

## Case Management Exercise: Completing an Intake Form and Case Action Log

### **Read this case and discuss any questions:**

Mary Samura is a 30 year old trader who lives in Konta village 20 km from the paralegal office.

Her husband asked her to lend him Le 200,000 to settle an old debt he had with one Mr. Kamara with the promise of paying back by the end of the month.

He did not pay as promised and when Mary asked him, he became very angry and started using abusive language on her in the presence of the children. He became so annoyed that he pushed her and two of the four children they had out of the house, throwing away and destroying her belongings in the process. She went to her family members, who were not able to help, and later to the head man of the village who also was not able to settle the matter.

A few days later she was advised by a former client to take the case to the paralegal office. Her main complaint was that her husband was not supporting her and the children and for him to pay back her money for the debt.

### **Use this information to fill out the Intake Form.**

The paralegal succeeded in handling the case through mediation, during which they were able to mention the different options the client had and what the domestic violence act provides in relation to her case. While handling the case, the lead paralegal was contacted for some advice.

The agreement reached included return of Mary back to the house, repayment of the Le 200,000 in two installments and the husband promised not to be aggressive to the mother and children again.

### **Use this information to fill out the Case Action Log.**

# Individual Case Intake Form



### Case Status

- Case Opened/Pending
- Agreement/Solution Reached
- Monitoring
- Case Closed

Case Number: -/-

Office: \_\_\_\_\_ Paralegal Code/Name: \_\_\_\_ / \_\_\_\_\_

Intake Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Reopening Old Case ( \_\_\_\_\_ )

### Client Demographics

#### Gender

- Female (1)
- Male (2)
- Mixed (3)

#### Status

- Single (1)
- Married (2)
- Widowed (3)
- Co-habit (4)
- Divorced (5)
- Separated (6)

#### Age

#### # of Children

#### Occupation

- Farmer (1)
- Trader (2)
- Student (3)
- Laborer (4)
- Chief (5)
- Other (88) ( \_\_\_\_\_ )
- Government Employee (6)
- Teacher (7)
- Soldier (8)
- Housewife (9)
- Tailor (10)

### Client Name/Village/Phone Number

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

### Distance Traveled to Timap

- < 1 Mile (1)
- 1 - 5 Miles (2)
- 5 - 15 Miles (3)
- > 15 Miles (4)

### Time to Get to Timap

- < ½ Hour (1)
- ½ - 2 Hours (2)
- 2 - 5 Hours (3)
- > 5 Hours (4)

### How Case Reached Timap

- Client came to office (1)
- Mobile clinic (2)
- Referred by Chief (3)
- Referred by COB (4)
- Observed by paralegal (5)
- Referred by former client (7)
- Referred by police (8)
- Referred by other org/institution (10)
- Referred by relative (11)
- Other (88) ( \_\_\_\_\_ )

### How Client Learned of Timap

- Saw Timap office sign (1)
- Community meeting (2)
- Mobile clinic (3)
- From former client (4)
- From Paralegal (5)
- Other "word of mouth" (6)
- Radio (7)
- Newspaper/doc (8)
- Other org/institution (9)
- Referred by (81) ( \_\_\_\_\_ )
- Other (88) ( \_\_\_\_\_ )

Client Intake Section

### Previously Brought Before

- Paramount Chief (1)
- Local Courts (3)
- Formal Courts (11)
- Ministry ( \_\_\_\_\_ )
- NGO (24) ( \_\_\_\_\_ )
- Other (88) ( \_\_\_\_\_ )
- Other Chiefs (2)
- Family (5)
- Police (10)
- Military (21)
- School (22)

### Case Type (underline primary)

- Family**
  - Child Neglect (1)
  - Wife Neglect (2)
  - Early Marriage (3)
  - Teen Pregnancy (4)
  - Family Dispute (5)
  - Marital Problems (6)
  - Child Custody (7)
  - Child-Parent Conflict (8)
- Abuse by Authorities**
  - Police Abuse (10)
  - Wrongful Detention (11)
  - Corruption by Formal Gov't (12)
  - Abuse by Formal Authorities (13)
  - Injustice in Local Courts (20)
  - Abuse by Cust. Auth. (21)
  - Corruption by Cust. Auth. (22)
- Private Violence**
  - Assault, not domestic violence (30)
  - Domestic Violence (31)
  - Rape/Sexual Abuse (32)
  - Child Abuse (33)
  - Public Disobedience/Mob (34)
- Economic Injustice**
  - Employment (40)
  - Unpaid Wages/Benefits (41)
  - Breach of Contract (42)
  - Debt (43)
  - Housing (44)
  - Land/Property/Animal Dispute (45)
  - Larceny/Conversion (46)
  - Accident Compensation (47)
  - Inheritance (48)
- Social Infrastructure/Development**
  - Education (50)
  - Health (51)
  - Roads (52)
  - Water/Sanitation (53)
  - Agriculture Development (54)
  - Mining (55)
  - Market/Commerce Development (56)
  - Support Community Institutions (57)
- Group Conflict (35)
- Neighbor/Compound Dispute (37)
- Insult/Abusive Language/Threat (38)
- Genital Circumcision (36)
- Other (88) ( \_\_\_\_\_ )

### Summary of Issue:

Case Resolution Section

### Reason for Ending Case

- Reached agreement through Timap (1)
- Reached agreement without Timap (2)
- Litigated by Timap to completion (3)
- Litigated by Timap, but settled (4)
- Resolved by police/other official (5)
- Resolved in customary court (6)
- Resolved in formal court (7)
- Client withdrew complaint (20)
- Client no longer responding (21)
- Other party too far away (22)
- Other party ignoring Timap (23)
- Other ( \_\_\_\_\_ ) (88)
- Agreement later broken (99)

### Result if Resolved

- Single payment of Le \_\_\_\_\_ (1)
- Multiple payments of Le/month (2)
- Contract fulfilled (3)
- Behavior change (4)
- Property returned (5)
- Refund (6)
- Government action (10)
- Release from police (11)
- Detention by police (12)
- Other (88) ( \_\_\_\_\_ )

### Institutions Engaged

- Paramount Chief (1)
- Other Chiefs (2)
- Local Courts (3)
- Family Elders (5)
- Police (10)
- Formal Courts (11)
- Ministry ( \_\_\_\_\_ )
- Military (21)
- School (22)
- NGO (24) ( \_\_\_\_\_ )
- Other (88) ( \_\_\_\_\_ )

### Tools/Resources Used

- Gave Information (1)
- Helped Navigate Authority (2)
- Mediation (3)
- Advocacy (4)
- Organized Collective Action (5)
- Community Education (6)
- Litigation (7)
- Director involved (11)
- COB involved (13)
- Lead Paralegal involved (15)
- Other (88) ( \_\_\_\_\_ )

Date resolved: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Will monitor until: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Date closed: \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_

Copy 1 (Office Case File)

Copy 2 (New Cases Folder)

Copy 3 (Closed Cases Folder)

(Headquarters Use) Entered in to database

On : \_\_\_\_ / \_\_\_\_ / \_\_\_\_\_ By: \_\_\_\_\_



# Individual Case Action Log

Case Number: -/-

Log of follow up activity (continue on additional pages as needed):

Date:	Notes: