U.S. CITIZENSHIP AND IMMIGRATION SERVICES

FRAUD DETECTION AND NATIONAL SECURITY DIRECTORATE

SOCIAL MEDIA DIVISION

**Administrative Standard Operating Procedures
Follow-to-Join Refugee
(ASOP-FTJ/R)**

Contents

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Background

In July 2016, Fraud Detection and National Security (FDNS) stood up the Social Media Division (SMD). The mission of SMD is to develop and implement tools to conduct social media screening for identified populations. SMD's work builds on the operational testing of the Social Media pilot programs that FDNS has been developing since late 2015. To date, SMD has been charged with operationalizing social media screening on certain policy streams.

Purpose

The purpose of *Social Media Division, Administrative Standard Operating Procedures* (Follow-to-Join Refugee) (*SMD ASOP-FTJ/R*) is to detail the administrative instructions for the process of the conducting of social media checks for designated populations assigned to SMD for social media screening. This document is specifically designed to address the administrative processes for how HQFDNS SMD can facilitate a social media check for the Follow-to-Join refugee population. This document does not detail tradecraft on how to search the social media platforms as that information is detailed in a separate standard operating procedure document.

Scope

Unless specifically exempted herein, this guidance applies to and is binding on all SMD personnel. In instances where the term Officer is used throughout the document, it may be applied to FDNS SMD Immigration Officers and Intelligence Research Specialists. This guidance applies only to service requests that undergo USCIS adjudication processes and supersedes any guidance that was provided in support of earlier social media initiatives and pilots.

Executive Summary

The process for conducting a social media check for refugee populations requires the following nine steps: system access and initial training

1) System access and initial training
2) Case assignments
3) Case review and data collection
4) Conducting the type of social media check assigned
5) Process for conducting translation
6) Documenting information of interest
7) Social Media Assessment (SMA) review process
8) Recording results
9) Closing out the case

Each step is outlined in this document with specifics on particular processes detailed in attached appendices. The appendices feature a step-by-step guide for administrative procedures pertaining to

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social media checks and various social media platforms for the purposes of Follow-to-Join refugee screening.

Process Overview
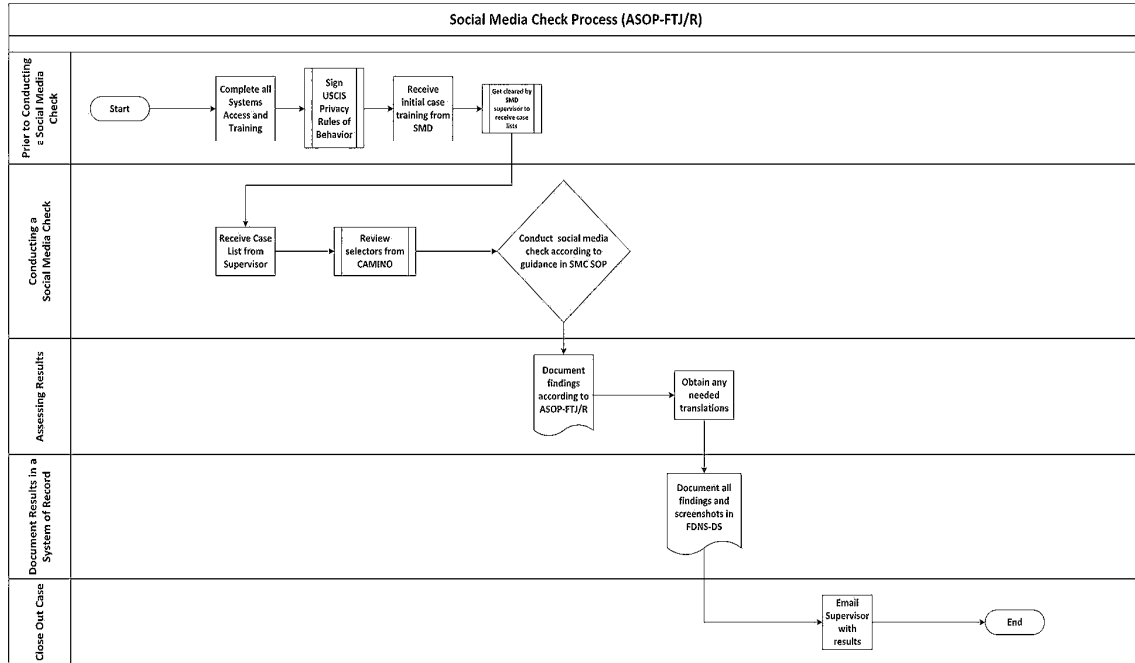
Process Steps

(1) System Access and Initial Training

Upon on-boarding to the Social Media Division (SMD), new officers must complete training and system requests in order to begin conducting social media checks. This will typically be completed during the first pay period.

Please see **Appendix A** for an itemized list of the system access and initial training that must be completed prior to conducting a social media check.

(2) Case Assignments

Case assignment lists are assigned to SMD officers by supervisors. These case lists are pulled from batch lists provided by HQFDNS International Operations Division (IO) for populations of cases flagged for social media checks.

(3) Case Review and Data Collection

Once the case assignment list is received, officers must identify and review all applicable case information available in the systems that hold information an applicant or beneficiary has provided to USCIS in connection with a benefit request.

Please see **Appendix B** for how to identify selectors for a FTJ refugee case.

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(4)   Type of Social Media Check

[redacted box]

(5)   Translations

During the course of researching the target population, there will likely be a need for translation of foreign languages. Officers are encouraged to leverage online translation resources as available. However, there will be instances where in-person translation may be needed to understand the information found.

Please see **Appendix C** for the process of handling language translations in a social media check.

