Approved for Release
7. Click on Actions and select Final Actions. A pop up box will ask if you want to do this without adding any documents, answer yes.
8. On the Final Actions screen, double click where it says TBD. Another box will open. In the Action field choose Other Reasons then scroll down to the bottom of the list of reasons and select Other-Fugitive Status. Click on Apply at the top toolbar.
9. Back on the Final Actions screen, confirm that the request information now reads fugitive status then click on Save at the top toolbar. The case status will have changed to Disposition Accepted.
10. Select Actions → Deliver Documents → Deliver icon and attach the signed Fugitive Response letter the same way as a standard response letter (you are only sending the signed Fugitive Response letter; no case documents)
11. Deliver the letter (either email or print the letter and mail it) and close the case following the usual procedures in the SOP.

U.S. Immigration and Customs Enforcement (ICE)

Information Governance and Privacy (IGP)

Freedom of Information Act (FOIA) Division

Standard Operating Procedures

Table of Contents

ICE FOIAXPRESS USER GUIDE

SETTING PREFERENCES (FIRST TIME ONLY)

1. Log on to FOIAXpress
2. From the home screen, go to **Preferences** under **your name** in the top right corner (ex: "John Smith")
3. In **Preferences,** under **General**
   a. Change Records per Page to 50
   b. "Receive Job Email Notifications" box has been checked
   c. click **Save**
4. In **Preferences,** under **Request:**
   a. Send Correspondence Default Email Address: Requester Email
   b. Search Option: All
   c. Requester Search by Created Date: Descending
   d. Request Search by Created Date: Descending
   e. Move the following fields to Selected Request Fields
      i. Request #
      ii. Requester
      iii. Primary User
      iv. Review Status
      v. Assigned Date
   f. Click **Save**
5. In **Preferences,** under **Document:**
   a. Change Pages to View at a Time in Document Tree to 100
   b. Image zoom factor: 50%
   c. Redaction code(s): (b)(6), (b)(7)(c)
   d. Fill mode for Redactions: Translucent
   e. Font for Redactions: Arial
   f. Font size for Redactions: 8
   g. Redaction/Border Color for Redactions: Dark color
   h. Back color for Redactions: light color
   i. Redaction Code Alignment Preference: Top Left
   j. Default Format for Delivery/Save: Single Folder
   k. Document Delivery Output Format: PDF Tagged (508 Compliant)
   l. Boxes for Draw Redaction Using Double Click, Show Review Flags, and Display Redaction Codes by Selected Order should all be "checked"
   m. Click **Save**
6. **In Preferences, under Review Object:**
   a. Change the Straight Line width to 3 and the color to red
   b. click **Save**

INPUT

Choose a Case
1. On S: drive; choose electronic case folder and move (not copy) into Analyst Work Folder.
   The priority order for processing is:
      a. Oldest first.
2. From the S: drive; open the Request Letter file on screen to review and input information from the G-639 or G-28. (During training, print the pages for your reference.)

Search Requester
3. In FOIA Xpress, click **Requesters** icon on menu panel and select **Search Requester**
4. In the Search Requester window, enter either the law firm name under Organization or the requester's last name behind the asterisk.
   Example: *Law Offices of John Smith OR
   Example: *Smith
5. Click **Search** (below)
      a. If search comes up empty, select New (go to step 6)
      b. If requester is found, highlight the appropriate requester and click on Review History to check for duplicate requests regarding the same subject. If no duplicate requests are located, go to step 9.

Create a New Requester
6. After selecting New, fill in the following information pertaining to the requester:
      a. Prefix: Mr. or Ms.
      b. First Name and Last Name
      c. Organization/Company: If Applicable (Example: Law Offices of ...)
      d. Default Category is ALWAYS Private Individual
      e. Address Information
      f. Phone Number: If provided
      g. Email: If provided
7. After filling in Requester information, click Save and answer Yes at the prompt
8. Make sure the correct Requester is highlighted

Create Request
9. Click Create Request (all the info you just entered should be populated in the fields)
10. Enter the **Requested Date** (the date on the G-639)
11. Under **Description,** type "records pertaining to Subject's Full Name, (A#)" *[Note – if no A# is provided, use date of birth)* No end-of-sentence period is necessary, that is automatically incorporated into the templates.
12. Also under **Description**, Drag and Drop the incoming request and NRC referral memo into the **"Drag and Drop Zone"**
13. Under **Sub Requests**, type the NRC Number from the Referral Memo in the **Legacy Case Number** AND **USCIS Referral Number** fields
14. Click **Save** at the bottom

Assign Case

15. From the individual case screen, click on Assign Users located on the left hand menu options

16. As the analyst, your name should be both the "Request Owner" (if you created the case) and the "Primary User". To add a secondary user (ex: sending a case to your supervisor for review or assigning for a fugitive check):
    a. Click **Add Users** located in the middle of the screen
    b. Type in the first name of the person you would like to add under **Personal Information, First Name** and click on **Search**
       OR
       Scroll through the list of names provided and select the box next to the person you would like to add and click **Select**

17. Uncheck the boxes under **Send Email** (unless you have specific instructions you are adding)

18. Click **Assign** at the bottom right

19. Click **Yes** to confirm the assignment or **No** to return to the screen to make changes

20. Click **OK**

Verify Consent and Perfect the Case

21. Check G-639 for appropriate signatures. If signature is not ok, see PM for guidance.

22. Click Set Perfect Status, then click save button.

<u>MULTI-TRACK REQUEST DETERMINATION (SIMPLE, COMPLEX, EXPEDITE)</u>

Process

When a request is initially input by the intake team the FOIA assistant will make a determination whether a request is simple or complex based upon the sensitivity of the request description and the organization that the requester is a part of. After the search is completed the FOIA analyst must make a new determination on the correct request type, whether being simple or complex, based upon the content and complexity of the documents that are provided by the program office. This determination by the FOIA analyst will only be made based upon the content of the records, and not the size or volume of the records provided for processing. If the analyst determines that the request type should change, they have an obligation to inform their supervisor. The supervisor will then verify and provide their approval/disapproval to the analyst.

1. The FOIA analyst will open all program office responses loaded in the correspondence log and on the s-drive (when applicable).

2. The analyst will briefly review the records and the content provided by the program office.

3. If it is determined that the records no longer correspond to intake's initial determination the analyst will assign the request to their supervisor and provide a brief explanation of why the request type should change.

4. The supervisor then briefly reviews the records and contend provided by the program offices and either approves or disapproves the analyst's determination.
    a. If the supervisor approves the analyst's new determination they will assign the request back to the analyst.

5. The analyst will then change the Multi-Track Type to reflect the new request type.

       a. Open the request
       b. Select the dropdown next to **Multi-Track Type**
       c. Choose either **Simple, Complex,** or **Expedited**
       d. Scroll to the bottom of the screen and select **Save**
6. The analyst proceeds to processing the records

Definition *

To the FOIA processing team, **simple requests** involve records that contain any of the following: A-file records that do not contain national security information; EARM or other types of database print outs; data pulls from information systems; human capital records including job announcement processing and interview notes; contracts; SEVIS/SEVP records; detention facility inspections; detainee complaints and grievances; "no record" responses; requests where the majority of the records will be released or withheld in full; any document previously processed or posted on the FOIA webpage.

To the FOIA processing team, **complex requests** involve records that contain any of the following: national security information; documents that are, or can be, politically sensitive in nature; records that require consultation with another federal agency; detainee death investigations; OPLA e-mail's containing legal guidance and discussion; HSI investigative records; OPR investigative records;

To the FOIA processing team, **Expedited requests** only involve medical records.

*Please note that these lists are not exhaustive and requests containing records similar to what is presented in this definition should follow the same guidelines.

Examples
- A request is submitted from a media requester seeking documents that could be potentially damaging to the agency if released, and would require searching multiple program offices. The FOIA assistant inputting the case determines that the request should be complex. However, after the searches are conducted and the request is assigned to the FOIA analyst, the analyst makes a determination that since the program office returned a "no records" response and no documents will be released; the request type should be changed to simple.
- USCIS referrals are typically simple cases, however, when the records provided for processing contain terrorist or other sensitive national security information which requires a DC SME to process the request, the request type should be changed to complex.
- The intake team makes an initial determination that a request is complex, but the program office produces a large number of Excel sheets in response to the search for records. As part of the analyst's determination process they open the spreadsheets and find that none will require redactions and will eventually be released in full; the request type should be changed to simple, regardless of the volume of the spreadsheets provided.
- The intake team makes an initial determination that a request is simple and the analyst agrees with this determination. However, when the analyst takes a deeper dive into the records they determine that additional program offices need to complete as search. After

these program offices finish their searches the analyst then determines that the records contain sensitivities and the request requires special handling; the request type should be changed to complex.

- The intake team makes an initial determination that a request is complex and five program offices are tasked for search. As part of the analyst's determination process they open the responses finding that a large number of documents will be withheld in full and only 5 pages will be released in part; the request type should be changed to simple.

UPLOADING CASE DOCUMENTS

Verify that the number of pages received is the same number of pages that were referred on the NRC Referral memo. If the page count is off, contact your supervisor before uploading and processing the case further.

1. From the individual case screen, click **Add/Search/View Documents** from the left hand menu options
2. Click **Add Documents** to upload new documents
3. Under **Option for Adding Pages**, select the radio button next to "Add all files to a single folder" and type in the same FX folder number that appears below *(ex: 2017-ICFO-12345)*
4. Drag and drop the responsive documents into the **Drag and Drop Zone** *OR* select **Attach Files** (within the Drag and Drop Zone) to browse your computer and select the files
5. Click **Add**
6. Click **Yes**
7. The responsive records will appear under **"Review Log Documents"** – check the box next to the file and click on **Open Documents** below
8. In a separate tab, the Review Log will pop up. Maximize the document tree on the left-hand side to reveal all the pages.

PROCESSING THE CASE DOCUMENTS

Fixing Pages
1. The first page of the documents and any page that is difficult to read must be stamped with *Best Available Copy*.
    a. Click on the Stamp icon on the right toolbar and select BEST AVAILABLE COPY
    b. Draw a box at the bottom of the page. Best available copy will fill the box automatically.
2. Rotate pages right-side up as necessary using icons on the right toolbar.
3. Use the deskview icon on the top toolbar to better align the text of a page.

Redacting
4. Choose the Redact icon from the right toolbar. Draw a box around the information with your cursor. The default exemptions (b6, b7c) will automatically fill the box.
    To change the exemption codes:
        a. Right click on the redaction box and select Redaction Codes

  b. Uncheck the default codes and check the new exemptions codes

  c. If you select exemption b3, a pop-up box asks for the statute. Select 49 U.S.C. § 114(r).

  d. Click OK to close the box.

  e. Check the redaction box to be sure the correct exemptions appear in the box.

5. After finishing the first page, a menu pops asking if you want to create a Review Layer. Select **Yes** and name it Highlighted Copy as the Review Layer, and select **OK**.

6. Next to each page number in the panel on the left side of the screen are Review Flags that describe the status of the page:

  a. <Not Reviewed>: this page has not been reviewed for redactions

  b. <Reviewed>: this page had something added to the page but no redactions were applied

  c. <Disclosed in Part>: this page has been reviewed and redactions are applied to a part of the page

  d. <Released in Full>: this page has been reviewed with no redactions

  e. <Withheld>: this page has been reviewed and the entire page is being withheld in full

7. To Release a Page in Full:

  a. Right click on the page itself or on the page number in the left-side panel

  b. Choose Review Flag in the pop up menu

  c. Select *Released in Full*

8. To Withhold a Page in Full:

  a. Right click on the page itself or on the page number in the left-side panel

  b. Choose Redact in Full in the pop up menu

  c. The page will appear shaded and the default exemption codes will appear on the page

  d. Change the exemption codes as needed by right clicking on the page again and following the same instructions as above.

  e. Check the page to be sure the correct exemptions appear

  f. Assign the correct Review Flag

9. Once you have finished the last page of the case, make sure to select off the last page so it can save properly

10. Look at the Review Flag for every page in the panel on the left side of the screen to be sure that every page was reviewed and reads as Disclosed in Full, Released in Full, or Withheld. No Review Flag should read <Not Reviewed> or <Reviewed>; correct any pages to show that they have been reviewed.

11. Once you have finished with the redactions and it has been properly saved, select the Close icon from the top toolbar (the last icon)

CREATING THE RESPONSE LETTER

1. From the individual case screen, select **Correspondence** from the left-hand menu options.

2. Under the **Send Correspondence** tab, select **Letter Template** from the options on the right. Click on Select Letter Template and choose the correct template, below are a few examples:

  a. ICE Response to Requester (USCIS Referral) – for USCIS Referrals

11/20/17   6

Page 20 of 129

      b. ICE Response to Requester (Fugitive Disentitlement) – for positive fugitives

      c. ICE Response to Requester (USCIS Withheld in Full) – for USCIS referrals that are completely withheld

3. Click on **Customize for Final Response**
4. Once the letter has loaded, proofread it carefully and make any corrections.
5. Select **Save For Final Response**
6. Once letter has been saved, check the Correspondence Log that the status for the letter is Pending for Final Response; if it reads Pending, you must delete the letter and create a new one

CHANGE CASE REVIEW STATUS TO 3. REDACTION QC AND ASSIGN TO QC

1. From the individual case screen, select More Actions from the left-hand menu options.
2. Click on **Change Review Status**
3. From the drop down menu next to Set Request Status to: select 3. Redaction QC
4. Click Save
5. Click OK
6. Assign to your supervisor, see "Assign Case" section in SOP

MANAGING THE ANALYST'S PRIMARY ASSIGNMENTS QUEUE

1. Cases stay in the Analyst's Primary Assignments queue until the case is finalized and closed.
2. The Review Status tracks who has the case and what needs to be done with it (see table below).
3. The Analyst can only see and work on cases that are assigned to them.
4. Analyst work flow priority is:
   a. Closing cases with Review Status "4. Close out"
   b. Correcting any cases Reassigned for Corrections
   c. Processing all cases assigned

Review Status	Means
(blank)	This case is waiting to be processed by the Analyst
Pending Fugitive Check	Case is on hold pending results of fugitive check
3. Redaction QC	Analyst has processed the case and submitted it to QC for review
Reassigned for Corrections	QC has reviewed the case and reassigned it back to the Analyst for Corrections
Branch Chief Review	QC has reviewed and sent the case for Director Review
Signature Required/Correspondence	Final Response Letter needs ICE signature (This status is used for fugitive response letters or special cases requiring a letter only)
4.Close Out	Case is ready for Analyst to Finalize and Close

FINALIZING THE CASE:

Confirm that the case status is "4. Close Out".
*Note: Using the **Next** button action tabs, during the closing process is more efficient.*

Finalize Review Layer and Move Docs from the Review Log to the Request Folder

1. From the individual case screen, click **Add/Search/View Documents**
2. Check the box next to the documents under "Review Log Documents" and click Open Documents
   Click on the case folder and when prompted, select and load the final, approved review layer (Highlighted Copy)
3. Open the tree to see all the pages. Check that ALL pages have a review flag.
4. Right click folder on the case folder
5. Click Add Folder(s) To
6. Select Request Folder
7. In the pop up box, the file name should appear in the Request ID box. In the Select Folder(s) section, click so all 3 folders are checked. Click Add Folder(s)
8. A Review Status option will pop up, select Yes then OK when it says the files have been added.
9. Another pop up box asks if you want to set Review Status, select "no"
10. Close Document Management from icon
    NOTE: The case status will have changed from Perfected to **Documents Added**.

Finalize Exemptions

11. From the individual case screen, select **Final Actions**
12. In the Final Actions box, the request description, Action, and Exemption Codes should be prepopulated. (If the Actions field reads TBD, ask the PM for assistance before going further.)
13. Under "Discretionary Releases", select No (Our cases will always be NO)
14. Select Save
    NOTE: The case status will have changed from Documents Added to **Disposition Accepted**

Document Delivery

Use the Document Delivery system to e-mail final responses with records. If not using Document Delivery to email, you still must complete the Document Delivery section with a different delivery mode, either CD or Mail. This is the only way that the system can track what records were released and when they were released.

18. From the individual case screen, select **Deliver Documents** on the left-hand menu
19. Click "Deliver documents" (which will be the first option)
20. A Documents Delivery screen should open displaying the case documents. Click the document tree box to open the folders so you see all the pages.
21. Check the box to the left of the case folder. All pages should now be checked as well. Be certain there is a checkmark next to every page (unless it is a **duplicate** page – those do NOT get delivered)
22. Click the Deliver Documents icon on the toolbar at the top of the screen and the Document Delivery for Request screen will open. Choose Delivery Options by clicking

drop down box for Delivery Mode box and choose E-mail. The Requester's email (if available) should appear. Continue with instructions for Delivery Mode E-mail (below).

23. If no Requester email appears, you must send the case by CD or by Mail. Click on Close at the bottom of the box to get out of the Deliver Documents mode WITHOUT delivering documents, and continue to follow instructions for Delivery Mode CD and Diskette OR Delivery Mode Mail (below)

Delivery Mode E-Mail:

a. Check the Final Response Letter box, Select Default/Pending Final Response Letter
b. Click on the Customize and Save button to open the Signed Response Letter
c. CHECK THE LETTER CAREFULLY! Review the letter for any necessary corrections and confirm that the letter has been signed, then click Save and OK
d. Choose the "ICE Response Email" response and click on customize to review the email being sent. Click save.
e. Include Review Objects: Make sure that there is a check next to the Stamp box. No check box next to Comments Box, Ellipse, or Sticky Note.
f. Check box for Include Fully Redacted Pages
g. Check box for Black & White
h. Choose Bates Stamp and use case number as prefix; Preview Pages to check
h. Output Format should be PDF Tagged (508 Compliant)
i. Check the box for password protection
j. Go to Step 23 to continue

Delivery Mode CD and Diskette: *If no email for requester and there are more than 21 pages of case documents, then save the case documents to a disk and mail with the Response Letter.*

a. From Documents Delivery page (all pages still checked), click the file folder and then click on the Save to Disk icon at the top toolbar
b. Path: save to your desktop, then click OK
c. Format: PDF Image
d. Page Range: All
e. Redactions: Include Redacted and Non Redacted Pages and check Include Fully Redacted Pages
f. Fill Mode: Opaque
g. Include Review Object: Check next to Stamp
h. Select Bates Stamp and use case number as prefix; Preview Pages to check
i. Click OK to save to disk
j. Click Yes to open the file. Rename the file to match the case number if necessary.
k. Burn the file to a disk (follow prompts on your computer) and write the name of the case on the disk. Make sure the file name and the disk name are the same as the case number.

l. After burning the disk, open and check the disk to make sure the case is readable. Put the disk in a CD envelope.
m. From Documents Delivery Screen, click on Deliver Documents icon at top toolbar
n. Select Customize and Save the Final Response Letter to open the letter. Print the signed Response Letter. Put disk and letter in manila envelope. Write the address on the outside.
o. Select CD and Diskette for Delivery Mode.
p. Go to Step 23 to continue.

Delivery Mode Mail: *Use this method if there is no email for the requester and there are 1–20 pages of case documents OR if the request is going to a detention center (Jail Mail). Always print two-sided (change your printer settings). Mail the case documents with the Response Letter.*
a. From Documents Delivery page, click print icon at top toolbar
b. Page Range: All
c. Include Review Object: click Stamp
d. Choose Bates Stamp and use case number as prefix, Preview Pages to check
e. Click OK to print documents
f. Click on Deliver Documents icon at top toolbar
g. Select Customize and Save the Final Response Letter to open the letter. Print the signed Response Letter. Put letter and printed pages in appropriate envelope.
h. Select Mail for Delivery Mode
i. Go to Step 23 to continue.

23. After completing the Document Delivery section, click Deliver Documents. A message will pop up telling you that "Job # is being processed and an email notification will be sent to you when it is complete." If you "printed" the documents, they will be sent to you in a zip file through email.
24. Close Documents Delivery screen using the Close icon to return to Primary Assignments screen.
25. NOTE: The case status will have changed from Disposition Accepted to Delivery Pending. You MUST wait until you received the email notification from DHS that the documents have been successfully delivered before you can do to the next step. Once you receive the email notification, the case status will change from Delivery Pending to Documents Delivered.

Close the Case
23. From the individual case screen, select **Close Request** on the left-hand menu
    a. The box next to Closed Date, fill in the date the case was closed (today's date)
    b. For Review Status, clear the status
    c. No. of Pages Released and No. of Pages Reviewed should be pre-populated and be the same value
    d. Select Save and select No to fees associates with this request

e. Select Yes if you are sure you want to close the case (once closed, no editing can be done to the case)
f. NOTE: Once the case has been closed properly, the case will disappear from your Primary Assignments screen.

