



Ashby Crowder <ashby.crowder@nara.gov>

### Hurricane Damaged Records

Rachel Ban Tonkin <rachel.bantonkin@nara.gov>  
To: (b) (6), (b) (7)(C) @ice.dhs.gov  
Cc: Ashby Crowder <ashby.crowder@nara.gov>

Fri, Jun 15, 2018 at 4:20 PM

(b) (6), (b) (7)(C)

From the email thread it sounds like some of these records may no longer be recoverable due to their condition and the contamination. If ICE decides to move forward with a request to destroy records that are a menace, we'll want to know the record schedule authorities they come under, whether they can be recreated in part or in toto, and if temporary records when they would have been eligible for destruction.

rachel

On Wed, Jun 13, 2018 at 4:18 PM (b) (6), (b) (7)(C) @ice.dhs.gov wrote:

FYI. I just saw that (b) (6) is out of the office.

[Quoted text hidden]

[Quoted text hidden]  
[Quoted text hidden]  
[Quoted text hidden]

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Archivist  
Information Governance & Privacy  
U.S. Immigration & Customs Enforcement

Direct: (b) (6), (b) (7)(C)

Cell: (b) (6), (b) (7)(C)

Questions? Please visit the Information Governance & Privacy Office website at <https://insight.ice.dhs.gov/mg/igp/Pages/index.aspx>

From: (b) (6), (b) (7)(C)

[Quoted text hidden]

[Quoted text hidden]

Thanks,

8/30/2021

National Archives & Records Administration Mail - Hurricane Damaged Records

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Archivist

Information Governance & Privacy

U.S. Immigration & Customs Enforcement

Direct: (b) (6), (b) (7)(C)

Cell: (b) (6), (b) (7)(C)

Questions? Please visit the Information Governance & Privacy Office website at <https://insight.ice.dhs.gov/mgt/igp/Pages/index.aspx>

[Quoted text hidden]



Ashby Crowder <ashby.crowder@nara.gov>

### Hurricane Damaged Records

(b) (6), (b) (7)(C) @ice.dhs.gov Wed, Jun 13, 2018 at 4:07 PM  
 To: "preservation@nara.gov" <preservation@nara.gov>  
 Cc: Ashby Crowder <ashby.crowder@nara.gov> (b) (6), (b) (7)(C) @ice.dhs.gov

Good Afternoon,

The ICE Records Division has been working with its Puerto Rico field offices that sustained records damage during the 2017 hurricane season. Due to severe facility damage some offices are just reaching the point of being able to access their records. One office has 10 boxes of records that have mold, water, rodent, and sewage damage. I attached the most recent email thread which includes photographs and documentation of the damage, as well as recovery efforts to date.

I would like to schedule a call for us to discuss recovery options and next steps, including the possibility of authorizing the destruction of damaged records in accordance with 36 CFR 1229.10 (if deemed appropriate by NARA). I will include the POCs from Puerto Rico on the call so they can discuss the current situation in detail. Please let me know your availability so we can address this issue ASAP.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Archivist

Information Governance & Privacy

U.S. Immigration & Customs Enforcement

Direct: (b) (6), (b) (7)(C)

Cell: (b) (6), (b) (7)(C)

Questions? Please visit the Information Governance & Privacy Office website at <https://insight.ice.dhs.gov/mgt/igp/Pages/index.aspx>

----- Forwarded message -----

From: (b) (6), (b) (7)(C) @ice.dhs.gov  
 To: (b) (6), (b) (7)(C) @ice.dhs.gov  
 Cc:  
 Bcc:

Date: Wed, 13 Jun 2018 17:11:47 +0000

Subject: RE: Records assessment/disposal/recovery - BEST facilities

H (b) (6), (b) (7)(C)

We went to the BEST facilities yesterday, reviewed the records situation and completed the survey/photos.

1. There are some records that are very unsafe to handle were severely affected; and we would like to take the steps to dispose of them. What should we do to accomplish this?
2. And there were other records that seem in good condition, but to avoid a safety hazard to employees when they handle them, we would like to provide sanitation. The area was infested with rats and there was urine and feces throughout the whole office space. We went in yesterday with the contractor, with masks, gloves, and being extra careful; but I know that when employees use these records, they will not take the same precautions. Can you provide options please?

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C)@ice.dhs.gov

(b) (6), (b) (7)(C) (tel.)

(b) (6), (b) (7)(C) (cel.)

787-289-7168 (fax)

---

From (b) (6), (b) (7)(C)  
 Sent: Wednesday, June 06, 2018 10:46 AM  
 To (b) (6), (b) (7)(C) @ice.dhs.gov  
 Subject: RE: Records assessment/disposal/recovery - BEST facilities

Thank you (b) (6), (b) (7)(C) I will be reaching out to you soon.

Thank you.

(b) (6), (b) (7)(C)

Sent with BlackBerry Work  
(www.blackberry.com)

From: (b) (6), (b) (7)(C) @ice.dhs.gov>

Date: Wednesday, Jun 06, 2018, 10:32 AM

To: (b) (6), (b) (7)(C) @ice.dhs.gov> (b) (6), (b) (7)(C) @ice.dhs.gov>

Cc: (b) (6), (b) (7)(C) @ice.dhs.gov>, Smith, Amber (b) (6), (b) (7)(C) (b) (6), (b) (7)(C) @ice.dhs.gov>

Subject: RE: Records assessment/disposal/recovery - BEST facilities

Good Morning,

Are these active case files? Once we receive the results of the Records Damage Assessment Site Survey and photographs we can assist you in determining the appropriate next steps for recovery. Depending upon the type of damage sustained, there are different recovery procedures. Some of the procedures can be performed by staff and some procedures require vendor support.

In accordance with 36 CFR 1229.10, in the event records are identified as being a menace to human health, life, or property, ICE will need authorization from the National Archives and Records Administration (NARA) prior to destroying the records. As part of the NARA approval process ICE would need to document the description of the records, location and quantity, and the nature of the menace. The ICE Records Division would submit the destruction request to NARA. We can discuss this option in more detail as needed pending the findings of your site assessment.

Please let me know if you have any additional questions.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Archivist

Information Governance & Privacy

U.S. Immigration & Customs Enforcement

Direct: (b) (6), (b) (7)(C)

Cell: (b) (6), (b) (7)(C)

Questions? Please visit the Information Governance & Privacy Office website at <https://insight.ice.dhs.gov/mgt/igp/Pages/index.aspx>

From: (b) (6), (b) (7)(C)

Sent: Tuesday, June 5, 2018 6:30 PM

To: (b) (6), (b) (7)(C) @ice.dhs.gov> (b) (6), (b) (7)(C) @ice.dhs.gov>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @ice.dhs.gov>

Cc: (b) (6), (b) (7)(C) @ice.dhs.gov>  
Subject: Records assessment/disposal/recovery - BEST facilities

Good afternoon,

Our BEST facilities were damaged by water and mold due to Hurricane Maria, and access to this facility has been very limited to this day.

We are coordinating with a contractor to empty our facilities next Tuesday, June 12. At that point, the contractor will bring records out, for us to assess the damage outside of the office space, to minimize contact with mold.

I was recently informed that there are case files, and that part of them seem to be very damaged; and that it is likely that we may not even be able to read its content or restore them. We will be taking pictures and completing the survey that was provided after the hurricane. But I still have two questions for you.

1. What documentation should we fill out to be able to dispose/burn the records that cannot be read?
2. What measures can we take to restore any records that may not be so severely damaged?

I would like to know in advance what options we have since we don't want to bring mold infested records to the rest of our facilities.

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C) @ice.dhs.gov

(b) (6), (b) (7)(C) (tel.)

(b) (6), (b) (7)(C) (cel.)

787-289-7168 (fax)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Tuesday, February 13, 2018 4:09 PM  
**To:** (b) (6), (b) (7)(C) @ice.dhs.gov> (b) (6), (b) (7)(C) @ice.dhs.gov>  
**Cc:** (b) (6), (b) (7)(C) @ice.dhs.gov>  
**Subject:** Records Recovery Efforts

Good Afternoon,

I'm following up on previous conversations we had in November and December regarding records damage sustained at ICE field offices during this past hurricane season. I will be traveling to Puerto Rico within the next 2 weeks to assess damaged records and provide support/guidance to ensure appropriate records recovery actions are taken.

Based on the reported damage, I was planning to visit the San Juan Miramar facility and possibly the BEST facilities and RAC Fajardo. As of December these two locations were not accessible and could not be inspected for records damage. The objective of the visit is to provide support and guidance with minimal disruption to your day-to-day operations.

