



**Migration and
Refugee Services**

Renewing Hope. Seeking Justice.

UNITED STATES CONFERENCE OF CATHOLIC BISHOPS



Case Transfers 101

March 9, 2023

Learning Objectives

By the end of this session, you will be able to:

- Describe why cases are transferred (pre- and post-arrival)
- Understand the eligibility requirements and timeframe to transfer a case
- Explain how to handle direct assistance funds in the event of a post-arrival transfer



Key Terms

RSC and RPC

Resettlement Support Center (RSC): Overseas entities that process refugee cases for resettlement in the US

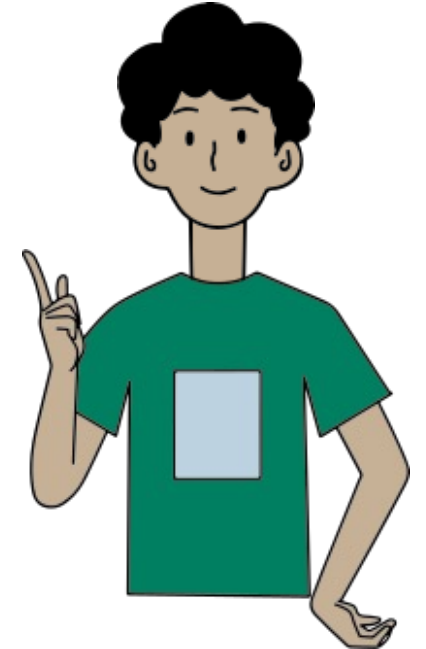
Refugee Processing Center (RPC): A domestic contractor with the Department of State that provides technical support and coordinates between overseas and domestic partners

Sending/gaining affiliate

Sending affiliate: The affiliate who was originally assigned/received the case

Gaining affiliate: The affiliate gaining a case in a transfer

Example: A case arrives to Portland, OR (sending) and transfers two weeks later to Milwaukee, WI (gaining)



Guiding principles


- Only allocated cases can be transferred
- Transfers can be initiated by the PA or the UST, but must be confirmed by the PA
- All transfers begin with emailing the Case Transfer Request form (found on MRS Connect) to USCCB_MRSTransfer@usccb.org and are approved on a case-by-case basis
- Transfers are coordinated HQ to HQ rather than affiliate to affiliate – all RAs adhere to the same Transfer Policy/SOP

CHECKPOINT 1


Give me a thumbs up if you feel like you have a general understanding of the eligibility and requirements of transferring a case

Pre-arrival transfer overview

- Have the UST complete the case transfer request form and return the form to USCCB_MRSTransfers@usccb.org
- Your pre-arrival case manager will work with the RPC to determine who holds the case and where in the processing pipeline it is
- If the case is transferred to your office, it will be available for verification in MRIS
- If a case you have verified is requested by another RA HQ and the PA confirms the UST preference, your PACM will notify you that the case has been removed from your pipeline



The form is titled "CASE TRANSFER REQUEST" and is from the "Migration and Refugee Services, Office of Refugee Programs, Processing Operations". It includes contact information for the USCCB and a list of fields for case details. The fields are: Date, Pre-Arrival Transfer (checkbox), Post-Arrival Transfer (checkbox), Case Number, Case Size, PA Name, U.S. Tie Name, Relationship to PA, U.S. Tie Address, and U.S. Tie Phone. There is a section for the requester's name and a line for the transfer of the case to the USCCB/MRS affiliate. The form ends with a signature line for the PA or U.S. Tie.

 **Migration and Refugee Services**
Office of Refugee Programs, Processing Operations
3211 4th Street NE, Washington, DC 20017 | USCCB_MRSTransfer@usccb.org

CASE TRANSFER REQUEST

Date:

Pre-Arrival Transfer ☐ Post-Arrival Transfer ☐

Case Number:

Case Size:

PA Name:

U.S. Tie Name:

Relationship to PA:

U.S. Tie Address:

U.S. Tie Phone:

I, , would like to request
transfer of the above-mentioned case to the USCCB/MRS affiliate in

Sincerely,

PA or U.S. Tie Signature
(place signature using "Fill and Sign" on Adobe, or print and sign)

After you send the transfer request

If the case is not yet allocated...