Intake FOIAXpress Overview

1. Click on REQUESTS – Create Request
   1.1. Requester Details – Requester*
   1.2. Click on box
   1.3. Search email first (if supplied)
   1.4. Search first/last name
   1.5. If not in system, click Create Requester tab
   1.6. Mr. or Ms. / FIRST / LAST middle name not required here
   1.7. Phone/email (if provided)
   1.8. Organization (Law Firm/School etc.)
   1.9. Category*- Attorneys = Commercial Organization
   1.10. Address 1 = Street Address
   1.11. Address 2 = Suite/Apt #
   1.12. Click "Save"
   1.13. If the requester is already in the system, the profile will pop up
   1.14. Click "Select" and information will auto-populate
   1.15. Request history –No
2. Request Details
   2.1. Received Mode – select email/fax/mail
   2.2. Multi-Track Type – Simple/Complex/Expedite
   2.3. --Simple = tasked to ERO or a basic request. Based on content.
   2.4. --Complex = based on content
   2.5. --Expedite = Medical Records or Removal Proceedings (proof required)
   2.6. Requested Date – Mail = date on letter, email = date of email, fax = date on fax
   2.7. Received Date – Mail = todays date, email = date of email, fax = date on fax
   2.8. Priority- select High for high profile cases or keep Normal for non-high profile cases.
   2.9. Delivery Mode – email is primary (if provided) or mail
   2.10. Method of payment – N/A
   2.11. Description – "all records pertaining to" FIRST/MIDDLE/LAST, ALIASES, DOB XX/XX/XX, COB: XXXXXX, A-XXX XXX XXX (use G-639 for all info if provided)
   2.12. Emailed requests – drag/drop email to desktop then drag/drop into "Drag and Drop Zone"
   2.13. Fax/Mailed requests – Scan in / Scan to Folder, save, OK (should show up on desktop)
   2.14. Drag/Drop into Drag and Drop Zone
   2.15. Save Request (this will generate your ICFO tracking number 2017-ICFO-XXXXX), status will change to "Received", move scanned request to recycle bin (write ICFO number on folder)
   2.16. Staple mail/faxes together and place into folder

3. Assign Users
    3.1. Primary User – click on box, select [   ] click "Select"
    3.2. Uncheck "send email notification"
    3.3. Click red "X" next to your name, click OK
    3.4. Click Assign, Yes, OK (status should change to "Assigned")
4. Request for Documents
    4.1. New
    4.2. Due Date – 14 days (2 down)
    4.3. Priority – Normal
    4.4. Add Program Offices
    4.5. Check ERO (Enforcement and Removal not ERO Litigation)
    4.6. Select
    4.7. Next
    4.8. Add From: Disk
    4.9. Drag/Drop Search Form, Drag/Drop Suspense Tracker
    4.10.   Click "Add to List"
    4.11.   Add From: Correspondence Log
    4.12.   Request Description – Select (should now have 3 items in the Attach to RFD box)
    4.13.   Email Options: Template – ICE Tasking Email (will auto populate)
    4.14.   Click "email"
    4.15.   Check the 3 documents attached, click OK
    4.16.   Job Status = Complete, Close Window
    4.17.   Status should change to "Request for Docs Sent" (0/1)
5. Correspondence – Send Correspondence (if email address is provided , it will auto populate)
    5.1. Email Options: Template – ICE Ack (standard)
    5.2. Delete all non-applicable categories (Attorneys are Commercial Requestors)
    5.3. Send Email

Intake FOIAXpress Guide

PRINTING CORRESPONDENCE

(NO EMAIL PROVIDED)

1. Click on REQUESTS – Create Request
    1.1. Requester Details – Requester*
    1.2. Click on box
    1.3. Search first/last name
    1.4. If not in system, click Create Requester tab
    1.5. Mr. or Ms. / FIRST / LAST middle name not required here
    1.6. Phone (if provided)
    1.7. Organization (Law Firm/School etc.)
    1.8. Category*- Attorneys = Commercial Organization
    1.9. Address 1 = Street Address
    1.10.   Address 2 = Suite/Apt #
    1.11.   Click "Save"
    1.12.   If the requester is already in the system, the profile will pop up
    1.13.   Click "Select" and information will auto-populate
    1.14.   Request history –No
2. Request Details
    2.1. Received Mode – select email/fax/mail
    2.2. Multi-Track Type – Simple/Complex/Expedite
    2.3. --Simple = tasked to ERO or a basic request. Based on content
    2.4. --Complex = Based on content
    2.5. --Expedite = Medical Records or Removal Proceedings (proof required)
    2.6. Requested Date – Mail = date on letter, email = date of email, fax = date on fax
    2.7. Received Date – Mail = todays date, email = date of email, fax = date on fax
    2.8. Priority- select High for high profile cases or Normal for non-high profile cases
    2.9. Delivery Mode –Mail
    2.10.   Method of payment – N/A
    2.11.   Description – "all records pertaining to" FIRST/MIDDLE/LAST, ALIASES, DOB XX/XX/XX, COB: XXXXXX, A-XXX XXX XXX (use G-639 for all info if provided)
    2.12.   Emailed requests – drag/drop email to desktop then drag/drop into "Drag and Drop Zone"
    2.13.   Fax/Mailed requests – Scan in / Scan to Folder, save, OK (should show up on desktop)
    2.14.   Drag/Drop into Drag and Drop Zone

2.15.　　Save Request (this will generate your ICFO tracking number 2017-ICFO-XXXXX), status will change to "Received", move scanned request to recycle bin (write ICFO number on folder)

2.16.　　Staple mail/faxes together and place into folder

3. Assign Users

　3.1. Primary User – click on box, select (b)(6);(b)(7)(C) click "Select"

　3.2. Uncheck "send email notification"

　3.3. Click red "X" next to your name, click OK

　3.4. Click Assign, Yes, OK (status should change to "Assigned")

4. Request for Documents

　4.1. New

　4.2. Due Date – 14 days (2 down)

　4.3. Priority – Normal

　4.4. Add Program Offices

　4.5. Check ERO (Enforcement and Removal not ERO Litigation)

　4.6. Select

　4.7. Next

　4.8. Add From: Disk

　4.9. Drag/Drop Search Form, Drag/Drop Suspense Tracker

　4.10.　　Click "Add to List"

　4.11.　　Add From: Correspondence Log

　4.12.　　Request Description – Select (should now have 3 items in the Attach to RFD box)

　4.13.　　Email Options: Template – ICE Tasking Email (will auto populate)

　4.14.　　Click "email"

　4.15.　　Check the 3 documents attached, click OK

　4.16.　　Job Status = Complete, Close Window

　4.17.　　Status should change to "Request for Docs Sent" (0/1)

5. Correspondence – Send Correspondence

　5.1. Add From: Letter Template

　5.2. Select Letter Template: select applicable letter template

　5.3. Customize

　5.4. Edit letter

　5.5. Drag/Drop Signature

　5.6. Double click on signature / Wrap Text / Behind Text / shrink to fit

　5.7. File / Print /Print

　5.8. Add to List

　5.9. Dispatch Mode: Print radio Button (delivery Mode should change to Mail)

　5.10.　　Print Options – Subject – Type in subject of letter – Print - Ok

Intake FOIAXpress Guide

3rd Party / ID Cert

(Stop/Start Clock)

Determine if the requester is seeking records pertaining to them or if they are requesting records pertaining to a third party (most cases an attorney seeking records for his client.) Requests must contain a signature from the subject of the request either verifying their identity under penalty of perjury or their signature authorizing the release of their information to a third party.

1. Click on REQUESTS – Create Request
    1.1. Requester Details – Requester*
    1.2. Click on box
    1.3. Search email first (if supplied)
    1.4. Search first/last name
    1.5. If not in system, click Create Requester tab
    1.6. Mr. or Ms. / FIRST / LAST middle name not required here
    1.7. Phone/email (if provided)
    1.8. Organization (Law Firm/School etc.)
    1.9. Category*- Attorneys = Commercial Organization
    1.10.   Address 1 = Street Address
    1.11.   Address 2 = Suite/Apt #
    1.12.   Click "Save"
    1.13.   If the requester is already in the system, the profile will pop up
    1.14.   Click "Select" and information will auto-populate
    1.15.   Request history --No
2. Request Details
    2.1. Received Mode – select email/fax/mail
    2.2. Multi-Track Type – Simple/Complex/Expedite
    2.3. --Simple = tasked to ERO or a basic request. Based on content
    2.4. --Complex = based on content
    2.5. --Expedite = Medical Records or Removal Proceedings (proof required)
    2.6. Requested Date – Mail = date on letter, email = date of email, fax = date on fax
    2.7. Received Date – Mail = todays date, email = date of email, fax = date on fax
    2.8. Priority- select High for high profile cases and Normal for non-high profile cases
    2.9. Delivery Mode – email is primary (if provided) or mail
    2.10.   Method of payment – N/A

2.11.   Description – "all records pertaining to" FIRST/MIDDLE/LAST, ALIASES, DOB XX/XX/XX, COB: XXXXXX, A-XXX XXX XXX (use G-639 for all info if provided)

2.12.   Emailed requests – drag/drop email to desktop then drag/drop into "Drag and Drop Zone"

2.13.   Fax/Mailed requests – Scan in / Scan to Folder, save, OK (should show up on desktop)

2.14.   Drag/Drop into Drag and Drop Zone

2.15.   Save Request (this will generate your ICFO tracking number 2017-ICFO-XXXXX), status will change to "Received", move scanned request to recycle bin, write ICFO number, 3rd Party/ID Cert, Date (30 days)

2.16.   Staple mail/faxes together and place into folder

3. Assign Users
   3.1. Primary User – click on box, select (b)(6);(b)(7)(c) click "Select"
   3.2. Uncheck "send email notification"
   3.3. Click red "X" next to your name, click OK
   3.4. Click Assign, Yes, OK (status should change to "Assigned")

4. Correspondence – Send Correspondence (if email address is provided , it will auto populate)

5. Add From: Letter Template – Select Letter Template – click on ICE 3rd Party Consent Form or ICE Certification of Identity (Compatibility Mode)
   5.1. Customize
   5.2. Add to List
   5.3. Email Options: Template – select ICE NMI 3rd Party Release or Deceased or NMI Cert of ID
   5.4. for 3rd Party delete the option that is not needed (either third party authorization or proof of death)
   5.5. Send Email

6. Stop the Clock
   6.1. Reason for Stopping the Clock* - Request Not Perfected
   6.2. Stop Clock Date – Todays Date
   6.3. Options – Create Task Reminder
   6.4. Stop the Clock/OK
   6.5. Create New Reminder
   6.6. Task* - On Hold Need Info/Clarification
   6.7. Due Date* - If requester provides an email address, 30 days.
   6.8. Reminder Details – ID Cert or 3rd Party
   6.9. Remind 1 Days before due date
   6.10.   Remove your name from request (both red "X")
   6.11.   Save

Upon receipt of ID Certification or 3rd Party Authorization, the documents need to be uploaded to the Correspondence Log, Clock Started, and Documents requested and acknowledgment letter sent to requestor.

1. Search for request – Type in 2017-ICFO-XXXXX number associated with the request
   1.1. For mail/fax, scan the document/scan to folder/save/ok (should appear on your desktop)
   1.2. For email, drag/drop the email to your desktop
2. Start the Clock – annotate in the Notes Box "ID Cert rcvd / 3rd Party rcvd xx/xx/xx" – Save
3. Correspondence – Receive Correspondence – Subject – type in "ID Cert or 3rd Party"
   3.1. Received Mode – Mail/Email/fax
   3.2. Drag/Drop ID Cert/3rd Party to the Drag and Drop Zone – Save/OK/OK
4. Request for Documents
   4.1. New
   4.2. Due Date – 30 days
   4.3. Priority – Normal
   4.4. Add Program Offices
   4.5. Check ERO (Enforcement and Removal not ERO Litigation)
   4.6. Select
   4.7. Next
   4.8. Add From: Disk
   4.9. Drag/Drop Search Form, Drag/Drop Suspense Tracker
   4.10.   Click "Add to List"
   4.11.   Add From: Correspondence Log
   4.12.   Check both the Request Description and the ID Cert/3rd Party Authorization (should now have 4 items in the Attach to RFD box)
   4.13.   Email Options: Template – ICE Tasking Email (will auto populate)
   4.14.   Click "email"
   4.15.   Check the 4 documents attached, click OK
   4.16.   Job Status = Complete, Close Window
   4.17.   Status should change to "Request for Docs Sent" (0/1)
   4.18.   Correspondence – Send Correspondence (if email address is provided , it will auto populate)
   4.19.   Email Options: Template – ICE Ack (standard)
   4.20.   Delete all non-applicable categories (Attorneys are Commercial Requestors)
   4.21.   Send Email

Intake FOIAXpress Guide

CBP/USCIS REFERRAL

1. Click on REQUESTS – Create Request
   1.1. Requester Details -- Requester*
   1.2. Click on box
   1.3. Search email first (if supplied)
   1.4. Search first/last name
   1.5. If not in system, click Create Requester tab
   1.6. Mr. or Ms. / FIRST / LAST middle name not required here
   1.7. Phone/email (if provided)
   1.8. Organization (Law Firm/School etc.)
   1.9. Category*- Attorneys = Commercial Organization
   1.10. Address 1 = Street Address
   1.11. Address 2 = Suite/Apt #
   1.12. Click "Save"
   1.13. If the requester is already in the system, the profile will pop up
   1.14. Click "Select" and information will auto-populate
   1.15. Request history –No
2. Request Details
   2.1. Received Mode – select email/fax/mail
   2.2. Multi-Track Type – Simple/Complex/Expedite
   2.3. --Simple = tasked to ERO or a basic request. Based on content
   2.4. --Complex = based on content
   2.5. --Expedite = Medical Records or Removal Proceedings (proof required)
   2.6. Requested Date – Mail = date on letter, email = date of email, fax = date on fax
   2.7. Received Date – Mail = todays date, email = date of email, fax = date on fax
   2.8. Priority- select High for high profile cases or select Normal for non-high profile requests
   2.9. Delivery Mode – email is primary (if provided) or mail
   2.10. Method of payment – N/A
   2.11. Description – "all records pertaining to" FIRST/MIDDLE/LAST, ALIASES, DOB XX/XX/XX, COB: XXXXXX, A-XXX XXX XXX (use G-639 for all info if provided)
   2.12. Emailed requests – drag/drop email to desktop then drag/drop into "Drag and Drop Zone"
   2.13. Fax/Mailed requests – Scan in / Scan to Folder, save, OK (should show up on desktop)
   2.14. Drag/Drop into Drag and Drop Zone

2.15.   Save Request (this will generate your ICFO tracking number 2017-ICFO-XXXXX), status will change to "Received", move scanned request to recycle bin (write ICFO number on folder)

2.16.   Staple mail/faxes together and place into folder

3. Assign Users

    3.1. Primary User – click on box, select Bill Coker, click "Select"

    3.2. Uncheck "send email notification"

    3.3. Click red "X" next to your name, click OK

    3.4. Click Assign, Yes, OK (status should change to "Assigned")

4. Request for Documents

    4.1. New

    4.2. Due Date – 14 days (2 down)

    4.3. Priority – Normal

    4.4. Add Program Offices

    4.5. Check ERO (Enforcement and Removal not ERO Litigation)

    4.6. Select

    4.7. Next

    4.8. Add From: Disk

    4.9. Drag/Drop Search Form, Drag/Drop Suspense Tracker

    4.10.   Click "Add to List"

    4.11.   Add From: Correspondence Log

    4.12.   Request Description – Select (should now have 3 items in the Attach to RFD box)

    4.13.   Email Options: Template – ICE Tasking Email (will auto populate)

    4.14.   Click "email"

    4.15.   Check the 3 documents attached, click OK

    4.16.   Job Status = Complete, Close Window

    4.17.   Status should change to "Request for Docs Sent" (0/1)

5. Correspondence – Send Correspondence (if email address is provided , it will auto populate)

    5.1. Add From: Letter Template – Select Letter Template – ICE Akc Letter (Transfer to CBP or USCIS)

    5.2. Customize

    5.3. Drag/Drop Signature – Double Click – Wrap Text – Behind Text – shrink to fit – Add to List (repeat if needed for USCIS Letter)

    5.4. Email Options: Template – ICE Ack (standard)

    5.5. Delete all non-applicable categories (Attorneys are Commercial Requestors)

    5.6. Send Email

    5.7. Add From: Letter Template – Select Letter Template – ICE Transfer Memo to CBP or USCIS

    5.8. Customize

5.9. Drag/Drop Signature – Double Click – Wrap Text – Behind Text – shrink to fit – delete from "OR through second paragraph - Add to List

5.10.   Add From: Correspondence Log – Request Description – Select

5.11.   Email Options – Template – ICE Transfer to Other Agency Email

5.12.   Click "Other" radio button

5.13.   To* For CBP (b)(6);(b)(7)(C) and CC: (b)(6);(b)(7)(C)

5.14.   For UCSIS: USCIS.FOIA@USCIS.DHS.GOV

5.15.   Send Email

Intake FOIAXpress

Non- DHS Referral Guide

1. Click on REQUESTS – Search Requests
   1.1. Search Criteria – Request Type – Uncheck "ALL", Check "ICE FOIA"
   1.2. + Custom Fields
   1.3. Enter NRC number into Component Legacy Case Number Box
   1.4. Click "Search"
   1.5. If "No", click OK
   1.6. Cut and Paste NRC Number into USCIS Referral Number Box
   1.7. If "No", Click OK
2. Click on REQUESTS – Create Request
   2.1. Requester Details – Requester*
   2.2. Click on box
   2.3. Search email first (if supplied)
   2.4. Search first/last name
   2.5. If not in system, click Create Requester tab
   2.6. Mr. or Ms. / FIRST / LAST middle name not required here
   2.7. Phone/email (if provided)
   2.8. Organization (Law Firm/School etc.)
   2.9. Category*- Attorneys = Commercial Organization
   2.10.   Address 1 = Street Address
   2.11.   Address 2 = Suite/Apt #
   2.12.   Click "Save"
   2.13.   If the requester is already in the system, the profile will pop up
   2.14.   Click "Select" and information will auto-populate
   2.15.   Request History – No
3. Request Details
   3.1. Received Mode – select email/fax/mail
   3.2. Requested Date – Mail = date on original request, email = date of email, fax = date on fax
   3.3. Received Date – Mail = todays date, email = date of email, fax = date on fax
   3.4. Delivery Mode – email is primary (if provided) or mail
   3.5. Method of payment – N/A
   3.6. Description – "all records pertaining to" FIRST/MIDDLE/LAST
   3.7. Legacy case Number – Input USCIS referral number (NRC201XXXXXXX)
   3.8. This will allow the response letter to the requestor to be auto-populated with NRC Number
   3.9. USCIS Referral Number – Input USCIS referral number (NRC201XXXXXXX)
   3.10.   Mailed requests – Scan in / Scan to Folder, save, OK (should show up on desktop)

3.11.   Staple request documents together and paperclip disc to documents, place into folder

3.12.   If responsive documents (paper) are included, do not scan those into the system (paperclip together and place in folder)

3.13.   Drag/Drop into Drag and Drop Zone

3.14.   Save Request (this will generate your ICFO tracking number 2017-ICFO-XXXXX), status will change to "Received", move scanned request to recycle bin , write TBP and # of CD's or pages and ICFO number on folder

4. Assign Users- Non-High Profile Requests

    4.1. Primary User – click on box, select a Supervisor, click "Select"

    4.2. Uncheck "send email notification"

    4.3. Click red "X" next to your name, click OK

    4.4. Click Assign, Yes, OK (status should change to "Assigned")

5. Assign Users- High Profile Requests

    5.1. Primary User – click on box, select Fernando Pineiro, click "Select"

    5.2. Uncheck "send email notification"

    5.3. Click red "X" next to your name, click OK

    5.4. Click Assign, Yes, OK (status should change to "Assigned")

Intake FOIAXpress GUIDE

FEE WAIVER/EXPEDITE

1. Click on REQUESTS – Create Request
   1.1. Requester Details – Requester*
   1.2. Click on box
   1.3. Search email first (if supplied)
   1.4. Search first/last name
   1.5. If not in system, click Create Requester tab
   1.6. Mr. or Ms. / FIRST / LAST middle name not required here
   1.7. Phone/email (if provided)
   1.8. Organization (Law Firm/School etc.)
   1.9. Category*- Attorneys = Commercial Organization
   1.10.   Address 1 = Street Address
   1.11.   Address 2 = Suite/Apt #
   1.12.   Click "Save"
   1.13.   If the requester is already in the system, the profile will pop up
   1.14.   Click "Select" and information will auto-populate
   1.15.   Request history –No
2. Request Details
   2.1. Received Mode – select email/fax/mail
   2.2. Multi-Track Type – Simple/Complex/Expedite
   2.3. --Simple = tasked to ERO or a basic request. Based on content
   2.4. --Complex = based on content
   2.5. --Expedite = Medical Records or Removal Proceedings (proof required)
   2.6. Requested Date – Mail = date on letter, email = date of email, fax = date on fax
   2.7. Received Date – Mail = todays date, email = date of email, fax = date on fax
   2.8. Priority- select High for high profile cases or select Normal for non-high profile cases
   2.9. Delivery Mode – email is primary (if provided) or mail
   2.10.   Method of payment – N/A
   2.11.   Description – "all records pertaining to" FIRST/MIDDLE/LAST, ALIASES, DOB XX/XX/XX, COB: XXXXXX, A-XXX XXX XXX (use G-639 for all info if provided)
   2.12.   Emailed requests – drag/drop email to desktop then drag/drop into "Drag and Drop Zone"
   2.13.   Fax/Mailed requests – Scan in / Scan to Folder, save, OK (should show up on desktop)
   2.14.   Drag/Drop into Drag and Drop Zone

2.15. Save Request (this will generate your ICFO tracking number 2017-ICFO-XXXXX), status will change to "Received", move scanned request to recycle bin (write ICFO number on folder)

2.16. Staple mail/faxes together and place into folder

3. Assign Users
   3.1. Primary User – click on box, select (b)(6);(b)(7)(C) click "Select"
   3.2. Uncheck "send email notification"
   3.3. Click red "X" next to your name, click OK
   3.4. Click Assign, Yes, OK (status should change to "Assigned")

4. Request for Documents
   4.1. New
   4.2. Due Date – 14 days (2 down)
   4.3. Priority – Normal
   4.4. Add Program Offices
   4.5. Check ERO (Enforcement and Removal not ERO Litigation)
   4.6. Select
   4.7. Next
   4.8. Add From: Disk
   4.9. Drag/Drop Search Form, Drag/Drop Suspense Tracker
   4.10.   Click "Add to List"
   4.11.   Add From: Correspondence Log
   4.12.   Request Description – Select (should now have 3 items in the Attach to RFD box)
   4.13.   Email Options: Template – ICE Tasking Email (will auto populate)
   4.14.   Click "email"
   4.15.   Check the 3 documents attached, click OK
   4.16.   Job Status = Complete, Close Window
   4.17.   Status should change to "Request for Docs Sent" (0/1)

5. Correspondence – Send Correspondence (if email address is provided , it will auto populate)
   5.1. Email Options: Template – ICE Ack (standard)
   5.2. Delete all non-applicable categories (Attorneys are Commercial Requestors)
   5.3. Send Email

Microsoft Excel Document Prep for FOIA

Please note that all Microsoft Excel spreadsheets are required to be reviewed by the Deputy FOIA Officer prior to release, regardless if the request is high profile or not.