Please let me know your availability so I can coordinate my travel accordingly. If possible, sometime this week I'd like to schedule a brief 10-15 minute call to discuss what the visit would entail.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Archivist

Information Governance & Privacy

U.S. Immigration & Customs Enforcement

Direct: (b) (6), (b) (7)(C)

Cell: (b) (6), (b) (7)(C)

Questions? Please visit the Information Governance & Privacy Office website at <https://insight.ice.dhs.gov/mgt/igp/Pages/index.aspx>

----- Forwarded message -----

**From:** (b) (6), (b) (7)(C) @ice.dhs.gov>  
**To:** (b) (6), (b) (7)(C) @ice.dhs.gov>  
**Cc:**  
**Bcc:**

**Date:** Wed, 13 Jun 2018 16:57:03 +0000

**Subject:** Records found at BEST - need sanitation

These records were in contact with mold and rodents to different extent. We would need to sanitize them so that they will not create a hazard to employees. Records seem in good conditions.

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

----- Forwarded message -----

From: (b) (6), (b) (7)(C) @ice.dhs.gov>  
To: (b) (6), (b) (7)(C) @ice.dhs.gov>  
Cc:  
Bcc:

Date: Wed, 13 Jun 2018 16:52:46 +0000

Subject: Records at BEST (severely damaged)

Severely damaged. 10 boxes approximately. Some boxes broke when we moved them, and they were placed in new boxes. These records were placed in heavy plastic bags to prevent contamination to other areas until they can be disposed.

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

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**14 attachments**



**IMG\_1326.JPG**  
76K



**IMG\_1325.JPG**  
66K



**IMG\_1321.JPG**  
67K

**IMG\_1323.JPG**  
90K





**IMG\_1324.JPG**  
132K



**IMG\_1299.JPG**  
108K




**IMG\_1313.JPG**  
86K





**IMG\_1300.JPG**  
76K


**IMG\_1301.JPG**  
98K



 **6-12-18 BEST facilities 8-001.pdf**  
596K

 **6-12-18 records at BEST.xlsx**  
16K

 **noname.eml**  
199K

 **noname.eml**  
908K

 **noname.eml**  
1978K



Ashby Crowder <ashby.crowder@nara.gov>

**FW: Irremediable boxes**

8 messages

(b) (6), (b) (7)(C) @ice.dhs.gov  
To: Crowder, Ashby <ashby.crowder@nara.gov>

Fri, May 8, 2020 at 3:51 PM

Hi (b) (6), (b) (7)(C)

The HSI Puerto Rico field office sustained damaged records from Hurricane Maria in 2018 and has been working with a vendor to remediate the records. The thread below details the circumstances of the damage and the efforts taken to restore the records to date.

In terms of the records that are not recoverable, do we treat this as an unauthorized disposition if these records were to be destroyed? Is there additional information that we need to provide to NARA? I want to be clear that the records have not be destroyed yet.

Thanks,

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C) @ice.dhs.gov  
Sent: Friday, May 8, 2020 12:26 PM  
To: (b) (6), (b) (7)(C) @ice.dhs.gov; Tucker, Daniel <(b) (6), (b) (7)(C) @ice.dhs.gov>; (b) (6), (b) (7)(C)  
(b) (6), (b) (7)(C) @ice.dhs.gov; (b) (6), (b) (7)(C) @ice.dhs.gov  
Cc: (b) (6), (b) (7)(C) @ice.dhs.gov  
Subject: RE: Irremediable boxes

Good afternoon,

Thanks for helping us with this situation. These are the answers to your questions:

2. These records were damaged at our facilities located at 400 [Fernandez Juncos Avenue, San Juan, PR 00901](#). One of our offices was located in the basement of this building, and due to the Hurricane Maria in September 2017, the lack of electricity for a prolonged time, and a damaged generator (for continuous use), the basement flooded. The system (pumps) used to prevent this type of situation stopped working due to the lack of power. In addition to the flood there was also a rodent infestation in the office. There were several boxes with records on the floor of this office and others on top of the furniture. The boxes that were on the floor were severely affected, and are now considered "irremediable".

3. Our office contracted the company Iron Mountain to digitize the damaged records, and they advised us that the content of one specific bag is beyond remediation since the documents disintegrated to the touch.

4. Our office is creating awareness of the potential risks of leaving boxes of records. In addition, as part of our emergency management preparedness plan, our office reminds supervisors to ensure that no records are on the floor whenever we prepare our offices due to a hurricane warning. At the moment we are not occupying the basement area, but as it becomes available again in the future, our office will pay special attention to records management in that area.

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C) @ice.dhs.gov

(b) (6), (b) (7)(C) (tel.)

(b) (6), (b) (7)(C) (cel.)

From (b) (6), (b) (7)(C) @ice.dhs.gov>

Sent: Thursday, May 07, 2020 4:30 PM

To: (b) (6), (b) (7)(C); Tucker, Daniel (b) (6), (b) (7)(C) @ice.dhs.gov>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @ice.dhs.gov>; (b) (6), (b) (7)(C) @ice.dhs.gov>

Cc: (b) (6), (b) (7)(C) @ice.dhs.gov>

Subject: RE: Irremediable boxes

Good Afternoon,

Thank you for the update regarding your records recovery efforts. ICE Records will need to submit a report to the National Archives and Records Administration (NARA) documenting the following:

1. A summary of what the records are;
2. Why they were damaged;
3. Why they are going to be destroyed; and
4. Any steps you are taking to mitigate this from happening again.

At your convenience, please provide your responses for items 2-4. We can use the information listed below to report on item 1.

Please let me know if you have any additional questions.

Thanks,

(b) (6), (b) (7)(C)

Records and Information Management Specialist

Information Governance & Privacy

U.S. Immigration and Customs Enforcement

Office: (b) (6), (b) (7)(C) Cell: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@ice.dhs.gov

From: (b) (6), (b) (7)(C)@ice.dhs.gov>

Sent: Wednesday, May 6, 2020 11:55 AM

To: Tucker, Daniel (b) (6), (b) (7)(C)@ice.dhs.gov> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@ice.dhs.gov> (b) (6), (b) (7)(C)@ice.dhs.gov>

Cc: (b) (6), (b) (7)(C)@ice.dhs.gov>

Subject: RE: Irremediable boxes

Good morning,

The contractor in charge of the digitization and restoration of the records damaged after Hurricane Maria informed us that some of the records, the ones more severely damaged are irremediable. They asked if we want the items returned or destroyed (shredded). I definitely prefer them to destroy the irremediable records.

We will ask them to provide any visible identification (case number) on these records before authorizing the destruction, to keep the best record possible, but for now we know that we sent them the records below.

- SJ36BZ13SJ0039 (one folder-closed)
- SJ02PE16SJ0035 (one folder-closed)
- SJ02TE16SJ0028 (one folder-closed)
- SJ13CR15SJ0005 (one folder-closed)
- SJ13CR14SJ0012 (one folder-closed)
- SJ13HR15SJ0024 (one folder-closed)
- SJ13HE08SJMI0124 (one folder-closed)
- SJ12HR14SJ0055 (one folder-closed)
- SJ13CR16SJ0053 (one folder-closed)
- SJ36BZ12SJ0100 (one folder-closed)
- SJ36BZ12SJ0024 (one folder-closed)
- SJ13HR15SJ0024 (one folder-closed)
- SJ13CR13SJ0056 (one folder-closed)
- SJ02BR11SJ0024 – Bullfighter (boxes-open)
- SJ13CR08SJ0048 - Caribbean Pirates (boxes-open)

Since the hurricane in September 2017, we have not received any inquiry regarding these records, and when I asked about the two open cases, it seems that those records will not be needed in the future.

From the records perspective, can we authorize the destruction (shredding) of the irremediable records? We will address any contractual details with the Office of Acquisitions.

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C)@ice.dhs.gov

(b) (6), (b) (7)(C)  
(tel.)

(cel.)

---

From: (b) (6), (b) (7)(C)@ice.dhs.gov>

Sent: Wednesday, May 06, 2020 8:11 AM

To: (b) (6), (b) (7)(C)@ice.dhs.gov>

Subject: FW: Irremediable boxes

Importance: High

(b) (6), (b) (7)(C)

According to Iron Mountain, the contents of one bag that was included as part of this contract are beyond any remediation. I asked our CS and "the decision to return or destroy by shredding would be SAC San Juan's decision".

I suggest that they can destroy once all the tasks have been completed.

Please advise.