(6)   Information of Interest

Officers must document information of interest related to the SUBJECT of the case by completing a Social Media Assessment (SMA). The information of interest must directly relate to a SUBJECT that has an application or request before USCIS. The information of interest is categorized by [redacted]
[redacted]   (b)(7)(e)

Please see **Appendix D** on how to identify information of interest, who can be included in the social media check, and the process for development of a Social Media Assessment (SMA).

(7)   Social Media Assessment (SMA) Review Process

Once information of interest has been identified, the document is put into a supervisor review process flow, which is managed through the use of an Enterprise Network Collaboration (ECN) site.

Please see **Appendix E** on how to handle the process of a Social Media Assessment and the appropriate format.

(8)   Recording Results

Once a social media check is complete, the results of the check will need to be documented in a USCIS system of record.

Please see **Appendix F** on the appropriate process for documenting case results in a USCIS system of record.

(9)   Closing Out a Case

Once the social media check is complete and results have been documented in a USCIS system of record, the officer must email the supervisor to advise that the case is complete and results have been recorded appropriately. Both the officer and supervisor are responsible for quality control of the accurate input into the system of record and review of the attachments for accuracy.

Please see **Appendix G** for the appropriate format for emailing the results to close out a case.

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Appendices for HQFDNS Social Media Division, Administrative Standard Operating Procedures, Refugee (ASOP-FTJ/R)

<u>Appendix A:</u> System Access and Initial Training

<u>Appendix B:</u> Case Review and Data Collection

<u>Appendix C:</u> Translation Process

<u>Appendix D:</u> Information of Interest

<u>Appendix E:</u> Social Media Assessment (SMA) Review Process

<u>Appendix F:</u> Recording Results

<u>Appendix G:</u> Closing Out a Case

Appendix A: System Access and Initial Training

Upon on-boarding to the FDNS Social Media Division (SMD), officers must complete all standard forms and equipment procurement from FDNS Mission Support that is initiated for all new FDNS personnel.

Steps 1 through 4 below for training and system requests below are unique to FDNS SMD for social media checks of Follow-to-Join refugee populations and should be completed during the first pay period. Step 5 should be completed by the end of the second pay period.

Social Media Privacy Training

This is a one hour session held by the USCIS Office of Privacy and the supervisory team of the FDNS SMD. The session will cover appropriate use of social media and the USCIS/FDNS Rules of Behavior for using social media for screening. This session is scheduled with all parties by the onboarding supervisor.

After the session is complete, the *USCIS/FDNS Rules of Behavior for the Operational Use of Social Media* (RoB) form must be reviewed and signed by the officer in order to receive system access to tools for social media use to conduct a check. This signed form from the officer should be handed to the FDNS SMD supervisor who is responsible for scanning the signed *USCIS/FDNS Rules of Behavior* for submitting to the USCIS Office of Privacy via email.

Please Note: New officers cannot view any case processing, receive case training, view social media tradecraft, or review case results until the required privacy training is completed and the RoB is signed and submitted to USCIS Privacy for further handling.

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CAMINO

CAMINO is a USCIS system leveraged by HQFDNS International Operations that holds the biographic and biometric (photograph) information on the individual Follow-to-Join refugee cases referred to SMD for processing.

The process for gaining access to CAMINO is for the SMD supervisor to submit a request for access email to RAIO-CAMINO-Help with a copy to the HQ FDNS International Operations point of contact.

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For how to use CAMINO in the course of conducting a social media checks, please see Appendix B.

FDNS-DS

FDNS-DS is the system of record for FDNS case work. In order to complete the request for access to FDNS-DS, a new user is required to complete a system training course with the FDNS Training Division. Supervisors will coordinate a scheduled training class for officers with FDNS Training Division.

If an immediate training class with the FDNS Training Division is not available, the supervisor should request that the officer be placed in the earliest available class. The supervisor is then responsible for facilitating a two-step process for officers to gain access to FDNS-DS:

(1) Officers complete the FDNS-DS online module course; and,
(2) Informal training session with the officers on how to input information into FDNS-DS for SMD purposes.

The formal training class with the FDNS Training Division is a requirement for all officers who have not previously worked with FDNS-DS on a routine basis, regardless of whether or not they have already obtained FDNS-DS access.

Once the training is complete (either informal process conducted by supervisors or the formal training course with the FDNS Training Division), officers should go into the MyIt icon on their desktop and go to "System Access Request" and then go to the "FDNS-DS Application Access Request" icon. After the form is submitted, the new user will be notified via email once system access is granted.

For how to use FDNS-DS to record the results of a social media checks, please see Appendix F.

Overall System Access

In addition to the systems itemized above, each new SMD officer must have access to the following systems:

- Central Index System (CIS)
- TECS
- Computer Linked Application Management System 3 (CLAIMS3)
- Computer Linked Application Management System 4 (CLAIMS4)
- Person Centric Query System (PCQS)
- National File Tracking System (NFTS)
- Consular Consolidated Database (CCD)
- American Citizen Record Query (previously Passport Information Electronic Records System (PIERS)
- Refugee, Asylum, and Parole System (RAPS)
- Enforce Alien Removal Module (EARM)
- Customer Profile Management System (CPMS)
- Arrival Departure Information Systems (ADIS) or Automated Targeting System (ATS-P)
- Student Exchange Visitor Information System (SEVIS)

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- CLEAR
- Lexus-Nexis Accurint
- SCCLAIMS
- Electronic Data Management System (EDMS)
- ELIS – Level 2

The documentation to access these systems will be included in the materials received from FDNS Mission Support upon on-boarding or will be available via request using the *MyIT* icon for *Business Systems Access* on the issued desktop for the officer.

Training Casework

Officers will be assigned training cases to complete with the assistance of a SMD mentoring officer, who will be assigned based on volunteers from senior officers in SMD. The process for conducting a social media check can be found in the *Social Media Check, Standard Operating Procedure* document, which is a separate document from the ASOP-FTJ/R.