1. <u>Unhide All Rows/Columns/and Sheets</u>
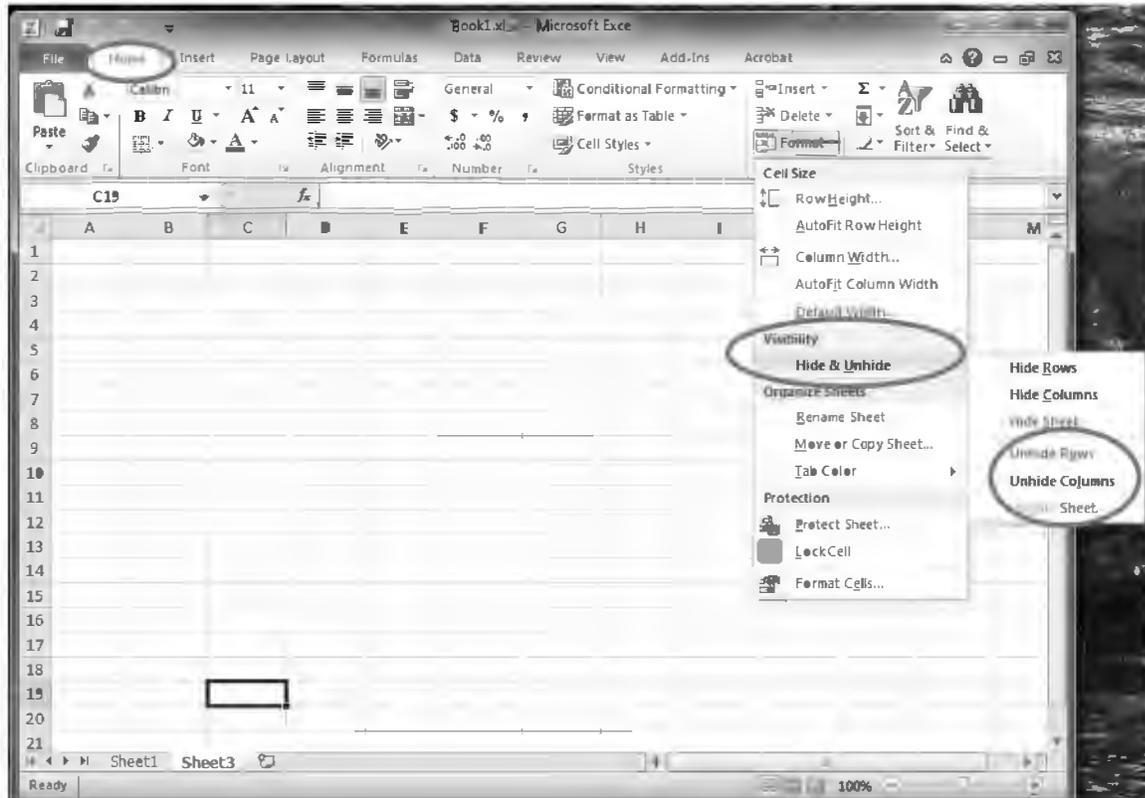
- Open the Excel spreadsheet. Click the Home button in the ribbon on the top of your screen
- Click the icon titled Format/ select the Hide & Unhide option/click Unhide Sheet
- If any sheets are hidden you will receive a warning asking if you would like for the sheet to be unhidden. Click okay. Complete this process to unhide rows and unhide columns.
- Verify that any unhidden information is responsive to the request. If not STOP and contact your supervisor.

Shortcut

- You can complete the same process by right clicking on a worksheet tab (at the bottom of the workbook) and choosing Unhide.
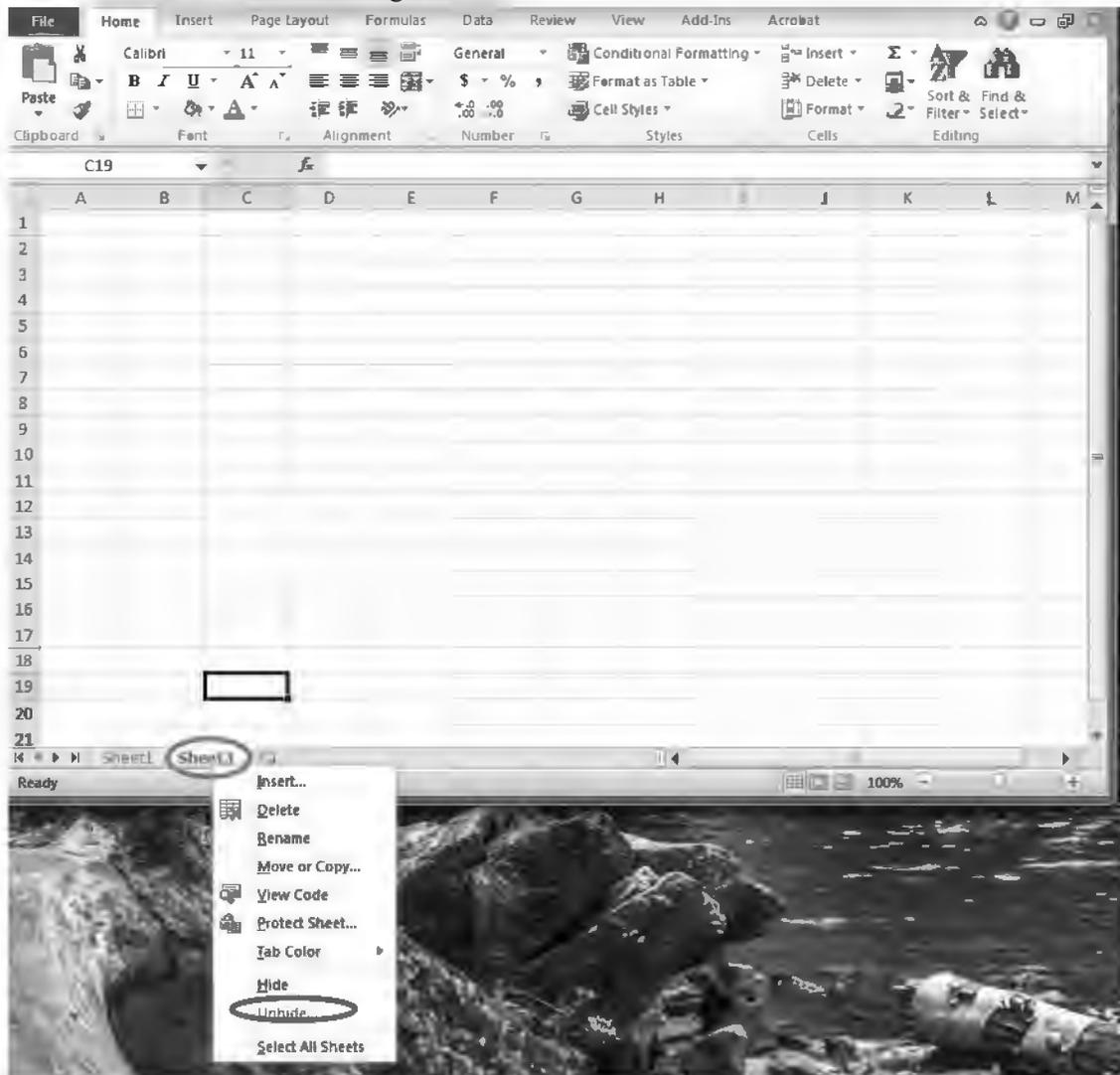
2. Remove All Filters
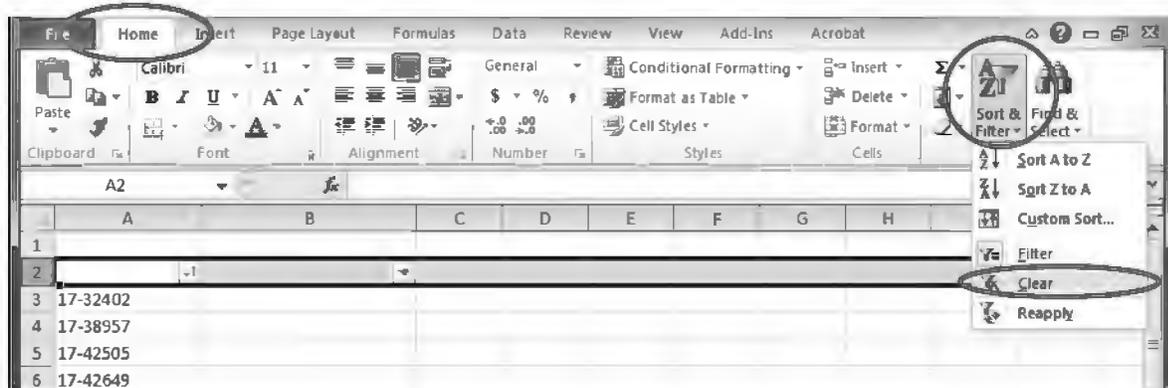
- Before processing the Excel workbook in response to a FOIA it is important to ensure that all filters are cleared so all information in the cells are displayed. To do this, make sure to click on the Home menu on the top ribbon.
- Click the Sort &Filter icon on the top right side of the screen then choose clear.
- This will remove any filters previously applied to the workbook.

Shortcut

- You can expedite this process by hitting Alt+A+C on your keyboard which removes all filters.

3. Auto-Expand All Cells

- Before processing the Excel workbook in response to a FOIA it is important to ensure that all cells are automatically expanded to reveal any potential hidden information contained within the spreadsheet. To do this, make sure to click the Home menu on the top ribbon.
- In the top ribbon click the Format menu/click AutoFit Row Height.
- Click the Format menu in the top ribbon again/click AutoFit Column Width.
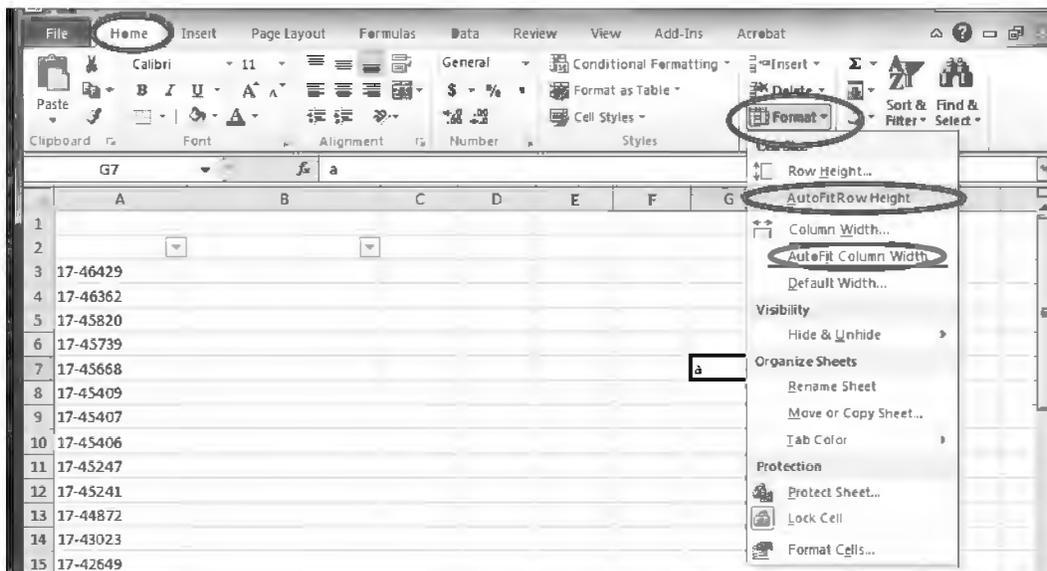
Microsoft®
Excel 2013
Quick Reference Card

Custom Guide
Online Learning

Free Cheat Sheets!
Visit: cheatsheet.customguide.com

The Excel 2013 Screen

Labels: Quick Access Toolbar, Title bar, Formula Bar, Close button, File tab, Ribbon, Name box, Active cell, Columns, Rows, Scroll bars, Worksheet tabs, View buttons, Zoom slider

Keyboard Shortcuts

General

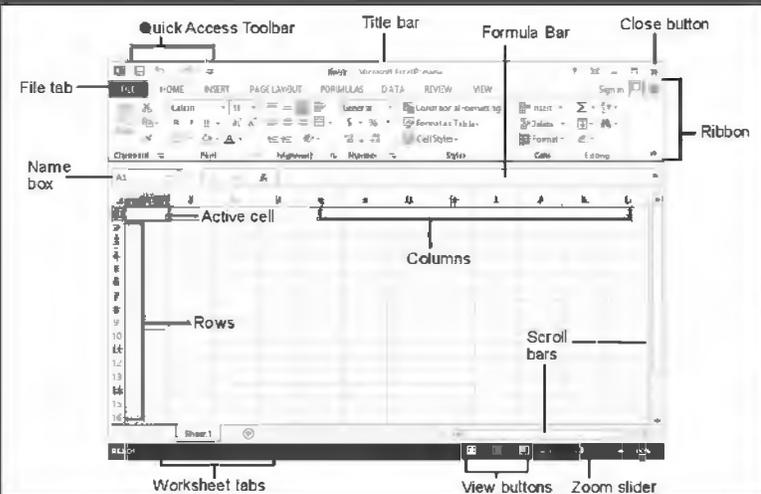|	
Open a Workbook	<Ctrl> + <O>
Create New	<Ctrl> + <N>
Save	<Ctrl> + <S>
Preview and Print	<Ctrl> + <P>
Close a Workbook	<Ctrl> + <W>
Help	<F1>
Run Spelling Check	<F7>
Calculate worksheets	<F9>
Create an absolute, normal, or mixed reference	<F4>

Navigation:

Move Between Cells	<↑>, <↓>, <←>, <→>
Right One Cell	<Tab>
Left One Cell	<Shift> + <Tab>
Down One Cell	<Enter>
Up One Cell	<Shift>+<Enter>
Down One Screen	<Page Down>
Up One Screen	<Page Up>
To Cell A1	<Ctrl> +<Home>
To Last Cell	<Ctrl> + <End>
Go To Dialog Box	<F5>

Editing

Cut	<Ctrl> + <X>
Copy	<Ctrl> + <C>
Paste	<Ctrl> + <V>
Undo	<Ctrl> + <Z>
Redo	<Ctrl> + <Y>
Find	<Ctrl> + <F>
Replace	<Ctrl> + <H>
Select All	<Ctrl> + <A>
Edit active cell	<F2>
Clear cell contents	<Delete>

Formatting

Bold	<Ctrl> + <B>
Italics	<Ctrl> + <I>
Underline	<Ctrl> + <U>
Open Format Cells Dialog Box	<Ctrl> + <Shift> + <F>
Select All	<Ctrl> + <A>
Select entire row	<Shift>+<Space>
Select entire column	<Ctrl> + <Space>
Hide selected rows	<Ctrl> + <9>
Hide selected columns	<Ctrl> + <0>

The Fundamentals

- The **File** tab menu and Backstage view contain commands for working with a program's files, such as Open, Save, Close, New, and Print.

- **To Create a New Workbook:** Click the **File** tab, select **New**, and double-click workbook, or press <Ctrl> + <N>.
- **To Open a Workbook:** Click the **File** tab and select Open, or press <Ctrl> + <O>.
- **To Save a Workbook:** Click the Save button on the Quick Access Toolbar, or press <Ctrl> + <S>.
- **To Preview and Print a Workbook:** Click the **File** tab and select **Print**, or press <Ctrl> + <P>.
- **To Undo:** Click the Undo button on the Quick Access Toolbar, or press <Ctrl> + <Z>.
- **To Redo or Repeat:** Click the Redo button on the Quick Access Toolbar, or press <Ctrl> + <Y>.
- **To Close a Workbook:** Click the Close button, or press <Ctrl> + <W>.
- **To Get Help:** Press <F1> to open the Help window. Type your question and press <Enter>.

- **Cell addresses:** Cells are referenced by addresses made from their column letter and row number, such as cell A1, A2, B1, B2, etc. You can find the address of a cell by looking at the **Name Box** under the clipboard
- **To Select a Cell:** Click a cell or use the keyboard arrow keys to select it.
- **To Select a Cell Range:** Click and drag to select a range of cells. Or, press and hold down the <Shift> key while using the **<arrow keys>** to move the mouse pointer to the last cell of the range.
- **To Select an Entire Worksheet:** Click the Select All button where column and row headings meet. Or press <Ctrl> + <A>.
- **To Minimize the Ribbon:** Click the Minimize Ribbon button on the Ribbon. Or, press <Ctrl> + <F1>. Or, right-click a tab and select Unpin the Ribbon from the contextual menu.
- **To Change Program Settings:** Click the File tab and select Options.
- **To Use Zoom:** Click and drag the zoom slider to the left or right. Or, click the Zoom Out and Zoom In buttons on the slider.
- **To Change Views:** Click a View button in the status bar. Or, click the **View** tab and select a view.

Custom Guide
Online Learning
Interactive Online Learning
✓ Courseware ✓ Online Learning ✓ Skills Assessments

® 2013 CustomGuide
cheatsheet.customguide.com | Phone 888.903.2432

Editing

- **To Edit a Cell's Contents:** Select the cell and click the **Formula Bar**, or double-click the cell. Edit the cell contents and press **<Enter>**.
- **To Clear a Cell's Contents:** Select the cell(s) and press the **<Delete>** key.
- **To Cut or Copy Data:** Select cell(s) and click the ✂ Cut or 📋 Copy button in the Clipboard group on the Home tab.
- **To Paste Data:** Place the insertion point where you want to paste and click the 📋 Paste button in the Clipboard group on the Home tab.
- **To Preview an Item Before Pasting:** Place the insertion point where you want to paste, click the **Paste button list arrow** in the Clipboard group on the Home tab, and hold the mouse over the paste option to preview.
- **To Paste Special:** Select the destination cell(s), click the **Paste button list arrow** in the Clipboard group on the Home tab, and select **Paste Special**. Select an option and click **OK**.
- **To Copy Using Auto Fill:** Point to the fill handle at the bottom-right corner of the selected cell(s), then drag to the destination cell(s).
- **To Complete a Series Using AutoFill:** Select the cells that define the series. Click and drag the fill handle to complete the series.
- **To Move or Copy Cells Using Drag and Drop:** Select the cell(s) you want to move or copy, position the pointer over any border of the selected cell(s), then drag to the destination cells. To copy, hold down **<Ctrl>** key while dragging.
- **To Insert a Column or Row:** Right-click to the right of the column, or below the row you want to insert. Select **Insert** from the contextual menu, or click the **Insert** button in the Cells group on the Home tab.
- **To Delete a Column or Row:** Select the row or column heading(s). Right-click and select **Delete** from the contextual menu, or click the **Delete** button in the Cells group on the Home tab.
- **To Insert a Comment:** Select the cell where you want to insert a comment and click the **Review** tab on the Ribbon. Click the **New Comment** button in the Comments group. Type a comment and click outside the comment box.

Formulas and Functions

- **To Total a Cell Range:** Click the cell where you want to insert the total and click the **Sum** button in the Editing group on the Home tab. Verify the selected cell range and click the **Sum** button again.
- **To Enter a Formula:** Select the cell where you want to insert the formula. Type **=** and enter the formula using values, cell references, operators, and functions. Press **<Enter>** when you're finished.
- **To Insert a Function:** Select the cell where you want to enter the function and click the ƒ **Insert Function** button on the Formula Bar.
- **To Reference a Cell** in a Formula: Type the cell reference (for example, B5) in the formula or click the cell you want to reference.
- **To Create an Absolute Cell Reference:** Precede the cell references with a $ sign or press **<F4>** after selecting cell(s) to make it absolute.
- **To Use Several Operators or Cell Ranges:** Enclose the part of a formula you want to calculate first in parentheses.

Charts

- **To Create a Chart:** Select the cell range that contains the data you want to chart and click the **Insert tab** on the Ribbon. Click a chart type button in the Charts group and select the chart you want to use from the list.
- **To Insert a Sparkline:** Select the cell range that contains the data you want to chart and click the **Insert** tab on the Ribbon. Select the sparkline you want to insert from the Sparkline group. Select the cell or cell range where you want to add the sparkline and click **OK**.

Formatting

- **To Format Text:** Use the commands in the Font group on the Home tab, or click the Dialog Box Launcher in the Font group to open the dialog box.
- **To Format Values:** Use the commands in the Number group on the Home tab, or click the ▫ Dialog Box Launcher in the Number group to open the Format Cells dialog box.
- **To Copy Formatting with the Format Painter:** Select the cell(s) with the formatting you want to copy and click the ❧ **Format Painter** button in the Clipboard group on the Home tab. Then, select the cell(s) you want to apply the copied formatting to.
- **To Apply a Cell Style:** Select the cell(s) you want to apply a cell style to. Click the **Cell Styles** button in the Styles group of the Home tab on the Ribbon and select a style from the gallery.
- **To Format a Cell Range as a Table:** Select the cells you want to apply table formatting to. Click the **Format as Table** button in the Styles group of the Home tab on the Ribbon and select a table format from the gallery.
- **To Apply a Document Theme:** Click the **Page Layout** tab on the Ribbon, click the **Themes** button in the Themes group, and select a theme from the gallery.
- **To Apply Conditional Formatting:** Select the cells to which you want to apply conditional formatting. Click the **Conditional Formatting** button in the Styles group of the Home tab. Select the formatting scheme you wish to use, then set the conditions in the dialog box.
- **To Adjust Column Width or Row Height:** Drag the right border of the column header, or the bottom border of the row header. Double-click the border to AutoFit the column or row according to its contents.

Workbook Management

- **To Insert a New Worksheet:** Click the ✷ **Insert Worksheet** button next to the sheet tabs at the bottom of the program screen. Or, press **<Shift> + <F11>**.
- **To Delete a Worksheet:** Select the sheet want to delete, click the Delete button in the Cells group on the Home tab, and select **Delete Sheet**. Or, right-click the sheet tab and select **Delete** from the contextual menu.
- **To Rename a Worksheet:** Double-click the sheet tab, enter a new name for the worksheet, and press **<Enter>**.
- **To Change a Worksheet's Tab Color:** Right-click the sheet tab, select **Tab Color**, and choose the color you want to apply.
- **To Move or Copy a Worksheet:** Click and drag a tab to move a worksheet. Hold down the **<Ctrl>** key while clicking and dragging to copy the worksheet.
- **To Split a Window:** Click the View tab and click the Split button in the Window group. Or, press **<Alt> + WS** (one at a time).
- **To Freeze Panes:** Place the cell pointer where you want to freeze the window, click the **View** tab on the Ribbon, click the **Freeze Panes** button in the Window group, and select an option from the list.
- **To Select a Print Area:** Select the cell range you want to print, click the **Page Layout** tab on the Ribbon, click the **Print Area** button in the Page Setup group, and select **Set Print Area**.
- **To Adjust Page Margins, Orientation, Size, and Breaks:** Click the **Page Layout** tab on the Ribbon and use the commands in the Page Setup group, or click the ▫ Dialog Box Launcher in the Page Setup group to open the Page Setup dialog box.
- **To Protect or Share a Workbook:** Click the **Review** tab on the Ribbon and use the commands in the Changes group.
- **To Recover Autosaved Versions:** Click the File tab on the Ribbon and select **Info**. Select an autosaved version from the Versions list. Or, click the Manage Versions button and select **Recover Unsaved Workbooks**.