- No transfer is possible; follow up with your PACM in a few months time to see if the case has been allocated yet

If the case is allocated/assured as No UST...

- Your PACM will follow up with the RSC to see if the PA would like to add the UST to their case, after which the case will be transferred to your office

If the case is allocated/assured as UST...

- If a **different UST** has approached your office, your PACM will confirm with the RSC which UST the PA would like to join
- If the case is assured with the **same UST** (with another affiliate in your area), no transfer is possible except in extenuating circumstances

Note: Extenuating circumstances for a same-city transfer include that the UST is your staff member, your office having filed an I-730, etc. Same-city transfers are not allowable because the UST would prefer to work with your office.

ABN transfers

- If you send a transfer request that necessitates confirming the UST preference and the case is already on ABN, the transfer request will likely be denied so as not to delay the case's travel
 - An immediate post-arrival transfer is much likelier (slide 20)
- ABN transfers can happen in exceptional circumstances, usually due to capacity constraints
 - Moving No UST cases within the USCCB network (rare)
 - Same-city ABN transfers due to arrivals beyond approved capacity

Pre-arrival transfer conclusion

- Not all pre-arrival transfer requests can be honored, but decisions are made in accordance with the transfer policy and with the client's best interest in mind
- Every transfer is different – your PACM is a resource to navigate transfer eligibility and timelines



Post-arrival Transfers



Poll – What do you think?

Key points



An agreement to accept a transfer is an agreement to reimburse the sending affiliate.



In a true post-arrival transfer, as opposed to a walk-in client, some deadlines for services are based on the case's original DOA to the US, some based on date of verification. Talk to your FSC.



Administrative funds no longer go to the gaining affiliate as affiliates are now budgeted, not per-capita.

Post arrival transfer timelines



**Within USCCB's
Network**

Must occur within 60 days of arrival

**Outside the
USCCB Network**

Must occur within 30 days of arrival

SIV clients

*Can transfer within 90 days of arrival inside or
outside USCCB's network*

Post-arrival transfers, gaining



1. Have the PA or US tie fill out a transfer request form and send it to USCCB_MRStransfer@usccb.org.
2. Your PACM will follow up with the holding agency.
3. You will receive and review ledgers and receipts of direct assistance funds spent by the sending agency and agree to reimburse them.
 - a. Tell your PACM if your office will need a W9 to process the reimbursement.
 - b. The agreement to reimburse should be compliant with your internal financial policies.
 - c. Don't be afraid to tap into Additional Direct Assistance funds!
4. The case will be transferred from the sending agency to USCCB and will need a verification. Verifications may take a business day to appear in MRIS.
 - a. Best practice is to send the check within 30 days of the transfer being processed. Contact USCCB if you encounter any issues.

Post-arrival transfers, sending



1. Inform USCCB of the client's intent to transfer. Include as able:
 - a. Expenditure reports and receipts/acknowledgement forms for the case
 - i. If possible, reuse resources like housing and furniture for other cases so funds can be freed up for the transferring cases.
 - b. US tie and/or PA contact information in the new area
 - c. How your client intends to move to the new area. Direct assistance funds can be used but may impact whether an affiliate can accept your transfer.
2. If they can accept, the gaining RA will agree to reimburse your office for the direct assistance expenses, and report whether they need a W-9 from you.
3. Your office will confirm the address where the gaining affiliate should send the check. You should receive it within 30 days.

Keep in mind...



Clients can usually have their R&P case transferred to their desired location, provided their date of arrival is within the eligibility window (slide 12).

Before you provide a client with their remaining direct assistance funds and close their R&P case, contact USCCB to see if a post-arrival transfer is possible.

