

CASE MANAGEMENT FORMS

CONTENT CHECKLIST

The following is a list of some common case management forms used by immigration programs. Each form contains suggested content to guide you in developing your own forms. Please tailor the forms content and language to fit the needs of your immigration program.

1) Preliminary Screening Form

- ✓ Person's name and contact information
- ✓ Nature of inquiry
- ✓ Language preferences

May also include:

- ✓ Biographical information of person seeking services
- ✓ Action steps/comments
- ✓ Intake staff name

2) Intake Form

- ✓ Date
- ✓ Biographical information such as name, address, telephone number, email, etc.
(Note: for survivors of domestic violence/crimes make sure obtain safe contact information)
- ✓ Language preferences
- ✓ Immigration history and information such as date of entry, method of entry, prior or pending immigration applications, encounters with immigration official, received notices by immigration, any prior or current immigration proceedings
- ✓ Criminal history such as charges, arrest and convictions
- ✓ Information of immediate family members
- ✓ Information of any family members in U.S. including their immigration status
- ✓ What immigration benefit they are seeking
- ✓ Reasons why they are here in the U.S. and why they want to remain here

May also include:

- ✓ Medical history and information
- ✓ Employment history and information
- ✓ Income
- ✓ How they know about the services
- ✓ Action steps/comments
- ✓ Intake staff name

3) Retainer Agreement

- ✓ Client(s) information
- ✓ Describes in detail the services the agency will provide to the client(s) e.g. types of forms/applications that will be completed.
- ✓ Describes in detail the scope of representation provided to the client(s) e.g. application submission with G-28, accompany to interview, etc.
- ✓ Describes fees for each type of service provided, payment arrangement, if any and payment method
- ✓ Describes client(s) rights and responsibilities to the agency such as truthfulness of information, updating agency of any changes to phone number, address, changes in circumstances that might affect immigration application e.g. arrests and appear at all scheduled meetings and appointments.
- ✓ Describes the agency's responsibilities to the client(s) such as confidentiality, diligence, communication to client of options, status and outcomes of case, competence in representation but no guarantee of outcome.
- ✓ Describe terms of termination for both client and agency
- ✓ Describes case retention policy
- ✓ Date and signature of both client and agency

4) Non-Engagement Letter

- ✓ Brief summary of services person is seeking
- ✓ Informs person that agency is not accepting the case and may include reasons
- ✓ May include potential referrals

5) Case Notes

- ✓ Client name
- ✓ Detailed information of case activity e.g. what was done on the case and next steps in chronological order with entry date and staff name

6) Case Transfer Memo

- ✓ Date and author of memo
- ✓ Client name and contact information
- ✓ Summary of client immigration information, case status, important case deadlines and next steps

7) Case File Review Checklist

- ✓ Documents in the proper order as specified in program policy
- ✓ Forms used by the program are in the case file e.g. intake, retainer/client agreement, case notes, fee payment record, etc
- ✓ All program forms completely filled out

- ✓ Copies of all applications and supporting documentation submitted to DHS and/or EOIR along with copies of any correspondences from the respective agencies including mailing receipts
- ✓ Copies of client documents
- ✓ Any legal and factual research on the client case

8) Technical Review Checklist

- ✓ BIA accredited representative or attorney's name reviewing the case
- ✓ Step 1 - Review of client eligibility of immigration benefit including any risks and problematic areas of the case referring to intake, case notes, factual & legal research, etc.

If concerns arise whether client is eligible for the immigration benefit or the risk involved has not been thoroughly assessed and addressed with the client, technical reviewer should provide feedback and representative handling the case need to correct the problem(s). Once problem is corrected, then technical review resumes with the second step – review of the immigration application.

- ✓ Step 2 – Review of immigration application for accuracy, completeness and quality. Ensure application package includes cover letter indicating client's eligibility for the immigration benefit, the immigration application, all supporting documentation and any other evidence required to support client's application. Ensure there are no mistakes in the application including grammatical and formatting issues.

If there are any mistakes or issues with the immigration application, technical reviewer provides feedback and representative handling the case need to correct the problem(s). Once problem is corrected, technical review resumes to determine whether the problem is fixed.

- ✓ If resources allow, have another BIA accredited representative or attorney conduct another technical review following the process above.

9) Consent to Release Form

- ✓ Client name and contact information
- ✓ Nature and extent of information to be released and to whom (e.g. agency or person)
- ✓ Informs client what the release legally mean and how it affects them
- ✓ Authorization of the release
- ✓ Date and signature of client and agency

10) Case Removal Sheet

- ✓ Client name
- ✓ Staff name including date of sign out and sign in
- ✓ Reason for removal

11) Case Closing Memo

- ✓ Client name and contact information
- ✓ Summary of case, services provided and outcome of the case
- ✓ Includes next steps, if any

12) Client Satisfaction Survey/Feedback

- ✓ Information about services provided
- ✓ Outcome of the case
- ✓ Satisfaction rating of services provided
- ✓ Name of representative providing the services
- ✓ Comments

13) Closing Letter to Client

- ✓ Informs client regarding case completion
- ✓ Informs client about next steps to their immigration status, if any (e.g. naturalization and options for future representation)
- ✓ Information on case retention policy and obtaining copies of their files

14) Confidentiality Agreement

- ✓ Purpose of the agreement
- ✓ Confidentiality policy of the agency
- ✓ Terms of the agreement
- ✓ Consequences and or sanctions for noncompliance or violations
- ✓ Date and signature of staff or volunteer and agency