Microsoft Excel Delivery Prep

1. <u>Delete All Metadata</u>
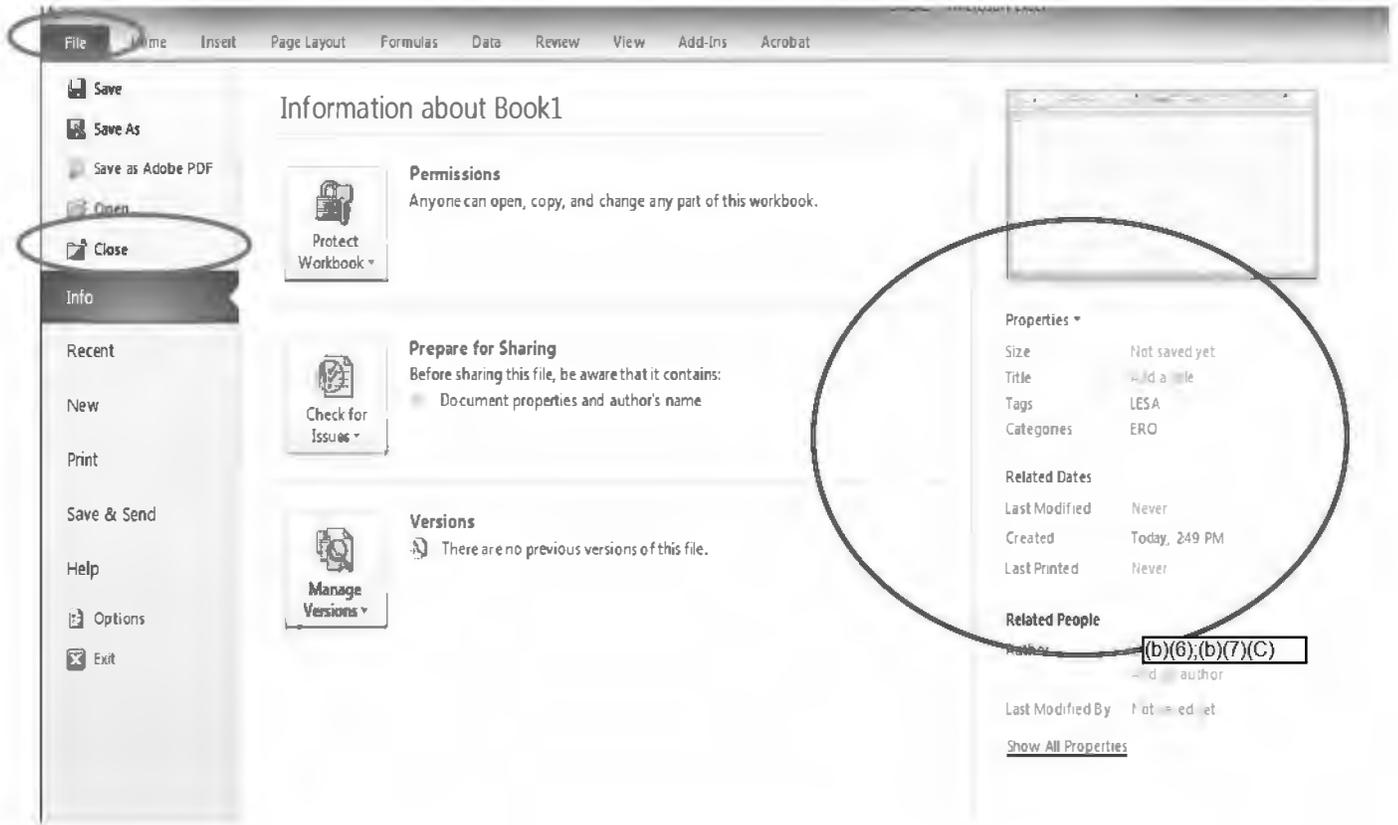
- Click the File tab in the top ribbon then ensure that the Info menu is displayed.
- Under the Properties section on the right side of the screen delete as much of the metadata as possible.

2. Password Protect Entire Workbook
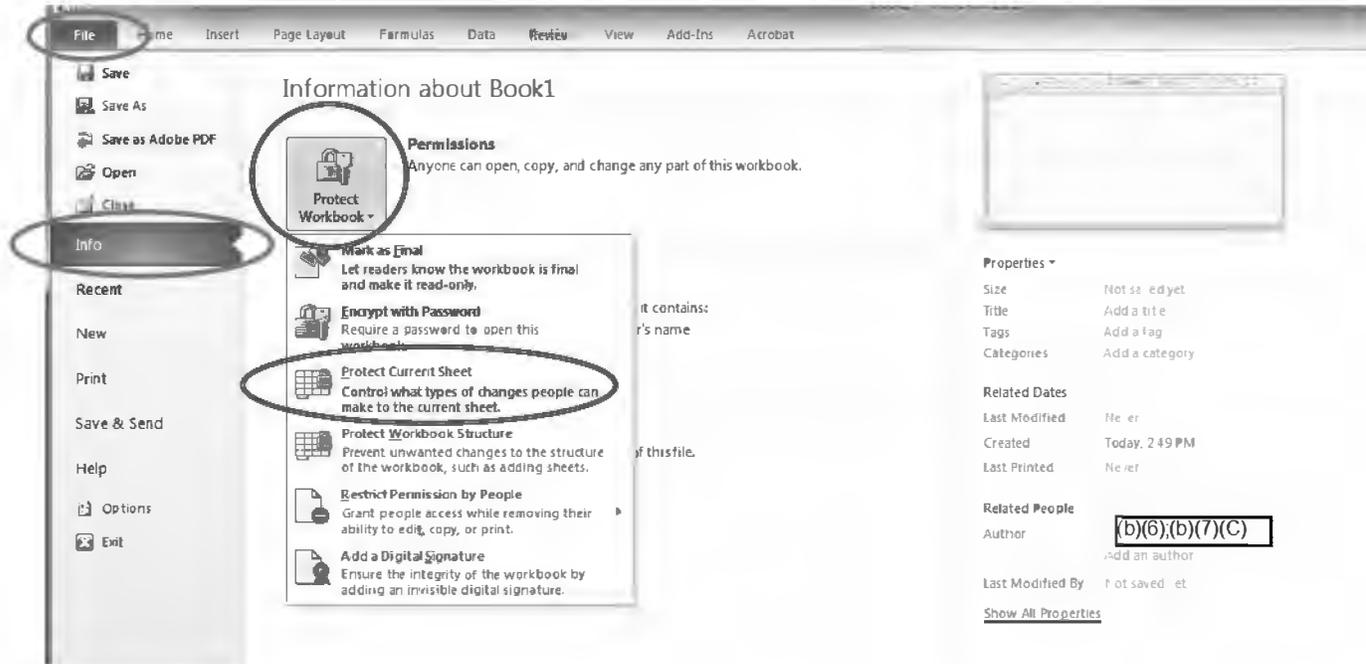
- Click the File tab in the top ribbon then ensure that the Info menu is displayed.
- Next click the Protect Workbook icon in the middle of the screen then select Protect Current Sheet.
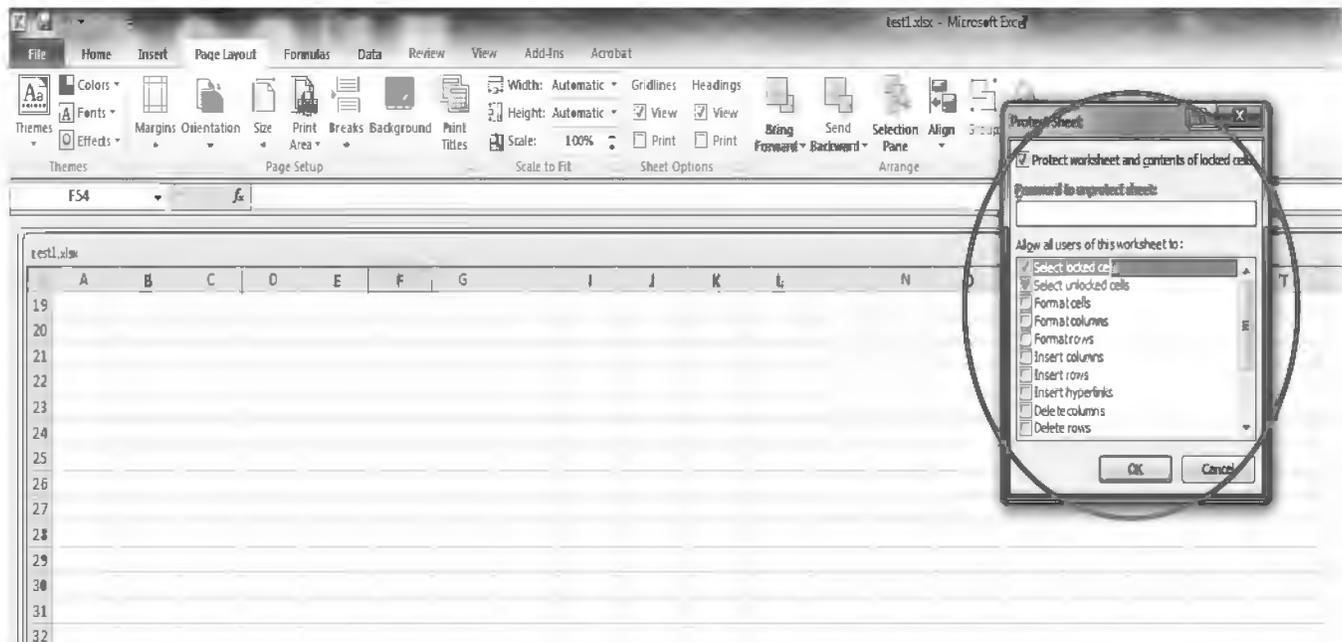
- A pop up window appears. Ensure that only the top two boxes are checked under Allow all users of this worksheet to:
- Also enter a password (containing 3 random numerical characters, 3 letters, then 3 random numerical characters) and click OK.
- You will be prompted to re-enter your password then click OK.
- Repeat this process for EACH worksheet (indicated by the tabs at the bottom of the workbook) contained within the workbook.
- Save a new copy of the Excel workbook
- Verify that changes cannot be made.
- DO NOT deliver the password to the requester. Individuals with access to the password have the ability to remove the workbook's protection.

3. Updating FOIAXpress
- Type the password used to protect the workbook in the comments section in FOIAXpress.
- Load a copy of the redacted and fully protected workbook into the FOIAXpress correspondence log.

High Profile Request Process

1. **Initial High Profile Notification- Intake Team**
   1.1. All requests meeting the high profile criteria must have a high profile notification e-mail sent before tasking the program office for a search to be conducted for records. Determining if a case is high profile is based upon whom the requestor is or on the subject matter of the request. To send the notification through FOIAXpress, select Correspondence/Send Correspondence/click the dropdown menu next to Template/under Email Options select the ICE High Profile Notification template.
   1.2. Open Outlook. Create a new message. Copy and paste the text from the e-mail template in FOIAXpress into the body of the Outlook message. Ensure there are no spelling mistakes. Attach a copy of the request. Copy and paste the e-mail addresses listed in the template. Send the e-mail.
   1.3. Once the e-mail is sent, add the notification to the FOIAXpress correspondence log. Click Correspondence/ Receive Correspondence/ enter High Profile Notification in the Subject box/ drag and drop the e-mail that was sent from Outlook to the Drag and Drop Zone in FOIAXpress. Click Save.
   1.4. You may now proceed with tasking the request to the program offices responsible for conducting the search.

2. **High Profile Clearance Process- Processing Team/Supervisors**
   2.1. When the records have been processed and reviewed by your Supervisor, high profile cases must be cleared prior to release. (All high profile program level clearances are done Supervisor/Analyst level, and the clearance approval will be provided to the Deputy FOIA Officer and FOIA Officer). Determining if a case is high profile can be based upon whom the requestor is or on the subject matter of the request. *Typically, the intake team will send a high profile notification when the request is received which is located in the correspondence log; however, a request can become high profile after the intake process has occurred based on content of the records. Do not assume that a request does not need high profile clearance based on the markings on the folder or if a high profile notification was not initially sent by the intake team.*
   2.2. The Supervisor or Analyst is to create a clearance e-mail in Outlook for all high profile cases, regardless of the information that is being released. The notification will be sent to the Deputy FOIA Officer and the Deputy FOIA Officer will review all high profile requests (the expectation is that all problems/issues with the case have been resolved prior to the FOIA Officer receiving it). The e-mail should state:

   > ICE will release to **REQUESTOR NAME**, a representative with **REQUESTOR ORGANIZATION**, TOTAL # OF PAGES of records pertaining BRIEF DESCRIPTION OF THE REQUEST. Portions of the release will be withheld pursuant to exemptions LIST EXEMPTIONS of the Freedom of Information Act. **[ICE FOIA Case Number CASE**

NUMBER]

A copy of ICE's response may be accessed <u>here.</u>

>If the request contains correspondence (emails, calendar documents, etc.) of ICE leadership (specifically, the Director, COS, Deputy Director, EADs, OPLA or other DHS leadership), and it is determined that the request requires Front Office clearance, include the required language in the template listed in Appendix A.

2.3. Before sending the clearance e-mail, create a folder on the S drive under the OAS folder titled the request number. Add a copy of the request, redacted records, and a copy of the proposed final response letter. Create a hyperlink on the word "here" in the Outlook clearance e-mail pointing to this folder on the S drive.

2.4. Send the E-mail to the Deputy FOIA Officer, who will review the records. Upload a copy of the high profile clearance e-mail to the correspondence log of the request. After the Deputy FOIA Officer reviews the records, the Deputy FOIA Officer will forward the notification to the FOIA Officer, regardless of the sensitivity or significance of the information that is being released, who will obtain agency level clearance. The FOIA Officer may clear the request with an SES level staff member of those offices containing equity in the request and/or from OPLA, if needed, and will forward the clearance package to the Office of Public Affairs and the Office of Congressional Relations for awareness. Once cleared by all interested parties the FOIA Officer will send the notification to the Assistant Director, IGP who may forward it to the M&A EAD front office for awareness. Once clearance is granted by all parties, the FOIA Officer notifies the Supervisor/Deputy FOIA Officer when he/she may move forward with the DHS 1 Day Notification process and will send the supervisor all clearance responses for loading to the correspondence log.

2.5. The DHS 1 Day Notification process is used to notify DHS political appointees, OPA, OLA, OGC and key leadership from the DHS Secretary's Office of possible impending media inquiries or litigation related to the release of information. This process is used as a notification vehicle only and significantly does not allow for political appointees to approve, modify, or delay significant releases *(see a detailed description from the Deputy Chief FOIA Officer in Appendix B)*. When sending the DHS 1 Day Notification an e-mail to (b)(6);(b)(7)(C) an e-mail should be drafted in a specific format to include the requester's name, organization, a brief description of what was requested, and what information is being withheld under which FOIA exemptions (see an example in Appendix C).

2.6. In the event a 1 Day Notification e-mail is sent after 4PM the processor must wait 48 hours before delivery to the requester. The After the DHS 1 Day Notification period has expired the FOIA analyst can deliver the records. This must be one full day before the document can be delivered to the requester.

Appendix A (Example):

Overview: This release contains records from 2016 while the presidential campaigns were underway. The materials are limited to emails, copies of news articles and the agency news clips, and one set of oversight hearing prep materials. Most emails are brief and concern public affairs or congressional affairs matters that triggered internal follow-up action. <u>While there are emails to and from the former D1, D2, and other senior officials at ICE (and a few with senior level DHS officials), what is being released does not appear significant or controversial.</u> There are also 100+ pages of the release which are simply news stories and copies of the Clips. There are also copies of several congressional letters and our responses regarding immigration issues.

Action Requested: Please notify me by <u>noon tomorrow</u> if you have any concerns or questions about the release. We will send this to DHS FOIA tomorrow for their one-day review period and then release.

FOIA Request Description: Bobby Smith, a representative with the Law Firm of Smith and Smith in Washington, DC, requested records related to any and all communications, including but not limited to emails, sent to and from John Doe (Executive Director) and Jane Doe (Associate Director) and Paul Doe (Director), mentioning or referring to "Trump", "Grassley", "Republicans", "GOP", "Judiciary", "Sessions", and "Breitbart."

Response: Portions of the 406 pages will be withheld pursuant to FOIA Exemptions (b)(5), (b)(6), (b)(7)(C) and (b)(7)(e). Some pages are also withheld as duplicate copies.

Of potential interest:

- P.1 – Email from John Doe to Jane Doe, with chain including HSI senior staff regarding the Southwest Border, and readouts on D1 trip to Mexico and Central America. Comment re how the political election rhetoric is causing a pull of migrants into the US.
- P.129, 132, 133 – John Doe emails with various executives re media inquiries re alien who threatened POTUS and making D1 aware. Contains ES for the alien.

Ref: ICE FOIA Case Number 2017-ICFO-123456

Appendix B- DHS 1 Day Notification Process

ALCON,

Gentle reminder concerning the Department's internal clearance process for incoming FOIA requests and release of records that involve complex, issues of public/media interest, or White House equities. These processes were put in place in order to ensure the appropriate stakeholders in the Front Office, the Offices of Public Affairs (OPA), Legislative Affairs (OLA), and General Counsel (OGC) have visibility and situational awareness of releases will potentially generate interest (internal and external). Both processes are managed by the DHS Privacy Office FOIA Team in coordination with the component FOIA Officers and OGC. The procedures were developed over time to ensure that the Department was in a position to respond appropriately to materials released under FOIA, while ensuring that the release determination was free from improper influence. As you may recall, improper interference has been an issue for the Department previously, and these procedures were designed to guard against allegations of such interference.

One-Day Awareness Notification Process:

The one-day notification process is used to notify political appointees, OPA, OLA, OGC and key leadership from the DHS Secretary's Office of possible impending media inquiries or litigation related to the release of information. This process is used as a notification vehicle only and significantly does not allow for political appointees to approve, modify, or delay significant FOIA releases.

The One-Day notification process includes a high-level summary of the request and records that will be released, to include the date of release. A link to a SharePoint site is provided within the body of the email. This site contains pdf copies of the incoming FOIA request; records that will be released (redactions applied); and final response letter. The notification email is sent 24-hours prior to the planned date of release in order to allow for sufficient notification. Senior DHS Privacy Office staff (i.e., leadership) also have access to facilitate.

The DHS Privacy Office is drafting formal instructions that will describe and define the one-day notification process. Prior to finalizing, the draft instructions will be routed through the Component FOIA offices for review and comment. The goal is to have the instructions finalized and issued no later than FY18Q3.

White House Equities:

By memorandum dated February 24, 2017, Acting General Counsel (b)(6);(b)(7)(C) outlined the requirement that all Department officials must consult with the White House Counsel's Office on all document requests that may involve White House equities including:

- Congressional committee requests;
- GAO requests;
- Judicial subpoenas; and
- FOIA requests.

Any consultation with the White House Counsel's Office will be coordinated by the DHS Privacy Office and the DHS OGC. In March 2017 the DHS Deputy Chief FOIA Officer sent a reminder to the Component FOIA Officers of the requirements outlined in the memorandum from Acting General Counsel (b)(6);(b)(7)(C) and provided instructions on how to initiate the consultation process with the DHS Privacy Office. These procedures are the same as procedures followed previously, per the request of White House Counsel.

Please feel free to contact me if you would like to discuss in more detail. Thank you.

Regards,

(b)(6);(b)(7)(C)

(b)(6);(b)(7)(C)

Deputy Chief FOIA Officer

Appendix C- DHS 1 Day Notification Sample

On August 10, 2017, U.S. Immigration and Customs Enforcement (ICE) will released to
(Requester Name), a representative from the *(Requester Organization)*, in Crown Point,
Indiana, three (3) pages of records pertaining to (insert a brief description of the records being
released). Portions of (3) pages will be withheld pursuant to Exemptions 5, 6, 7(C), and 7(E) of
the Freedom of Information Act. (Case Number ICE 2018-ICFO-XXXXX)

The release has been uploaded into Sharepoint.

(Include a hyperlink on the word SharePoint to the DHS SharePoint folder where the records for
review have been placed.)

