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PROGRAM ANNOUNCEMENT 2018-04

From: Lawrence E. Bartlett, Director, Office of Admissions
Bureau of Population, Refugees, and Migration

To: Resettlement Support Centers

Subject: Data Collection Changes for Refugees

Effective October 25th, 2017, Resettlement Support Centers (RSCs) will have new requirements for data collection for all case members.

All cases scheduled for a U.S. Citizenship and Immigration Services (USCIS) interview, to include re-interviews, on or after October 25th, 2017 are required to have the information outlined below entered in WRAPS. For applicants who have not yet been pre-screened, this information must be collected at pre-screening. For cases that have already been pre-screened, RSCs can collect this information the same day as the USCIS interview. If new information is entered into WRAPS triggering a bio diff, request new security checks (CLASS, SAO and IAC), as required by SOP, after the USCIS interview.

For post-USCIS cases with a case member who requires an SAO, RSCs must collect these additional data elements for all case members. New security checks must be requested as required by SOP once this information has been collected. No cases that require an SAO due to nationality (whether the result has been received or not) may travel until these additional data elements are collected and the case is re-screened as necessary.

1. Phone, email and address information going back ten (10) years instead of five (5) for all case members. The address must be collected for all places where the case member lived for 30 days or longer.
2. Current phone and email for all members on a Family Tree – not just “U.S. Ties”. This applies to all individuals added to a Family Tree for any case member.
   a. If the applicant does not know the information, the RSC staff must annotate this in the Family Tree comment field.

The Refugee Processing Center (RPC) will update the SOPs, as well as the Quality Control (QC) reports, to reflect these changes.

RSCs are expected to comply with the updated SOPs and request new security checks as appropriate once the above mentioned information is entered into WRAPS.

NOTE: At this time, RSCs should not request new SAOs until further guidance is received from PRM. This includes SAOs that would be triggered based on the new information collected, as well as routine SAO requests/re-requests that various cases may require. Further guidance on SAO requests will be issued shortly. In the interim, RSC staff should add the CAR PRM Requested Hold – SAO to these cases where new information has been collected that would prompt a new SAO but where the SAO cannot yet be requested.

Again, no cases that require an SAO due to nationality (whether the result has been received or not) may travel until these additional data elements are collected and the case is re-screened as necessary.

For questions about this program announcement, please contact Jennifer Smith at [Redacted]