

Lebron, Tiffany M

From: Ulloa, Stephen
Sent: Thursday, October 30, 2014 12:16 PM
To: Olivera-Soto, Angel L; Lebron, Tiffany M
Cc: Hassan, Alice M
Subject: Karnes Info - Making children PA's on positive determinations

Hey y'all,

I wanted to put into writing how we handle situations where we make a child the PA and the parent a dependent on a CF claim. Audrey McDonnell from ZHN has reviewed these procedures.

(b)(5)

Interview



Interview Notes

Please ensure that your notes are clear with respect to who is providing the testimony. Most of you go into the interview properly treating the parent as the PA and your notes reflect so. When we make the child the PA after the interview and in processing the decision, we have to be careful that it is clear in the notes who is providing testimony. For example, if we make the child the PA it can become confusing if certain parts of your notes indicate "Questions to PA and/or Questions to Dependent." We really need to make sure the record is clear on this. Also, I think it is important to specify in the notes who are members of this family unit so that NTA's issued to the parent will be clearly supported.

I-870

When we make a child the PA, all of the information on the I-870 will be the child's. This includes all the biographic information in Section II of the I-870. This means that the PA will be listed as single and that there will be no children listed on the I-870 at questions 2.17 and 2.18. In essence, the parent and any siblings will not have their names listed on the I-870, and will be issued courtesy, ride-along NTAs. This is why it becomes important to list family members in the interview notes.

Checklist - The A-number is that of the child's and all of the questions on the checklist are answered with respect to the child's claim.

APSS - Be sure to adjust APSS, listing the child's A-number as the "PRIN A-NUMBER" on the PREC screen. INTC and ADEC will be according to the child's information.

NTA's - Prepare as usual for all family members.

Thank you,
Steve

Lebron, Tiffany M

From: Ulloa, Stephen ~~ZHN 296~~
Sent: Wednesday, October 22, 2014 8:05 AM
To: Olivera-Soto, Angel L; Lebron, Tiffany M; Niazi, Roya H
Cc: Hassan, Alice M
Subject: Karnes CF Record Order

Good morning, everyone,

So there was a huge debate over email yesterday amongst the SAPSO's at our office about record order for APSO cases. Everyone seems to prefer them a certain way and nobody could agree on one way. It was pretty funny.

With that said, please submit your cases in the following record order:

Loose in the file

- I-862
- List of legal services ?
- I-870
- Interview notes
- CF Checklist

Acco fastened on LEFT side of file

- I-860
- I-213
- I-867A
- I-867B
- M-444
- G-28 if any
- All other documents in no particular order

Acco fastened on RIGHT side of file

- Security checklist
- Supporting docs

Let me know if you have any questions.

Thanks!
Steve

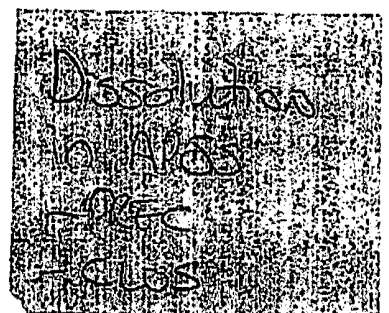
- ZHN-296 Steve Ulloa
- ZHN-125 Rabia El-Hage
- ZHN-313 Michael Pillera
- ZHN-319 Katy Michaelis
- ZHN-273 Shevon Green
- ZHN-130 Danielle Patchaman
- ZHN 388 Katie Tsui

Rare Language :

- 1) Rare Language Memo
- 2) NTA
- 3) CLOS in APSS

* may need to change language in REC.

Language code for Quicks is QUI



CF

Hooks, Karin M

From: ASYLUM QA - CREDIBLE FEAR
Sent: Tuesday, January 28, 2014 10:40 AM
To: ASYLUM QA - CREDIBLE FEAR
Subject: Credible Fear QA Submissions SOP

Please adhere to the following submission guidelines for Credible Fear submissions:

RECIPIENTS

ASYLUM-QA-CREDIBLE-FEAR@uscis.dhs.gov

Adjudicating APSO, Interviewing APSO (if different), and reviewing SAPSO

All those who should receive HQ QA response per local office policy

SUBJECT LINE

Office, CF, NEG/POS, Alien number (format: AXXX XXX XXX), clock-in-date (as reflected on APSS screen), EXPEDITE (if applicable)

For Example: ZHN CF, NEG, (b) (6), 11/5/13, EXPEDITE

BODY OF EMAIL

Applicant's name	[first LAST]
A number	A[xxx xxx xxx]
Country of citizenship	
APSO	[Note: if the adjudicating APSO is different from the interviewing APSO, list both]
SAPSO	
Reason for Request to Expedite, if applicable	[If applicable, provide the reason for the request to expedite. Please only request expedited review if the case is within one day of reaching the 8 or 14-day mark (two days if the case is submitted on a Friday and is due on Sunday) or if there is some other reason unrelated to the due date that the case needs to be expedited. Please remember that HQ QA is reviewing credible fear cases within 24 hours of receipt generally on a first-in, first-out basis. If the case is being expedited on account of the due date, please provide the due date in this field. If there is some other reason for the expedite request, please indicate it here.]

ATTACHMENT

The HQ Packet should be a PDF file that includes (in this order):

Required in all cases

QA Referral Sheet

Form I-860

Form I-213

Form I-867A & I-867B

1
CF

M-444
Interview Notes
CF Determination Checklist
Form I-870

Required, if negative

I-863

I-869

Required, if positive

NTA

Required, if present in A-file

G-28

Any supporting documents submitted by the alien

Any documents relied upon in making the determination (other than routine country conditions reports)

Any memorandum in file produced by USCIS

We really appreciate your cooperation with this. We know you are busy and that scanning and submitting these cases is time consuming. Hopefully, this will assist us in responding more quickly to your submissions and give you more time to serve these determinations on the applicant. If you have any questions or concerns, please feel free to contact us.

RF.

Hooks, Karin M

From: ASYLUM QA - REASONABLE FEAR
Sent: Thursday, January 30, 2014 12:08 PM
To: ASYLUM QA - REASONABLE FEAR
Subject: Reasonable Fear QA Submissions SOP

RECIPIENTS

ASYLUM-QA-REASONABLE-FEAR@uscis.dhs.gov
Adjudicating APSO and SAPSO
All those who should receive HQ QA response

SUBJECT LINE

Office RF (*Resub, if applicable*), NEG/POS (*if POS, please indicate Torture/Persecution*), clock-in-date (*as reflected on APSS screen*), EXPEDITE (*if applicable*)
(**For Example:** ZHN RF/Resub, POS/Torture, 01/01/13, EXPEDITE)

BODY OF EMAIL

Applicant's name	[first LAST]
A number	A[xxx xxx xxx]
Country of citizenship	
APSO	
SAPSO	
Reason for Request to Expedite, if applicable	[If applicable, please provide the reason for the request to expedite. Please only request expedited review if the case is within 10 days of reaching the 90 or 150 day mark or if there is some other reason unrelated to the deadlines that the case needs to be expedited. If the case is within 10 days of the 90 or 150-day marker, please provide the date that it will hit the mark in this field. If there is some other reason for the expedite request, please indicate it here.]

Please note that we do not request that you submit aliases in the body of the submission email but please make sure aliases are being entered into APSS.

ATTACHMENT

The HQ Packet should be a PDF file that includes (in this order):

Required in all cases

QA Referral Sheet

Documents establishing jurisdiction:

I-871 (reinstatement), prior removal order, and proof of prior removal

or

I-851 and/or I-851A (FARO) and proof of conviction for the aggravated felony on which the FARO is based

I-213 and sworn statement taken by ICE/CBP at time of apprehension

I-899

Assessment

RF

Interview Notes

M-488 (and list of free legal service providers given to applicant, if available)

Waiver of 48-hour period from receipt of M-488, if applicable

I-898 (if negative)

I-863

Required, if present in A-file

G-28 (and waiver of representative, if applicable)

Any supporting documents submitted by the alien

Any documents relied upon in making the determination (other than routine country conditions reports)

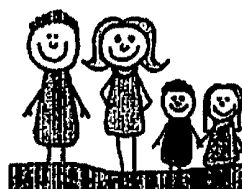
Any memorandum in file produced by USCIS

Any previous credible fear determinations, reasonable fear determinations, asylum applications

* Introduction to Family Processing in Credible Fear

They come up everywhere in CF:

- * Non-detained
- * Family residential facilities
- * Adult detention facilities
- * Family members may be discovered at the time of interview



* Where are families?

***Family members who can be dependents**

***Children - unmarried, under 21**

***Spouses - includes common law if recognized by law in country of origin**

Must: 1) have arrived in the United States concurrently with the principal alien; and 2) desire to be included in the principal alien's determination.

***Dependents**

*** Need not be detained in the same location or detained at all, if still subject to ER and properly referred for CF determination**

*** Must have arrived concurrently - same time and place**

*** APSO meets with family to determine whether family members wish to be included as dependents**

*** Recommended best practice:**

*** "Did any family members travel with you?"**

*** "If possible, would you like your case to be processed with your family members?"**

*** RF - no dependents**

***Dependents**

- * Family members may not be in the same location or even in the jurisdiction of the same asylum office
- * Asylum offices have the discretion to process family members together as dependents or separately. No affirmative duty to try to locate family members in different locations, but APSO can do so if it does not unreasonably delay process. Lafferty Memo, "Guidance on Immediate Family Members in Credible Fear," June 27, 2014.
- * APSO can get biographic info from applicant, then check CIS, PCQS/ENFORCE, and APSS to try to ascertain A/#s and status/location of family members



* Finding family members

* DHS has discretion to place an alien in 240 proceedings rather than ER. When a child under age 18 has a positive CF determination but the accompanying parent does not, AO should place the parent in section 240 removal proceedings with the child

* Note: In this scenario, the parent is not a "dependent" on the minor child's positive CF determination. Other siblings under the age of 18 can be placed in 240 proceedings along with the parent. Check the positive CF box in order to complete the paperwork to issue an NTA on the parent and other minor siblings (only applies in cases of minors - i.e., under 18, not 21 - who has a positive CF when the parent does not).



* Family Units

- * Fully develop record
- * No age limit: even very young children may establish a credible fear of persecution or torture
- * Child's claim may be established with parent's testimony alone
- * Welcome children warmly and explain the process in simple terms
- * Develop rapport with child applicants - what is his favorite subject? Does she play soccer?

* Interview Considerations

- * Rephrase questions as necessary to ensure child's understanding
- * Evaluate children's testimony with regard for their age and developmental level
- * Consider that children may be too young to reasonably be expected to report harm to police
- * Consider privacy of family members, particularly with regard to sensitive topics such as rape and domestic violence
 - * HQASM guidance: ask parent(s) if they wish to be interviewed without their child(ren), and vice versa
- * Ask bar questions of dependents

* Interview considerations

*If parent is caring for sick child during the CF interview, that may warrant a reschedule - consult with SAPSO

*Children may need breaks more frequently than adults

*Other considerations

*Recommended best practice: for clarity to first- and second-line reviewers, negative checklists should document all claims examined for PA and dependents/family members