Thanks,

(b) (6), (b) (7)(C)

Mission Support Specialist

U.S. Immigration and Customs Enforcement

Homeland Security Investigations | San Juan, PR

8/30/2021

National Archives & Records Administration Mail - FW: Irremediable boxes

Office: (b) (6), (b) (7)(C) Cell: (b) (6), (b) (7)(C)

E-mail: (b) (6), (b) (7)(C)@ice.dhs.gov

---

**From:** (b) (6), (b) (7)(C)@ice.dhs.gov>  
**Sent:** Wednesday, May 5, 2020, 7:53 AM  
**To:** (b) (6), (b) (7)(C)@ice.dhs.gov>  
**Subject:** RE: Irremediable boxes

(b) (6), (b) (7)(C)

The decision to return or destroy by shredding would be SAC San Juan's decision.

Once the decision is made and the contractor submits a proper invoice we can help determine how to proceed.

(b) (6), (b) (7)(C)

Investigations & Operations Support Dallas | Contract Specialist

DHS | ICE | Office of Acquisition Management (OAQ)

Phone: (b) (6), (b) (7)(C)

Email: (b) (6), (b) (7)(C)@ice.dhs.gov

---

**From:** (b) (6), (b) (7)(C)@ice.dhs.gov>  
**Sent:** Tuesday, May 5, 2020, 4:10 PM  
**To:** (b) (6), (b) (7)(C)@ice.dhs.gov>  
**Subject:** FW: Irremediable boxes

Hi (b) (6), (b) (7)(C)

Hope all is well. According to Iron Mountain, the contents of one bag that was included as part of this contract are beyond any remediation. Please let me know how we should proceed on this.

Thanks,

(b) (6), (b) (7)(C)

Mission Support Specialist

Homeland Security Investigations

San Juan

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

---

**From:** Vilanova, Carlos <[carlos.vilanova@ironmountain.com](mailto:carlos.vilanova@ironmountain.com)>

**Date:** Tuesday, May 05, 2020, 4:50 PM

**To:** (b) (6), (b) (7)(C) <[REDACTED]@ice.dhs.gov>

**Subject:** Irremediable boxes

Hello (b) (6), (b) (7)(C)

As discussed earlier, I am attaching a picture of the contents of one of the bags we picked up at your facilities for remediation. When we were preparing the materials to be shipped, we realized that the contents of this specific bag are beyond any remediation. They literally disintegrate when you touch them.

We will follow your instructions as to how to handle these materials. Do you want them returned? Do you want them destroyed (shredded)? Please let us know and we will proceed accordingly. We will ask for a revised quote for the remediation, as requested, and will present it to you before moving forward.

Please feel free to contact us if you have any questions or concerns.

Thank you,

**CARLOS J. VILANOVA-VAZQUEZ | SUPERVISOR, OPERATIONS**

**IRON MOUNTAIN**

787-809-0700 – office

787-435-8981 – mobile

[carlos.vilanova@ironmountain.com](mailto:carlos.vilanova@ironmountain.com)

[www.IronMountain.com](http://www.IronMountain.com)

State Rd. PR 3 Km. 23.7 Lot 20, Las Flores Ind. Park, Rio Grande PR 00745





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**Ashby Crowder** <ashby.crowder@nara.gov>

Mon, May 11, 2020 at 9:29 AM

To: (b) (6), (b) (7)(C) @ice.dhs.gov>

(b) (6), (b) (7)(C)

I need to look into this a bit more to see if it would be more appropriate to treat it as an unauthorized destruction or as a request to destroy contaminated records constituting a menace to health, life, or property.

Are the records that are beyond recovery moldy?

Ashby

[Quoted text hidden]

[Quoted text hidden]

(b) (6), (b) (7)(C) @ice.dhs.gov>

Mon, May 11, 2020 at 9:31 AM

To: Ashby Crowder <ashby.crowder@nara.gov>

Hi Ashby,

The records are moldy and also were damaged by animal feces. Does that help? I can reach out to the Puerto Rico office if you need more detailed information.

Thanks,

(b) (6), (b) (7)(C)

[Quoted text hidden]

**Ashby Crowder** <ashby.crowder@nara.gov>

Mon, May 11, 2020 at 9:34 AM

To: (b) (6), (b) (7)(C) @ice.dhs.gov>

Ah, yes, that helps.Thanks. I think I have what I need. If there are any details needed, I'll reach out again.

Basically, I prepare a report, send it forward, and Daniel will be formally notified by the chief records officer about the disposition of the request.

(b) (6), (b) (7)(C)

On Mon, May 11, 2020 at 9:31 AM (b) (6), (b) (7)(C)  
[Quoted text hidden]

(b) (6), (b) (7)(C) @ice.dhs.gov  
To: Ashby Crowder <ashby.crowder@nara.gov>

Mon, May 11, 2020 at 9:37 AM

Thanks! If there's any additional information/assistance we can provide let me know.  
[Quoted text hidden]

Ashby Crowder <ashby.crowder@nara.gov>  
To: (b) (6), (b) (7)(C) @ice.dhs.gov

Mon, May 11, 2020 at 9:43 AM

For now, it would be helpful if you can tell me what schedule or  
schedules covered the records, and assuming they are temporary, when  
was their destruction supposed to take place? (or are they  
unscheduled)?  
Are there other other places the information can be found, or a way  
the contents of the records could be reconstructed if need be?

If I'm reading this correctly, the request is only for the contents of  
one bag referred to in the original message, right? There is reference  
to a photograph, but this was not conveyed by attachment. Could you  
send me the photo?

Thanks

ashby

On Mon, May 11, 2020 at 9:37 AM (b) (6), (b) (7)(C)  
[Quoted text hidden]

(b) (6), (b) (7)(C) @ice.dhs.gov  
To: Ashby Crowder <ashby.crowder@nara.gov>

Mon, May 11, 2020 at 4:18 PM

Hi Ashby,

The records are temporary investigative case files under schedule [N1-036-86-001-161.3 \(inv 7b\)](#) and the office is  
requesting to destroy the contents of the one bag referenced in this thread. I've followed up with HSI Puerto Rico to see if  
they can share the photographs referenced in the thread.

[Quoted text hidden]

Ashby Crowder <ashby.crowder@nara.gov>  
To: (b) (6), (b) (7)(C) @ice.dhs.gov

Tue, May 12, 2020 at 8:25 AM

(b) (6), (b) (7)(C)

I've learned we have established a group to receive, evaluate, and respond to emergency destruction requests.

I've sent our correspondence there. For anything further about this request, please contact the group at  
[rm.communications@nara.gov](mailto:rm.communications@nara.gov).

Thanks

Ashby  
[Quoted text hidden]



Ashby Crowder <ashby.crowder@nara.gov>

# NARA: ICE Emergency Destruction Request

5 messages

**Jack Kabrel** <jack.kabrel@nara.gov> Wed, May 27, 2020 at 10:53 AM  
To: Daniel.Tucker (b) (6), (b) (7)(C) @ice.dhs.gov (b) (6), (b) (7)(C) @ice.dhs.gov  
Cc: Ashby Crowder <ashby.crowder@nara.gov>, "Cote, Darin" <darin.cote@nara.gov>, Marianne Mason <marianne.mason@nara.gov>

Hello

I have been assigned to coordinate the NARA response to your request to destroy water-damaged records. Our team (copied on this message) has reviewed your letter and we have some additional questions. I hope that you can provide this additional information to assist us in our review of this situation so we can promptly complete our recommendations to NARA management.

Please provide any additional information regarding the 'disintegrated bag' of records:

1. Can you obtain digital photos of the damaged records? Additionally, photos of rodent infestation such as teeth markings and fecal matter will be helpful. These will become part of our case file for this destruction request.
2. Is there a possibility that some of the information contained in the damaged records may be duplicated on other media, or recreated from other sources such as shared drives, hard drives or scheduled electronic systems? In 2010 ICE scheduled multiple electronic systems and at least one of these (N1-567-10-004) contains copies that may contain some of the records in question.
3. Is there any sensitive information on any of the records like PII or CUI?
4. What is the date of creation range of the records in question?

Please let us know if anything has changed since your initial letter to NARA so that we may update our case file information. Also, please do not hesitate to contact us with any questions.

Thanks in advance for this information.

Jack J Kabrel  
Federal Records Emergency Destruction  
Permanent Records Capture  
Archives Specialist  
862-686-7590

**Jack Kabrel** <jack.kabrel@nara.gov> Mon, Jun 8, 2020 at 3:56 PM  
To: Daniel.Tucker (b) (6), (b) (7)(C) @ice.dhs.gov (b) (6), (b) (7)(C) @ice.dhs.gov  
Cc: Ashby Crowder <ashby.crowder@nara.gov>, "Cote, Darin" <darin.cote@nara.gov>, Marianne Mason <marianne.mason@nara.gov>

[Quoted text hidden]

(b) (6), (b) (7)(C) @ice.dhs.gov Mon, Jun 8, 2020 at 4:20 PM  
To: Jack Kabrel <jack.kabrel@nara.gov>, "Tucker, Daniel" (b) (6), (b) (7)(C) @ice.dhs.gov  
(b) (6), (b) (7)(C) @ice.dhs.gov

Cc: Ashby Crowder <ashby.crowder@nara.gov>, "Cote, Darin" <darin.cote@nara.gov>, Marianne Mason <marianne.mason@nara.gov>

Good Afternoon,

We are working with the appropriate field office to get the answers to the questions listed below. I will send a reminder to see if they can provide a response.

Thanks,

(b) (6), (b) (7)(C)

Records and Information Management Specialist

Information Governance & Privacy

U.S. Immigration and Customs Enforcement

Office (b) (6), (b) (7)(C) | Cell (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@ice.dhs.gov

**From:** Jack Kabrel <jack.kabrel@nara.gov>

**Sent:** Monday, June 8, 2020 3:57 PM

**To:** Tucker, Daniel (b) (6), (b) (7)(C)@ice.dhs.gov; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@ice.dhs.gov

**Cc:** Ashby Crowder <ashby.crowder@nara.gov>; Cote, Darin <darin.cote@nara.gov>; Marianne Mason <marianne.mason@nara.gov>

**Subject:** Re: NARA: ICE Emergency Destruction Request

**CAUTION:** This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact [ICE SOC SPAM](#) with questions or concerns.

[Quoted text hidden]

(b) (6), (b) (7)(C)@ice.dhs.gov

Tue, Jun 9, 2020 at 10:06 AM

To: Jack Kabrel <jack.kabrel@nara.gov>, Ashby Crowder <ashby.crowder@nara.gov>, "Cote, Darin" <darin.cote@nara.gov>, Marianne Mason <marianne.mason@nara.gov>

Good Morning,

The field office response is below and photographs are attached.

Thanks,

(b) (6), (b) (7)(C)

Records and Information Management Specialist

Information Governance & Privacy

U.S. Immigration and Customs Enforcement

Office: (b) (6), (b) (7)(C) Cell: (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@ice.dhs.gov

From: (b) (6), (b) (7)(C)@ice.dhs.gov>  
 Sent: Tuesday, June 9, 2020 9:51 AM  
 To: (b) (6), (b) (7)(C)@ice.dhs.gov>  
 Cc: Tucker, Daniel (b) (6), (b) (7)(C)@ice.dhs.gov> (b) (6), (b) (7)(C)  
 (b) (6), (b) (7)(C)@ice.dhs.gov> (b) (6), (b) (7)(C)@ice.dhs.gov>  
 Subject: RE: NARA: ICE Emergency Destruction Request

Good morning,

Please see my responses in blue, next to each question.

1. Can you obtain digital photos of the damaged records? Additionally, photos of rodent infestation such as teeth markings and fecal matter will be helpful. These will become part of our case file for this destruction request. *Please see attached photos of the records. One of the photos shows rodent feces in a cubicle area. Although we could not see it in all the photos, feces were seen on the boxes as well when we entered the facility to retrieve the records.*
2. Is there a possibility that some of the information contained in the damaged records may be duplicated on other media, or recreated from other sources such as shared drives, hard drives or scheduled electronic systems? In 2010 ICE scheduled multiple electronic systems and at least one of these (N1-567-10-004) contains copies that may contain some of the records in question. *The damaged records involved 15 cases. 13 of them were very thin folders and it seems that if not all, most of the documents can be found in ICM, so that they are totally or partially recreated. The other two records were more extensive, and since these two cases involved many boxes, and only some of them were severely damaged (irremediable), it is impossible to identify the specific content of those records, to recreate them. Since the time when the records were damaged, we have not received any inquiry for information on those cases.*
3. Is there any sensitive information on any of the records like PII or CUI? *It was mostly law enforcement sensitive documents, although there might be PII in some of the records.*
4. What is the date of creation range of the records in question? *The cases were originated between 2008 and 2016.*

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C)@ice.dhs.gov

(b) (6), (b) (7)(C) (tel.)

(b) (6), (b) (7)(C) (cel.)

From: (b) (6), (b) (7)(C) @ice.dhs.gov>  
 Sent: Monday, June 08, 2020 4:46 PM  
 To: (b) (6), (b) (7)(C) @ice.dhs.gov> (b) (6), (b) (7)(C) @ice.dhs.gov>  
 Cc: Tucker, Daniel (b) (6), (b) (7)(C) @ice.dhs.gov> (b) (6), (b) (7)(C)  
 (b) (6), (b) (7)(C) @ice.dhs.gov>  
 Subject: FW: NARA: ICE Emergency Destruction Request  
 Importance: High

Good Afternoon,

Thank you for providing information related to the irremediable records. In order for us to move forward, NARA is requesting a response to the following questions:

1. Can you obtain digital photos of the damaged records? Additionally, photos of rodent infestation such as teeth markings and fecal matter will be helpful. These will become part of our case file for this destruction request.
2. Is there a possibility that some of the information contained in the damaged records may be duplicated on other media, or recreated from other sources such as shared drives, hard drives or scheduled electronic systems? In 2010 ICE scheduled multiple electronic systems and at least one of these (N1-567-10-004) contains copies that may contain some of the records in question.
3. Is there any sensitive information on any of the records like PII or CUI?
4. What is the date of creation range of the records in question?

Please note these questions are specific to the records that were identified as irremediable. If needed, I can coordinate a call with NARA.

Thanks,

(b) (6), (b) (7)(C)

Records and Information Management Specialist

Information Governance & Privacy

U.S. Immigration and Customs Enforcement

Office: (b) (6), (b) (7)(C) | Cell: (b) (6), (b) (7)(C) | (b) (6), (b) (7)(C) @ice.dhs.gov

---

From: Jack Kabrel <jack.kabrel@nara.gov>  
 Sent: Monday, June 8, 2020 3:57 PM  
 To: Tucker, Daniel (b) (6), (b) (7)(C) @ice.dhs.gov> (b) (6), (b) (7)(C)  
 (b) (6), (b) (7)(C) @ice.dhs.gov>  
 Cc: Ashby Crowder <ashby.crowder@nara.gov>; Cote, Darin <darin.cote@nara.gov>; Marianne Mason <marianne.mason@nara.gov>  
 Subject: Re: NARA: ICE Emergency Destruction Request

**CAUTION:** This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize

and/or trust the sender. Contact [ICE SOC SPAM](#) with questions or concerns.

On Wed, May 27, 2020 at 10:53 AM Jack Kabrel <[jack.kabrel@nara.gov](mailto:jack.kabrel@nara.gov)> wrote:

[Quoted text hidden]

---

**6 attachments**



**IMG\_1323.JPG**  
90K



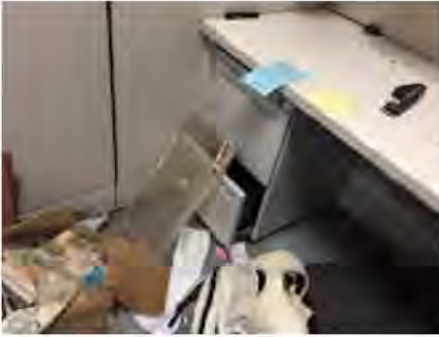
**IMG\_1324.JPG**  
132K



**IMG\_1299.JPG**  
108K



**IMG\_1313.JPG**  
86K



IMG\_1300.JPG  
76K



IMG\_1301.JPG  
98K

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Jack Kabrel <jack.kabrel@nara.gov>

Tue. Jun 9, 2020 at 10:15 AM

T (b) (6), (b) (7)(C) @ice.dhs.gov>

Cc: Ashby Crowder <ashby.crowder@nara.gov>, "Cote, Darin" <darin.cote@nara.gov>, Marianne Mason <marianne.mason@nara.gov>

Good morning (b) (6), (b) (7)(C)

Thank you so much for your quick turnaround on this matter. We will keep you updated on this matter and respond accordingly.

Regards

Jack

Jack Kabrel

[Jack.Kabrel@nara.gov](mailto:Jack.Kabrel@nara.gov)

Archives Specialist

National Archives and Records Administration

Permanent Records Capture Section

Cell (862) 686-7590

[Quoted text hidden]





Ashby Crowder <ashby.crowder@nara.gov>

### Hurricane Damaged Records

Nancy Davis <nancy.davis@nara.gov> Thu, Jun 14, 2018 at 7:17 AM  
 To: (b) (6), (b) (7)(C) @ice.dhs.gov  
 Cc: "preservation@nara.gov" <preservation@nara.gov>, Ashby Crowder <ashby.crowder@nara.gov>, (b) (6), (b) (7)(C) @ice.dhs.gov

This request has been forwarded for action and a NARA staff member will be in touch to follow up.

[Quoted text hidden]

[Quoted text hidden]

--  
 Nancy Davis  
 Preservation Programs  
 National Archives  
 --

You received this message because you are subscribed to the Google Groups "Preservation" group.  
 To unsubscribe from this group and stop receiving emails from it, send an email to [Preservation+unsubscribe@nara.gov](mailto:Preservation+unsubscribe@nara.gov).  
 For more options, visit <https://groups.google.com/a/nara.gov/d/optout>.

----- Forwarded message -----  
 From: (b) (6), (b) (7)(C) @ice.dhs.gov  
 To: (b) (6), (b) (7)(C) @ice.dhs.gov  
 Cc:  
 Bcc:  
 Date: Wed, 13 Jun 2018 17:11:47 +0000  
 Subject: RE: Records assessment/disposal/recovery - BEST facilities

H (b) (6), (b) (7)(C)

We went to the BEST facilities yesterday, reviewed the records situation and completed the survey/photos.

1. There are some records that are very unsafe to handle were severely affected; and we would like to take the steps to dispose of them. What should we do to accomplish this?
2. And there were other records that seem in good condition, but to avoid a safety hazard to employees when they handle them, we would like to provide sanitation. The area was infested with rats and there was urine and feces throughout the whole office space. We went in yesterday with the contractor, with masks, gloves, and being extra careful; but I know that when employees use these records, they will not take the same precautions. Can you provide options please?

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer  
 ICE - HSI San Juan

(b) (6), (b) (7)(C) @ice.dhs.gov

(b) (6), (b) (7)(C) tel.)

(b) (6), (b) (7)(C) cel.)

787-289-7168 (fax)

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, June 06, 2018 10:46 AM  
**To:** (b) (6), (b) (7)(C) @ice.dhs.gov  
**Subject:** RE: Records assessment/disposal/recovery - BEST facilities

Thank you (b) (6), (b) (7)(C) I will be reaching out to you soon.

Thank you.

(b) (6), (b) (7)(C)

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

**From:** (b) (6), (b) (7)(C) @ice.dhs.gov  
**Date:** Wednesday, Jun 06, 2018, 10:32 AM  
**To:** (b) (6), (b) (7)(C) @ice.dhs.gov; (b) (6), (b) (7)(C) @ice.dhs.gov  
**Cc:** (b) (6), (b) (7)(C) @ice.dhs.gov; Smith, Amber (b) (6), (b) (7)(C) @ice.dhs.gov  
**Subject:** RE: Records assessment/disposal/recovery - BEST facilities

Good Morning,

Are these active case files? Once we receive the results of the Records Damage Assessment Site Survey and photographs we can assist you in determining the appropriate next steps for recovery. Depending upon the type of damage sustained, there are different [recovery procedures](#). Some of the procedures can be performed by staff and some procedures require vendor support.

In accordance with 36 CFR 1229.10, in the event records are identified as being a menace to human health, life, or property, ICE will need authorization from the National Archives and Records Administration (NARA) prior to destroying the records. As part of the NARA approval process ICE would need to document the description of the records, location and quantity, and the nature of the menace. The ICE Records Division would submit the destruction request to NARA. We can discuss this option in more detail as needed pending the findings of your site assessment.

Please let me know if you have any additional questions.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Archivist

Information Governance & Privacy

U.S. Immigration & Customs Enforcement

Direct: (b) (6), (b) (7)(C)

Cell: (b) (6), (b) (7)(C)

Questions? Please visit the Information Governance & Privacy Office website at <https://insight.ice.dhs.gov/mgt/igp/Pages/index.aspx>

From (b) (6), (b) (7)(C)

Sent: Tuesday, June 5, 2018 6:30 PM

To: (b) (6), (b) (7)(C) @ice.dhs.gov > (b) (6), (b) (7)(C) @ice.dhs.gov > (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @ice.dhs.gov >

Cc: (b) (6), (b) (7)(C) @ice.dhs.gov >

Subject: Records assessment/disposal/recovery - BEST facilities

Good afternoon,

Our BEST facilities were damaged by water and mold due to Hurricane Maria, and access to this facility has been very limited to this day.

We are coordinating with a contractor to empty our facilities next Tuesday, June 12. At that point, the contractor will bring records out, for us to assess the damage outside of the office space, to minimize contact with mold.

I was recently informed that there are case files, and that part of them seem to be very damaged; and that it is likely that we may not even be able to read its content or restore them. We will be taking pictures and completing the survey that was provided after the hurricane. But I still have two questions for you.

1. What documentation should we fill out to be able to dispose/burn the records that cannot be read?
2. What measures can we take to restore any records that may not be so severely damaged?

I would like to know in advance what options we have since we don't want to bring mold infested records to the rest of our facilities.

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C) @ice.dhs.gov

(b) (6), (b) (7)(C) (tel.)

(b) (6), (b) (7)(C) (cel.)

787-289-7168 (fax)

---

From: (b) (6), (b) (7)(C)  
 Sent: Tuesday, February 3, 2018 4:09 PM  
 To: (b) (6), (b) (7)(C) @ice.dhs.gov <(b) (6), (b) (7)(C) @ice.dhs.gov>  
 Cc: (b) (6), (b) (7)(C) @ice.dhs.gov  
 Subject: Records Recovery Efforts

Good Afternoon,

I'm following up on previous conversations we had in November and December regarding records damage sustained at ICE field offices during this past hurricane season. I will be traveling to Puerto Rico within the next 2 weeks to assess damaged records and provide support/guidance to ensure appropriate records recovery actions are taken.

Based on the reported damage, I was planning to visit the San Juan Miramar facility and possibly the BEST facilities and RAC Fajardo. As of December these two locations were not accessible and could not be inspected for records damage. The objective of the visit is to provide support and guidance with minimal disruption to your day-to-day operations.

Please let me know your availability so I can coordinate my travel accordingly. If possible, sometime this week I'd like to schedule a brief 10-15 minute call to discuss what the visit would entail.

Thanks,

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

Archivist

Information Governance & Privacy

U.S. Immigration & Customs Enforcement

Direct: (b) (6), (b) (7)(C)

Cell: (b) (6), (b) (7)(C)

Questions? Please visit the Information Governance & Privacy Office website at <https://insight.ice.dhs.gov/mgt/igp/Pages/index.aspx>

----- Forwarded message -----

From: (b) (6), (b) (7)(C) @ice.dhs.gov  
To: (b) (6), (b) (7)(C) @ice.dhs.gov  
Cc:  
Bcc:

Date: Wed, 13 Jun 2018 16:57:03 +0000

Subject: Records found at BEST - need sanitation

These records were in contact with mold and rodents to different extent. We would need to sanitize them so that they will not create a hazard to employees. Records seem in good conditions.

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

----- Forwarded message -----

From: (b) (6), (b) (7)(C) @ice.dhs.gov  
To: (b) (6), (b) (7)(C) @ice.dhs.gov  
Cc:  
Bcc:

Date: Wed, 13 Jun 2018 16:52:46 +0000

Subject: Records at BEST (severely damaged)

Severely damaged. 10 boxes approximately. Some boxes broke when we moved them, and they were placed in new boxes. These records were placed in heavy plastic bags to prevent contamination to other areas until they can be disposed.

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

--  
Nancy Davis  
National Preservation Program Officer  
Preservation Programs, Research Services  
National Archives, Room 3400  
8601 Adelphi Road  
College Park, MD 20740  
301-837-1947

8/30/2021

National Archives & Records Administration Mail - Hurricane Damaged Records

[nancy.davis@nara.gov](mailto:nancy.davis@nara.gov)



Ashby Crowder <ashby.crowder@nara.gov>

**FW: Question Investigative Case Files**

2 messages

**ICE Records-General Mailbox** (b) (6), (b) (7)(C)

Thu, Nov 15, 2018 at 10:32 AM

To: Ashby Crowder <ashby.crowder@nara.gov>

Cc: "Tucker, Daniel" (b) (6), (b) (7)(C)

Hi Ashby,

This is a follow-up email to the one I sent you a little while ago on vendors for damaged records. Please see below. What do we need to do in order to write-up the destruction of damaged records that cannot be reproduced. Is there a specific form we need to fill-out or do we just create a memo. If so, what information needs to be provided.

**From:** (b) (6), (b) (7)(C)

**Sent:** Thursday, November 15, 2018 9:45 AM

**To:** ICE Records-General Mailbox; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@ice.dhs.gov

**Cc:** (b) (6), (b) (7)(C)@ice.dhs.gov; Tucker, Daniel (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@ice.dhs.gov; (b) (6), (b) (7)(C)@ice.dhs.gov; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@ice.dhs.gov

**Subject:** RE: Question Investigative Case Files

Hi,

We are working on a contract for the sanitation/restoration of certain records that were severely damaged due to the hurricane. We are using the tools provided in an email after that conference call. It is very likely that not all documents in those boxes will be able to be reproduced. Unfortunately we can't just go in and search in the boxes because we don't want to expose an employee to the contaminated documents (mold, rodent's urine, etc).

There are other records that were affected, but in a much smaller proportion. The records are in good condition but we are working on providing mold treatment locally to ensure they are safe to handle as with any other records. We have a vendor already that can do the service at our site, not expensive. Our question was about security measures/requirements for the vendor to have access to these records (law enforcement sensitive). Yesterday afternoon we got in contact with the PSU-Industrial Security unit and we are seeking guidance with them.

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C)@ice.dhs.gov

(b) (6), (b) (7)(C) (tel.)

(b) (6), (b) (7)(C) (cel.)

787-289-7168 (fax)

**From:** ICE Records-General Mailbox

**Sent:** Wednesday, November 14, 2018 3:56 PM

**To:** (b) (6), (b) (7)(C)@ice.dhs.gov

**Cc:** (b) (6), (b) (7)(C)@ice.dhs.gov; (b) (6), (b) (7)(C)@ice.dhs.gov; Tucker, Daniel

(b) (6), (b) (7)(C)

**Subject:** RE: Question Investigative Case Files

H (b) (6), (b) (7)(C)

Are you working with (b) (6), (b) (7)(C) on this effort? She was our POC regarding the damages to the records. We had a conference call with the Puerto Rico field office and the National Archives on what they would need to do to recover the records. I believe they were provided with a few companies who can conduct sanitization of the records. We also asked if it was possible to determine if any of the damaged records were already in ICM. If they can validate that those cases are in ICM, then they can destroy the damaged copies. However, I don't think we received a response to that question. We need to determine what the records are that you are trying to destroy. You must get approval from the Records Division before destruction can take place.

(b) (6), (b) (7)(C)

Records Management Specialist

Information Governance and Privacy

Immigration and Customs Enforcement (ICE)

500 12th Street, SW, (b) (6), (b) (7)(C)

Washington, DC 20536-5705

Office Line: (b) (6), (b) (7)(C)

Main Line: 202-732-3000



M.T.



---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, November 14, 2018 11:09 AM  
**To:** ICE Records-General Mailbox (b) (6), (b) (7)(C)  
**Subject:** RE: Question Investigative Case Files

Yes. I was told they have two groups of records. .... One group they are going to dispose of due to damage, and this will be done through contracting. The other group are active investigative case files they need to retain however, they wish to clean up and/or sanitize.

---

**From:** ICE Records-General Mailbox  
**Sent:** Wednesday, November 14, 2018 12:00 PM  
**To:** (b) (6), (b) (7)(C) <(b) (6), (b) (7)(C)@ice.dhs.gov>  
**Subject:** RE: Question Investigative Case Files

Hi (b) (6), (b) (7)(C)

Is this in regards to records that were damaged to the hurricane last year?

---

**From:** (b) (6), (b) (7)(C)  
**Sent:** Wednesday, November 14, 2018 10:42 AM  
**To:** ICE Records-General Mailbox (b) (6), (b) (7)(C)  
**Subject:** Question Investigative Case Files

Greetings,

I have a question regarding the physical sanitation of investigative case files. At your earliest convenience, could you please provide a POC?

I appreciate the help.

(b) (6), (b) (7)(C)

**Special Agent**

**DHS/ICE/OPR**

**San Juan, Puerto Rico**

(b) (6), (b) (7)(C) work

cel.

(b) (6), (b) (7)(C)@ice.dhs.gov

**Ashby Crowder** <ashby.crowder@nara.gov>  
To: ICERecords-GeneralMailbo (b) (6), (b) (7)(C)  
Cc: Daniel.Tucke (b) (6), (b) (7)(C)

Thu, Nov 15, 2018 at 10:45 AM

Good morning,

Here are links to info for the relevant processes:

Request for emergency disposal

<https://www.archives.gov/records-mgmt/essential-records/emergency-disposal>

Unauthorized destruction:

<https://www.archives.gov/records-mgmt/resources/unauthorizeddispositionoffederalrecords>

For an unauthorized destruction report, per 36 CFR 1230.14, the report should include:

- (1) A complete description of the records with volume and dates if known;
- (2) The office maintaining the records;
- (3) A statement of the exact circumstances surrounding the removal, defacing, alteration, or destruction of records;
- (4) A statement of the safeguards established to prevent further loss of documentation; and
- (5) When appropriate, details of the actions taken to salvage, retrieve, or reconstruct the records.

The report must be submitted or approved by the individual authorized to sign records schedules.

Ashby

[Quoted text hidden]

--

Ashby Crowder  
Records Analyst  
National Archives and Records Administration  
8601 Adelphi Road, Room 2100  
College Park, MD 20740  
(301)837-1492

---

**2 attachments**



**image001.png**  
4K



**image001.png**  
4K



Ashby Crowder &lt;ashby.crowder@nara.gov&gt;

---

**FW: Irremediable boxes**

7 messages

(b) (6), (b) (7)(C) @ice.dhs.gov  
To: "Crowder, Ashby" <ashby.crowder@nara.gov>

Fri, May 8, 2020 at 3:51 PM

Hi Ashby,

The HSI Puerto Rico field office sustained damaged records from Hurricane Maria in 2018 and has been working with a vendor to remediate the records. The thread below details the circumstances of the damage and the efforts taken to restore the records to date.

In terms of the records that are not recoverable, do we treat this as an unauthorized disposition if these records were to be destroyed? Is there additional information that we need to provide to NARA? I want to be clear that the records have not be destroyed yet.

Thanks,

(b) (6), (b) (7)(C)

---

From (b) (6), (b) (7)(C) @ice.dhs.gov

Sent: Friday, May 8, 2020 12:26 PM

To: (b) (6), (b) (7)(C) @ice.dhs.gov; Tucker, Daniel (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @ice.dhs.gov; (b) (6), (b) (7)(C) @ice.dhs.gov

Cc: (b) (6), (b) (7)(C) @ice.dhs.gov

Subject: RE: Irremediable boxes

Good afternoon,

Thanks for helping us with this situation. These are the answers to your questions:

2. These records were damaged at our facilities located at 400 [Fernandez Juncos Avenue, San Juan, PR 00901](#). One of our offices was located in the basement of this building, and due to the Hurricane Maria in September 2017, the lack of electricity for a prolonged time, and a damaged generator (for continuous use), the basement flooded. The system (pumps) used to prevent this type of situation stopped working due to the lack of power. In addition to the flood there was also a rodent infestation in the office. There were several boxes with records on the floor of this office and others on top of the furniture. The boxes that were on the floor were severely affected, and are now considered "irremediable".

3. Our office contracted the company Iron Mountain to digitize the damaged records, and they advised us that the content of one specific bag is beyond remediation since the documents disintegrated to the touch.

4. Our office is creating awareness of the potential risks of leaving boxes of records. In addition, as part of our emergency management preparedness plan, our office reminds supervisors to ensure that no records are on the floor whenever we prepare our offices due to a hurricane warning. At the moment we are not occupying the basement area, but as it becomes available again in the future, our office will pay special attention to records management in that area.

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C)@ice.dhs.gov

(b) (6), (b) (7)(C) (tel.)  
(b) (6), (b) (7)(C) (cel.)

From (b) (6), (b) (7)(C)@ice.dhs.gov>

Sent: Thursday, May 07, 2020 4:30 PM

To: (b) (6), (b) (7)(C)@ice.dhs.gov>; Tucker, Daniel (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@ice.dhs.gov>; (b) (6), (b) (7)(C)@ice.dhs.gov>

Cc: (b) (6), (b) (7)(C)@ice.dhs.gov>

Subject: RE: Irremediable boxes

Good Afternoon,

Thank you for the update regarding your records recovery efforts. ICE Records will need to submit a report to the National Archives and Records Administration (NARA) documenting the following:

1. A summary of what the records are;
2. Why they were damaged;
3. Why they are going to be destroyed; and
4. Any steps you are taking to mitigate this from happening again.

At your convenience, please provide your responses for items 2-4. We can use the information listed below to report on item 1.

Please let me know if you have any additional questions.