The training process for initial case work steps include:

1. Officers are paired with a SMD mentoring officer who has volunteered to assist with training and reviewing the results of the training cases.

2. The supervisor will email both parties two case numbers from a particular policy work stream.

   The SMD mentoring officer will sit with the officer to walk through the tradecraft of conducting a social media check.

3. The results of the cases from the officer should be emailed to the supervisor with a copy to the SMD mentoring officer who is assisting.

   The supervisor will then request the SMD mentoring officer to cross check the results of the social media check to confirm the results as well as to check the input for the RFA in FDNS-DS.

4. If there are any issues identified in either the social media check results or the FDNS-DS input, the SMD mentoring officer will work with the new member of the team to amend the results accordingly.

5. After the SMD mentoring officer has confirmed the results and input to the supervisor, the training process will repeat for all approved policy streams for SMD. The same process for training support and cross checking results and input should be followed for all sets of training cases assigned. Please consult with management at the time of training to determine how many approved policy streams as approved by FDNS leadership are active and for which require an officer to be trained on case handling.

6. After the officer has completed the assigned training cases and all results are confirmed, the supervisor will document the results and confirm that the officer is cleared to receive a regular case load for handling.

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Appendix B: Case Review and Data Collection

The process for gaining access to CAMINO can be found in Appendix A.

Process:

1. Use PIV card enabled DHS computer.

2. Go to webpage: https://camino.uscis.dhs.gov/CAMINO/

1. From the CAMINO homepage, clicks on "Cases" tab in upper middle of page.

2. Input the assigned receipt number received from the supervisor into the "Receipt No." field in middle of "Search Criteria" field.

3. Click on the "Search Cases" button and a result will appear below.

4. Click on the SUBJECT's name listed within the case search results under "Applicant/Beneficiary." This action will take the Officer to the "Person Profile" record in the "People" tab.

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The process for conducting either type of check can be found in the Social Media Check, Standard Operating Procedure (SMC-SOP), which is a separate document from the ASOP-FTJ/R.

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CAMINO View 1: From the CAMINO homepage, click on "Cases" tab in upper middle of page.
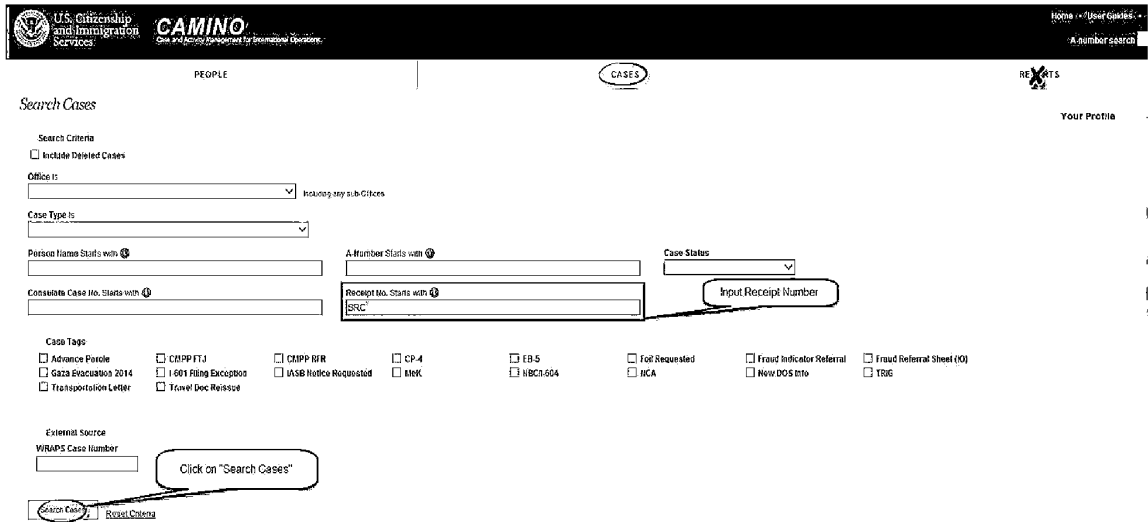
CAMINO View 2: Input the assigned receipt number received from the supervisor into the "Receipt No." field. Click on the "Search Cases" button and a result will appear below.

CAMINO View 3: Click on the SUBJECT's name listed within the case search results under "Applicant/Beneficiary." This action will take the Officer to the "Person Profile" record in the "People" tab.

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CAMINO View 4:

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CAMINO View 5:

CAMINO View 6:

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Data Fields in CAMINO Not to Be Used for a Social Media Check:

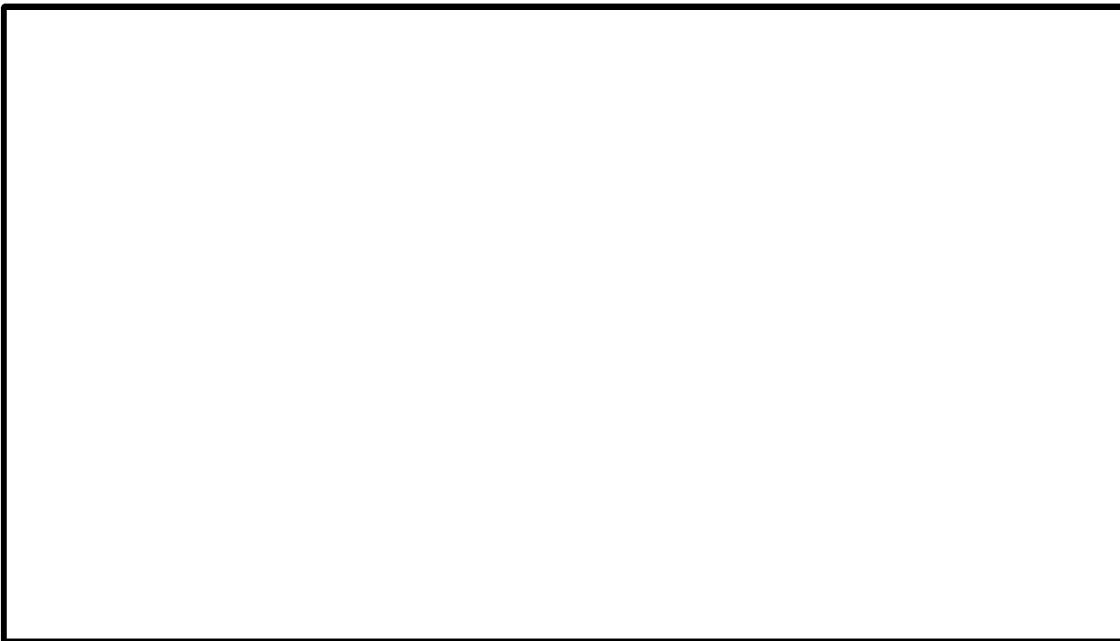1. **"Dashboard":** This information in the dashboard is not applicable to a social media check.

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2. **"Reports":** The information in this tab is not intended for use in a social media check.

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Restrictions in identifying selectors to use for a social media check

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Appendix C: Translations

Internet Translation Services

The most efficient approach to translate foreign language contents is to utilize one of the many free online language translation services provided by Google, Yahoo, Bing, and other search engines.

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if needed. Use the following steps to translate using Google:

1. Go to translate.google.com

2. Paste the text that needs to be translated to English

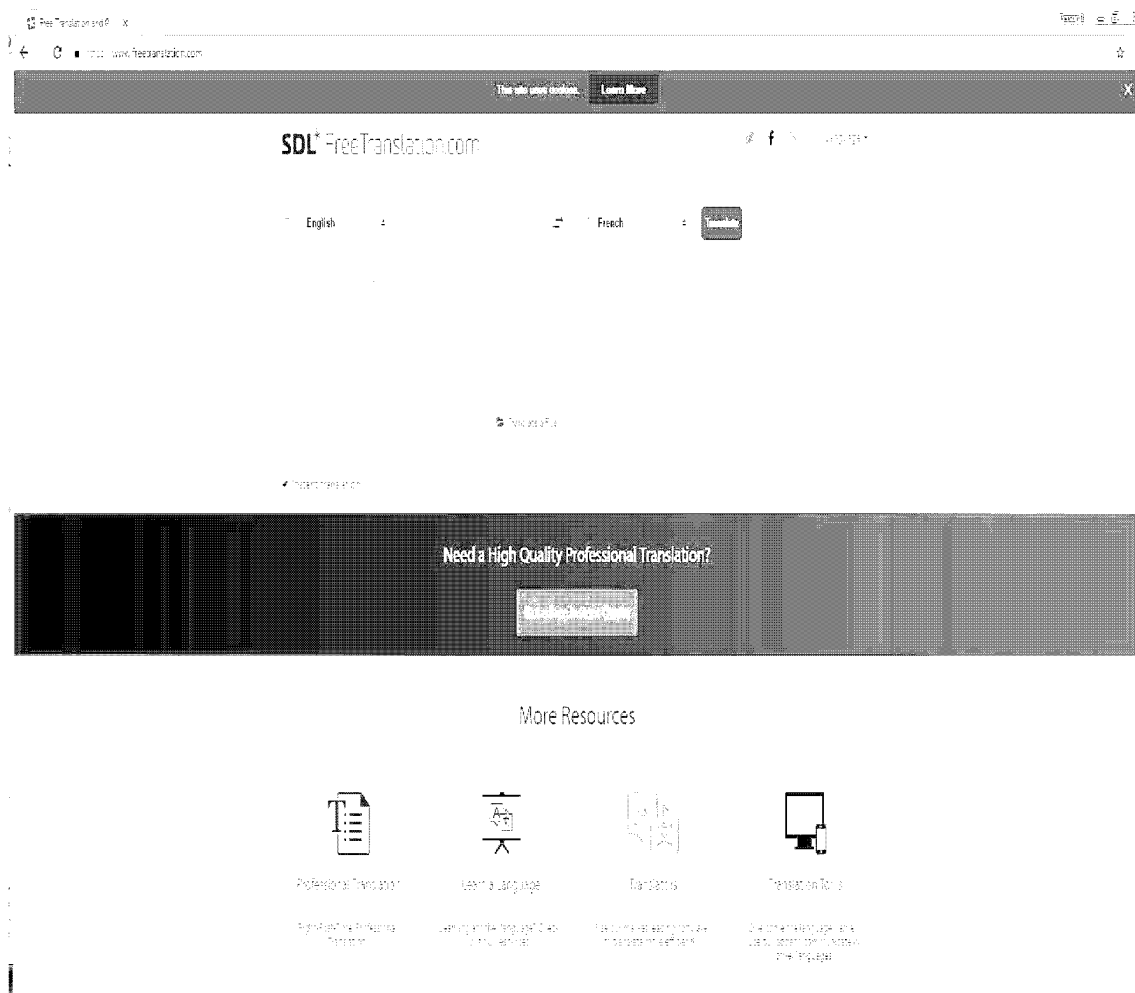3. Click on the blue "Translate" command button