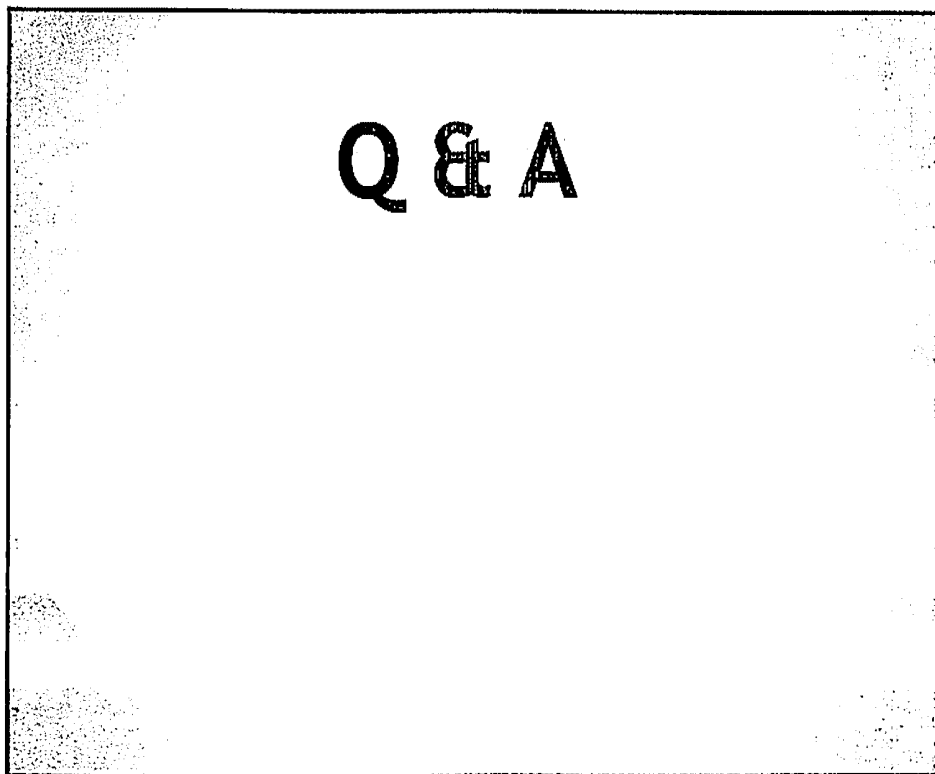
*Determinations

- * Join family members in APSS on the PREC screen
- * Ensure that INTC and ADEC are complete for each family member
- * Complete I-870 for PA; include copy in file for each family member
- * Complete BISC for each family member
- * Prepare NTA for each family member
- * NTAs should have the box checked showing that the NTA is being issued after a positive credible fear determination
- * If family members are discovered or located after service of PA's NTA on the court, they cannot be joined at that point
- * Recommended best practice: if child becomes PA, include a brief memo to file to document the change

* Processing

- * Ex 1: Mother arrives concurrently with two minor children. They are detained together. She does not establish a claim, but her oldest daughter merits a positive determination based on a family PSG claim. How do you process this case?
- * Ex 2: During CF interview, APSO discovers PA's wife and minor child arrived with him concurrently. His case will move forward as a positive determination. Husband does not know where his family members are, but provides their full names and DOBs. How do you process this case?

* Common Examples



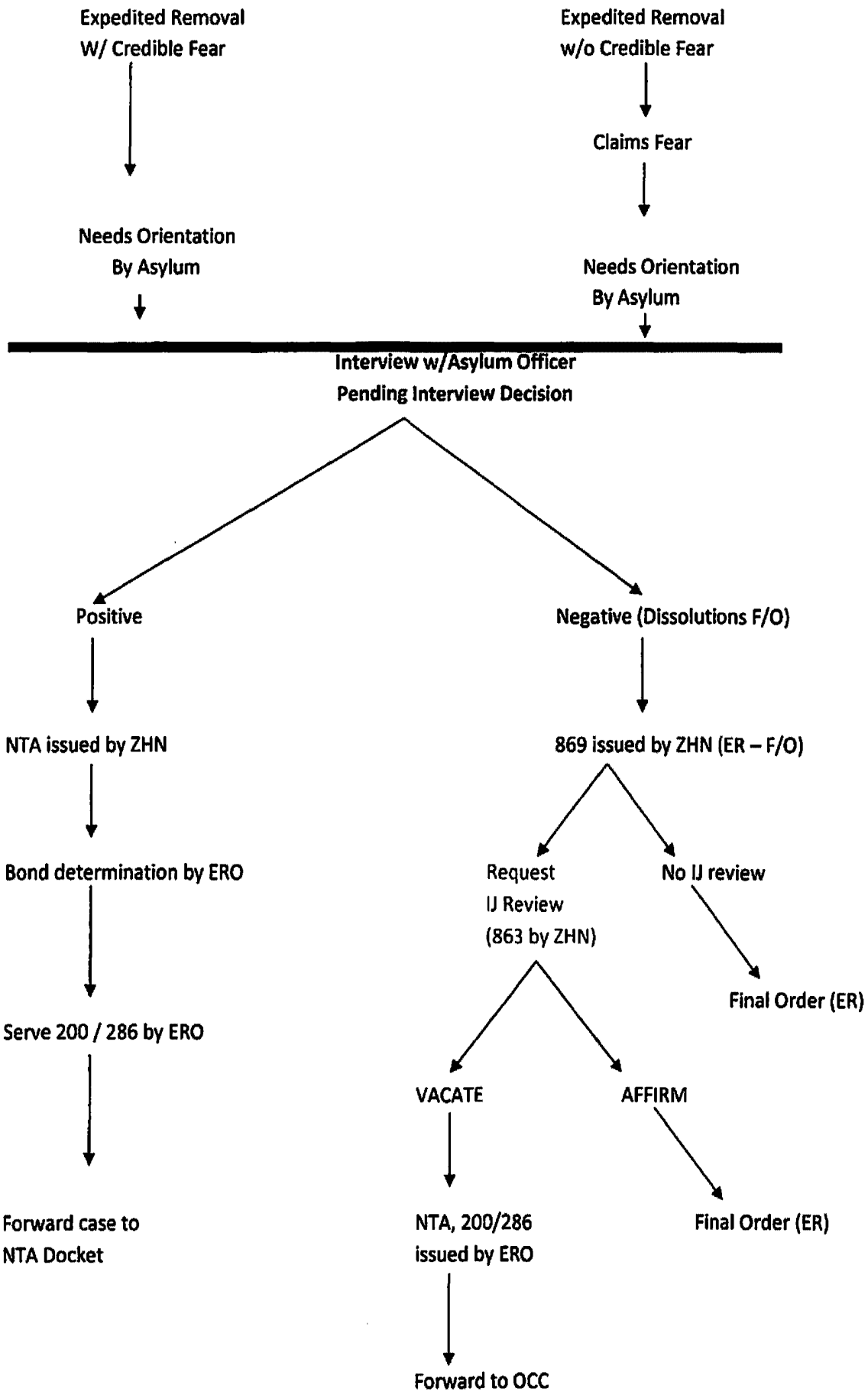
Credible/Reasonable Fear Procedures

Karnes County Residential Center, Karnes City, TX

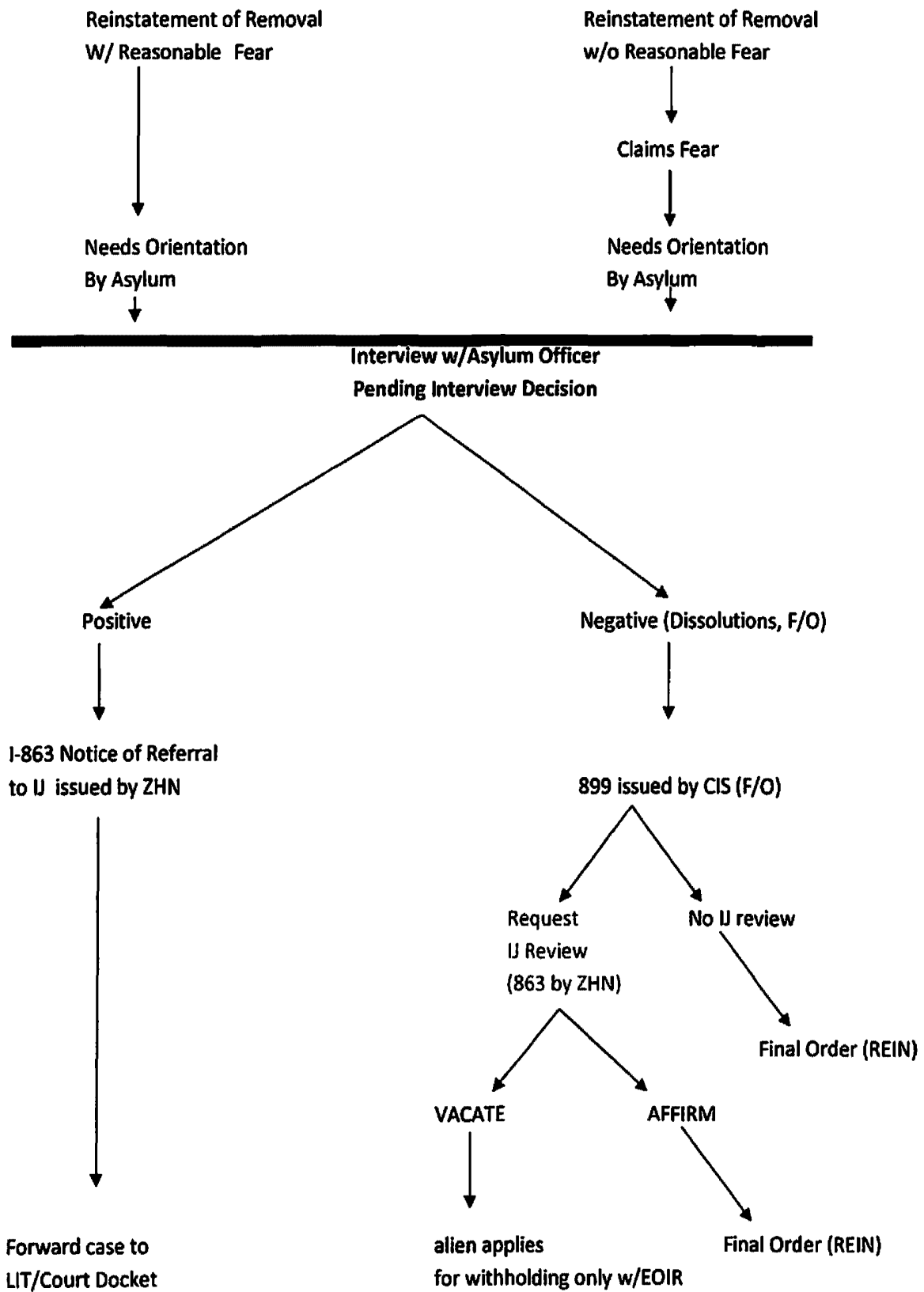
Subjects under 240 proceedings (NTA) are not eligible for credible or reasonable fear referral. They will have the opportunity to claim fear of return to the Immigration Judge. Only Non-Hearing removals are eligible for Credible or Reasonable Fear Referral. (E/R, Re-instatements, Admin Deports, Visa Waivers) Upon determination of eligibility for referral, ERO will provide documentation to ZHN for orientation and interview processing. It is also imperative that the subject made be aware of the processing.