SEGREGABILITY = RELEASE ALL NON-EXEMPT INFORMATION

1. Presumption in favor of release; openness prevails
2. Foreseeable Harm—Release WOULD cause harm
3. Any reasonably segregable portion shall be provided (DO NOT BLANKET REDACT)
4. Ensure that the documents you are reviewing match exactly the FOIA request, first and last name and DOB, to avoid a privacy breach. Consult a supervisor if necessary

A RELEASE TO ONE IS A RELEASE TO ALL

EXEMPTION 3 (b)(3), (b)(7)(e) Protects information that Congress has specifically exempted from disclosure Most often, 49 U.S.C. § 114(r) Transportation Security Administration: Exempts Sensitive Security Information (SSI) the disclosure of which would be detrimental to security of transportation	• NO FLY—found on TECS Report • TIDE—refers to terrorist watch/no fly list, found in remarks on TECS report • **49 U.S.C. § 114(r) Transportation Security Administration** • **18 U.S.C. § 3509(d) (Federal Victims' Protection and Rights Act)** : Certain records containing identifying information pertaining to children involved in criminal proceedings • **31 U.S.C. § 5319 (Bank Secrecy Act):** Look for "Financials" in TECS records • **See also list of statutes published by DOJ**: http://www.justice.gov/oip/exemption3.pdf
EXEMPTION 5 (b)(5) Protects 1. **Deliberative Communications** 2. **Attorney Work-Product*** 3. **Attorney-Client Communications** **Usually documents are segregable** *****Just because the form says "Attorney Work Product" or "FOIA Do Not Release" does not necessarily indicate that this exemption applies to the document. READ CAREFULLY!*****	• Includes some memorandums/emails between DHS attorneys where "I believe", "I recommend", "my opinion" are stated to suggest a course of action or policy • Attorney Worksheets/Attorney Work-Product • GEMS Attorney Report • TA (Trial Attorney) Worksheet • Attorney Notes (READ NOTES FOR CONTENT TO RELEASE) All factual information within immigration notes are releasable • Used when a government attorney makes a note that discusses strategy of a case—what the attorney plans on doing, opposing, other case strategy that might apply • May also be used on asylum hearing notes (often handwritten) • May include attorney work products such as handwritten notes, drafts of briefs, copies of Westlaw pages, other cases, or anything used to prepare for a case

EXEMPTION 7(e) (b)(7)(e) Protects sensitive Law Enforcement techniques and procedures	• Computer soft keys (e.g., PF7, F l=Help) • Database codes on header and footer of DACS reports (e.g., CLOS, EOIR) • Codes on header of TECS reports (e.g., T2MRGO, TID #) • URLs to Federal government law enforcement databases

EXEMPTION 6 (b)(6), (b)(7)(c) **PERSONALLY IDENTIFIABLE INFORMATION (PII)** PII is information that is personal in nature and which can be used on its own, or with other information, to identify an individual. **INFO PERTAINING TO THIRD PARTY** **Includes Law Enforcement personnel, government attorneys, family members, and some information about the subject (See also RULE of NAMES section)** **NOTE: On I-213 form only, ok to release name of deceased mother/father**	**ALL THIRD PARTY PERSONALLY IDENTIFIABLE INFORMATION (PII)** • Names and initials • A-Numbers • Street address, be sure to include Suite #, Floor #, or Building # if part of address • Date of Birth (DOB) • The entire Social Security number • Phone numbers (withhold last 4 digits) and any extensions • Email addresses • Work information • Government-issued IDs (e.g., Driver's license, passport numbers, car VIN number, car license plates) • Photos or fingerprints of third party • Receipt numbers from USCIS applications and petitions (ex. Starts with WAC, SRC, MSC, or LIN) • **Bond Number/Bond Receipt Number/Bond Breach Number/Power of Attorney Number—** only when held by a third party (this would be a family member or friend usually) • **Any private party that bonds out individuals should be released but their social security numbers may be withheld** • **Any individual signing for a FOD or SAC** **LAW ENFORCEMENT/THIRD PARTY PII** • Suite numbers, room numbers, and floors of all DHS addresses and all DHS phone numbers and extensions that are not public • Badge number, star number, shield number of law enforcement officer and canine officer badge numbers • Code login identifiers • Law Enforcement-assigned numbers assigned to third party

EXEMPTION 7
(b)(7)(E)

RELATES TO LAW ENFORCEMENT CODES AND PROCEDURES

(b)(7)(E)

Also withhold as law enforcement information:
- **S-Visa/Form I-854**—given to alien providing information/acting as confidential informant/witness.
- **T-Visa/Forms I-914, I-914 Supplement A**—immigration protection for victims of human trafficking; also T-1 nonimmigrant status
- **U-Visa/Forms I-918, I-929**—immigration protection for cooperating victims of certain crimes

- **FBI Number—ALWAYS redact entire field with heading, even if blank)**
- **Federal ORI Codes**—begins with state abbreviation followed by 3-letter agency code and then a 4-digit number (ex. WVFBI0001); state and local ORI codes are releasable
- **Fingerprint Reports**: Redact Fingerprint scores/Fingerprint pattern codes/Database (Sys) used; also Status remarks if they refer to a match, no hit found, A-number, or event number. The actual finger print should be released. Read carefully!
- Any DHS or Law Enforcement system checks that are run and the results of those checks (b)(7)(E) (b)(7)(E)
- Detainee Classification System/Escort Threat Assessment/Background check lists
- Case Number (Federal level only, not state or local)
- Event Number (the Encounter Number/ EID/ and External System ID should be released)
- Person ID (but NOT Subject ID)
- Operation names (e.g., Operation Janus)
- (b)(7)(E) —redact the body of the report depending on information, read carefully
- Request ID # on any query reports
- FDU Referral Number—Fraud Detection Unit
- BFU Number—Benefit Fraud Unit
- Mention of Special Interest Country (e.g., Iran)
- "US-Visit Watch list Information Exists" or any Lookout reference
- (b)(7)(E) withhold title and segregate report as necessary
- (b)(7)(E) WIF using k2, b7E
- Interpol Worksheets—WIF
- (b)(7)(E) see also TERRORISM)
- ATS-P—Automated Targeting System-Passengers (database)

TERRORISM (b)(7)(e)	• JTTF (Joint Terrorism Task Force)
(b)(7)(E)	• (b)(7)(E)
	•
	•
	(b)(7)(E)
Refer to Supervisor with any questions	

FINANCIAL (b)(3), (b)(7)(e)	• **FINANCIALS on TECS Report—** withhold/segregate from text as necessary
Withhold all mentions of law enforcement financial checks see also Exemption 3 section	○ refer to ICE if specific operation or investigation is mentioned or ongoing
	• **31 U.S.C. § 5319 (Bank Secrecy Act):** Look for "Financials" in TECS records
	• **If you see FIN CEN records, immediately stop processing and refer to your Supervisor.**
	• Currency Transaction Reports (CRT), currency Monetary Instrument Reports (CMIR) and other Bank Secrecy Act information
	• HIFCA = High Intensity Financial Crimes Area

FUGITIVE	• **FUGITIVE**
Fugitives, under the INA, do not have a right of access to records through a FOIA request.	• **Fugitive Operations or FUG OPS**
	• **Outstanding warrant for deportation**
Fugitive checks should only be done on requests that are submitted directly submitted to ICE and where ERO is required to conduct a search for records.	• **ABSCONDER or ABS**
	• **NO SHOW** for deportation/removal
	• **FAILURE TO SURRENDER or FTS**
	• **FAILURE TO APPEAR or FTA**—failure to appear for court proceedings does NOT necessarily

*Please note that fugitive checks should <u>not</u> be conducted on USCIS referral cases.	indicate fugitive status. Failure to appear to deportation/removal MIGHT indicate fugitive status • **Referral to LESC as an Absconder** • **NCIC Unit Worksheets as Absconder** • **Case Category 5B—Fugitive** • **Case Category 8B—ICE Fugitive** • **Bond Breached**

OK TO RELEASE	• Subject's address and phone number (current or former) as long as clearly associated with subject. **If same address associated with third party, then withhold**
In general,	• Ok to release names, addresses, phone numbers, emails, and letterhead information for any attorney who represented the subject.
• **release the subject's own information (PII) to him or his attorney of record**	• Subject's own FIN or FINS number
	• Alien's own medical records and the medical professional names/initials signing them. **Law enforcement officer names within these records are to be withheld.**
• **release state and local law enforcement codes and information**	• EOIR court room numbers
	• NCIC offense codes
• **release business names, addresses, phone numbers; letterhead—protect people, not companies**	• Purpose Code on TECS reports
	• DACS Number/NAILS Number/NIC Number
	• Case Category/NCIC level/Classification
• **something published or previously released to the public (i.e., news articles, press releases, published government memorandums, public websites)**	• Method of Apprehension/G-23 line code
	• SEVIS number and School ID
	• Category Level
	• IDENT number
	• Sections of law
	• Fax numbers; toll-free numbers
	• Acronyms for government agencies
	• State ID numbers/ CII number
	• State and Local ORI numbers
	• State and Local law enforcement codes
	• Business name, address, and phone number/Letterhead
	• Correction facility/deportation facility name and address
	• Booking number/ Prisoner number
	• Bond Number IF bond held by SUBJECT of the FOIA request
	• Lopez-Mendoza vs. INS—cited at interrogations and questioning
	• CIMMDA and EARM-MIG
	• CAP or 287g program
	• Secure Communities or SC program and PEP.
	• Law cases used as reference, anything already published
	• Name of Notary Public (See RULE of NAMES)
	• Business Taxpayer ID Number or EIN Number

	• Subject's HIV Status EXCEPT when in custody (per Bureau of Prisons)
	• Bond Obligor's Tax ID if it's a business number

IMPORTANT NOTES

- **Any investigative memos from ICE to another agency (usually USCIS) are NEVER, EVER included in the document. Extract those pages as nonresponsive to the FOIA request.**

- **Travel information/flight number/ticket information for agents escorting an alien—withhold in full (WIF) the entire page using b6, b7C, b7E.**

- **ICE may only process ICE records—see Supervisor for referring non-agency records to the appropriate agency.**

- **Make sure to line out all FOUO and LES markings on FOIA releases. Please set your FOIAXpress settings to RED width 3 for lines in the preferences section. If you require assistance please see your supervisor.**

(b)(7)(E)

THE RULE OF NAMES

In general, all third party names/initials and all Law Enforcement names/initials are withheld.
This always includes:

- Living Family members—parents, children, spouses, siblings
- Other aliens
- Acting Director, Interim District Director, Assistant Field Office Director (AFOD), or Assistant Special Agent in Charge (ASAC)
- Special Agents (SA)/Deportation Officers(DO)/Immigration Enforcement Agents (IEA) and their shield numbers
- Investigators

- Border Patrol agents
- Translators
- Employees
- Government attorneys, assistant chief counsel (ACC), trial attorneys (TA), general counsel

Releasable Names include
- Public officials—if elected or appointed position (i.e., mayor, senator, US Attorney General)
- DHS officials—District Director, Field Office Director (FOD), Special Agent in Charge (SAC)
- Immigration Judge (IJ) and Chief Counsel (CC)
- Notary Public
- Medical professionals (found on the subject's medical forms only)—doctors, nurses, physician assistants, medical techs who provide care/meds or sign medical forms
- Attorney of Record or any attorney who represents or represented the alien
- Any names listed as part of a firm's letterhead is considered "public"
- Consuls/Consular of a foreign country, Attaches
- Warden
- Individuals named on the ICE public organizational chart (see http://www.ice.gov/about/leadership/)
- County Clerk
- Bond Obligor
- Deceased individual's names

Other Name Rules
- Obvious misspelling of a letter or two—ok to release
- Phonetic spelling (sounds alike but spelling different)—ok to release
- Names changed to their English equivalent (ie., Miguel to Michael, Jorge to George)—ok to release
- Some cultures use 2 last names, either hyphenated or not, that may include fathers and mothers last names. Use the alien's name as provided on the G-639 for input. On documents, if you can confirm that any of the names used on the documents, regardless of order or variation, correspond with the surnames of the father, mother, or spouse provided on the G-639, then the name may be released. Also OK to check I-213 in case documents for family surnames used by the subject.
- Middle names are releasable, even if not provided on the FOIA request.
- If the alien provided an alias on the G-639, that name is releasable.

Posting to the FOIA Reading Room/Library SOP

I.   Purpose / Application of SOP

This SOP provides internal ICE guidance regarding the process of posting records online to the public facing FOIA Library, also known as the FOIA reading room, located at www.ice.gov/foia/library.

Critical to ensuring the Department of Homeland Security (DHS) successfully meets the President's standards is compliance with the transparency outline by 5 U.S.C. § 552(a)(2) of the FOIA. Under subsection (a)(2), federal agencies must make four distinct categories[1] of records affirmatively available for public inspection and copying. In the DHS Chief FOIA Officer's Proactive Disclosure and Departmental Compliance with Subsection (a)(2) of the Freedom of Information Act (FOIA) memo (*see Attachment A*), the Chief FOIA Officer directs the Department and its components to include the following categories of records on agency websites and link them to their respective electronic reading rooms: Historical daily schedules for most senior agency officials; Executed contracts & grants; Management directives and instructions; Congressional correspondence under DHS control; FOIA Logs; Any records released pursuant to a FOIA request that have been, or likely to become, the subject of three or more requests.

The Chief FOIA Officer further states, nothing in the memorandum was intended to limit components' ability to proactively post additional records beyond those suggested consistent with FOIA and other disclosure laws. A component may choose to post documents specific to its function in order to further advance transparency.

The ICE FOIA office has developed two processes to handle these requirements. The first for records released pursuant to a FOIA request that have been, or are likely to become, the subject of three or more requests. The second, also known as proactive disclosures, to handle additional records the agency determines should be posted specific to its function in order to further advance transparency.

II.   FOIA Releases Subject to Additional Request for Posting

The FOIA processing staff will provide the designated FOIA employee responsible for posting documents to the ICE FOIA Library with the request number and a copy, or physical location of, records subject to additional requests for posting to the ICE FOIA Library. The designated FOIA employee will hold on to this notification for 30 business days before performing any further action. After the 30 day period the designated FOIA employee will check the FOIAXpress

---

[1] The four categories of records to be made available are: A. final opinions, including concurring and dissenting opinions, as well as orders, made in the adjudication of cases; B. those statements of policy and interpretation which have been adopted by the agency and are not published in the Federal Register; C. administrative staff manuals and instructions to staff that affect a member of the public; D. records disclosed in response to a FOIA request that "the agency determines have become or are likely to become the subject of subsequent requests for substantially the same records.

system to determine if the request was a high profile/media request that went through the required internal and external clearance process. If the request *has* gone through the required internal and external clearance process, the designated FOIA employee will review the records for proper redaction. Once complete the designated FOIA employee will rename the document with a title consistent with other documents already posted on the website. If the document is in Excel or Access format, the designated FOIA employee will convert the file to PDF format when possible or lock the cells in the spreadsheet in accordance with the SOP on Microsoft Excel Delivery Prep to prevent changes. Proceed to section IV.

If the request was *not* a media/high profile request that went through the internal and external clearance process the designated FOIA employee will review the records, rename and reformat as described above, then send to the Deputy FOIA Officer for review and clearance. When the Deputy FOIA Officer clears the records proceed to section IV.

III.   Agency Proactive Disclosures

The FOIA Office often receives requests from agency program offices to post records proactively on the ICE FOIA Library outside of the typical FOIA process. Examples of the records attached to these requests include PREA Audit Reports, the Detainee Death Roster, and Office of Detention Oversight Facility Compliance Inspection reports.

Upon receipt of the documents an assigned FOIA analyst will review and redact the records. The highlighted and redacted versions of the document will be provided to the designated employee responsible for posting to the ICE FOIA Library. The designated FOIA employee will review the redactions and make any changes necessary. The designated FOIA employee will then rename the document to a title consistent with other documents already posted on the website. If the document is in Excel or Access format, the designated FOIA employee will convert the file to PDF format when possible or lock the cells in the spreadsheet in accordance with the SOP on Microsoft Excel Delivery Prep to prevent changes. These documents will then be forwarded to the FOIA Officer for final review and concurrence.

IV.   Submitting Records to Web Management Services for Posting Online

Upon concurrence/clearance that the documents are ready for posting the designated FOIA employee will send an e-mail containing the document(s) as attachment(s), the suggested title of the document(s), and the menu location where the file should reside, and who (the FOIA Officer or Deputy FOIA Officer) cleared the records to [b)(6);(b)(7)(C)_____] From there ICE Web Management Services will post the document to the website and will confirm when posting is complete.

V.   Reporting Requirements

The FOIA office is required to report on a weekly, monthly, quarterly, and annual basis the number and page counts of all proactive disclosures by the FOIA office posted for public review. The designated FOIA employee responsible for posting documents to the ICE FOIA Library will maintain a spreadsheet containing the date the documents were posted, the title of the document, the page count, and the menu location where the records were posted.

If the designated FOIA employee for posting records on the ICE FOIA Library is not the same designated employee for reporting, then these numbers will be forwarded to all required parties accordingly.

VI.   Removal of Posted Records

If at any time it is <u>determined that a document needs to be removed</u> from the ICE FOIA Library an e-mail should be sent to (b)(6);(b)(7)(C) identifying the document for removal along with the menu location of the document. ICE Web Management Services will send a confirmation e-mail when the document is removed.

I acknowledge that I have read, understand, and will follow the FOIA Office Standard Operating Procedures and agree to be held fully accountable for the information presented.

_____

Employee Signature   Date

_____

Supervisor/Witness Signature   Date

Updated 10/10/2017

Setting Preferences (first time only):

1. Log on to FOIA Xpress
2. From the home screen, go to **Preferences** under **User Options**
3. In **Preferences,**
   a. Change Records per Page to 99
   b. Change pages to View at a time... to 99
   c. change **Fill Mode for Redactions** to **Translucent**
   d. choose **Redation/Border Corlor and Back Color for redactions**
      i. QualX Analysts will use True Red and light pink fill
      ii. QualX Reviewers will use Cobalt Blue Border and light blue fill
      iii. ICE Reviewers use Green (FP) or Pink (CPK)
   e. Choose ICE FOIA for Request Type
   f. Choose PDF Image for Document Delivery Output Format
   g. Check the following boxes:
      i. Unlock Locked Folders When User Logs Out
      ii. **Show Review Flags**
      iii. **Enable Auto Save for Review Layer**
      iv. **Display Redaction Codes by Selected Order**
      v. **Draw Redaction Using Double Click**
   h. choose **default exemption codes (hold down Control Key and choose K2, b6, b7c)**
4. Once changes have been made, click **Save**

Input:

1. On S: drive, choose electronic case file and move into Analyst Work Folder in QualX folder
   a. DHS backlog cases are already input and uploaded into FOIA Xpress. Need paper file for FOIA Xpress Case Number. These cases need to be assigned to an Analyst. *<Need* (b)(6);(b)(7)(C) *to bulk assign these cases to ICE-CON-QC for primary assignment.>*
   b. ICE/Orlando backlog cases are electronic cases in QualX Folder on S: drive or require scanning pages into an electronic case folder. Paper folder in Liz's cube. These cases need to be input and uploaded.
   c. Once all backlog cases are done, choose new cases from FIPS file following Project Manager's directions regarding weekly expectations for number of cases and case sizes.
2. In S: drive, open **Request Letter** file on screen to input information from the G-639 or G-28. During training, you may want to print the pages for your reference.
3. In FOIA Xpress, go to **Home** screen
4. Click **Requester Icon** on left panel
5. In **Last Name** field, type *[requester last name] (Example--*Smith)
6. Click **Search**
   a. If search comes up empty, select **New**
   b. If requester is found, highlight the appropriate requester and continue to step 9
7. After selecting **New**, fill in the following information pertaining to the requester:
   a. Prefix: **Mr. or Ms.**
   b. First Name and Last Name
   c. Organization/Company: If Applicable (Example: Law Offices of ...)

     d. Default Category is ALWAYS **Private Individual**

     e. Address Information

     f. Phone Number: If provided

     g. Email: If provided

8. After filling in Requester information, click **Save** and answer **Yes** at the prompt

9. Make sure the correct Requester is highlighted

10. Click **Create Request** (all the info you just entered should be populated in the fields)

11. In the **General Information** tab,
    a. the **Requested Date** is the date on the G-639
    b. the **Received Date** is today's date

12. In the **Other Information** tab
    a. type the **NRC Number** from the Referral Memo in the **Legacy Case Number** field
    b. DHS and ICE/Orlando backlog cases that were assigned an old FOIA case number should also be entered in the Legacy Case Number field
       (Example: NRC2013123456 2013FOIAXXXXX)
    c. Type the number of pages referred from the Referral Memo in the **Additional Informaiton** field (intentional misspelling). This is how QualX will track case size.

13. Select the **Request Information** tab and in the large blank box write as followed: **records pertaining to (subject's name).**

14. Select the yellow paper clip icon and select **Browse**
    a. Find the **Request Letter** within your analyst folder on the S:drive and select **Open**
    b. Find the **Referral Memo** within your analyst folder on the S:drive and select **Open**
    c. Select **Attach File** and select **OK** for each document

15. Click **Save** and answer **Yes** at the prompt

16. Go to **Home** and click on your **Primary Assignments** (All the cases assigned to you will appear on the screen. The one you JUST created should appear at the top.)

17. Write this case number on the paper folder!!

18. Under the **Actions** option, select **Assign Request**
    a. Primary—choose Analyst's name
    b. **Secondary**—choose ICE-CON-QC; make sure both Liz and Korrina's names have the box checked. **Uncheck the boxes that on the right that send an email notification.**
    c. Click **Assign**

19. Verify Consent and Perfect the case
    a. Check G-639 for signature
    b. If signature ok, on the Primary Assignments section, select **Actions** and click on **Perfect Request**
    c. Make sure dates are correct when case is to be perfected
    d. Click **Save** and status of case should have changed to **Perfected** on the Primary Assignments screen
    e. If signature not ok, see PM for guidance

20. Save

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

SEGREGABILITY = RELEASE ALL NON-EXEMPT INFORMATION

1. Presumption in favor of release; openness prevails
2. Foreseeable Harm—Release WOULD cause harm
3. Any reasonably segregable portion shall be provided

A RELEASE TO ONE IS A RELEASE TO ALL

EXEMPTION 3 **(k)(2), (b)(3), (b)(7)(e)** **Protects information that Congress has specifically exempted from disclosure** **Most often,** **49 U.S.C. § 114(r)** **Transportation Security Administration:** Exempts Sensitive Security Information (SSI) the disclosure of which would be detrimental to security of transportation	• **NO FLY**—found on TECS Report • **TIDE**—refers to terrorist watch/no fly list, found in remarks on TECS report • **49 U.S.C. § 114(r) Transportation Security Administration** • **18 U.S.C. § 3509(d) (Federal Victims' Protection and Rights Act)** : Certain records containing identifying information pertaining to children involved in criminal proceedings • **31 U.S.C. § 5319 (Bank Secrecy Act):** Look for "Financials" in TECS records • **See also list of statutes published by DOJ**: http://www.justice.gov/oip/exemption3.pdf
EXEMPTION 5 **(k)(2), (b)(5)** **Protects** 1. **Deliberative Communications** 2. **Attorney Work-Product*** 3. **Attorney-Client Communications** **Usually documents are segregable** *****Just because the form says "Attorney Work Product" or "FOIA Do Not Release" does not necessarily indicate that this exemption applies to the document. READ CAREFULLY!*****	• Includes some memorandums/emails between DHS attorneys where "I believe", "I recommend", "my opinion" are stated to suggest a course of action or policy • Attorney Worksheets/Attorney Work-Product • GEMS Attorney Report • TA (Trial Attorney) Worksheet • Attorney Notes • Used when a government attorney makes a note that discusses strategy of a case—what the attorney plans on doing, opposing, other case strategy that might apply • May also be used on asylum hearing notes (often handwritten) • May include attorney work products such as handwritten notes, drafts of briefs, copies of WestLaw pages, other cases, or anything used to prepare for a case
EXEMPTION 7(e) **(b)(7)(e)** **Protects sensitive Law Enforcement techniques and procedures**	• Computer soft keys (e.g., PF7, F1=Help) • Database codes on header and footer of DACS reports (e.g., CLOS, EOIR) • Codes on header of TECS reports (e.g., T2MRGO, TID #) • URLs to Federal government law enforcement databases

1

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

EXEMPTION 6 (k)(2), (b)(6), (b)(7)(c)	ALL THIRD PARTY PERSONALLY IDENTIFIABLE INFORMATION (PII)
PERSONALLY IDENTIFIABLE INFORMATION (PII) PII is information that is personal in nature and which can be used on its own, or with other information, to identify an individual. **INFO PERTAINING TO THIRD PARTY** **Includes Law Enforcement personnel, government attorneys, family members, and some information about the subject (See also RULE of NAMES section)** **NOTE: On I-213 form only, ok to release name of deceased mother/father**	• Names and initials • A-Numbers • Street address, be sure to include Suite #, Floor #, or Building # if part of address • Date of Birth (DOB) • The last four digits of Social Security numbers • Phone numbers (withhold last 4 digits) and any extensions • Email addresses • Work information • Government-issued IDs (e.g., Driver's license, passport numbers, car VIN number, car license plates) • Photos or fingerprints of third party • Receipt numbers from USCIS applications and petitions (ex. Starts with WAC, SRC, MSC, or LIN) • **Bond Number/Bond Receipt Number/Bond Breach Number/Power of Attorney Number—only when held by a third party, either individual or bond service** **LAW ENFORCEMENT/THIRD PARTY PII** • Suite numbers, room numbers, and floors of all DHS addresses and all DHS phone numbers and extensions that are not public • Badge number, star number, shield number of law enforcement officer • Code login identifiers • Law Enforcement-assigned numbers assigned to third party **INFORMATION ABOUT THE SUBJECT** • Any A-numbers not provided on the request • Any Alias names not provided on the request (see also the RULE OF NAMES) • Any DOB not provided on the request • Subject's Social Security number, if not provided on the request