4. Review Results
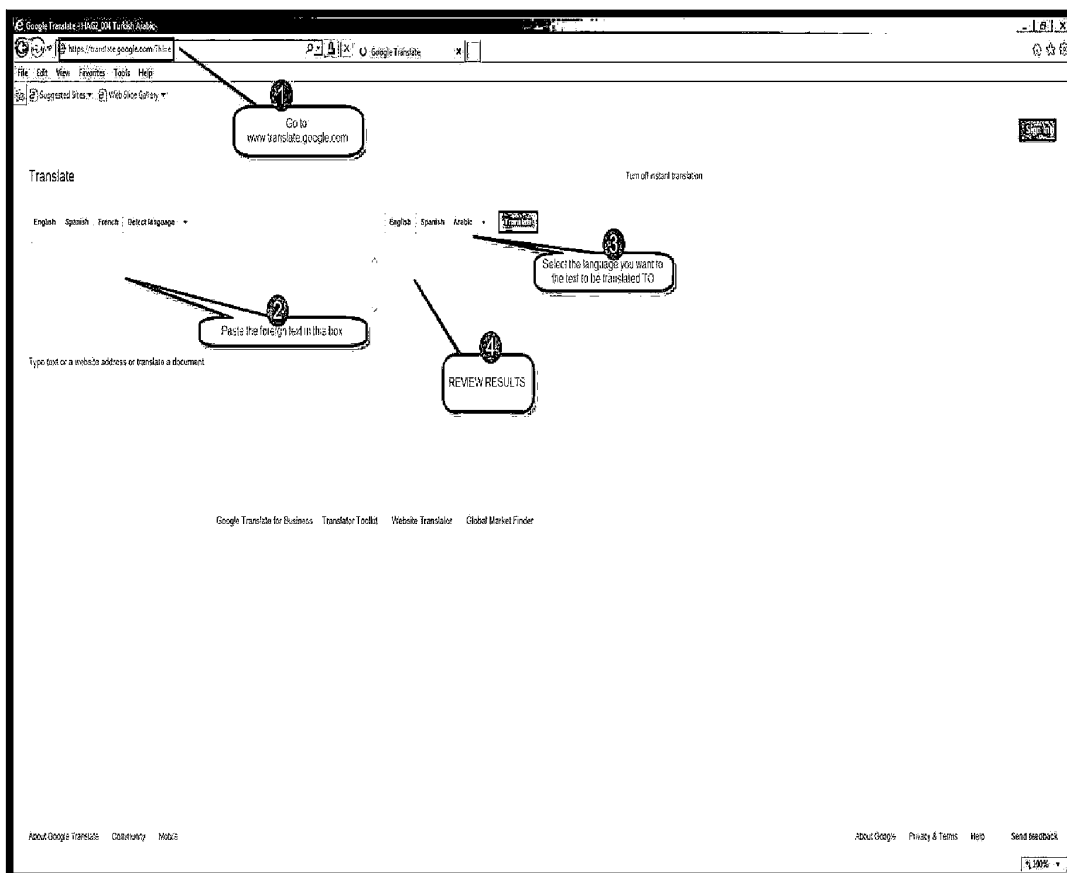
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Use the following steps for a similar free web-translation service:

1. Go to www.freetranslation.com

2. Paste the text into the box on the left hand side

3. Click on the green "translate" button

4. Review results

In-Person Translation Services

Occasionally, officers will encounter foreign text written in a dialect or colloquial usage that does not necessarily translate easily using the available online tools mentioned above. Furthermore, there are currently no tools available to translate text written on images. Officers are responsible for determining

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the importance and relevancy of the material before deciding whether or not it requires review by language-enabled subject matter expert.

If in-person translation services are needed, the Officers must create a Social Media Assessment (SMA). The process for using the Social Media ECN and creating a SMA can be found in Appendix E.

In instances when an officer is developing an SMA for in-person translation, the officer must ensure that their screenshots are clear, precise, and fully capture the language flagged for translation.

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Appendix D. Information of Interest

Screenshot Document

All social media checks should document screenshots of the social media that are reviewed when conducting the check. This will ensure that if the case is reviewed in the future, the actual images, text, or video from the original check are documented for reference. All screenshots should be documented using a standard template and attached to the FDNS-DS record as outlined in Appendix F.