- ✓ The Houston Asylum Office makes the appointments for orientation and interviews
- ✓ Residents should be allowed the opportunity to attend LOP, prior to the triggering documents coming to the asylum team.
- ✓ Asylum will re-orient the applicants, serving them with M444/M488, LOLS, and G-56 with interview date and time.
- ✓ RF cases should be treated as a family unit, even though the children are in ER.
 - Mother can claim fear for the children
 - After receipt of A-file, all triggering docs can be submitted to asylum.
 - Asylum will treat case as family unit and return case to ERO as such.
 - The only form of judicial relief available for a reinstatement of removal is withholding of removal. There are no dependents allowed on Reasonable Fear cases.
- ✓ If the resident wishes to withdrawal their claim;
 - They will still require an interview with an Asylum Officer to determine their withdrawal is being requested freely and voluntarily
 - Only Asylum can terminate the application for asylum screening

CREDIBLE FEAR PROCESS



REASONABLE FEAR PROCESS





SOPs for ZHN Team TDY to Karnes

USCIS User

4/1/2015

For EDITS ONLY. Do not disseminate.

SOPs for ZHN Team TDY Karnes - includes SOPs for Intake/Input, Interviews, SAO responsibilities and Service as well as general information about the TDY

SOPs for ZHN Karnes TDY

CONTENTS

General Information	2
Support Staff	8
Asylum Officers	13
SAPSOs	17
Appendix A: Helpful Links	22
Appendix B: ICE Contact Information	23
Appendix C: ZHN Blank OT Slip & Sample Complete OT Slip	24

I. General Information

Welcome!

Your dedication to this work and your willingness to contribute to this Tiger Team is much appreciated. We hope that you will enjoy your TDY. If you ever need anything at any point during your stay, please don't hesitate to reach out to your Team Lead or ZHN. We are here to get the job done but we want to do that in as efficient and comfortable a manner as possible.

This SOP is meant to be a helpful guide for on-the-ground logistics and procedures. It does not supersede any pre-existing or subsequent Asylum Division guidance, lesson plans, agency policies or procedures, or instruction from your supervisors. If you ever have a question, please ask. Thank you for coming!

Things to Pack

Before you leave home, make sure to bring (among other things you may already have been told):

- Everyone: PIV card (and VPN if your PIV card doesn't already connect your laptop to the internet)
- APSOs: A DHS-issued laptop – this is essential for interviews!
- APSOs/SAPSO: A DHS-issued thumb drive that works with the laptop (test it out before you come! APSOs have experienced issues here!) We also have four thumb drives available onsite.
- APSOs and Clerical Staff: Language Line and Lionbridge phone numbers/access codes
- APSOs/SAPSO: Credible Fear/ Reasonable Fear processing templates/forms in electronic format (e.g. on the thumb drive); some people like using an Access database to generate their forms so they should bring whatever they're most comfortable with. If APSOs don't already have forms, the SAPSO and/or other team mates may have them, and you can find most forms/samples here:
<http://ecn.uscis.dhs.gov/team/raio/Asylum/AsylumPII/CF/Shared%20Documents/Forms/AllItems.aspx>
- Texas hotel tax exempt form: <http://window.state.tx.us/taxinfo/taxforms/12-302.pdf>
- Your team's contact information
- SAPSO: Name stamp – it has to be written on every NTA in addition to the signature
- Everyone: any of your favorite supplies, such as your date stamp, FOUO/LES stamp, sticky notes, white out, etc. If there is anything you can't live without, bring it just in case!

