

ATTACHMENT 2

Extended Case Management Services (ECMS)

ECMS is a component of the Intensive Supervision Appearance Program that uses enhanced case management and services to assist in stabilizing participants who may have significant vulnerabilities to ensure that they can comply with release conditions and orders issued by the Executive Office of Immigration Review (EOIR).

Staffing ratios of ECMS participants to Case Specialists are at a rate of no more than 40 participants to one Case Specialist. All C-sites shall have at least one Case Specialist trained in providing enhanced services and capability to track referrals for stabilization services.

All adult individuals and their non-United States citizen dependents (defined as riders) are eligible.

The contractor shall work with non-profit organizations that have experience in connecting families with community-based services to manage the “Know Your Rights” presentation as well as the Cultural Orientation Presentation services outlined below.

ICE/ERO has sole discretion in selecting participants for this component and discretion with the level of service provided.

The contractor shall provide all participants enrolled the following services at a minimum:

- Two scheduled home visits a month (not including the Residence Verification)
- Two Office Visits per month
- Two phone contacts with the participant per month

NOTE: 6 points of contact are required. Deviations from the above will be submitted via a written request to the section chief of ECMS or COR for approval.

The contractor shall provide the following services in support of the ECMS - Service Plan:

- Help the family identify and prioritize challenges.
- Develop specific, measurable goals and outcomes—with corresponding action plans.
- Identify available community resources to help achieve objectives
- Work with non-profit organizations to provide services.

The contractor shall conduct a Stability and Well-being Assessment to include:

- Living Arrangements
- Vocational Services
- Transportation Services- The contractor will not directly provide or fund transportation services but will assist the participant in identifying what services are most appropriate (e.g., mass transit schedules, etc.)
- Community Support Network
- Medical Services
- Behavioral and Mental Health Services
- Legal Services

- Financial Services
- Family Dynamics
- Nutrition Services to include nutritional education and community sources for food
- Educational Services
- Substance Abuse Services
- Culture, Language, and Communication
- Orientation to living in the United States covering basic laws and acceptable behavior
- Participant's Strengths
- Trauma identification, Trauma Informed and Trauma Care

Contractor Staff will continually update and maintain the Contractor case management system Community Service Provider Database to ensure Participants have access to local organizations.

In addition to connecting families with local legal organizations, Contractor Staff will coordinate interactive "Know Your Rights" presentations for families with pre and post orders. Participants should be encouraged to ask questions and presenters should allow time for Q and A. These presentations will be held at the Contractor's office. ICE will approve each location.

Presentation topics may include the following:

- Court process
- Appeals process
- Citizenship
- Cancellation of removal
- Adjustment of status through petitions
- Free or low-cost legal services
- Voluntary departure
- Notice of intent to issue a final administrative removal order
- Release condition requirements
- Stabilization Services

Contractor Staff will meet the following objectives related to providing information and facilitating access to local community-based resources:

- Ensure the Participant's immediate needs are addressed
- Identify, assist and connect Participants to resources
- Provide effective referrals that align with needs and ensure Participants engage with provided referrals by following up after appointments.
- Ensure Contractor Staff understand and implement confidentiality practices when discussing and documenting medical and mental health conditions.
- Leverage the providers in existing Community Service Provider database.

The contractor shall provide the following services to promote Compliance with Release Conditions and final decisions of the Immigration Court:

- Identify Stage in Immigration Proceedings
- Identify and Communicate ERO Reporting Obligations
- Promote Court Appearance
- Communicate Release Conditions
- Ensure Compliance

- Develop and conduct Cultural Orientation Presentation with preapproval from the COR

The contractor shall provide the following Participant Termination Services:

- When a principle Participant is terminated from the ECMS component, the dependents shall also be terminated from participating.
- Inform ECMS Participants of their legal rights, responsibilities, and obligations.
- Reiterate rights, responsibilities, obligations, and consequences for noncompliance at every in-person meeting.
- Provide written resources, including materials produced by Community Service Providers in the ECMS Participant's language of proficiency.
- Provide Participants with third-party presentations about legal rights, responsibilities, and obligations specific to non-detained immigrant populations (See Know Your Rights)

For each dependent, the contractor shall provide the following pages for data entry in the case management system:

- Calendar
- ISP>Legal Plan/Court Appearances
- ISP>Travel Documents
- ISP>Community Referrals
- Ability to remove/unlink a dependent from a client

The contractor shall allow for the linking of related participants in the case management system

- In a Participant's profile, add a feature that allows users to enter in the Alien number of a Participant to *link* them (participants)
- Once a Participant is *linked*, allow users to choose a "Relationship Type".
 - List the appropriate relationship type

The Contractor shall provide a monthly report to the Section Chief of ECMS and COR denoting the progress of any ECMS participant to include their compliance, stabilization in the community. An assessment will be done every 60 days by the Contractor for recommendation to ERO if participant should be placed on traditional ISAP.

Participants and Dependents Report Requirements:

- Start Date
- Link Date
- ATD Type
- AOR
- ATD Location (Agency)
- Name
- Alien # (client or dependent)
- Case Status (Active/Inactive)
- Type
 - Participant

- Dependent
- Linked To
 - Provide A# of client if linked to another
 - Dependents would show the parent client's A#
 - Client would show nothing here

Linked Clients Report Requirements:

- Start Date
- Link Date
- ATD Type
- AOR
- ATD Location (Agency)
- Name
- Alien # (client or dependent)
- Case Status (Active/Inactive)
- Linked To
 - Provide A# of client linked to
- Relationship Type

Categories-Quantifiable

- Active HOH
- Inactive HOH
- Active Dependents
- Inactive Dependents
- Total Clients served #
- Inactive by Term type # %
- Total EOIR Hearings #
- Final Hearings attended # %
- Final Hearings FTA # %
- All Hrgs Attended # %
- All Hgs FTA # %
- Contractor Check-in Scheduled#
- Contractor Check-ins Completed # %
- Total Referrals Made
- Total Referrals Utilized
- Referrals made by type # %
- Referrals by type Utilized # %
- Total Presentations/classes given by type
- NGO service provider partners Listing
- Demographics
- Male
- Female
- Other

- COB
- Age
- Education
- Criminality - Yes/NO
- ALIP
- Start Date
- Term Date
- Case Type # %
- Post Order
- Pre Order
- Appeal