All cases require a screenshot standard template document to be completed. Only cases with designated information of interest as detailed in this appendix are also required to have a Social Media Assessment (SMA) completed.
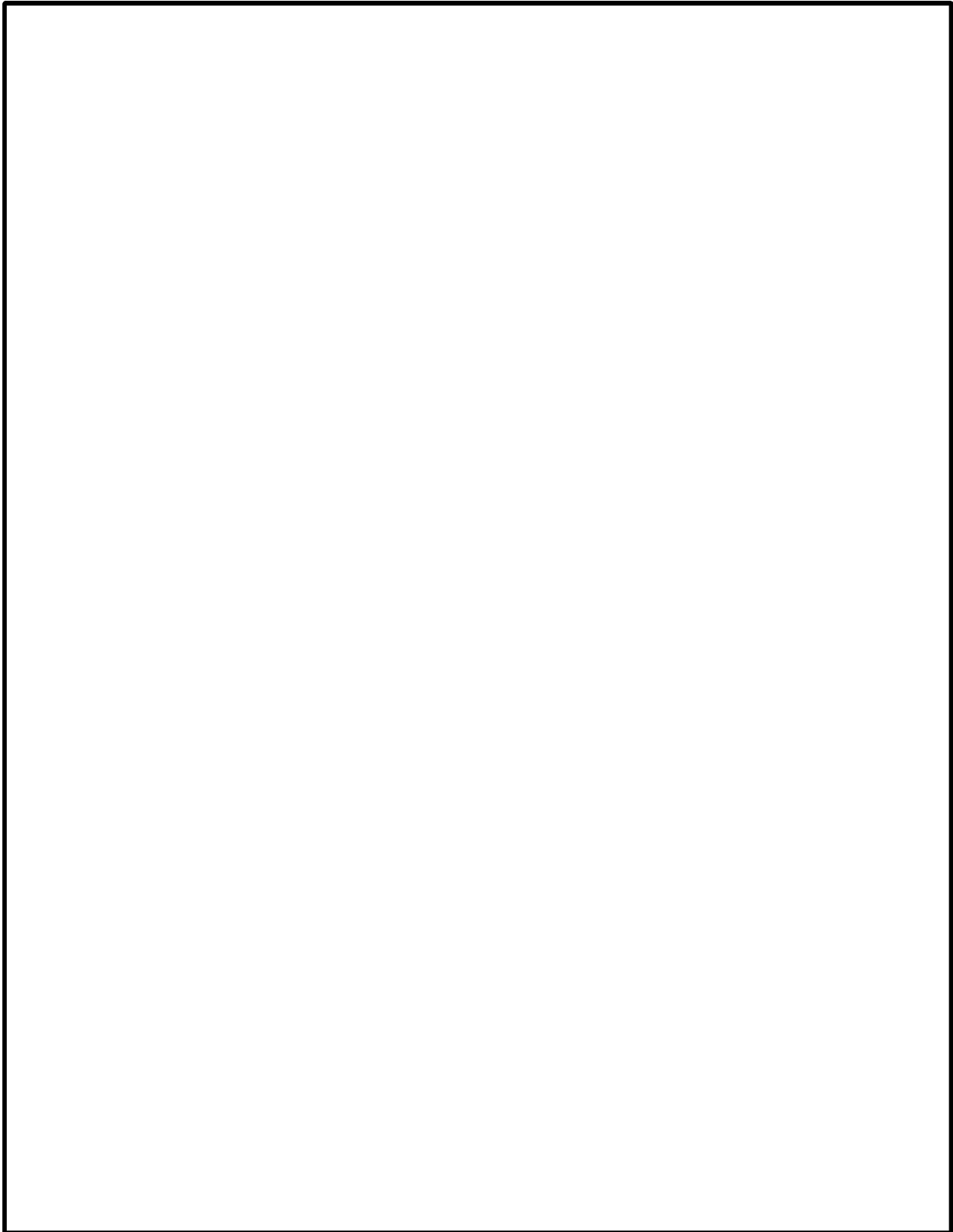
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Types of Information of Interest

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Shared Selectors with Information of Interest

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Categories

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Social Media Assessment (SMA)

If information of interest is identified in the course of the check, the information should be documented using a Social Media Assessment (SMA) template and, once reviewed by a supervisor, attached to the FDNS-DS record as detailed in Appendix F. The review process for a SMA can be found in Appendix E.

The most recent versions of both the Social Media Assessment (SMA) and appropriate screenshot document template can be found on the SMD ECN.
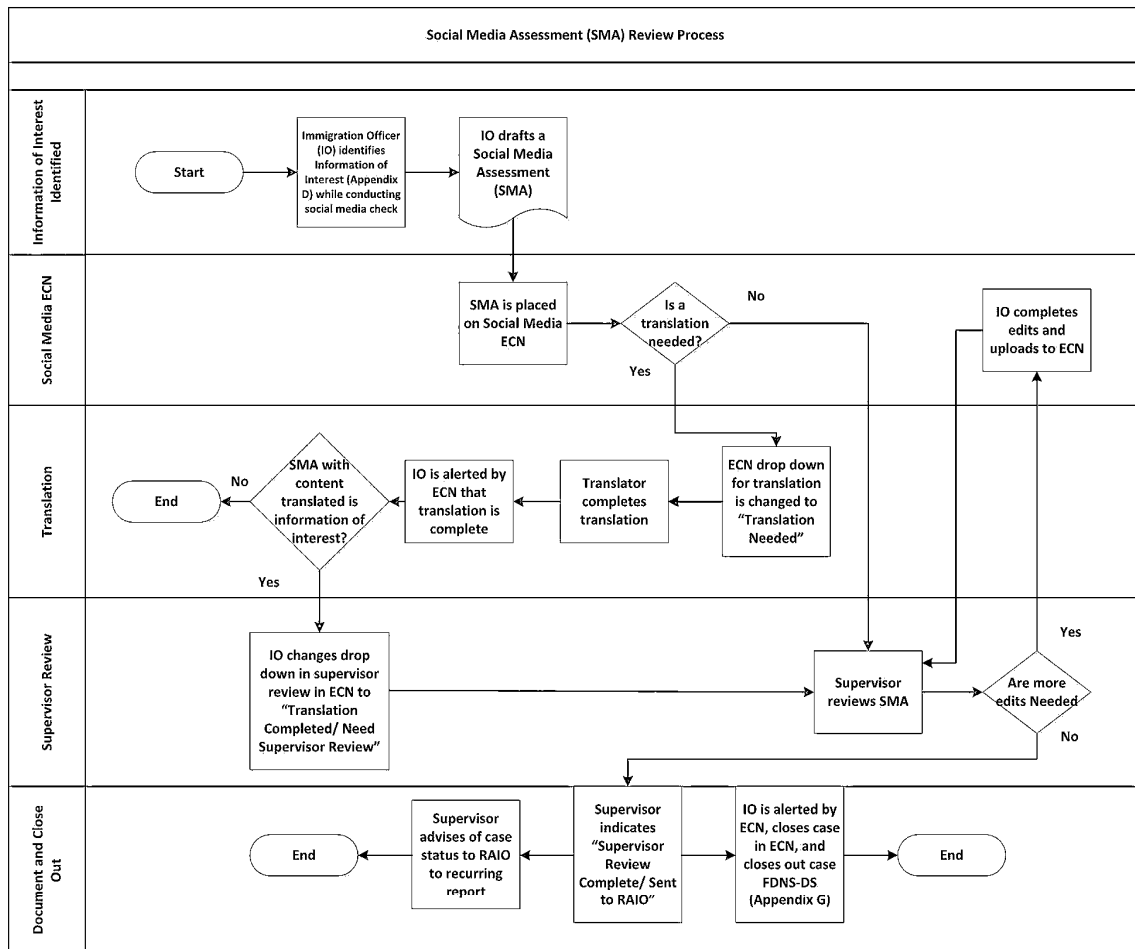
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Appendix E. Social Media Assessment (SMA) Review Process

Once information of interest has been identified and populated into a SMA as outlined in Appendix D, the SMA document should be attached to the SMD ECN for both in-person translation, if needed, and supervisor review.

Link to Social Media Assessment Review page on SMD ECN

Please Note: The SMD ECN is an important tool for communication and coordination between the officers, translators, and supervisors. Each officer is responsible for monitoring the completion of the translations and ensuring that that the SMA Review Status is updated at each stage of the process from translation to supervisor review to close out.

Overall Process

Social Media Assessment (SMA) Review Process

Information of Interest Identified: Start → Immigration Officer (IO) identifies Information of Interest (Appendix D) while conducting social media check → IO drafts a Social Media Assessment (SMA)

Social Media ECN: SMA is placed on Social Media ECN → Is a translation needed? — No → IO completes edits and uploads to ECN; Yes →

Translation: ECN drop down for translation is changed to "Translation Needed" → Translator completes translation → IO is alerted by ECN that translation is complete → SMA with content translated is information of interest? — No → End; Yes →

Supervisor Review: IO changes drop down in supervisor review in ECN to "Translation Completed/ Need Supervisor Review" → Supervisor reviews SMA → Are more edits Needed — Yes → IO completes edits and uploads to ECN; No →

Document and Close Out: IO is alerted by ECN, closes case in ECN, and closes out case FDNS-DS (Appendix G) → End; Supervisor indicates "Supervisor Review Complete/ Sent to RAIO" → Supervisor advises of case status to RAIO to recurring report → End

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Social Media ECN Process

1. Click on "Add New Item" at bottom of SMD ECN page.

2. Input information into the following fields:

   a) Case Number
   i) Assigned Receipt number

   b) Source of Case
   i) FTJ Refugee
   ii) **Note:** This field refers to the policy work stream for which the case was referred to SMD for processing and is indicated on the email from the supervisor that assigned the case.

   c) FDNS-DS CME Number
   i) Number for the RFA in FDNS-DS that is required for all cases.
   ii) Please see <u>Appendix F</u> for information on how to use FDNS-DS for a social media check.

   d) Due Date
   i) Default to three days from the date of input. If the due date is earlier than three days, please amend the date accordingly.

   e) Translation Status
   i) None Needed (*inputted by officer*)
   ii) Translation Needed (*inputted by officer*)
   iii) Translation In-Progress (*inputted by translator*)
   iv) Additional Translation Needed (*inputted by officer or translator*)
   v) Translation Completed (*inputted by translation*)

   f) Language
   i) Arabic (*default*)
   ii) Kurdish
   iii) Spanish
   iv) Other (if this selection chosen, officers must indicate which language requires translation)

   g) Translator
   i) Updated by either the available translator or the supervisor

   h) Translation Time
   i) This field is for input by the translators only.

   i) Urgency Level of Translation
   i) Routine
   ii) Urgent

   j) SMA Review Status
   i) Pending Translation (*default*)
   ii) No translation needed/ Need Supervisor Review (*inputted by officer*)
   iii) Translation Completed/ No Supervisor Review/ Case Closed (*inputted by officer*)

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      iv) Translation Completed/ Need Supervisor Review (*inputted by officer*)
      v) Supervisor Review Pending (*inputted by supervisor*)
      vi) IO Addressing Edits from Supervisor (*inputted by supervisor*)
      vii) Supervisor Review Complete / Sent to RAIO (*inputted by supervisor*)

k) Final Status
    i)   Open (*default*)
    ii) Closed (*inputted by supervisor*)