General Work Hours

Tiger Teams generally work 8-hour days on Monday through Friday, and come off AWS starting from the pay period they first travel to the facility. In the past the work schedule has either been 7am-4pm with an hour lunch, or 7:30am-4pm schedule with a half-hour for lunch. The team should check with the SAPSO on the exact schedule.

Travel

You should reach out to your local travel support staff for help getting your travel authorization going on Concur. Much of travel planning is up to you, but make sure that you verify that your arrangements are okay with your local office and ZHN. Note that the information here is to give you some suggestions, but specific guidelines are not included here because it changes from time to time. The travel POCs at ZHN are Amber Miller and Rebecca Ross (supervisor). You should also coordinate with your team lead/SAPSO and the other team members to ensure carpools, that the team has a sufficient number of cars, etc.

Flights:

Book your flight into San Antonio – that is the closest airport.

Cars:

Not everyone on the team needs a car. If you are renting a car, you can pick it up at the airport. If you are not, take a taxi to your hotel. Make sure you get in touch with your team to ensure that everyone has a ride to work!

Lodging:

Recently, most Karnes TYDers have elected to stay in San Antonio. Coordinate with your team to ensure that everyone will have a ride to and from work.

Floresville

Floresville is an approximately 30-minute drive to the facility and approximately 32 miles/half an hour away from San Antonio for weekends.

There is a [REDACTED]:

[REDACTED]
[REDACTED]
[REDACTED]

You may have to call the hotel directly to confirm that there is space. The [REDACTED] has fridges & microwaves in the rooms, a place outside to BBQ, breakfast every day, and dinner on T&TH. It also has free Wi-Fi, but it's been known to be spotty. A plus to this hotel is that it allows pets. Employees have reported that many ICE employees and oil workers also stay at this location. The walls are reportedly paper-thin, so you may hear activities from next door.

[REDACTED] - Right next door to [REDACTED].

[REDACTED] – I don't know anything about this hotel but I've seen it on the drive!

San Antonio

Approximately an hour drive from the facility, so be prepared for early mornings and long drives.

[REDACTED], has been well received and has a free breakfast, and is good for [REDACTED] points-members. One AO reports that you can earn double points if you stay in building 2, but verify with the hotel. There is also a dinner with happy hour on Monday, Tuesday, and Wednesday evenings, as well as free parking. Note, this hotel shares a complex with the [REDACTED], all of which offer the government rate. However, the [REDACTED] does not offer free breakfast.

[REDACTED], very popular with the people who have chosen to stay there. This location charges for parking so keep that in mind if you are renting a car.

[REDACTED] (note, there are [REDACTED] properties on the [REDACTED] as well, it's just that no one has stayed there yet. Be the first, and rate your choice!) This hotel is only so-so.

██████████, also has a free breakfast, and offers points for ██████ members. We had free parking at this location for a while, but our contact person left, so for now, this location charges for parking.

██████████ - very close to the freeway you take to Karnes and central to the ██████, also has a free breakfast, appetizers M/T/W evenings, and is a ██████ hotel. Usually they charge for parking but we have recently worked out a deal to get free parking for "the asylum program group." The contact person at the hotel to make and/or confirm reservations is ██████ ██████. You can call her directly and tell her that ██████ (from the ██████ sales dept.) has confirmed these arrangements. I'm not sure if this is an ongoing deal or just for a while, so keep your incoming teammates updated if something changes.

Facility Directions

From San Antonio:

South on I-37 for about 9 miles to U.S. Hwy. 181

Take U.S. Hwy. 181 South to Floresville and continue with directions from there

From Floresville:

South on U.S. Hwy. 181

Stay on 181 until you Hwy. 181 widen into 4 lanes again, see a small sign that indicates Karnes City to the left, and see signs for 181 Bus.