Thanks,

(b) (6), (b) (7)(C)

Records and Information Management Specialist

Information Governance & Privacy

U.S. Immigration and Customs Enforcement

Office: (b) (6), (b) (7)(C) | Cell: (b) (6), (b) (7)(C) | (b) (6), (b) (7)(C)@ice.dhs.gov

From: (b) (6), (b) (7)(C)@ice.dhs.gov>

Sent: Wednesday, May 6, 2020, 11:55 AM

To: Tucker, Daniel (b) (6), (b) (7)(C)@ice.dhs.gov>; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@ice.dhs.gov>; (b) (6), (b) (7)(C)@ice.dhs.gov>

Cc: (b) (6), (b) (7)(C)@ice.dhs.gov>

Subject: RE: Irremediable boxes

Good morning,

The contractor in charge of the digitization and restoration of the records damaged after Hurricane Maria informed us that some of the records, the ones more severely damaged are irremediable. They asked if we want the items returned or destroyed (shredded). I definitely prefer them to destroy the irremediable records.

We will ask them to provide any visible identification (case number) on these records before authorizing the destruction, to keep the best record possible, but for now we know that we sent them the records below.

- SJ36BZ13SJ0039 (one folder-closed)
- SJ02PE16SJ0035 (one folder-closed)
- SJ02TE16SJ0028 (one folder-closed)
- SJ13CR15SJ0005 (one folder-closed)
- SJ13CR14SJ0012 (one folder-closed)
- SJ13HR15SJ0024 (one folder-closed)
- SJ13HE08SJMI0124 (one folder-closed)
- SJ12HR14SJ0055 (one folder-closed)
- SJ13CR16SJ0053 (one folder-closed)
- SJ36BZ12SJ0100 (one folder-closed)
- SJ36BZ12SJ0024 (one folder-closed)
- SJ13HR15SJ0024 (one folder-closed)
- SJ13CR13SJ0056 (one folder-closed)
- SJ02BR11SJ0024 – Bullfighter (boxes-open)
- SJ13CR08SJ0048 - Caribbean Pirates (boxes-open)

Since the hurricane in September 2017, we have not received any inquiry regarding these records, and when I asked about the two open cases, it seems that those records will not be needed in the future.

From the records perspective, can we authorize the destruction (shredding) of the irremediable records? We will address any contractual details with the Office of Acquisitions.

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C)@ice.dhs.gov

(b) (6), (b) (7)(C)(tel.)

(cel.)

From: (b) (6), (b) (7)(C)@ice.dhs.gov>

Sent: Wednesday, May 06, 2020 8:11 AM

To: (b) (6), (b) (7)(C)@ice.dhs.gov>

Subject: FW: Irremediable boxes

Importance: High

(b) (6), (b) (7)(C)

According to Iron Mountain, the contents of one bag that was included as part of this contract are beyond any remediation. I asked our CS and "the decision to return or destroy by shredding would be SAC San Juan's decision".

I suggest that they can destroy once all the tasks have been completed.

Please advise.

Thanks,

(b) (6), (b) (7)(C)

Mission Support Specialist

U.S. Immigration and Customs Enforcement

Homeland Security Investigations | San Juan, PR

Office: (b) (6), (b) (7)(C) Cell: (b) (6), (b) (7)(C)

E-mail: (b) (6), (b) (7)(C)@ice.dhs.gov

From: (b) (6), (b) (7)(C)@ice.dhs.gov>  
Sent: Wednesday, May 6, 2020 7:53 AM  
To: (b) (6), (b) (7)(C)@ice.dhs.gov>  
Subject: RE: Irremediable boxes

(b) (6), (b) (7)(C)

The decision to return or destroy by shredding would be SAC San Juan's decision.

Once the decision is made and the contractor submits a proper invoice we can help determine how to proceed.

(b) (6), (b) (7)(C)

Investigations & Operations Support Dallas | Contract Specialist

DHS | ICE | Office of Acquisition Management (OAQ)

Phone: (b) (6), (b) (7)(C)

Email: (b) (6), (b) (7)(C)@ice.dhs.gov

From: (b) (6), (b) (7)(C)@ice.dhs.gov>  
Sent: Tuesday, May 5, 2020 4:10 PM  
To: (b) (6), (b) (7)(C)@ice.dhs.gov>  
Subject: FW: Irremediable boxes

Hi (b) (6), (b) (7)(C)

Hope all is well. According to Iron Mountain, the contents of one bag that was included as part of this contract are beyond any remediation. Please let me know how we should proceed on this.

Thanks,

(b) (6), (b) (7)(C)

Mission Support Specialist

Homeland Security Investigations

San Juan

Sent with BlackBerry Work  
([www.blackberry.com](http://www.blackberry.com))

---

**From:** Vilanova, Carlos <[carlos.vilanova@ironmountain.com](mailto:carlos.vilanova@ironmountain.com)>

**Date:** Tuesday, May 05, 2020, 4:50 PM

**To:** (b) (6), (b) (7)(C) <[REDACTED]@ice.dhs.gov>

**Subject:** Irremediable boxes

Hello (b) (6), (b) (7)(C)

As discussed earlier, I am attaching a picture of the contents of one of the bags we picked up at your facilities for remediation. When we were preparing the materials to be shipped, we realized that the contents of this specific bag are beyond any remediation. They literally disintegrate when you touch them.

We will follow your instructions as to how to handle these materials. Do you want them returned? Do you want them destroyed (shredded)? Please let us know and we will proceed accordingly. We will ask for a revised quote for the remediation, as requested, and will present it to you before moving forward.

Please feel free to contact us if you have any questions or concerns.

Thank you,

**CARLOS J. VILANOVA-VAZQUEZ | SUPERVISOR, OPERATIONS**

**IRON MOUNTAIN**

787-809-0700 – office

787-435-8981 – mobile

[carlos.vilanova@ironmountain.com](mailto:carlos.vilanova@ironmountain.com)

[www.IronMountain.com](http://www.IronMountain.com)

State Rd. PR 3 Km. 23.7 Lot 20, Las Flores Ind. Park, Rio Grande PR 00745





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---

**Ashby Crowder** <ashby.crowder@nara.gov>

Mon, May 11, 2020 at 9:29 AM

To: (b) (6), (b) (7)(C) @ice.dhs.gov>

(b) (6), (b) (7)(C)

I need to look into this a bit more to see if it would be more appropriate to treat it as an unauthorized destruction or as a request to destroy contaminated records constituting a menace to health, life, or property.

Are the records that are beyond recovery moldy?

Ashby

[Quoted text hidden]

[Quoted text hidden]

---

(b) (6), (b) (7)(C) @ice.dhs.gov>

Mon, May 11, 2020 at 9:31 AM

To: Ashby Crowder <ashby.crowder@nara.gov>

Hi Ashby,

The records are moldy and also were damaged by animal feces. Does that help? I can reach out to the Puerto Rico office if you need more detailed information.

Thanks,

(b) (6), (b) (7)(C)

[Quoted text hidden]

---

**Ashby Crowder** <ashby.crowder@nara.gov>

Mon, May 11, 2020 at 9:34 AM

To: (b) (6), (b) (7)(C) @ice.dhs.gov>

Ah, yes, that helps. Thanks. I think I have what I need. If there are any details needed, I'll reach out again.

Basically, I prepare a report, send it forward, and Daniel will be formally notified by the chief records officer about the disposition of the request.

Ashby

On Mon, May 11, 2020 at 9:31 AM (b) (6), (b) (7)(C)  
[Quoted text hidden]

(b) (6), (b) (7)(C) @ice.dhs.gov  
To: Ashby Crowder <ashby.crowder@nara.gov>

Mon, May 11, 2020 at 9:37 AM

Thanks! If there's any additional information/assistance we can provide let me know.  
[Quoted text hidden]

Ashby Crowder <ashby.crowder@nara.gov>  
To: (b) (6), (b) (7)(C) @ice.dhs.gov

Mon, May 11, 2020 at 9:43 AM

For now, it would be helpful if you can tell me what schedule or  
schedules covered the records, and assuming they are temporary, when  
was their destruction supposed to take place? (or are they  
unscheduled)?  
Are there other other places the information can be found, or a way  
the contents of the records could be reconstructed if need be?

If I'm reading this correctly, the request is only for the contents of  
one bag referred to in the original message, right? There is reference  
to a photograph, but this was not conveyed by attachment. Could you  
send me the photo?

Thanks

ashby

On Mon, May 11, 2020 at 9:37 AM (b) (6), (b) (7)(C)  
[Quoted text hidden]

(b) (6), (b) (7)(C) @ice.dhs.gov  
To: Ashby Crowder <ashby.crowder@nara.gov>

Mon, May 11, 2020 at 4:18 PM

Hi Ashby,

The records are temporary investigative case files under schedule N1-036-86-001-161.3 (inv 7b) and the office is  
requesting to destroy the contents of the one bag referenced in this thread. I've followed up with HSI Puerto Rico to see if  
they can share the photographs referenced in the thread.