2

EXEMPTION 7 **(k)(2), (b)(7)(E)** **RELATES TO LAW ENFORCEMENT** **CODES AND PROCEDURES** (b)(7)(E) **Also withhold as law enforcement information:** • **S-Visa/Form I-854**—given to alien providing information/acting as confidential informant/witness. • **T-Visa/Forms I-914, I-914 Supplement A**— immigration protection for victims of human trafficking; also T-1 nonimmigrant status • **U-Visa/Forms I-918, I-929**—immigration protection for cooperating victims of certain crimes	• **FBI Number—ALWAYS redact entire field with heading, even if blank)** • **Federal ORI Codes**—begins with state abbreviation followed by 3-letter agency code and then a 4-digit number (ex. WVFBI0001); state and local ORI codes are releasable • **Fingerprint Reports**: Redact Fingerprint scores/Fingerprint pattern codes/Database (Sys) used; also Status remarks if they refer to a match, no hit found, A-number, or event number. The actual finger print should be released. Read carefully! • Any DHS or Law Enforcement system checks that are (b)(7)(E) • Detainee Classification System/Escort Threat Assessment/Background check lists • Case Number (Federal level only, not state or local) • Event Number (the Encounter Number/ EID/ and External System ID should be released) • Person ID (but NOT Subject ID) • Operation names (e.g., Operation Janus) • (b)(7)(E) —redact the body of the report depending on information, read carefully • Request ID # on any query reports • FDU Referral Number—Fraud Detection Unit • BFU Number—Benefit Fraud Unit • Mention of Special Interest Country (e.g., Iran) • "US-Visit Watchlist Information Exists" or any Lookout reference • (b)(7)(E) withhold title and segregate report as necessary • Interpol Worksheets—WIF (b)(7)(E) WIF using k2, b7E • (b)(7)(E) see also TERRORISM) • ATS-P—Automated Targeting System-Passengers (database)

TERRORISM **(k)(2), (b)(7)(e)** (b)(7)(E)	• **JTTF (Joint Terrorism Task Force)** • (b)(7)(E) • •

ACTIVITIES **Refer to Project Manager with any questions**	• (b)(7)(E) • • • • • • • • • •
FINANCIAL **(k)(2), (b)(3), (b)(7)(e)** **Withhold all mentions of law enforcement financial checks** **see also Exemption 3 section**	• **FINANCIALS on TECS Report**—withhold/segregate from text as necessary ○ refer to ICE if specific operation or investigation is mentioned or ongoing • **31 U.S.C. § 5319 (Bank Secrecy Act):** Look for "Financials" in TECS records • **If you see FIN CEN records, immediately stop processing and refer to the DC Office.** • Currency Transaction Reports (CRT), currency Monetary Instrument Reports (CMIR) and other Bank Secrecy Act information • HIFCA = High Intensity Financial Crimes Area
FUGITIVE **Fugitives, under the INA, do not have a right of access to records through a FOIA request.** **Send all Fugitive check requests to Megan Davis in the ICE FOIA Office.**	• **FUGITIVE** • **Fugitive Operations or FUG OPS** • **Outstanding warrant for deportation** • **ABSCONDER or ABS** • **NO SHOW** for deportation/removal • **FAILURE TO SURRENDER or FTS** • **FAILURE TO APPEAR or FTA**—failure to appear for court proceedings does NOT necessarily indicate fugitive status. Failure to appear to deportation/removal MIGHT indicate fugitive status • **Referral to LESC as an Absconder** • **NCIC Unit Worksheets as Absconder** • **Case Category 5B—Fugitive** • **Case Category 8B—ICE Fugitive** • **Bond Breached**

4

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

OK TO RELEASE	
In general, • **release the subject's own information (PII) to him or his attorney of record** • **release state and local law enforcement codes and information** • **release business names, addresses, phone numbers; letterhead—protect people, not companies** • **something published or previously released to the public (i.e., news articles, press releases, published government memorandums, public websites)** • **Google it! If you can find it online, it is releasable**	• Subject's address and phone number (current or former) as long as clearly associated with subject. **If same address associated with third party, then withhold** • Ok to release names, addresses, phone numbers, emails, and letterhead information for any attorney who represented the subject. • Subject's own FIN or FINS number • Alien's own medical records and the medical professional names/initials signing them. **Law enforcement officer names within these records are to be withheld.** • NCIC offense codes • Purpose Code on TECS reports • DACS Number/NAILS Number/NIC Number • Case Category/NCIC level/Classification • Method of Apprehension/G-23 line code • SEVIS number and School ID • Category Level • IDENT number • Sections of law • Fax numbers; toll-free numbers • Acronyms for government agencies • State ID numbers/ CII number • State and Local ORI numbers • State and Local law enforcement codes • Business name, address, and phone number/Letterhead • Correction facility/deportation facility name and address • Booking number/ Prisoner number • Bond Number IF bond held by SUBJECT of the FOIA request • Lopez-Mendoza vs. INS —cited at interrogations and questioning • CIMMDA and EARM-MIG • CAP or 287g program • Secure Communities or SC program and PEP. • Law cases used as reference, anything already published • Name of Notary Public (See RULE of NAMES) • Business Taxpayer ID Number or EIN Number • Subject's HIV Status EXCEPT when in custody (per Bureau of Prisons) • Bond Obligor's name. Redact the last four numbers of their Social Security number or Tax ID.

5

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

IMPORTANT NOTES

- **Any investigative memos from ICE to another agency (usually USCIS) are NEVER, EVER included in the document. Extract those pages as nonresponsive to the FOIA request.**

- **Travel information/flight number/ticket information for agents escorting an alien—withhold in full (WIF) the entire page using k2, b6, b7C, b7E.**

- **ICE may only process ICE records—see Project Manager for referring non-agency records to the appropriate agency**

6

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

THE RULE OF NAMES
In general, all third party names/initials and all Law Enforcement names/initials are withheld.
This always includes:
- Living Family members—parents, children, spouses, siblings
- Other aliens
- Acting Director, Interim District Director, Assistant Field Office Director (AFOD), or Assistant Special Agent in Charge (ASAC)
- Special Agents (SA)/Deportation Officers(DO)/Immigration Enforcement Agents (IEA) and their shield numbers
- Investigators
- Border Patrol agents
- Translators
- Employees
- Government attorneys, assistant chief counsel (ACC), trial attorneys (TA), general counsel

Releasable Names include
- Public officials—if elected or appointed position (i.e., mayor, senator, US Attorney General)
- DHS officials—District Director, Field Office Director (FOD), Special Agent in Charge (SAC)
- Immigration Judge (IJ) and Chief Counsel (CC)
- Notary Public
- Medical professionals (found on the subject's medical forms only)—doctors, nurses, physician assistants, medical techs who provide care/meds or sign medical forms
- Attorney of Record or any attorney who represents or represented the alien
- Any names listed as part of a firm's letterhead is considered "public"
- Consuls/Consular of a foreign country, Attaches
- Warden
- Individuals named on the ICE public organizational chart (see http://www.ice.gov/about/leadership/)
- County Clerk
- Bond Obligor
- Deceased individual's names

Other Name Rules
- Obvious misspelling of a letter or two—ok to release
- Phonetic spelling (sounds alike but spelling different)—ok to release
- Names changed to their English equivalent (ie., Miguel to Michael, Jorge to George)—ok to release
- Some cultures use 2 last names, either hyphenated or not, that may include father's and mother's last name. Use the alien's name as provided on the G-639 for input. On documents, if you can confirm that any of the names used on the documents, regardless of order or variation, correspond with the surnames of the father, mother, or spouse provided on the G-639, then the name may be released. Also OK to check I-213 in case documents for family surnames used by the subject.
- Middle names are releasable, even if not provided on the FOIA request.
- If the alien provided an alias on the G-639, that name is releasable.

7

ICE-FOIA

Updated 5/09/2014

The Freedom of Information Act, 5 U.S.C. § 552 (FOIA)

Catrina Pavlik-Keenan, FOIA Officer

Fernando Pineiro, Deputy FOIA Officer

U.S. Immigration and Customs Enforcement

ICE

FOIA Requests Received at ICE

U.S. Immigration and Customs Enforcement

ICE
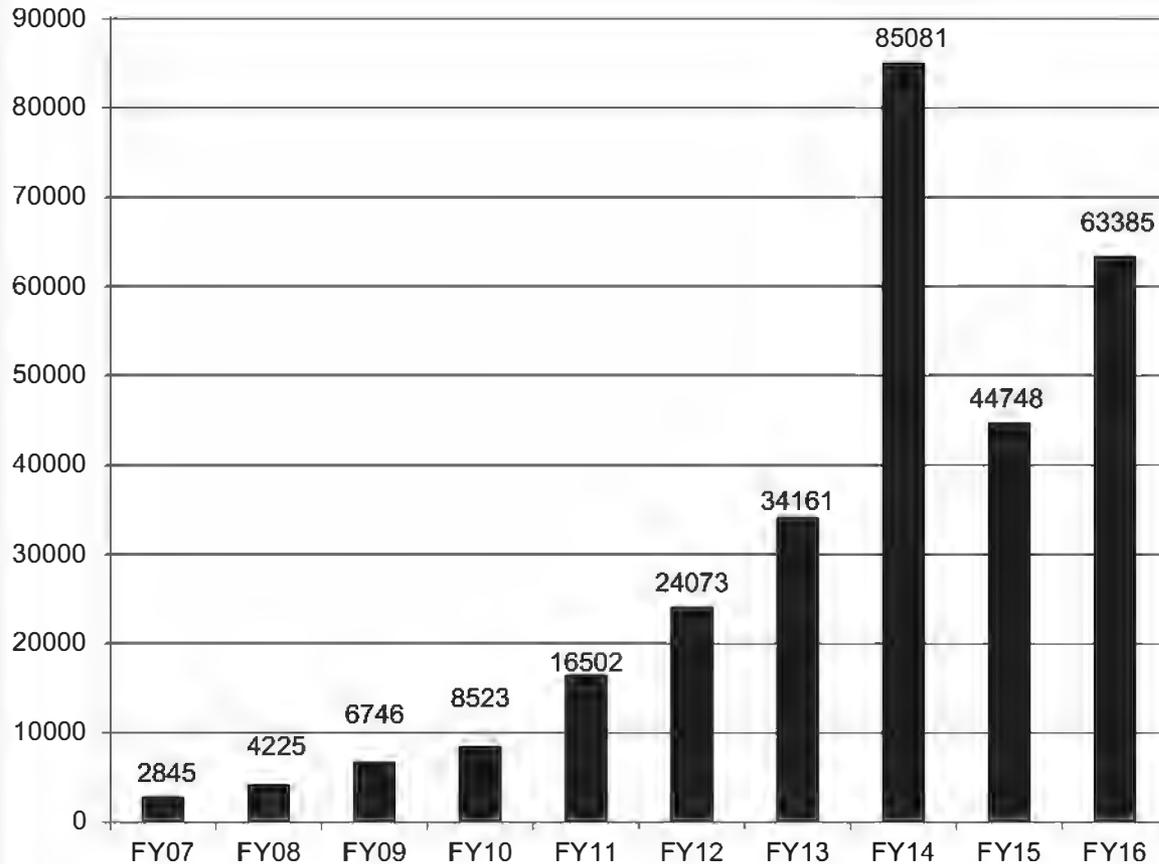
What is the FOIA?

What is the FOIA process?

What is your role in ensuring Agency compliance?

FOIA "Best Practices"

U.S. Immigration
and Customs
Enforcement

What is the FOIA?

- **The FOIA allows <u>any person</u> the right of access to Federal Government Records.**

- Enacted in 1966, the purpose of the FOIA is to ensure an informed citizenry.

- The FOIA is a means by which citizens can find out what their Government is doing with their tax dollars.

- FOIA is about transparency and accountability.

U.S. Immigration
and Customs
Enforcement

Who can submit a request?

- **Any person or organization can submit a request. This includes:**
    - The Public (U.S. Citizens <u>and</u> Non-Citizens)
    - Federal Employees
    - Interest Groups
    - News Organizations
    - Businesses
    - Foreign Governments

- <u>**Fugitives do not have a right of access.**</u>
- **Federal Agencies do not have a right of access.**

U.S. Immigration
and Customs
Enforcement

What can they request?

- **All Federal Government Records are subject to the FOIA. This includes but is not limited to:**

  - E-Mail

  - Reports, Briefing Documents

  - Personnel Files, Medical Files, Payroll Files

  - Text Messages, Voicemail, Video Recordings

  - Investigative Files, Handwritten Notes

  - Contracts

  - Draft Documents, Meeting Minutes

  - Database Records

  - **Alien Files: USCIS**

U.S. Immigration and Customs Enforcement

What is released?

- **There are <u>nine categories</u> of information that are <u>exempt</u> from mandatory disclosure under the FOIA.** Information that falls under one or more of these categories will be redacted and withheld from public disclosure.

- FOIA requesters are entitled to all non-exempt portions of the documents.

- There are also three special law enforcement <u>exclusions</u> that protect sensitive law enforcement information.

U.S. Immigration
and Customs
Enforcement

The FOIA Exemptions

- **Exemption 1**: Protects Classified Information

- **Exemption 2**: Protects information related solely to the internal personnel rules and practices of an agency.

- **Exemption 3**: Protects information that Congress has specifically exempted from disclosure; for example, Sensitive Security Information.

- **Exemption 4**: Protects business confidential information and trade secrets obtained from companies and individuals doing business with the Government.

U.S. Immigration
and Customs
Enforcement

The FOIA Exemptions

- **Exemption 5**: Protects (1) Deliberative Communications, (2) Attorney Work-Product, and (3) Attorney-Client Communications.

- **Exemption 6**: Personal Privacy Information:

  - Names

  - Social Security Numbers

  - Date of Birth

  - Alien Numbers

  - Other Personally Identifiable Information (PII)

ICE

U.S. Immigration and Customs Enforcement

The FOIA Exemptions

- **Exemption 7**: The Law Enforcement (LE) Exemption:

  - 7(A): Protects records pertaining to open, ongoing, or prospective LE investigations.

  - 7(B): Protects information that would deprive a person of a fair trial.

  - 7(C): Protects PII in LE Records.

  - 7(D): Protects confidential source information.

  - 7(E): Protects sensitive LE techniques and procedures.

  - 7(F): Protects information that could endanger an individual if disclosed.

ICE

U.S. Immigration
and Customs
Enforcement

The FOIA Exemptions

- **Exemption 8**: Protects information pertaining to the regulation of banks.

- **Exemption 9**: Protects information pertaining to wells and infrastructure information.

The Law Enforcement Exclusions

- **Exclusions allow the Government to tell the requester that "no records exist" when in fact there may be thousands of responsive records.** This is to protect records that fall into the following categories:

- **Exclusion (C)(1):** Protects information pertaining to open, ongoing, or prospective LE criminal investigations when the subject has no idea that he/she is being investigated.

- **Exclusion (C)(2):** Protects information pertaining to confidential informants when the involvement of the CI in a criminal investigation is not publicly known.

- **Exclusion (C)(3):** Protects certain FBI records.

U.S. Immigration and Customs Enforcement

The Glomar Response

ICE

- **The Glomar response allows the Government to "neither confirm or deny" the existence of records.**

- The Glomar response may be used to protect an individual's privacy and/or certain classified records.

U.S. Immigration
and Customs
Enforcement

The Privacy Act

- **The Privacy Act defines (1) how the Government may collect PII of individuals, (2) how the Government must protect that PII, (3) how the Government may disclose PII, and (4) how the Government disposes of PII.**

- Under the disclosure provisions of the Privacy Act, <u>any individual has a right of access to records about himself/herself</u>; for example:

  - Personnel/Payroll Files

  - Background Investigation Files

  - Database Records

- The FOIA and Privacy Act work together.

What is the FOIA Process?

- The FOIA Request is received at ICE.
- The FOIA Office logs the request, assigns a tracking number, and sends a letter acknowledging receipt of the request
- The FOIA Office tasks the Program Office(s) that would reasonably be expected to have records that would be responsive to the request.
- The Program Office conducts an adequate and documented search for records and provides all responsive documents to the FOIA Office.
- The FOIA Office reviews the documents page by page, word by word, and applies the FOIA Exemptions to the documents.
- The FOIA Office discloses all non-exempt portions of the documents.

U.S. Immigration and Customs Enforcement

What is an Adequate Search?

- **You must search in <u>all locations</u> that responsive documents would likely be located**. This includes but is not limited to:

    - E-Mail

    - Paper Files

    - Computer/Laptop Files

    - Office Shared Network Drives

    - Databases

    - Contractors

U.S. Immigration and Customs Enforcement

How Do I Document the Search?

- **You must <u>fully</u> complete the FOIA Search Form provided by the FOIA Office.**

- The form asks for information such as:
  - Where you searched
  - How you searched
  - What search terms you used

- You must sign and date the form.

FOIA Tasking Coversheet

Department Of Homeland Security/Immigration and Customs Enforcement
Freedom Of Information Act (FOIA) Request Suspense Tracker

FOIA Case No.: _____ Date: _____

To: _____

Suspense Date (Information required in the FOIA Office): _____

The FOIA Office received a request from: _____

(See request for further description)

If you have any questions, call the FOIA office at or _____

Attachment (s): SEE REQUEST

_____
Signature

INSTRUCTIONS FROM FOIA OFFICE: *(Check all that apply)*

_____ Search your records for responsive document(s), and if located, provide one (1) clean copy, either electronic or paper (preferably electronic), to: FOIA Office - 800 North Capital Street (b)(6);(b)(7)(C) Washington, DC 20536 (If your search locates voluminous records, please contact this office with estimated number of pages and times to process records before the suspense date.)

_____ Record the time spent searching/coordinating on the request and the number of pages copied on the enclosed fee calculation form.

COMMENTS FROM FOIA COMPONENT. *(Check all that apply)*

_____ NO RECORDS-Our search failed to locate the responsive document(s).

_____ We believe other office(s)/component(s) or another agency should be involved in processing this request; recommend you contact: _____

IN EACH AND EVERY CASE YOU MUST SUBMIT VERBIAGE ON HOW YOU SEARCHED AND FOUND THE DOCUMENTS OR IF YOU SEARCHED AND FOUND NO RECORDS. PLEASE PROVIDE THE NAME, GRADE, JOB TITLE AND TELEPHONE NUMBER OF THE PERSON OR PERSONS THAT CONDUCTED THE SEARCH. IF YOU HAVE ANY QUESTIONS PLEASE CONTACT THE FOIA OFFICE AT .

THANK YOU IN ADVANCE FOR YOUR COOPERATION IN THIS MATTER.

CATRINA M. PAVLIK-KEENAN
IMMIGRATION AND CUSTOMS ENFORCEMENT
FREEDOM OF INFORMATION ACT OFFICER
OFFICE OF ASSISTANT SECRETARY

The following statement must be signed by the appropriate component/office chief.
I certify that all appropriate files have been searched and all responsive documents have been reviewed, copied and provided to the FOIA Office - 800 North Capital Street (b)(6);(b)(7)(C)

_____
(Name/Title)   (Grade)   (Phone #)   (Date)

(b)(6);(b)(7)(C)

U.S. Immigration and Customs Enforcement

The FOIA Request

ICE

(b)(6);(b)(7)(C)

From:	(b)(6);(b)(7)(C)
Sent:	Tuesday, January 17, 2012 12:32 PM
To:	ice-foia@dhs.gov
Subject:	FOIA Request

Under the Freedom of Information Act, 5 U.S.C. 552 and Privacy Act, 5 U.S.C. 552a , I request access to the following records:

1. Copies of all TECS records pertaining to me
2. Copies of my Official Personnel File
3. Copies of all OPR investigations pertaining to me
4. Copies of all e-mails sent or received by my supervisor that contain my name

John Smith
555 Main Street
Washington, DC 55555

ICE

Directions for Conducting a Search for Records Requested Under FOIA

In responding to this request for information made pursuant to the Freedom of Information Act, 5 USC 552, you must undertake a search that is *reasonably calculated to uncover all relevant documents* described in the request. You must search in all places where responsive records may be found.

"Records" include: paper records, electronic records, email correspondence, pictures, DVDs, video tapes, audio tapes, microfiche, or any other material recorded in any manner.

Please complete the following and return to the FOIA regardless of whether you locate any responsive records:

Name: _____

Position/Title: _____

Date search for records commenced: [_____] Date search records ended: [_____]

Time spent conducting your search: _____

Databases
Did you search any Systems of Records (i.e., DACS, TECS, aCRIME, A-file, GSA, COSI, GEMS, etc.)? [No]
    Which Systems of Records did you search? _____
    What search terms did you use?

_____	_____	_____
_____	_____	_____
_____	_____	_____

    Why did you choose those terms? (i.e., name of case, name of operation, name of alien, etc.) _____

Paper Files
Did you search any paper files? [No]
    Were the paper files your personal files? [No]
    Were the paper files your office's central file system? [No]
    How are your paper files organized and maintained? (i.e., file cabinet, bookshelf, alphabetical by Alien name, operation name, etc.) _____
    How did you conduct your search? (i.e., manual hand search) _____

Desktop/Laptop Computer
Did you search your computer (i.e., Desktop, hard drive, share drive)? [No]
    How did you search your computer (i.e., manual review of each folder individually, use Search engine in the Start Menu, or some other electronic search command)?
    _____

    What search terms did you use?

_____	_____	_____
_____	_____	_____
_____	_____	_____

    Why did you choose those terms? (i.e., name of case, name of operation, name of alien, etc.) _____

U.S. Immigration and Customs Enforcement

FOIA Search Cost Form

RECORD OF FREEDOM OF INFORMATION ACT (FOIA) PROCESSING COST				
1. Request Number	2. Type of Request (✓ box) ☐ a. Initial ☐ b. Appeal	3. Date Completed		4. Action Office
5. Clerical Hours	Fee Code	Total Hours	Hourly Rate	Cost
a. Search	1		x **$16.00** =	
b. Review	2			
c. Other administrative Cost	3			
6. Professional Hours		Total Hours	Hourly Rate	Cost
a. Search	1		x **$32.00** =	
b. Review	2			
c. Other administrative Cost	3			
7. Managerial Hours		Total Hours	Hourly Rate	Cost
a. Search	1		x **$41.00** =	
b. Review	2			
c. Other administrative Cost	3			
8. Computer Search		Number	Actual Cost	Cost
a. Machine Time	1			
9. Office Machine Time		Total Hours	Hourly Rate	Cost
b. Pages reproduced for file copy	3		x .10 =	
c. Other administrative Cost	3		x .10 =	
10. Computer Product Output/ Actual Cost		Number	Actual Cost	Cost
a. Tape/Disc/CD	4			
11. Other Administrative Fees		Number	Actual Cost	Cost
a. All postage/administrative	3			
12. Audio Materials		Number	Actual Cost	Cost
a. Materials Reproduced	1			

Fee Codes

1. Chargeable to "commercial" requesters; chargeable to "other" requesters after deducting 2 hours.
2. Chargeable to "commercial requesters only
3. Not chargeable to any fee category
4. Chargeable to all fee categories. No deductions.

13. FOR FOIA OFFICE USE ONLY
- a. Total Collectable Fees
- b. Total Processing Fees
- c. Total Charged
- d. Fees Waived/Reduced (circle one)
- e. Fees Not Applicable (circle one)

U.S. Immigration and Customs Enforcement

Why is Documenting the Search So Important?

- **ICE may be required to prepare a declaration that describes in detail how the Agency searched for records.**

- Failure to conduct an adequate and documented search may result in:

  - A second search for records

  - A court ordered deposition

  - Fines against the Agency

Recent Changes to the FOIA

- **The Open Government Act**: Fines levied in FOIA cases will be paid directly from Agency appropriated funds.

  - At ICE, fines will be paid by Program Offices that are responsible for deficiencies.

- **President Obama's FOIA Memorandum**: Agencies Must Adopt a Presumption of Disclosure

  - Increased Transparency

  - Proactive Disclosure of Information

FOIA "Best Practices"

- **<u>Be careful</u> about personal use of government e-mail, cameras, video, phone messages, and text messages.**

- **<u>Follow approved records schedules.</u> Retain records only as long as you need to. Question on retention? Contact the ICE Privacy and Records Office.**

U.S. Immigration
and Customs
Enforcement

Questions?

FOIA Office Contact Information

- Phone: (866) 633-1182
- Fax: (202) 732-4265
- Email: ICE-FOIA@dhs.gov
- On the Web:
  - www.ice.gov/foia
  - www.dhs.gov/foia

U.S. Immigration
and Customs
Enforcement

SETTING PREFERENCES (FIRST TIME ONLY)

1. Log on to FOIA Xpress
2. From the home screen, go to **Preferences** under **your name** in the top right corner (ex: "John Smith")
3. In **Preferences,** under **General**
   a. Change Records per Page to 50
   b. "Receive Job Email Notifications" box has been checked
   c. click **Save**
4. In **Preferences,** under **Request:**
   a. Send Correspondence Default Email Address: Requester Email
   b. Search Option: All
   c. Requester Search by Created Date: Descending
   d. Request Search by Created Date: Descending
   e. Move the following fields to Selected Request Fields
      i. Request #
      ii. Requester
      iii. Primary User
      iv. Review Status
      v. Assigned Date
   f. Click **Save**
5. In **Preferences,** under **Document:**
   a. Change Pages to View at a Time in Document Tree to 100
   b. Image zoom factor: 50%
   c. Redaction code(s): (b)(6), (b)(7)(c)
   d. Fill mode for Redactions: Translucent
   e. Font for Redactions: Arial
   f. Font size for Redactions: 8
   g. Redaction/Border Color for Redactions: Dark color
   h. Back color for Redactions: light color
   i. Redaction Code Alignment Preference: Top Left
   j. Default Format for Delivery/Save: Single Folder
   k. Document Delivery Output Format: PDF Tagged (508 Compliant)
   l. Boxes for Draw Redaction Using Double Click, Show Review Flags, and Display Redaction Codes by Selected Order should all be "checked"
   m. Click **Save**
6. **In Preferences, under Review Object:**
   a. Change the Straight Line width to 3 and the color to red
   b. click **Save**

1

INPUT

Choose a Case
1. On S: drive; choose electronic case folder and move (not copy) into Analyst Work Folder. The priority order for processing is:
   a. Oldest first.
2. From the S: drive; open the Request Letter file on screen to review and input information from the G-639 or G-28. (During training, print the pages for your reference.)

Search Requester
3. In FOIA Xpress, click **Requesters** icon on menu panel and select **Search Requester**
4. In the Search Requester window, enter either the law firm name under Organization or the requester's last name behind the asterisk.
   Example: *Law Offices of John Smith OR
   Example: *Smith
5. Click **Search** (below)
   a. If search comes up empty, select New (go to step 6)
   b. If requester is found, highlight the appropriate requester and click on Review History to check for duplicate requests regarding the same subject. If no duplicate requests are located, go to step 9.

Create a New Requester
6. After selecting New, fill in the following information pertaining to the requester:
   a. Prefix: Mr. or Ms.
   b. First Name and Last Name
   c. Organization/Company: If Applicable (Example: Law Offices of ...)
   d. Default Category is ALWAYS Private Individual
   e. Address Information
   f. Phone Number: If provided
   g. Email: If provided
7. After filling in Requester information, click Save and answer Yes at the prompt
8. Make sure the correct Requester is highlighted

Create Request
9. Click Create Request (all the info you just entered should be populated in the fields)
10. Enter the **Requested Date** (the date on the G-639)
11. Under **Description,** type "records pertaining to Subject's Full Name, (A#)" *[Note – if no A# is provided, use date of birth]* No end-of-sentence period is necessary, that is automatically incorporated into the templates.
12. Also under **Description**, Drag and Drop the incoming request and NRC referral memo into the **"Drag and Drop Zone"**
13. Under **Sub Requests**, type the NRC Number from the Referral Memo in the **Legacy Case Number** AND **USCIS Referral Number** fields
14. Click **Save** at the bottom

Assign Case
15. From the individual case screen, click on Assign Users located on the left hand menu options

2

16. As the analyst, your name should be both the "Request Owner" (if you created the case) and the "Primary User". To add a secondary user (ex: sending a case to your supervisor for review or assigning for a fugitive check):
    a. Click **Add Users** located in the middle of the screen
    b. Type in the first name of the person you would like to add under **Personal Information, First Name** and click on **Search**
       OR
       Scroll through the list of names provided and select the box next to the person you would like to add and click **Select**
17. Uncheck the boxes under **Send Email** (unless you have specific instructions you are adding)
18. Click **Assign** at the bottom right
19. Click **Yes** to confirm the assignment or **No** to return to the screen to make changes
20. Click **OK**

Verify Consent and Perfect the Case
21. Check G-639 for appropriate signatures. If signature is not ok, see PM for guidance.
22. Click Set Perfect Status, then click save button.

UPLOADING CASE DOCUMENTS
Verify that the number of pages received is the same number of pages that were referred on the NRC Referral memo. If the page count is off, contact your supervisor before uploading and processing the case further.

1. From the individual case screen, click **Add/Search/View Documents** from the left hand menu options
2. Click **Add Documents** to upload new documents
3. Under **Option for Adding Pages**, select the radio button next to "Add all files to a single folder" and type in the same FX folder number that appears below *(ex: 2017-ICFO-12345)*
4. Drag and drop the responsive documents into the **Drag and Drop Zone** *OR* select **Attach Files** (within the Drag and Drop Zone) to browse your computer and select the files
5. Click **Add**
6. Click **Yes**
7. The responsive records will appear under **"Review Log Documents"** – check the box next to the file and click on **Open Documents** below
8. In a separate tab, the Review Log will pop up. Maximize the document tree on the left-hand side to reveal all the pages.

3

PROCESSING THE CASE DOCUMENTS

FUGITIVE CHECK: Do this step BEFORE redacting the case. See FUGITIVE PROCEDURES section.

Fixing Pages
1. The first page of the documents and any page that is difficult to read must be stamped with *Best Available Copy.*
    a. Click on the Stamp icon on the right toolbar and select BEST AVAILABLE COPY
    b. Draw a box at the bottom of the page. Best available copy will fill the box automatically.
2. Rotate pages right-side up as necessary using icons on the right toolbar.
3. Use the deskew icon on the top toolbar to better align the text of a page.

Redacting
4. Choose the Redact icon from the right toolbar. Draw a box around the information with your cursor. The default exemptions (b6, b7c) will automatically fill the box.
    To change the exemption codes:
    a. Right click on the redaction box and select Redaction Codes
    b. Uncheck the default codes and check the new exemptions codes
    c. If you select exemption b3, a pop-up box asks for the statute. Select 49 U.S.C. § 114(r).
    d. Click O K to close the box.
    e. Check the redaction box to be sure the correct exemptions appear in the box.
5. After finishing the first page, a menu pops asking if you want to create a Review Layer. Select **Yes** and name it Highlighted Copy as the Review Layer, and select **OK**.
6. Next to each page number in the panel on the left side of the screen are Review Flags that describe the status of the page:
    a. <Not Reviewed>: this page has not been reviewed for redactions
    b. <Reviewed>: this page had something added to the page but no redactions were applied
    c. <Disclosed in Part>: this page has been reviewed and redactions are applied to a part of the page
    d. <Released in Full>: this page has been reviewed with no redactions
    e. <Withheld>: this page has been reviewed and the entire page is being withheld in full
7. To Release a Page in Full:
    a. Right click on the page itself or on the page number in the left-side panel
    b. Choose Review Flag in the pop up menu
    c. Select *Released in Full*
8. To Withhold a Page in Full:
    a. Right click on the page itself or on the page number in the left-side panel
    b. Choose Redact in Full in the pop up menu
    c. The page will appear shaded and the default exemption codes will appear on the page
    d. Change the exemption codes as needed by right clicking on the page again and following the same instructions as above.
    e. Check the page to be sure the correct exemptions appear
    f. Assign the correct Review Flag
9. Once you have finished the last page of the case, make sure to select off the last page so it can save properly
10. Look at the Review Flag for every page in the panel on the left side of the screen to be sure that every page was reviewed and reads as Disclosed in Full, Released in Full, or Withheld. No Review

Flag should read <Not Reviewed> or <Reviewed>; correct any pages to show that they have been reviewed.

11. Once you have finished with the redactions and it has been properly saved, select the Close icon from the top toolbar (the last icon)

CREATING THE RESPONSE LETTER

1. From the individual case screen, select **Correspondence** from the left-hand menu options.
2. Under the **Send Correspondence** tab, select **Letter Template** from the options on the right. Click on Select Letter Template and choose the correct template, below are a few examples:
   a. ICE Response to Requester (USCIS Referral) – for USCIS Referrals
   b. ICE Response to Requester (Fugitive Disentitlement) – for positive fugitives
   c. ICE Response to Requester (USCIS Withheld in Full) – for USCIS referrals that are completely withheld
3. Click on **Customize for Final Response**
4. Once the letter has loaded, proofread it carefully and make any corrections.
5. Select **Save For Final Response**
6. Once letter has been saved, check the Correspondence Log that the status for the letter is Pending for Final Response; if it reads Pending, you must delete the letter and create a new one

CHANGE CASE REVIEW STATUS TO 3. REDACTION QC AND ASSIGN TO QC

1. From the individual case screen, select More Actions from the left-hand menu options.
2. Click on **Change Review Status**
3. From the drop down menu next to Set Request Status to: select 3. Redaction QC
4. Click Save
5. Click OK
6. Assign to your supervisor, see "Assign Case" section in SOP

5

MANAGING THE ANALYST'S PRIMARY ASSIGNMENTS QUEUE

1. Cases stay in the Analyst's Primary Assignments queue until the case is finalized and closed.
2. The Review Status tracks who has the case and what needs to be done with it (see table below).
3. The Analyst can only see and work on cases that are assigned to them.
4. Analyst work flow priority is:
    a. Closing cases with Review Status "4. Close out"
    b. Correcting any cases Reassigned for Corrections
    c. Processing all cases assigned

Review Status	Means
(blank)	This case is waiting to be processed by the Analyst
Pending Fugitive Check	Case is on hold pending results of fugitive check
3. Redaction QC	Analyst has processed the case and submitted it to QC for review
Reassigned for Corrections	QC has reviewed the case and reassigned it back to the Analyst for Corrections
Branch Chief Review	QC has reviewed and sent the case for Director Review
Signature Required/Correspondence	Final Response Letter needs ICE signature (This status is used for fugitive response letters or special cases requiring a letter only)
4.Close Out	Case is ready for Analyst to Finalize and Close

FINALIZING THE CASE:
Confirm that the case status is "4. Close Out".
*Note: Using the **Next** button action tabs, during the closing process is more efficient.*

Finalize Review Layer and Move Docs from the Review Log to the Request Folder
1. From the individual case screen, click **Add/Search/View Documents**
2. Check the box next to the documents under "Review Log Documents" and click Open Documents
   Click on the case folder and when prompted, select and load the final, approved review layer (Highlighted Copy)
3. Open the tree to see all the pages. Check that ALL pages have a review flag.
4. Right click folder on the case folder
5. Click Add Folder(s) To
6. Select Request Folder
7. In the pop up box, the file name should appear in the Request ID box. In the Select Folder(s) section, click so all 3 folders are checked. Click Add Folder(s)
8. A Review Status option will pop up, select Yes then OK when it says the files have been added.
9. Another pop up box asks if you want to set Review Status, select "no"
10. Close Document Management from icon
    NOTE: The case status will have changed from Perfected to **Documents Added**.

Finalize Exemptions
11. From the individual case screen, select **Final Actions**
12. In the Final Actions box, the request description, Action, and Exemption Codes should be prepopulated. (If the Actions field reads TBD, ask the PM for assistance before going further.)
13. Under "Discretionary Releases", select No (Our cases will always be NO)
14. Select Save
    NOTE: The case status will have changed from Documents Added to **Disposition Accepted**

Document Delivery
Use the Document Delivery system to e-mail final responses with records. If not using Document Delivery to email, you still must complete the Document Delivery section with a different delivery mode, either CD or Mail. This is the only way that the system can track what records were released and when they were released.
18. From the individual case screen, select **Deliver Documents** on the left-hand menu
19. Click "Deliver documents" (which will be the first option)
20. A Documents Delivery screen should open displaying the case documents. Click the document tree box to open the folders so you see all the pages.
21. Check the box to the left of the case folder. All pages should now be checked as well. Be certain there is a checkmark next to every page (unless it is a **duplicate** page – those do NOT get delivered)
22. Click the Deliver Documents icon on the toolbar at the top of the screen and the Document Delivery for Request screen will open. Choose Delivery Options by clicking drop down box for Delivery Mode box and choose E-mail. The Requester's email (if available) should appear. Continue with instructions for Delivery Mode E-mail (below).

23. If no Requester email appears, you must send the case by CD or by Mail. Click on Close at the bottom of the box to get out of the Deliver Documents mode WITHOUT delivering documents,

7

and continue to follow instructions for Delivery Mode CD and Diskette OR Delivery Mode Mail (below)

Delivery Mode E-Mail:

a. Check the Final Response Letter box, Select Default/Pending Final Response Letter
b. Click on the Customize and Save button to open the Signed Response Letter
c. CHECK THE LETTER CAREFULLY! Review the letter for any necessary corrections and confirm that the letter has been signed, then click Save and OK
d. Choose the "ICE Response Email" response and click on customize to review the email being sent. Click save.
e. Include Review Objects: Make sure that there is a check next to the Stamp box. No check box next to Comments Box, Ellipse, or Sticky Note.
f. Check box for Include Fully Redacted Pages
g. Check box for Black & White
h. Choose Bates Stamp and use case number as prefix; Preview Pages to check
h. Output Format should be PDF Tagged (508 Compliant)
i. Check the box for password protection
j. Go to Step 23 to continue

Delivery Mode CD and Diskette: *If no email for requester and there are more than 21 pages of case documents, then save the case documents to a disk and mail with the Response Letter.*

a. From Documents Delivery page (all pages still checked), click the file folder and then click on the Save to Disk icon at the top toolbar
b. Path: save to your desktop, then click OK
c. Format: PDF Image
d. Page Range: All
e. Redactions: Include Redacted and Non Redacted Pages and check Include Fully Redacted Pages
f. Fill Mode: Opaque
g. Include Review Object: Check next to Stamp
h. Select Bates Stamp and use case number as prefix; Preview Pages to check
i. Click OK to save to disk
j. Click Yes to open the file. Rename the file to match the case number if necessary.
k. Burn the file to a disk (follow prompts on your computer) and write the name of the case on the disk. Make sure the file name and the disk name are the same as the case number.
l. After burning the disk, open and check the disk to make sure the case is readable. Put the disk in a CD envelope.
m. From Documents Delivery Screen, click on Deliver Documents icon at top toolbar
n. Select Customize and Save the Final Response Letter to open the letter. Print the signed Response Letter. Put disk and letter in manila envelope. Write the address on the outside.
o. Select CD and Diskette for Delivery Mode.
p. Go to Step 23 to continue.

Delivery Mode Mail: *Use this method if there is no email for the requester and there are 1–20 pages of case documents OR if the request is going to a detention center (Jail Mail). Always print two-sided (change your printer settings). Mail the case documents with the Response Letter.*

a. From Documents Delivery page, click print icon at top toolbar
b. Page Range: All
c. Include Review Object: click Stamp
d. Choose Bates Stamp and use case number as prefix, Preview Pages to check
e. Click OK to print documents
f. Click on Deliver Documents icon at top toolbar
g. Select Customize and Save the Final Response Letter to open the letter. Print the signed Response Letter. Put letter and printed pages in appropriate envelope.
h. Select Mail for Delivery Mode
i. Go to Step 23 to continue.

23. After completing the Document Delivery section, click Deliver Documents. A message will pop up telling you that "Job # is being processed and an email notification will be sent to you when it is complete." If you "printed" the documents, they will be sent to you in a zip file through email.
24. Close Documents Delivery screen using the Close icon to return to Primary Assignments screen.
25. NOTE: The case status will have changed from Disposition Accepted to Delivery Pending. You MUST wait until you received the email notification from DHS that the documents have been successfully delivered before you can do to the next step. Once you receive the email notification, the case status will change from Delivery Pending to Documents Delivered.

Close the Case

23. From the individual case screen, select **Close Request** on the left-hand menu
    a. The box next to Closed Date, fill in the date the case was closed (today's date)
    b. For Review Status, clear the status
    c. No. of Pages Released and No. of Pages Reviewed should be pre-populated and be the same value
    d. Select Save and select No to fees associates with this request
    e. Select Yes if you are sure you want to close the case (once closed, no editing can be done to the case)
    f. NOTE: Once the case has been closed properly, the case will disappear from your Primary Assignments screen.

9

FUGITIVE PROCEDURES

Check for Fugitive Status
1. Review ALL the documents for fugitive status. Refer to Check for Fugitive Status flowchart.
2. If the case documents suggest that the subject could be a fugitive, change the case review status to Pending fugitive check, assign the case to (b)(6);(b)(7)(C) as a secondary user.
3. Go on to another case until the case status changes to "Review-Other" (positive fugitive) or "Returned from Remote Review of Documents" (negative fugitive)
4. If the subject is NOT a fugitive, the analyst will process the case documents as usual.
5. If the subject is a fugitive, remove the case documents from the Review Log. No documents will be processed or sent to the Requester. The analyst will prepare the Fugitive Response Letter and submit the case to QC for review.

Finalizing a Fugitive Case
6. Confirm that the case status is "4. Close out"
7. Select Final Actions. A pop up box will ask if you want to do this without adding any documents, answer yes.
8. On the Final Actions screen, double click where it says TBD. Another box will open. In the Action field choose Other Reasons then scroll down to the bottom of the list of reasons and select Other-Fugitive Status. Click on Apply at the bottom toolbar.
9. Back on the Final Actions screen, confirm that the request information now reads fugitive status then click on Save at the bottom toolbar. The case status will have changed to Disposition Accepted.
10. Select Deliver Documents → Deliver documents and attach the signed Fugitive Response letter the same way as a standard response letter (you are only sending the signed Fugitive Response letter; no case documents)
11. Deliver the letter (either email or print the letter and mail it) and close the case following the usual procedures in the SOP.

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

SEGREGABILITY = RELEASE ALL NON-EXEMPT INFORMATION

1. Presumption in favor of release; openness prevails
2. Foreseeable Harm—Release WOULD cause harm
3. Any reasonably segregable portion shall be provided (DO NOT BLANKET REDACT)
4. Ensure that the documents you are reviewing match exactly the FOIA request, first and last name and DOB, to avoid a privacy breach. Consult a supervisor if necessary

A RELEASE TO ONE IS A RELEASE TO ALL

EXEMPTION 3 **(b)(3), (b)(7)(e)** **Protects information that Congress has specifically exempted from disclosure** **Most often,** **49 U.S.C. § 114(r)** **Transportation Security Administration:** Exempts Sensitive Security Information (SSI) the disclosure of which would be detrimental to security of transportation	• NO FLY—found on TECS Report • TIDE—refers to terrorist watch/no fly list, found in remarks on TECS report • **49 U.S.C. § 114(r) Transportation Security Administration** • **18 U.S.C. § 3509(d) (Federal Victims' Protection and Rights Act)** : Certain records containing identifying information pertaining to children involved in criminal proceedings • **31 U.S.C. § 5319 (Bank Secrecy Act):** Look for "Financials" in TECS records • **See also list of statutes published by DOJ:** http://www.justice.gov/oip/exemption3.pdf
EXEMPTION 5 **(b)(5)** **Protects** 1. **Deliberative Communications** 2. **Attorney Work-Product*** 3. **Attorney-Client Communications** **Usually documents are segregable** ***Just because the form says "Attorney Work Product" or "FOIA Do Not Release" does not necessarily indicate that this exemption applies to the document. READ CAREFULLY!***	• Includes some memorandums/emails between DHS attorneys where "I believe", "I recommend", "my opinion" are stated to suggest a course of action or policy • Attorney Worksheets/Attorney Work-Product • GEMS Attorney Report • TA (Trial Attorney) Worksheet • Attorney Notes (READ NOTES FOR CONTENT TO RELEASE) All factual information within immigration notes are releasable • Used when a government attorney makes a note that discusses strategy of a case—what the attorney plans on doing, opposing, other case strategy that might apply • May also be used on asylum hearing notes (often handwritten) • May include attorney work products such as handwritten notes, drafts of briefs, copies of Westlaw pages, other cases, or anything used to prepare for a case
EXEMPTION 7(e) **(b)(7)(e)** **Protects sensitive Law Enforcement techniques and procedures**	• Computer soft keys (e.g. (b)(7)(E)) • Database codes on header and footer of DACS reports (e.g., (b)(7)(E)) • Codes on header of TECS reports (e.g. (b)(7)(E)) • URLs to Federal government law enforcement databases

| EXEMPTION 6
(b)(6), (b)(7)(c)

PERSONALLY IDENTIFIABLE INFORMATION (PII)
PII is information that is personal in nature and which can be used on its own, or with other information, to identify an individual.

INFO PERTAINING TO THIRD PARTY

Includes Law Enforcement personnel, government attorneys, family members, and some information about the subject
(See also RULE of NAMES section)

NOTE: On I-213 form only, ok to release name of deceased mother/father | **ALL THIRD PARTY PERSONALLY IDENTIFIABLE INFORMATION (PII)**
• Names and initials
• A-Numbers
• Street address, be sure to include Suite #, Floor #, or Building # if part of address
• Date of Birth (DOB)
• The last four digits of Social Security numbers
• Phone numbers (withhold last 4 digits) and any extensions
• Email addresses
• Work information
• Government-issued IDs (e.g., Driver's license, passport numbers, car VIN number, car license plates)
• Photos or fingerprints of third party
• Receipt numbers from USCIS applications and petitions (ex. Starts with WAC, SRC, MSC, or LIN)
• **Bond Number/Bond Receipt Number/Bond Breach Number/Power of Attorney Number—only when held by a third party (this would be a family member or friend usually)**
• **Any private party that bonds out individuals should be released but their social security numbers may be withheld**
• **Any individual signing for a FOD or SAC**

LAW ENFORCEMENT/THIRD PARTY PII
• Suite numbers, room numbers, and floors of all DHS addresses and all DHS phone numbers and extensions that are not public
• Badge number, star number, shield number of law enforcement officer and canine officer badge numbers
• Code login identifiers
• Law Enforcement-assigned numbers assigned to third party |

Revised as of 08/01/'17 approved by GILD

<table>
<tr><td>

EXEMPTION 7
(b)(7)(E)

RELATES TO LAW ENFORCEMENT
CODES AND PROCEDURES

(b)(7)(E)

Also withhold as law enforcement information:

- **S-Visa/Form I-854**—given to alien providing information/acting as confidential informant/witness.
- **T-Visa/Forms I-914, I-914 Supplement A**—immigration protection for victims of human trafficking; also T-1 nonimmigrant status
- **U-Visa/Forms I-918, I-929**—immigration protection for cooperating victims of certain crimes

</td><td>

- **FBI Number—ALWAYS redact entire field with heading, even if blank)**
- **Federal ORI Codes**—begins with state abbreviation followed by 3-letter agency code and then a 4-digit number (ex. WVFBI0001); state and local ORI codes are releasable
- **Fingerprint Reports:** Redact Fingerprint scores/Fingerprint pattern codes/Database (Sys) used; also Status remarks if they refer to a match, no hit found, A-number, or event number. The actual finger print should be released. Read carefully!
- Any DHS or Law Enforcement system checks that are run (b)(7)(E)

- Detainee Classification System/Escort Threat Assessment/Background check lists
- Case Number (Federal level only, not state or local)
- Event Number (the Encounter Number/ EID/ and External System ID should be released)
- Person ID (but NOT Subject ID)
- Operation names (e.g., Operation Janus)
- (b)(7)(E) —redact the body of the report depending on information, read carefully
- Request ID # on any query reports
- FDU Referral Number—Fraud Detection Unit
- BFU Number—Benefit Fraud Unit
- Mention of Special Interest Country (e.g., Iran)
- "US-Visit Watch list Information Exists" or any Lookout reference
- (b)(7)(E) withhold title and segregate report as necessary
- (b)(7)(E) WIF using k2, b7E
- Interpol Worksheets—WIF
- (b)(7)(E) (see also TERRORISM)
- ATS-P—Automated Targeting System-Passengers (database)

</td></tr>
</table>

Revised as of 08/01/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

TERRORISM **(b)(7)(e)** (b)(7)(E) **Refer to Supervisor with any questions**	• **JTTF (Joint Terrorism Task Force)** • (b)(7)(E) • • • • • • • • • • • • •
FINANCIAL **(b)(3), (b)(7)(e)** **Withhold all mentions of law enforcement financial checks see also Exemption 3 section**	• **FINANCIALS on TECS Report**—withhold/segregate from text as necessary ○ refer to ICE if specific operation or investigation is mentioned or ongoing • **31 U.S.C. § 5319 (Bank Secrecy Act):** Look for "Financials" in TECS records • **If you see FIN CEN records, immediately stop processing and refer to your Supervisor.** • Currency Transaction Reports (CRT), currency Monetary Instrument Reports (CMIR) and other Bank Secrecy Act information • HIFCA = High Intensity Financial Crimes Area
FUGITIVE **Fugitives, under the INA, do not have a right of access to records through a FOIA request.** Please follow guidance issued by GILD related to the Fugitive Disentitlement Doctrine SOP You will only send t‹(b)(6);(b)(7)(C)›hecks for individuals that have submitted FOIA request directly to ICE for their record	• **FUGITIVE** • **Fugitive Operations or FUG OPS** • **Outstanding warrant for deportation** • **ABSCONDER or ABS** • **NO SHOW** for deportation/removal • **FAILURE TO SURRENDER or FTS** • **FAILURE TO APPEAR or FTA**—failure to appear for court proceedings does NOT necessarily indicate fugitive status. Failure to appear to deportation/removal MIGHT indicate fugitive status • **Referral to LESC as an Absconder** • **NCIC Unit Worksheets as Absconder** • **Case Category 5B—Fugitive** • **Case Category 8B—ICE Fugitive** • **Bond Breached**

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

OK TO RELEASE	
In general,	• Subject's address and phone number (current or former) as long as clearly associated with subject. **If same address associated with third party, then withhold**
• **release the subject's own information (PII) to him or his attorney of record**	• Ok to release names, addresses, phone numbers, emails, and letterhead information for any attorney who represented the subject.
	• Subject's own FIN or FINS number
• **release state and local law enforcement codes and information**	• Alien's own medical records and the medical professional names/initials signing them. **Law enforcement officer names within these records are to be withheld.**
• **release business names, addresses, phone numbers; letterhead—protect people, not companies**	• NCIC offense codes
	• Purpose Code on TECS reports
• **something published or previously released to the public (i.e., news articles, press releases, published government memorandums, public websites)**	• DACS Number/NAILS Number/NIC Number
	• Case Category/NCIC level/Classification
	• Method of Apprehension/G-23 line code
	• SEVIS number and School ID
	• Category Level
	• IDENT number
	• Sections of law
	• Fax numbers; toll-free numbers
	• Acronyms for government agencies
	• State ID numbers/ CII number
	• State and Local ORI numbers
	• State and Local law enforcement codes
	• Business name, address, and phone number/Letterhead
	• Correction facility/deportation facility name and address
	• Booking number/ Prisoner number
	• Bond Number IF bond held by SUBJECT of the FOIA request
	• Lopez-Mendoza vs. INS—cited at interrogations and questioning
	• CIMMDA and EARM-MIG
	• CAP or 287g program
	• Secure Communities or SC program and PEP.
	• Law cases used as reference, anything already published
	• Name of Notary Public (See RULE of NAMES)
	• Business Taxpayer ID Number or EIN Number
	• Subject's HIV Status EXCEPT when in custody (per Bureau of Prisons)
	• Bond Obligor's Tax ID if it's a business number

IMPORTANT NOTES

- **Any investigative memos from ICE to another agency (usually USCIS) are NEVER, EVER included in the document. Extract those pages as nonresponsive to the FOIA request.**

- **Travel information/flight number/ticket information for agents escorting an alien—withhold in full (WIF) the entire page using b6, b7C, b7E.**

Revised as of 08/01/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

- **ICE may only process ICE records—see Supervisor for referring non-agency records to the appropriate agency.**

- **Make sure to line out all FOUO and LES markings on FOIA releases. Please set your FOIAXpress settings to RED width 3 for lines in the preferences section. If you require assistance please see your supervisor.**

THE RULE OF NAMES
In general, all third party names/initials and all Law Enforcement names/initials are withheld.
This always includes:
- Living Family members—parents, children, spouses, siblings
- Other aliens
- Acting Director, Interim District Director, Assistant Field Office Director (AFOD), or Assistant Special Agent in Charge (ASAC)
- Special Agents (SA)/Deportation Officers(DO)/Immigration Enforcement Agents (IEA) and their shield numbers
- Investigators
- Border Patrol agents
- Translators
- Employees
- Government attorneys, assistant chief counsel (ACC), trial attorneys (TA), general counsel

Releasable Names include
- Public officials—if elected or appointed position (i.e., mayor, senator, US Attorney General)
- DHS officials—District Director, Field Office Director (FOD), Special Agent in Charge (SAC)
- Immigration Judge (IJ) and Chief Counsel (CC)
- Notary Public
- Medical professionals (found on the subject's medical forms only) —doctors, nurses, physician assistants, medical techs who provide care/meds or sign medical forms
- Attorney of Record or any attorney who represents or represented the alien
- Any names listed as part of a firm's letterhead is considered "public"
- Consuls/Consular of a foreign country, Attaches

Revised as of 08/01/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

- Warden
- Individuals named on the ICE public organizational chart (see http://www.ice.gov/about/leadership/)
- County Clerk
- Bond Obligor
- Deceased individual's names

Other Name Rules
- Obvious misspelling of a letter or two—ok to release
- Phonetic spelling (sounds alike but spelling different)—ok to release
- Names changed to their English equivalent (ie., Miguel to Michael, Jorge to George)—ok to release
- Some cultures use 2 last names, either hyphenated or not, that may include fathers and mothers last names. Use the alien's name as provided on the G-639 for input. On documents, if you can confirm that any of the names used on the documents, regardless of order or variation, correspond with the surnames of the father, mother, or spouse provided on the G-639, then the name may be released. Also OK to check I-213 in case documents for family surnames used by the subject.
- Middle names are releasable, even if not provided on the FOIA request.
- If the alien provided an alias on the G-639, that name is releasable.

Revised as of 08/01/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

SEGREGABILITY = RELEASE ALL NON-EXEMPT INFORMATION

1. Presumption in favor of release; openness prevails
2. Foreseeable Harm—Release WOULD cause harm
3. Any reasonably segregable portion shall be provided (DO NOT BLANKET REDACT)
4. Ensure that the documents you are reviewing match exactly the FOIA request, first and last name and DOB, to avoid a privacy breach. Consult a supervisor if necessary

A RELEASE TO ONE IS A RELEASE TO ALL

EXEMPTION 3 **(b)(3), (b)(7)(e)** **Protects information that Congress has specifically exempted from disclosure** **Most often,** **49 U.S.C. § 114(r)** **Transportation Security Administration:** Exempts Sensitive Security Information (SSI) the disclosure of which would be detrimental to security of transportation	• **NO FLY**—found on TECS Report • **TIDE**—refers to terrorist watch/no fly list, found in remarks on TECS report • **49 U.S.C. § 114(r) Transportation Security Administration** • **18 U.S.C. § 3509(d) (Federal Victims' Protection and Rights Act)** : Certain records containing identifying information pertaining to children involved in criminal proceedings • **31 U.S.C. § 5319 (Bank Secrecy Act):** Look for "Financials" in TECS records • **See also list of statutes published by DOJ:** http://www.justice.gov/oip/exemption3.pdf
EXEMPTION 5 **(b)(5)** **Protects** 1. **Deliberative Communications** 2. **Attorney Work-Product*** 3. **Attorney-Client Communications** **Usually documents are segregable** ***Just because the form says "Attorney Work Product" or "FOIA Do Not Release" does not necessarily indicate that this exemption applies to the document. READ CAREFULLY!***	• Includes some memorandums/emails between DHS attorneys where "I believe", "I recommend", "my opinion" are stated to suggest a course of action or policy • Attorney Worksheets/Attorney Work-Product • GEMS Attorney Report • TA (Trial Attorney) Worksheet • Attorney Notes (READ NOTES FOR CONTENT TO RELEASE) All factual information within immigration notes are releasable • Used when a government attorney makes a note that discusses strategy of a case—what the attorney plans on doing, opposing, other case strategy that might apply • May also be used on asylum hearing notes (often handwritten) • May include attorney work products such as handwritten notes, drafts of briefs, copies of Westlaw pages, other cases, or anything used to prepare for a case
EXEMPTION 7(e) **(b)(7)(e)** **Protects sensitive Law Enforcement techniques and procedures**	• Computer soft keys (e.g., (b)(7)(E)) • Database codes on header and footer of DACS reports (e.g., (b)(7)(E)) • Codes on header of TECS reports (e.g., (b)(7)(E)) • URLs to Federal government law enforcement databases

EXEMPTION 6 **(b)(6), (b)(7)(c)**	**ALL THIRD PARTY PERSONALLY IDENTIFIABLE INFORMATION (PII)** • Names and initials

Revised as of 5/92/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

| **PERSONALLY IDENTIFIABLE INFORMATION (PII)** PII is information that is personal in nature and which can be used on its own, or with other information, to identify an individual.

INFO PERTAINING TO THIRD PARTY

Includes Law Enforcement personnel, government attorneys, family members, and some information about the subject (See also RULE of NAMES section)

NOTE: <u>On I-213 form only,</u> ok to release name of deceased mother/father | A-Numbers Street address, be sure to include Suite #, Floor #, or Building # if part of address Date of Birth (DOB) The last four digits of Social Security numbers Phone numbers (withhold last 4 digits) and any extensions Email addresses Work information Government-issued IDs (e.g., Driver's license, passport numbers, car VIN number, car license plates) Photos or fingerprints of third party Receipt numbers from USCIS applications and petitions (ex. Starts with WAC, SRC, MSC, or LIN) **Bond Number/Bond Receipt Number/Bond Breach Number/Power of Attorney Number**—only when held by a third party (this would be a family member or friend usually) **Any private party that bonds out individuals should be released but their social security numbers may be withheld** **Any individual signing for a FOD or SAC** **LAW ENFORCEMENT/THIRD PARTY PII** Suite numbers, room numbers, and floors of all DHS addresses and all DHS phone numbers and extensions that are not public Badge number, star number, shield number of law enforcement officer and canine officer badge numbers Code login identifiers Law Enforcement-assigned numbers assigned to third party **INFORMATION ABOUT THE SUBJECT** Any A-numbers not provided on the request Any Alias names not provided on the request (see also the RULE OF NAMES) Any DOB not provided on the request Subject's Social Security number, if not provided |

Revised as of 5/92/17 approved by GILD

<table>
<tr><td>

EXEMPTION 7
(b)(7)(E)

RELATES TO LAW ENFORCEMENT
CODES AND PROCEDURES

(b)(7)(E)

Also withhold as law enforcement information:
- **S-Visa/Form I-854**—given to alien providing information/acting as confidential informant/witness.
- **T-Visa/Forms I-914, I-914 Supplement A**—immigration protection for victims of human trafficking; also T-1 nonimmigrant status
- **U-Visa/Forms I-918, I-929**—immigration protection for cooperating victims of certain crimes

</td><td>

- **FBI Number—ALWAYS redact entire field with heading, even if blank)**
- **Federal ORI Codes**—begins with state abbreviation followed by 3-letter agency code and then a 4-digit number (ex. WVFBI0001); state and local ORI codes are releasable
- **Fingerprint Reports:** Redact Fingerprint scores/Fingerprint pattern codes/Database (Sys) used; also Status remarks if they refer to a match, no hit found, A-number, or event number. The actual finger print should be released. Read carefully!
- Any DHS or Law Enforcement system checks that are run

(b)(7)(E)

- Detainee Classification System/Escort Threat Assessment/Background check lists
- Case Number (Federal level only, not state or local)
- Event Number (the Encounter Number/ E ID/ and External System ID should be released)
- Person ID (but NOT Subject ID)
- Operation names (e.g., Operation Janus)
- (b)(7)(E) —redact the body of the report depending on information, read carefully
- Request ID # on any query reports
- FDU Referral Number—Fraud Detection Unit
- BFU Number—Benefit Fraud Unit
- Mention of Special Interest Country (e.g., Iran)
- "US-Visit Watch list Information Exists" or any Lookout reference
- (b)(7)(E) withhold title and segregate report as necessary
- (b)(7)(E) WIF using k2, b7E
- Interpol Worksheets—WIF
- (b)(7)(E) (see also TERRORISM)
- ATS-P—Automated Targeting System-Passengers (database)

</td></tr>
</table>

Revised as of 5/92/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

TERRORISM **(b)(7)(e)**	• **JTTF (Joint Terrorism Task Force)**
(b)(7)(E) **Refer to Supervisor with any questions**	• (b)(7)(E) • • • • • • • • • • • • •
FINANCIAL **(b)(3), (b)(7)(e)** **Withhold all mentions of law enforcement financial checks see also Exemption 3 section**	• **FINANCIALS on TECS Report**—withhold/segregate from text as necessary o refer to ICE if specific operation or investigation is mentioned or ongoing • **31 U.S.C. § 5319 (Bank Secrecy Act):** Look for "Financials" in TECS records • If you see **FIN CEN records, immediately stop processing and refer to your Supervisor.** • Currency Transaction Reports (CRT), currency Monetary Instrument Reports (CMIR) and other Bank Secrecy Act information • HIFCA = High Intensity Financial Crimes Area
FUGITIVE **Fugitives, under the INA, do not have a right of access to records through a FOIA request.** **Send all Fugitive check requests to** (b)(6);(b)(7)(C) **in the ICE FOIA Office.**	• **FUGITIVE** • **Fugitive Operations or FUG OPS** • **Outstanding warrant for deportation** • **ABSCONDER or ABS** • **NO SH●W** for deportation/removal • **FAILURE TO SURRENDER or FTS** • **FAILURE TO APPEAR or FTA**—failure to appear for court proceedings does NOT necessarily indicate fugitive status. Failure to appear to deportation/removal MIGHT indicate fugitive status • **Referral to LESC as an Absconder** • **NCIC Unit Worksheets as Absconder** • **Case Category 5B—Fugitive** • **Case Category 8E & 8I—ICE Fugitive** • **Bond Breached**

Revised as of 5/92/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

OK TO RELEASE	
In general, • **release the subject's own information (PII) to him or his attorney of record** • **release state and local law enforcement codes and information** • **release business names, addresses, phone numbers; letterhead—protect people, not companies** • **something published or previously released to the public (i.e., news articles, press releases, published government memorandums, public websites)**	• Subject's address and phone number (current or former) as long as clearly associated with subject. **If same address associated with third party, then withhold** • Ok to release names, addresses, phone numbers, emails, and letterhead information for any attorney who represented the subject. • Subject's own FIN or FINS number • Alien's own medical records and the medical professional names/initials signing them. **Law enforcement officer names within these records are to be withheld.** • NCIC offense codes • Purpose Code on TECS reports • DACS Number/NAILS Number/NIC Number • Case Category/NCIC level/Classification • Method of Apprehension/G-23 line code • SEVIS number and School ID • Category Level • IDENT number • Sections of law • Fax numbers; toll-free numbers • Acronyms for government agencies • State ID numbers/ CII number • State and Local ORI numbers • State and Local law enforcement codes • Business name, address, and phone number/Letterhead • Correction facility/deportation facility name and address • Booking number/ Prisoner number • Bond Number IF bond held by SUBJECT of the FOIA request • Lopez-Mendoza vs. INS—cited at interrogations and questioning • CIMMDA and EARM-MIG • CAP or 287g program • Secure Communities or SC program and PEP. • Law cases used as reference, anything already published • Name of Notary Public (See RULE of NAMES) • Business Taxpayer ID Number or EIN Number • Subject's HIV Status EXCEPT when in custody (per Bureau of Prisons) • Bond Obligor's Tax ID if it's a business number

IMPORTANT NOTES

• **Any investigative memos from ICE to another agency (usually USCIS) are NEVER, EVER included in the document. Extract those pages as nonresponsive to the FOIA request.**

• **Travel information/flight number/ticket information for agents escorting an alien—withhold in full (WIF) the entire page using k2, b6, b7C, b7E.**

Revised as of 5/92/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

- **ICE may only process ICE records—see Supervisor for referring non-agency records to the appropriate agency.**

- **Make sure to line out all FOUO and LES markings on FOIA releases. Please set your FOIAXpress settings to RED width 3 for lines in the preferences section. If you require assistance please see your supervisor.**

(b)(7)(E)

- **Any intelligence community related documents must be referred back to the originating Agency ie**

(b)(7)(E)

THE RULE OF NAMES
In general, all third party names/initials and all Law Enforcement names/initials are withheld.
This always includes:
- Living Family members—parents, children, spouses, siblings
- Other aliens
- Acting Director, Interim District Director, Assistant Field Office Director (AFOD), or Assistant Special Agent in Charge (ASAC)
- Special Agents (SA)/Deportation Officers(DO)/Immigration Enforcement Agents (IEA) and their shield numbers
- Investigators
- Border Patrol agents
- Translators
- Employees
- Government attorneys, assistant chief counsel (ACC), trial attorneys (TA), general counsel

Releasable Names include
- Public officials—if elected or appointed position (i.e., mayor, senator, US Attorney General)
- DHS officials—District Director, Field Office Director (FOD), Special Agent in Charge (SAC)
- Immigration Judge (IJ) and Chief Counsel (CC)
- Notary Public
- Medical professionals (found on the subject's medical forms only)—doctors, nurses, physician assistants, medical techs who provide care/meds or sign medical forms
- Attorney of Record or any attorney who represents or represented the alien
- Any names listed as part of a firm's letterhead is considered "public"
- Consuls/Consular of a foreign country, Attaches

Revised as of 5/92/17 approved by GILD

ICE FOIA STYLE GUIDE FOR PROCESSING
USCIS ALIEN FILE REQUESTS- ORLANDO

- Warden
- Individuals named on the ICE public organizational chart (see http://www.ice.gov/about/leadership/)
- County Clerk
- Bond Obligor
- Deceased individual's names

Other Name Rules
- Obvious misspelling of a letter or two—ok to release
- Phonetic spelling (sounds alike but spelling different)—ok to release
- Names changed to their English equivalent (ie., Miguel to Michael, Jorge to George)—ok to release
- Some cultures use 2 last names, either hyphenated or not, that may include fathers and mothers last names. Use the alien's name as provided on the G-639 for input. On documents, if you can confirm that any of the names used on the documents, regardless of order or variation, correspond with the surnames of the father, mother, or spouse provided on the G-639, then the name may be released. Also OK to check I-213 in case documents for family surnames used by the subject.
- Middle names are releasable, even if not provided on the FOIA request.
- If the alien provided an alias on the G-639, that name is releasable.

Revised as of 5/92/17 approved by GILD