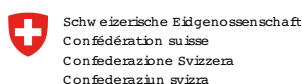


Template for a Case Information File

EU-FRANK Tool 11

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?

This form summarizes information on a refugee's personal background and enables the planning of adequate support for resettled refugees upon arrival. The purpose is to gather additional information from and about the refugees and their nuclear families, which may be used by the resettlement country and specifically by the reception officers from the accommodating municipality or the reception center. The purpose is to highlight any special needs or characteristics that can be considered relevant to prepare for the reception as well as during the longer-term integration phase. This information can be shared prior to the transfer with the refugee's permission and with due regard to applicable confidentiality rules.

Why was it created?

In the resettlement process, linking the pre-departure and post-arrival phases is essential. Many steps take place before the actual transfer of the refugees, and these create an opportunity to gather information useful to prepare a qualitative tailor-made reception phase. This personal background form can be finalized and shared prior to the refugees' arrival in the resettlement country in order for the receiving organization to provide adequate accommodation, to prepare the initial reception, and to provide a tailor-made guidance upon and after arrival.

What is in the tool?

The form contains space for information on the refugees' vulnerabilities, educational background, work

experience and other aspects that could be useful for the arrangement of suitable housing for every family/ each person to be resettled, taking into consideration specific health care needs or relevant educational or employment opportunities.

Who will be the user of this tool?

This tool is meant to be used by resettlement officers who are in contact with the refugees prior to departure to the resettlement country and then shared with the accommodating municipality or the reception center. It allows for the addition of information collected via interviews with resettlement officers, meetings with Cultural Orientation trainers, etc. That way, the receiving end can be sure that the content of the personal background is refined and up to date. Ideally, the sharing of the personal background should be accompanied by complementary exchanges with the reception professionals and/or municipalities, allowing for further useful information, clarifications, etc.

Which other training tools and sources to use?

Relevant information about the cases can primarily be found in the UNHCR's submission forms (Resettlement Registration Form (RRF) or Identification Based Methodology (IBM)). Because these forms contain a lot of personal, private, and sensitive information that should remain confidential, this tool allows you to process solely the information that is relevant to organize the reception of refugees.

A refugee's right to privacy needs to be incorporated into the design and delivery of a resettlement program. This requires a look at the "end to end" process design to ensure that the information collected from the refugee is shared only where there is a legitimate purpose and where the refugee has consented. Throughout the identification and referral process, a refugee's right to confidentiality is guaranteed by the UNHCR's Policy on the Protection of Personal Data of Persons of Concern to UNHCR. As part of case processing by the UNHCR, refugees sign a declaration that authorizes the State receiving the resettlement submission to only share certain information with specific agencies – both governmental and non-governmental – that will support their reception and integration. These sharing arrangements are based on adequate privacy protections being put in place by governments and other third parties.

Information from the RRF/IBM, which is necessary for proper reception of and support for the refugees after arrival, can be processed into the personal background form during the selection phase. Additional necessary information stemming from the interview conducted by the authorities of the resettlement country, or during/after the Cultural Orientation Training, can be added in the personal background. All information included should serve a purpose in relation to the reception or support provided upon/after arrival. The refugee has to give permission for sharing this form with partners through a declaration of consent that meets the General Data Protection Regulation (GDPR). Depending on the information included in the form, a compatible declaration of consent should be designed according to the GDPR.

Template for a Case information file

Information in this form is gathered from the UNHCR file (RRF or IBM) and possible interviews conducted by authorities of the resettlement country

Composed by (name and organization)	
Date	
Country of first asylum (where the refugee(s) reside)	
Date of arrival in country of first asylum	
Expected date of arrival in resettlement country	
Municipality/town/area	

1. CASE DATA

Copy personal data from the RRF/IBM (for integrity reasons, the original RRF/IBM should not be included as an attachment). If appropriate, attach photo(s) of the case/family/individual.

Case information	
UNHCR registration case number	
Family size (number of persons)	
Family composition (e.g. wife, husband, number of children)	
Nationality(s)	
Main language(s) for contact with the family/individual/ case <i>More details on language per individual can be provided on the next page</i>	

Linked cases (where relevant, list cases that have a connection to this case, e.g. adult children, extended family members, or other dependents)		
UNHCR registration case number	Family size	Comment (relationship, level of dependency, any other relevant information)

2. INDIVIDUAL DATA

Family members – basic information						
	Registration number (national or UNHCR)	Surname	First name	Gender	Date of birth	Relation (e.g. daughter)
1						
2						
3						
4						
5						
6						
7						
8						

Family members – additional information For reference, use the same number/row per person as in the previous table					
	Name	Marital status	Special needs? Yes/no	Medical needs? Yes/no	Additional information (where relevant)
1					
2					
3					
4					
5					
6					
7					
8					

3. FRIENDS AND FAMILY

Relatives, family, and friends in the resettlement country

Provide all relevant information such as name, relationship, contact details, address or town, status of residency (where appropriate), and date of arrival in the resettlement country.

Relatives, family, and friends elsewhere

If there are family members or relatives resettled to another country or still residing in the country of first asylum (or elsewhere), please provide any relevant information here.

Family reunification

If relevant, describe any past, ongoing, or foreseen family reunification processes relating to this case, including their status. Provide information about the person/s concerned, their biodata, relation to persons in this case, etc. Note also if there is a desire to reunite with specific family members in the future.

4. LANGUAGE SKILLS¹

Indicate language skills for each family member. If needed, use several rows for one person.

Name	Primary language			Other languages		
	Speak	Write	Read	Speak	Write	Read

5. EDUCATIONAL BACKGROUND

Most recent/relevant education				
Name	Name/field of study	Number of years	Diplomas* Yes/no	Study ambitions

* copies can be attached if included in declaration of consent

¹ Language skills as they appear in the RRF can differ from actual level; this information should be verified.

6. WORK EXPERIENCE

Most recent/relevant work experience and skills			
Name	Occupation/skill & job description	Number of years	Future perspective (ambitions)

6. SPECIAL NEEDS²

Describe any special needs that the accommodating municipality or reception center needs to be aware of. This can include medical needs, support needs for elderly persons or persons with disabilities, unaccompanied minors, single parents, mothers with newborn babies, pregnant women, survivors of violence, or LGBTI persons.

7. HOUSING NEEDS³

Describe if and how the case/family members require specific/adapted housing. This may include the need for a ground floor apartment, access to elevator, wheelchair access, toilet/shower for persons with disabilities, location near a hospital, independent housing recommended (i.e. for LGBTI), or if persons are inexperienced with facilities such as toilets, showers, electricity, gas stoves, etc.

² Please note that most of this information is considered strictly confidential and can only be processed in line with the General Data Protection Regulation (GDPR)

³ Please note that most of this information is considered strictly confidential and can only be processed in line with the General Data Protection Regulation (GDPR)

8. PRE-DEPARTURE ORIENTATION

Did or will persons in this case receive orientation/training prior to their departure from the host country?			
Yes, all of them	Yes, some of them	No	Unable to confirm
If relevant, comment below:			

9. ADDITIONAL INFORMATION

Provide any additional information relevant to the preparations for the reception of this case.