Template for a case information file

Introduction to this tool

Information presented in this tool is by no means exhaustive but represents a compilation of guidance and practical tips (1). The objective is to support Member States of the European Union and Associated Countries (EU+) in their operational work with resettlement.

What is the purpose of this tool?

This form summarises 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. This information may be used by the resettlement country and specifically by the reception officers from the accommodating municipality or the reception centre. 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 finalised and shared prior to the refugees' arrival in the resettlement country in order for the receiving organisation 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. This takes into consideration specific healthcare needs or relevant educational or employment opportunities.

Who should use 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 centre. 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.

Considerations related to data protection

Relevant information about the cases can primarily be found in 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 organise the reception of refugees.

A refugee's right to privacy needs to be incorporated into the design and delivery of a resettlement programme. 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 given consent. Throughout the identification and referral process, a refugee's right to confidentiality is guaranteed by 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 authorises the country receiving the

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1 This tool was originally developed within the framework of the *Facilitating Resettlement and Refugee Admission through New Knowledge* (EU-FRANK) project. The project was funded by the European Asylum Migration and Integration Fund lead by the Swedish Migration Agency. As part of the handover process from EU-FRANK, EASO has conducted a quality assurance exercise of the resettlement operational tools developed in this project.

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 must give permission for sharing this form with partners through a declaration of consent that meets the requirements and conditions of the relevant EU legislation, namely the General Data Protection Regulation (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 organisation)	
Date	
Country of first asylum (where the refugee resides)	
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 *More details on language per individual can be provided on the next page*	

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.

4. LANGUAGE SKILLS

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
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read
		☐ Speak ☐ Write ☐ Read		☐ Speak ☐ Write ☐ Read

5. EDUCATIONALBACKGROUND

Most recent education / professional training				
Name	Name/field of study	Number of years	Diplomas (*yes/no)	Study ambitions

* Copies of certificates can be attached if included in declaration of consent.

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[2] Language skills recorded in the RRF can differ from actual level; this information should be verified.

6. WORK EXPERIENCE

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

6. SPECIAL NEEDS [3]

Describe any special needs that the accommodating municipality or reception centre needs to be aware of. This can include medical needs, support needs for elderly persons or persons with disabilities, special support needs for people that are illiterate or semi-literate, the special support needs of unaccompanied minors, single parents, mothers with newborn babies, pregnant women, survivors of violence, or lesbian, gay, bisexual, transgender, or intersex (LGBTI) persons.

7. HOUSING NEEDS [4]

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 LGTBI), or if persons are inexperienced with facilities such as toilets, showers, electricity, gas stoves, etc.

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[3] Please note this information may in parts be considered strictly confidential and can only be processed in line with the GDPR.
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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   ☐ No   ☐ Unable to confirm
If relevant, comment below:

9. ADDITIONAL INFORMATION (^{5})

Provide any additional information relevant to the preparations for the reception of this case, including safety and health provisions where relevant.

(^{5}) Please consider that additional information related to the COVID-19 pandemic situation could be added in this section.