

Case File Checklist

This checklist is required by CWS to ensure that every case file includes evidence and/or documentation of the following materials, services and referrals provided by your office throughout the R&P period. A review is recommended at the 30th, 90th and 120th day (*for minors*) of arrival.

It is important to note that a case note is required for every core service, even if a service is documented within a form, a case note should be included to say that the service was completed and more details are available in the _____ form.

If a document is required by CWS to be in the case file, it is noted within the below checklist in parenthesis beside the service being referenced.

PA Name:	Case Number:	Date of Arrival:	
A. Pre-Arrival			Within Case File (Y/N/NA)
Biodata was reviewed to confirm capacity to resettle client(s) - (<i>Biodata</i>)			
Assurance submitted to CWS Headquarters (<i>Assurance</i> and <i>Amended Assurance</i> , if applicable)			
Received arrival notice and arranged for airport arrival (<i>Travel Notification</i>)			
Assessment and orientation of U.S. Tie completed, if applicable			
Orientation & training of co-sponsor completed, and the case is assigned a co-sponsor in IRIS, if applicable (<i>Faith and Community Group Commitment Form</i>)			
Home evaluation and safety check completed (<i>Home Evaluation & Safety Checklist</i>)			
All required furniture and household items were provided (<i>Home Supply List</i>)			
Relevant health information was shared with healthcare providers and/or state and local officials to plan for the provision of appropriate health services, if applicable			
Prepared for and made appropriate arrangements for client(s) with special needs, if applicable			
B. Upon Arrival			Within Case File (Y/N/NA)
Client(s) met at the airport with appropriate interpretation			
Transportation provided to housing in compliance with local motor safety laws (<i>seat belts, child car seats and booster seats as applicable, number of occupants per vehicle and licensing</i>)			
Pocket money was provided to <u>each</u> adult, in adherence with your office's Pocket Money Policy			
All family members were provided with appropriate, seasonal clothing to meet immediate needs upon arrival and throughout the R&P Period, including proper footwear and diapers for children, if applicable			
Provided culturally appropriate, ready-to-eat food and at least one day's worth of additional food supplies and staples including baby food, if applicable			
C. Next Calendar Day After Arrival			Within Case File (Y/N/NA)
Next Calendar Day Home Visit was conducted and an orientation on housing and personal safety matters was provided(<i>Next Day Home Visit Form</i>)			
D. Within 5 Working Days			Within Case File (Y/N/NA)
Intake Interview was conducted, documentation was verified, and roles & responsibilities were discussed			
Copy of the Transportation Letter was placed in the case file (<i>Transportation Letter</i>)			
Copies of the I-94 for each client (<i>I-94 Form</i>) or visa for SIVs was placed in the case file			
Completed an Authorization to Release Information Form (<i>Authorization to Release Information Form</i>)			
Completed a Client Rights and Grievance Policy (<i>Client Rights and Grievance Policy</i>)			
E. Within 7 Working Days			Within Case File (Y/N/NA)
Assisted with the application for Social Security Cards (<i>SS Application and SS Cards</i>)			
Assisted with application(s) for Medical, Food and Cash Assistance (<i>Record of application and approval/denial</i>)			
F. Within 7 Days			Within Case File (Y/N/NA)
If client(s) has a CLASS A Medical condition, complete a CLASS A Health Evaluation and appointment with official public health agency			
G. Within 10 Days			Within Case File (Y/N/NA)
Completed an AR-11 Change of Address Form (<i>AR-11 Change of Address Form</i>)			
Assisted with enrollment in an English Language Program			
Assisted with enrollment in Employment Services, appropriate job counseling, placement and/or training programs as available in the community.			
H. Within 30 Days			Within Case File (Y/N/NA)
Conducted a second home visit (<i>Second Home Visit Form</i>)			
Completed a Service Plan for <u>each</u> employable and non-employable person (<i>Service Plan</i>)			
Assisted client(s) with receiving initial health screening appointment			
Assisted with meeting school requirements and completing school enrollment for children(s)			
Completed selective service orientation and registration assistance, if applicable (<i>Application for Selective Service</i>)			
If client(s) has a CLASS A mental health disorder, arranged a Mental Health Screening and Evaluation by healthcare professional			
Assisted with Enrollment in Other Services, including those the client(s) is eligible as appropriate (<i>record of application and approval/denial</i>)			
I. Within 90 Days			Within Case File (Y/N/NA)
Provided cash and in-kind support to meet client(s)' basic needs (<i>Financial Ledger</i>)			
Provided flex spending, if applicable (<i>Financial Ledger</i>)			
Created a budget with the client(s) to review income and expenses (<i>Earnings and Expenses Form</i>)			
Assisted with transportation to job interviews, job training and services as needed			
Assisted client(s) with accessing appropriate providers and services, including continued therapy or preventative treatment for health conditions affecting the public health, ensuring appropriate, non-discriminatory and timely medical attention			
Filed a copy of client(s)' EAD card(s) - recommended			
Provided Cultural Orientation with written materials as appropriate, covering the 15 required topics			

Copies of the Cultural Orientation Assessment were placed in the case file and the assessment was completed IRIS (CO Assessment)	
Provided information on the legal requirement to repay IOM travel loan	
Provided information on the legal requirement to notify DHS and the Selective Service System of each change of address within 10 days of moving to a new address	
Assisted client(s) with filing family reunification applications	
J. Throughout R&P Period	Within Case File (Y/N/NA)
Provided food/food allowance until client(s) received food stamps	
Assessed and provided all family members with appropriate, seasonal clothing for work, school and everyday use including proper footwear and diapers for children, if applicable	
Reviewed implementation and progress of Service Plan for each employable and non-employable person (Service Plan)	
Complete an additional Home Visit if client(s) move within the R&P period (Home Evaluation and Safety Checklist and Home Supply List)	
Filed an AR-11 if client(s) moved within the R&P period (AR-11 and Change of Address Form)	
K. Within 14 Days After The 90th Day	Within Case File (Y/N/NA)
Completed a R&P Period Report (R&P Period Report)	
L. Minor Cases (if applicable)	Within Case File (Y/N/NA)
Completed the Pre-Arrival Suitability Determination (Pre-Arrival Suitability Determination)	
Completed a Statement of Responsibility (Statement of Responsibility)	
Counselled responsible adult on IOM travel loan repayment	
Counselled responsible adult on U.S. practices / legal requirements regarding childcare	
Conducted the 1st Minor Home Visit (within 7 day of arrival for M2, M3, and M7)	
Conducted the 90-Day Follow Up Evaluation Home Visit (M2, M3, M5, M6 and M7 within 14 days after the 90th day of arrival)	
Completed the Minor Follow Up Evaluation Report (Minor Follow Up Evaluation Report) (within 30 days of the 90th day after arrival)	
Reviewed and printed a copy of the Best Interest Determination (BID) for file (BID)	
Comments (List any issues that prevented the effective delivery of any of the above materials, services and referrals)	
Case File Review	
30th Day Review	
Reviewer Name:	Signature: Date:
90th Day Review	
Reviewer Name:	Signature: Date:
120th Day Review (for minors)	
Reviewer Name:	Signature: Date: