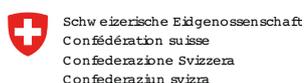


Template for Annual Overview of Submitted Resettlement Cases

EU-FRANK Tool 1

The EU-FRANK project is co-financed by the Asylum, Migration and Integration Fund (AMIF)

Led by Sweden. In partnership and consultation with:



Introduction to this tool

This tool has been developed within the framework of the EU-FRANK project in 2018-2019 with funding from the European Asylum Migration and Integration Fund. Information presented in this tool is by no means exhaustive, but represents a compilation of guidance and practical tips. The objective has been to support EU Member States in their operational work with resettlement. For more information about this project, visit www.eu-frank.eu.

What is the purpose of this tool?

The main objective of this tool is to provide an overview of those aspects that may be important to track throughout the processing of resettlement cases. Some states use Excel spreadsheets or other tools to enable easy access to data that need to be actively monitored and controlled when managing resettlement cases. Most data are also entered into a national database, but some countries consider it to be useful to have them at hand when they manage and follow up on the daily case processing. This tool can also hold information that is not entered into national databases, and can thus function as a complement to these databases.

Why was it created?

This tool was created based on an assessment of documents that were being kept by different resettlement countries and that were considered useful for the overview and management of resettlement case processing. An overview list/tool might be of less importance for resettlement states that enter these data in a database immediately after receiving a submission, or who have easy access to such information by use of other tools such as process flow charts or information dashboards. This overview can, however, allow countries to crosscheck data in their national databases with notes and information kept in a separate file, or to process information that should only be stored temporarily and that is not entered into the national system.

What is in this overview list?

This annual overview example contains suggestions for data that may be useful to note and follow up on in an overview table or similar tool throughout the

processing of resettlement cases submitted during the current year. Some information can be derived from the case file (Resettlement Registration Form, RRF) and similar background materials when the case is submitted to the agency. Other details can be added later on as the case is examined, as it receives a submission, and as travel arrangements take place. Hence new information is supposed to be added once it becomes known (e.g. date of interview, date of arrival, decisions, etc.).

Who should use this overview list?

This template is primarily intended to provide support to those managing or coordinating a national resettlement program. Certain data can also be used by heads of missions to prepare missions, by security services to perform screenings, to prepare reporting for the Asylum Migration and Integration Fund (AMIF), or similar. Agencies might want use this type of overview to verify data in the national databases or to draw specific information, e.g. the number of cases submitted under a specific risk category, which may not be available by searches in the national database.

Although it is intended as an internal management tool and some information in the list might need to be kept confidential from others than the agency that holds responsibility for the resettlement cases, some data could possibly also be shared with other partners in the resettlement program to avoid redundant administrative work. When this is the case, confidentiality rules in accordance with national and EU legislation need to be taken into account, and some personal data might have to be removed before sharing.

Annual Overview of Resettlement Cases

In order to get an oversight of all cases submitted within a resettlement program throughout a year, some governmental agencies set up overview sheets in Excel or use flow charts or similar tools to illustrate how cases proceed through the resettlement process. Some of this information can be transferred from the submission material (RRF), while other data can be entered as the case continues through the national resettlement process.

Important note

The list below suggests information items that may be useful for governments to keep track of in an overview sheet or similar tool. It is important to note that this list is not exhaustive, nor normative, and that it should only be used as guidance and inspiration for national developments. An assessment must be made by any agency deciding to adopt or develop a similar tool, especially taking into consideration data

protection regulations and safeguards for the integrity of individuals. This assessment should take into account *which data are allowed to be kept, how necessary data are to be kept, and how to keep and manage the tool* according to data protection standards.

The following information may be useful to keep in an overview tool or spreadsheet:

TOPICS FOR AN ANNUAL OVERVIEW OF RESETTLEMENT CASES

Type of data (typically entered into separate columns in an Excel spreadsheet)	Comment
UNHCR case number	Indicate the UNHCR case number (not the UNHCR Registration Number). If in an Excel spreadsheet, indicate the case number only for the PRA (on one row only for each family) so that the number of cases can easily be counted (by summing up this column).
National case number	For each case to be identified internally within the organization.
Family name	If necessary. Awareness of names may be important when meeting with individuals, to double check spelling, and to transfer onto any official documents.
Given name/First name	If necessary. Awareness of names may be important when meeting with individuals, to double check spelling, and to transfer onto any official documents.
Sex	If necessary. Awareness of sex may be important when meeting with individuals and to transfer onto any official documents. If kept in an Excel spreadsheet, this is typically entered with, for instance, M for Male and F for Female to enable filtering of the data.

Type of data (typically entered into separate columns in an Excel spreadsheet)	Comment
Case size	This is often indicated with a number only one time per case/family to enable filtering of this column.
Family links in your country	Here notes can be made of any family links that may, for instance, influence where to place the case/family once accepted or for security screenings.
Family links in another EU-MS	See above.
Country	Host country/country of first asylum. This information is important for exit processing and planning of missions as well as to know which embassy or other partners to involve in the processing of the case.
Address	If known, necessary, and allowed to be kept.
Place of birth	This is important for issuance of, for instance, travel document. If the country of birth is different than the nationality, this might also be noted.
Date of birth	The format of the date of birth (entire date or limited to the year) must be chosen depending on regulations on how to keep and use these data within the organization. Indication of age can help follow up on the number of adults/children or to organize special support for specific age groups.
Other background information	Some countries may have reason to keep data on, for instance, belonging to subgroups within a nationality or other aspects. Because this is considered sensitive data, a thorough examination must be made on whether and how to keep this information.
Mission	For each case, a reference to which selection mission will examine the case can be made, for instance, by indicating a number or location of the mission, e.g. 'Mission Jordan January 2017'. If entered into an Excel spreadsheet, the missions of the year can be pre-entered and chosen from a dropdown list, or numbers can be used to refer to different missions. By indicating which cases belong to which missions, filtering of specific lists for preparation of missions is possible. When doing so, certain information might have to be amended or removed to ensure that sensitive information is not circulated outside the agency.
Dossier	If a case has been submitted on a dossier basis, this can be indicated by an 'x', thus making it possible to filter out only dossier cases.
Priority	Submission priority, i.e. Normal, Urgent, or Emergency, can be entered in or chosen from a dropdown list. This enables easy filtering and quick access to an overview of, for instance, the status of emergency cases.
Linked case	Indicate whether any linked cases have been submitted. Here, the UNHCR's Case Number for the linked case can be entered.

Type of data (typically entered into separate columns in an Excel spreadsheet)	Comment
Submission criteria I	Some countries wish to be able to follow up on the UNHCR's submission criteria, and thus enter, for instance, Legal and/or Physical Protection Needs (LPP), Women and Girls at Risk (WAR), or other data here. This information can be derived from the RRF.
Submission criteria II	If there are more than one submission criteria, you may want to enter them into different columns.
Special needs	Here, the agency can indicate whether there are any special needs to be taken into account for organizing the interview, the transfer, or the reception. An assessment should be made of what to enter here as well as how to treat and keep the data so that the integrity of the individual is preserved.
Remarks	Any other comments that might be helpful when processing the case can be entered into a separate column, for example, "Email received on withdrawal of this case, stand by", "Information on new-born baby to be added to this case", etc.
Submission date	This is generally provided by the national data system, but sometimes it is handy to be able to follow up quickly on cases that have been submitted during a specific month, or to use this to find information about a specific case. Make sure to type all dates in a standardized format to enable filtering and searching.
Date contact/referral to security services	See above
Date result of security screening	See above
Date RRF transferred to...	In case national regulations foresee that the RRF needs to be shared with other services, here you can indicate when it was transferred to these services.
Decision on resettlement	The type of decision can be standardized and chosen from a dropdown list, e.g. Accepted, Rejected, Withdrawn. Colors may be used to visualize the information. Either enter the full word on each family member's line or use different columns for different outcomes and enter a '1' or 'x' in the appropriate column.
Date decision communicated to the UNHCR	This is generally provided by the national data system, but sometimes it is handy to be able to follow up quickly on cases that have been submitted during a specific month or to use this to find information about a specific case. Make sure to type all dates in a standardized format to enable filtering and searching.
Case worker	If you divide cases among case workers, this provides easy access to which cases each person handles. You may use initials or codes instead of full names if deemed more appropriate.
Visa	If a visa or other documentation needs to be issued prior to departure, it may be useful to indicate whether this has been done in order to ensure that cases are ready to depart.

Type of data (typically entered into separate columns in an Excel spreadsheet)	Comment
Date of arrival	Indicate here when the refugee arrived in the resettlement country. Some agencies choose to also indicate the planned date of arrival or earliest date of arrival because this can change before the date is confirmed and the individual actually arrives.
Municipality	It may be convenient to be able to follow up on cases that are to be transferred to a specific municipality.
Domestic airport	If there are several domestic airports to which refugees arrive, this might also be indicated.
IOM Proflight number	It may be convenient to be able to follow up and communicate on planned arrivals with the IOM, for which their reference number for the travel (Proflight Number) may be used.
Date of asylum application	In case your legislation foresees that an asylum application needs to be lodged after arrival, the date can be indicated here.
Date of decision	In case your legislation foresees that an asylum application needs to be lodged after arrival, indicate the date of the decision to grant international protection