

Case Management Exercise: Filling out Case Record Form

Part 1 (Group A):

A woman, Saima, comes into the paralegal center for help with a passport application. She has never applied before and does not know how to complete the process. She is 35 years old with 3 children, and lives in the same camp as the paralegal center in Syedpur. The woman earns a living with handicrafts, with her husband. You ask her how she knew to come to the paralegal center – she heard about your center from her sister, who is a former client of yours. The woman has an ID card and birth certificate already. She does not have a tax ID. Today is July 9, 2013. Your paralegal code is 030. This is your first case in July.

Part 1 (Group B):

A woman named Isatu saw a poster in her camp about the paralegal program, and came into the paralegal center to ask for help. She is 28 years old, married, with 4 children. She works as a shopkeeper. In the past, she applied for a passport and gave a false address. She received the passport, but recently lost it. She wants to apply again, at your center in Khulna, which is also in the same camp as her home. She brought her ID card and birth certificate with her. She does not have a tax ID. Today is September 20, 2013. Your paralegal code is 050. This is your 9th case in September.

Part 2:

You provide your client with knowledge about passport requirements. You help the client fill out the application form, attach supporting documents, and go with him/her to the registration office. The client pays a fee of 3000 taka. When the Special Branch comes to verify the application, they say “sorry, we cannot accept your application. You cannot have a passport.” You go with the client 4 times to the Special Branch sub-office to follow-up on the application, but there is no change – the application is still denied. You discuss with the program coordinator and decide to close the case on September 30, 2013.

Fill out a Case Record Form with all of the above information.

Kenya Case Record

Case Number: -/-

Client Intake Section	Case Status <input type="checkbox"/> Case Opened/Pending <input type="checkbox"/> Agreement/Solution Reached <input type="checkbox"/> Monitoring <input type="checkbox"/> Case Closed	Paralegal Name/Code: _____ / _____ Intake Date: ____ / ____ / ____	Case Type National Identity Card <input type="radio"/> Application at 18 <input type="radio"/> Late Application (over 18+9 months) <input type="radio"/> Update to 2 nd generation card <input type="radio"/> Replacement (card lost/stolen) Birth Certificate <input type="radio"/> Application <input type="radio"/> Late Applic. (6 months after birth) <input type="radio"/> Replacement Passport Passport Type <input type="radio"/> Application <input type="radio"/> International <input type="radio"/> Renewal <input type="radio"/> East Africa Pass <input type="radio"/> Replacement <input type="radio"/> Temporary Death Certificate <input type="radio"/> Application <input type="radio"/> Late Application (after 1 month) <input type="radio"/> Replacement Other <input type="radio"/> (_____)								
	<input type="checkbox"/> Reopening Old Case (_____)	Client Name _____	Client Nickname _____								
	Client Demographics	Next of Kin (if applicable) _____	Physical Address/Phone Num./Email _____ _____ _____								
	<table style="width:100%; border: none;"> <tr> <td style="width: 50%; border: none;">Gender</td> <td style="width: 50%; border: none;">Status</td> </tr> <tr> <td style="border: none;"> <input type="radio"/> Female <input type="radio"/> Male </td> <td style="border: none;"> <input type="radio"/> Single <input type="radio"/> Co-habit <input type="radio"/> Married <input type="radio"/> Divorced <input type="radio"/> Widow <input type="radio"/> Separated </td> </tr> </table>	Gender	Status	<input type="radio"/> Female <input type="radio"/> Male	<input type="radio"/> Single <input type="radio"/> Co-habit <input type="radio"/> Married <input type="radio"/> Divorced <input type="radio"/> Widow <input type="radio"/> Separated	<table style="width:100%; border: none;"> <tr> <td style="width: 50%; border: none;">Age</td> <td style="width: 50%; border: none;">Ethnic background</td> </tr> <tr> <td style="border: none;"> _____ </td> <td style="border: none;"> <input type="radio"/> Nubian <input type="radio"/> Other (_____) </td> </tr> </table>		Age	Ethnic background	_____	<input type="radio"/> Nubian <input type="radio"/> Other (_____)
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	Age	Ethnic background									
	_____	<input type="radio"/> Nubian <input type="radio"/> Other (_____)									
Occupation <input type="radio"/> Employed <input type="radio"/> Unemployed <input type="radio"/> Student <input type="radio"/> Retired <input type="radio"/> n/a – Client is a child <input type="radio"/> n/a – Client is deceased <input type="radio"/> Other (_____)	Does client have a birth cert.? <input type="radio"/> Yes <input type="radio"/> No										
How Client Learned of Paralegals <input type="checkbox"/> Door to door outreach <input type="checkbox"/> Community meeting <input type="checkbox"/> From paralegal (at office) <input type="checkbox"/> Observed by paralegal at govt office <input type="checkbox"/> From former client <input type="checkbox"/> Other “word of mouth” <input type="checkbox"/> Radio <input type="checkbox"/> Newspaper <input type="checkbox"/> School <input type="checkbox"/> Mosque <input type="checkbox"/> Health clinic <input type="checkbox"/> Other org/institution (_____) <input type="checkbox"/> Is a former client <input type="checkbox"/> Other (_____)	Does client have an ID card? <input type="radio"/> Yes <input type="radio"/> 1 st generation <input type="radio"/> 2 nd generation <input type="radio"/> No	Does client have a passport? <input type="radio"/> Yes <input type="radio"/> International <input type="radio"/> East Africa pass <input type="radio"/> Temporary <input type="radio"/> No									
Summary of Issue and Previous Action: _____ _____ _____											
Previous Action Taken <input type="radio"/> None (first attempt to apply) <input type="radio"/> Applied, in process <input type="checkbox"/> Waiting for vetting <input type="checkbox"/> Already vetted <input type="checkbox"/> Lost waiting card <input type="checkbox"/> Govt lost documents <input type="radio"/> Applied, accepted <input type="checkbox"/> Paid bribe <input type="checkbox"/> Lied about name/ethnicity <input type="checkbox"/> Lied about family <input type="radio"/> Applied, denied <input type="radio"/> Purchased counterfeit ID <input type="radio"/> Other (_____)											