Checkpoint 2

Questions about the basics of post-arrival transfers?

Scenario 1 (the ideal)



1. Your affiliate is informed by USCCB that a case being served in Seattle (a family of 4) intends to move to your area. They've asked local affiliates if they can serve the client.
2. The PA has a brother in your area and the other affiliate's HQ has passed their information on to USCCB. The brother will be driving to pick up the case and bring them to your area.
3. \$1500 have been spent on the case so far, but the sending affiliate will be able to move a new case into the apartment. Because of that, they're only asking for \$350. The expense log & receipts have been provided, as well as the address for you to send the reimbursement check.
4. You inform USCCB you can accept the case, and the transfer is processed. Your office submits a voucher in MRIS for the reimbursement amount, selecting "other" and indicating the voucher is to reimburse the sending affiliate for their expenses. Your office mails the check to the sending affiliate.

Scenario 2 (more common)



1. Your affiliate is approached by a US tie and informed that a case in Los Angeles (a case of 2) intends to move to your area. The US tie is a cousin of the PA. The cousin has asked if you can serve the clients.
2. You complete a transfer request form with the client and inform USCCB of the situation. USCCB contacts the sending affiliate's HQ, and they confirm their affiliate is open to transferring the case.
3. \$600 dollars have been spent on the case so far, but the affiliate will need to use DA funds to book the case's travel to your area. They're asking for \$1050 total. The expense log has been provided, as well as the address for you to send the reimbursement check. The affiliate needs a few business days to gather and scan the receipts.
4. You inform USCCB you can accept the case (provided receipts are received once available), and the transfer is processed. The verification appears in MRIS the next day. Once it's approved, your office submits a voucher in MRIS for the reimbursement amount, selecting "other" and including "Post-arrival transfer case – reimbursing sending affiliate". Your office mails the check to the sending affiliate.

Scenario 3 (immediate post-arrival)



1. An affiliate in Bowling Green KY is approached by a US tie and informed that a single case, their nephew, is booked to arrive to your office. They report the PA wants to come to Bowling Green.
2. The affiliate completes a transfer request form with the client and their HQ informs USCCB of the situation. USCCB contacts you and asks you to confirm that preference with the case when they arrive to you, and to limit spending of their direct assistance funds for now.
3. The case arrives to you and does want to go to Bowling Green. You've found temporary housing for them and inform USCCB how much funding you have spent so far, how the client plans to get to their new destination, and if you expect any additional expenses before they depart.
4. USCCB informs the sending affiliate's HQ that the case would like to reunite with the US tie. The HQ informs USCCB that their affiliate agrees to reimburse you for the incurred and expected expenses, and the travel if needed. The case is transferred to the receiving affiliate and is removed from your caseload in MRIS.



Poll – What do you think?

Checkpoint 3

**Any questions about these scenarios?
Have you had any similar situations and
have lingering questions?**

Final Points on Post-Arrival Transfers



- Remember that if you transfer a case to another affiliate, it will not count toward the number of individuals you resettled in that fiscal year. Similarly, you will not be able to submit vouchers for the case in MRIS.
 - If you have already submitted a voucher in MRIS for a case you are transferring to another affiliate, or have received reimbursement from USCCB already, you are required to return the funds. In this situation, please email USCCB_MRSttransfer@usccb.org. There's also a financial cheat sheet on MRSCConnect.
- Exceptions will be considered on a case-by-case basis. For instance, if the transfer negotiations are delayed due to a holiday, USCCB can request an exception from PRM so the client can still access R&P services.
- Post-arrival transfers have many moving parts and can hit snags. It pays to be flexible as continuing R&P services in a new city is in the best interest of the refugee.
- If you're unsure of how to proceed with R&P services for the client after a transfer, reach out to your R&P Field Support Coordinator.

MRSConnect Transfer Resources





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Questions?

Please add questions to the Q&A box or raise your hand.