[Quoted text hidden]

---

**FW: NARA: ICE Emergency Destruction Request**

1 message

(b) (6), (b) (7)(C) @ice.dhs.gov Tue, Jun 9, 2020 at 10:06 AM  
To: Jack Kabrel <jack.kabrel@nara.gov>, Ashby Crowder <ashby.crowder@nara.gov>, "Cote, Darin" <darin.cote@nara.gov>, Marianne Mason <marianne.mason@nara.gov>

Good Morning,

The field office response is below and photographs are attached.

Thanks,

(b) (6), (b) (7)(C)

Records and Information Management Specialist

Information Governance & Privacy

U.S. Immigration and Customs Enforcement

Office (b) (6), (b) (7)(C) | Cell (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@ice.dhs.gov

---

From: (b) (6), (b) (7)(C) @ice.dhs.gov

Sent: Tuesday, June 9, 2020 9:51 AM

To: (b) (6), (b) (7)(C) @ice.dhs.gov

Cc: Tucker, Danie (b) (6), (b) (7)(C) @ice.dhs.gov; (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @ice.dhs.gov; (b) (6), (b) (7)(C) @ice.dhs.gov

Subject: RE: NARA: ICE Emergency Destruction Request

Good morning,

Please see my responses in blue, next to each question.

1. Can you obtain digital photos of the damaged records? Additionally, photos of rodent infestation such as teeth markings and fecal matter will be helpful. These will become part of our case file for this destruction request. Please see attached photos of the records. One of the photos shows rodent feces in a cubicle area. Although we could not see it in all the photos, feces were seen on the boxes as well when we entered the facility to retrieve the records.
2. Is there a possibility that some of the information contained in the damaged records may be duplicated on other media, or recreated from other sources such as shared drives, hard drives or scheduled electronic systems? In 2010 ICE scheduled multiple electronic systems and at least one of these (N1-567-10-004) contains copies that may contain some of the records in question. The damaged records involved 15 cases. 13 of them were very thin folders and it seems that if not all, most of the documents can be found in ICM, so that they are totally or partially recreated. The other two records were more extensive, and since these two cases involved many boxes, and only some of them were severely damaged (irremediable), it is impossible to identify the specific

content of those records, to recreate them. Since the time when the records were damaged, we have not received any inquiry for information on those cases.

3. Is there any sensitive information on any of the records like PII or CUI? It was mostly law enforcement sensitive documents, although there might be PII in some of the records.
4. What is the date of creation range of the records in question? The cases were originated between 2008 and 2016.

Thank you.

(b) (6), (b) (7)(C)

Administrative Officer

ICE - HSI San Juan

(b) (6), (b) (7)(C)@ice.dhs.gov

(b) (6), (b) (7)(C)tel.)

cel.)

---

From: (b) (6), (b) (7)(C)@ice.dhs.gov>

Sent: Monday, June 08, 2020 4:46 PM

To: (b) (6), (b) (7)(C)@ice.dhs.gov> (b) (6), (b) (7)(C)@ice.dhs.gov>

Cc: Tucker, Daniel (b) (6), (b) (7)(C) (b) (6), (b) (7)(C)@ice.dhs.gov> (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)@ice.dhs.gov>

Subject: FW: NARA: ICE Emergency Destruction Request

Importance: High

Good Afternoon,

Thank you for providing information related to the irremediable records. In order for us to move forward, NARA is requesting a response to the following questions:

1. Can you obtain digital photos of the damaged records? Additionally, photos of rodent infestation such as teeth markings and fecal matter will be helpful. These will become part of our case file for this destruction request.
2. Is there a possibility that some of the information contained in the damaged records may be duplicated on other media, or recreated from other sources such as shared drives, hard drives or scheduled electronic systems? In 2010 ICE scheduled multiple electronic systems and at least one of these (N1-567-10-004) contains copies that may contain some of the records in question.
3. Is there any sensitive information on any of the records like PII or CUI?
4. What is the date of creation range of the records in question?

Please note these questions are specific to the records that were identified as irremediable. If needed, I can coordinate a call with NARA.

Thanks,

(b) (6), (b) (7)(C)

Records and Information Management Specialist

Information Governance & Privacy

U.S. Immigration and Customs Enforcement

Office: (b) (6), (b) (7)(C) Cell: (b) (6), (b) (7)(C) @ice.dhs.gov

**From:** Jack Kabrel <jack.kabrel@nara.gov>

**Sent:** Monday, June 8, 2020 3:57 PM

**To:** Tucker, Daniel (b) (6), (b) (7)(C) @ice.dhs.gov (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) @ice.dhs.gov

**Cc:** Ashby Crowder <ashby.crowder@nara.gov>; Cote, Darin <darin.cote@nara.gov>; Marianne Mason <marianne.mason@nara.gov>

**Subject:** Re: NARA: ICE Emergency Destruction Request

**CAUTION:** This email originated from outside of DHS. DO NOT click links or open attachments unless you recognize and/or trust the sender. Contact [ICE SOC SPAM](#) with questions or concerns.

On Wed, May 27, 2020 at 10:53 AM Jack Kabrel <jack.kabrel@nara.gov> wrote:

Hello

I have been assigned to coordinate the NARA response to your request to destroy water-damaged records. Our team (copied on this message) has reviewed your letter and we have some additional questions. I hope that you can provide this additional information to assist us in our review of this situation so we can promptly complete our recommendations to NARA management.

Please provide any additional information regarding the 'disintegrated bag' of records:

1. Can you obtain digital photos of the damaged records? Additionally, photos of rodent infestation such as teeth markings and fecal matter will be helpful. These will become part of our case file for this destruction request.
2. Is there a possibility that some of the information contained in the damaged records may be duplicated on other media, or recreated from other sources such as shared drives, hard drives or scheduled electronic systems? In 2010 ICE scheduled multiple electronic systems and at least one of these (N1-567-10-004) contains copies that may contain some of the records in question.

3. Is there any sensitive information on any of the records like PII or CUI?

4. What is the date of creation range of the records in question?

Please let us know if anything has changed since your initial letter to NARA so that we may update our case file information. Also, please do not hesitate to contact us with any questions.

Thanks in advance for this information.

--

Jack J Kabrel

Federal Records Emergency Destruction

Permanent Records Capture

Archives Specialist

862-686-7590

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#### 6 attachments



**IMG\_1323.JPG**  
90K



**IMG\_1324.JPG**  
132K

**IMG\_1299.JPG**  
108K



**IMG\_1313.JPG**  
86K



**IMG\_1300.JPG**  
76K



**IMG\_1301.JPG**  
98K



NATIONAL ARCHIVES *and* RECORDS ADMINISTRATION  
8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001  
[www.archives.gov](http://www.archives.gov)

July 8, 2020

Daniel Tucker  
U S Immigration and Customs Enforcement  
Agency Records Officer  
500 12<sup>th</sup> Street SW  
Washington, DC 20536  
Daniel.Tucker (b) (6), (b) (7)(C)

Dear Mr. Tucker:

This letter is to notify you that, in accordance with 36 CFR, Part 1229.10, the Archivist of the United States has approved your request for emergency destruction of 1 cubic foot of records (these records were damaged at your facility located at 400 Fernandez Juncos Avenue, San Juan, PR 00901), which is scheduled as temporary under Disposition Authority N1-036-86-001-161.3 (inv 7b). The records had gotten wet during Hurricane Maria in September 2017, and consequently developed mold and eventually disintegrated when touched.

We also understand that a portion of the one cubic foot of completely destroyed files can be re-created, wholly or partially from your ICN document system.

To the extent that the files have been identified, re-created/copied, the records may be destroyed.

If you have any questions concerning this matter, please contact Jack Kabrel, member the Federal Records Emergency Destruction team, at [jack.kabrel@nara.gov](mailto:jack.kabrel@nara.gov) or 862-686-7590 or, Ashby Crowder, appraiser for US Citizenship and Immigration Services at [ashby.crowder@nara.gov](mailto:ashby.crowder@nara.gov) or 301-837-1492.

Sincerely,

LAURENCE BREWER



Chief Records Officer for the U.S. Government

Attachment 1: Emergency Destruction Internal Concur Memo ER-AC-13-#1

Attachment 2: NARA ISOO RECOMMENDATIONS FOR DESTRUCTION OF CONTROLLED UNCLASSIFIED INFORMATION (CUI)

cc:

Lisa Haralampus, ACP

Darin Cote, ACP

Marianne Mason, ACRS