Case Resolution Section	Reason for Ending Case <input type="checkbox"/> Resolved through admin process <input type="checkbox"/> Received national ID card <input type="checkbox"/> Received passport <input type="checkbox"/> Received birth certificate <input type="checkbox"/> Received death certificate <input type="checkbox"/> Other (_____) <input type="checkbox"/> Denied by govt office/authority <input type="checkbox"/> Inordinate delay by govt/authority <input type="checkbox"/> Client withdrew case <input type="checkbox"/> Client no longer responding <input type="checkbox"/> Other (_____)	Institutions Engaged <input type="checkbox"/> Registration Office <input type="checkbox"/> Vetting Committee <input type="checkbox"/> National Registry Bureau <input type="checkbox"/> Citizenship Det. Board <input type="checkbox"/> Police <input type="checkbox"/> Formal Courts <input type="checkbox"/> Military <input type="checkbox"/> Ombudsman’s Office <input type="checkbox"/> Human Rights Comm. <input type="checkbox"/> NGO (_____) <input type="checkbox"/> Other (_____) _____ _____	Tools/Resources Used by Paralegal <input type="checkbox"/> Gave information to client <input type="checkbox"/> Helped with written form(s) <input type="checkbox"/> Helped gather supporting docs <input type="checkbox"/> Accompanied to govt office <input type="checkbox"/> Accompanied to vetting comm. <input type="checkbox"/> Negotiated with authority <input type="checkbox"/> Formal letter to registration office <input type="checkbox"/> Formal letter to National Reg. Bureau <input type="checkbox"/> Follow-up visit to govt office # of visits (_____) <input type="checkbox"/> Help client check status via SMS or online <input type="checkbox"/> Head paralegal consulted <input type="checkbox"/> Head paralegal took action <input type="checkbox"/> Administrator consulted <input type="checkbox"/> Administrator took action <input type="checkbox"/> Supervisor involved <input type="checkbox"/> Lawyer involved <input type="checkbox"/> Other (_____)
	Entered into database On : ____ / ____ / ____ By: _____		
	Date resolved: ____ / ____ / ____	Will monitor until: ____ / ____ / ____	Date closed: ____ / ____ / ____