l) Date SMA Closed
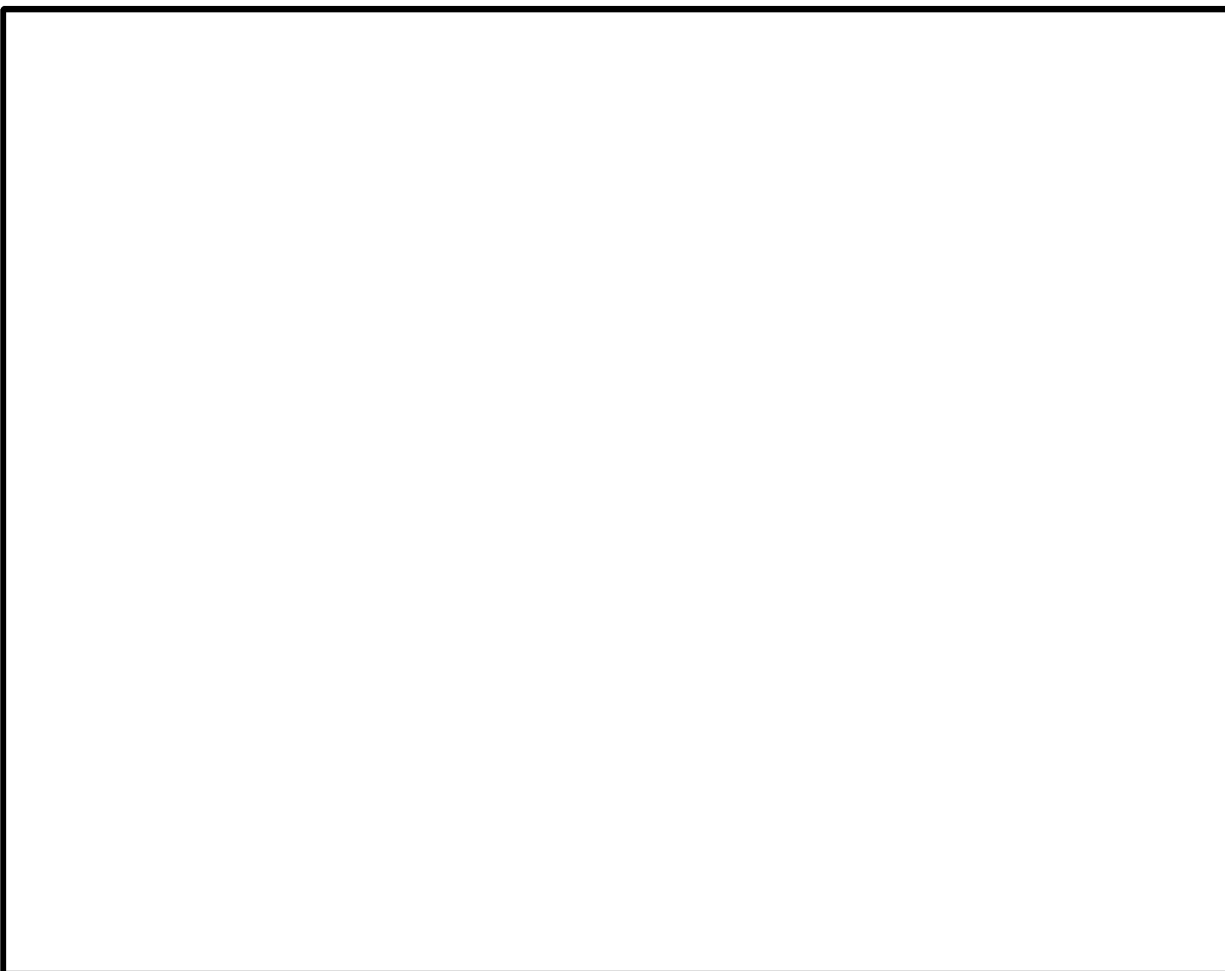   i)   This field is for input by supervisors only

m) Supervisor Conducting Review
    i)   This field is for input by supervisors only

Once the case is closed out in the SMD ECN by the supervisor, please see <u>Appendix F</u> and <u>Appendix G</u> for the process on recording results and closing out a case.

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SMA Drafting Instructions

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Appendix F: Recording Results

All results from a social media check must be documented in a RFA in FDNS-DS. Instructions for access to FDNS-DS can be found in Appendix A.

Upon on-boarding, all SMD personnel must receive FDNS-DS training in order to be able to submit a request for access. The overall FDNS-DS User Guide can be found at this following link:

FDNS-DS User Guide

The overall FDNS-DS training and the FDNS-DS User Guide are the training resources for understanding how to input information into a RFA in FDNS-DS.

For SMD specific data fields related to RFA, please reference the information below.

Fill in the following fields:

Field Name	Information to Enter
RFA Name	Enter in this format: Bene – Firstname LASTNAME
Synopsis	**Specific synopsis language to be provided by supervisor when case assigned.** **Example of Synopsis language:** **AXXXXXXXXX** **Social media screening conducted as part of Enhanced FDNS Review (EFR) for a Follow-to-Join refugee petition.** **No Information of Interest Found.** or **AXXXXXXXXX** **Social media screening conducted as part of Enhanced FDNS Review (EFR) for a Follow-to-Join refugee petition.** **Information of Interest Found – SMA Pending.**

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	<u>or</u> **AXXXXXXXXXX** **Social media screening conducted as part of Enhanced FDNS Review (EFR) for a Follow-to-Join refugee petition.** **Information of Interest Found – SMA Attached.**
Source	Select **HQ-International Operations** from the drop-down menu
Location	This should auto-populate with **HQ-FDS-CAV-SMB**
Type	Select **SM Review Refugee** from the drop-down
Sub-Status	The results of the social media check must be noted in the RFA according to one of the following sub-status annotation: [ ] (b)(7)(e)

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Attachments (*based on selected Sub Status*)

Appendix G: Closing Out a Case

When a social media check is considered complete, all of the following criteria have been met:

1. The full check has been completed either via the automated screening tool or by a manual check, as designated by the supervisor when the case was assigned.

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     a. Please see the *Social Media Check, Standard Operating Procedure* (SMC-SOP) guidance on how to complete each type of check.

2. The results of the social media check (both screenshot document and, if needed, SMA) have been document in FDNS-DS as detailed in <u>Appendix F</u>.

3. If information of interest has been identified, the findings have been documented in a Social Media Assessment (SMA). Please see <u>Appendix D</u> and <u>Appendix E</u> for the information of interest identification and documenting process.

4. The SMA has been reviewed and approved by a supervisor. Please see <u>Appendix E</u> for translation and supervisor review process for the SMA.

5. The synopsis field has been updated with the check results, the sub-status updated with the check results, and final SMA has been attached to the FDNS-DS RFA for the case.

The officer must send a **daily** status report for assigned cases to the section chief. The daily case status report must follow the format below and highlight cases where a change of status occurred since the previous day:

Receipt #	RFA #	Officer	Status (Complete/ In Process)	Hours	Accounts (Yes/No)	SMA? (Yes/ No)	RFA Sub-Status	Number of SUBJECTs Screened	Public Facebook Account Identified *Restricted View*	Completion Date

Supervisors may require additional data points for daily reports, at their discretion or at the discretion of leadership. Supervisors may also require daily status report submissions by a specified daily time.

Quality Control

Officers must not report a case as "Complete" to the supervisor until the case meets all criteria in the five steps above.

Supervisors are required to review the FDNS-DS input for completion and accuracy as detailed in <u>Appendix F</u>.

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