West on FM 1144

Turn left into the facility parking lot

GPS/Google Maps navigation: If you're using a GPS system like Google Maps, you can punch in: **409 Farm to Market Road 1144, Karnes City, TX, 78118**, BUT when you make the right turn onto FM1144, Google Maps will say "You have arrived at your destination on your right" and that's wrong- you want to keep driving for a little bit, and then you will see a long, low building with a parking lot in front on your left, and that's where you'll be turning into to arrive at Karnes County Residential Center. Recently there has been some highway construction, so you may want to allot extra time for travel in the morning.

Note: there is also a Karnes County Correctional Facility run by GEO located nearby. It is *not* the same facility, but the guards at that facility are happy to point you in the direction of the facility you want.

Getting into the facility on the first day/ Locating the Asylum Workspace

Karnes is one of the easiest facilities to navigate, thankfully! When you enter the building (there's only one building!), straight ahead you will see a desk and a metal detector. You can let the front desk know that you are from Asylum, and you'll need to leave a form of ID with the desk so that you can get a visitor badge (like a driver's license, but not your PIV because you'll need that for your computers!). Later on you can coordinate with your SAPSO/the SDDO P.O.C. to get a photo ID, but you don't need it when you first arrive. Please note, the facility requests that all smokers put their tobacco in a locker before crossing through security. Past security, you'll go to first door on your right. It says "OPLA/ICE." You

(b)(7)(e)

have to get buzzed in [REDACTED]

[REDACTED] Walk diagonally to the open door across the room, immediately turn left and go through the door, and keep walking down the hallway till you reach the cubicles- that's the Asylum Tiger Team area! Look for the sign that says "Karnes Asylum Unit." If you get lost, any random ICE person will be able to direct you to the Asylum cubes once you get into that area.

(b)(7)(c)

Our Asylum POCs at Karnes are [REDACTED]

[REDACTED] Any of the DOs or IEAs can give you a tour of the facility as well.

Workspace

When you reach the Asylum Tiger Team area, ignore the first two cubicles on the left- the next six cubicles have been assigned for our use. The furthest two cubicles have historically been used by support staff and the SAPSO, and the next four are for AOs. They all have CIS network computers in them as well as local printers. The support staff and SAPSO cubes also have scanners, as does one of the AO cubes. Do not use any of the ICE desktops (you can check the bar code to see if it says CIS or ICE if you are unsure). You can also print to the big printer in the middle after setting it up (see below) and while on the CIS network. You will also have access to all of your documents/drives while on the CIS network. AOs must transfer documents between their laptops and the desktops via a thumb drive. SAOs and support staff do not need to bring laptops.

There are bathrooms (with showers) and a break room with a refrigerator/freezer, Keurig, and microwave adjacent to our work area.

Out-of-Scope

Badges

(b)(7)(e)

At some point during your first few days at the facility, the Karnes staff will need you to complete a form and have your photograph taken in order to give you ID badges-

[Redacted]

[Redacted]

(b)(7)(c)

Supply Requests/ Supply Room/Copier Location

Asylum is responsible for supplying ourselves with everything, from paper in the printer to pens and folders. When supplies begin getting low, send an email to: #ZHN-Admin <#ZHN-Admin@uscis.dhs.gov> with specific needs (for example: toner model numbers). Please email the above address with questions regarding travel, supply requests, or anything admin-related. You will likely see responses from the Admin team, which includes Amber Miller, Kellie Covington, Irma Grazdan, and Rebecca Ross (Supervisor).

Supplies are kept either on the carts in between the cubicles in the Asylum area, or may be stored in the file room which is located in the middle of the same hallway as the offices of the DOs (Deportation Officers). You can ask anyone in that area to direct you to the file room. In that hallway you'll also find the copier in a nook on the right-hand side. The code for the file room is 3453* (don't forget the *!), and our supplies are kept in the middle of the room, all the way against the opposite wall from the file room door (you may see boxes of paper labeled "Asylum").

Eating Lunch

You may want to bring lunch because food options are all a drive away. There is a break room with a fridge, a Keurig, and two microwaves right next to our cubicle area. Outside there approximately five eating options that staff has spotted and can be driven to:

[Redacted] also has premade sandwiches, wraps, and salads. [Redacted]

The exact address for the [Redacted].

Floresville Eateries:

[Redacted]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

San Antonio Options to buy ahead and bring lunch:

In addition to numerous restaurants, there is a fancy shopping area about [REDACTED] [REDACTED] [REDACTED]. There is also a [REDACTED] [REDACTED]. These stores are to the north of the [REDACTED] area. There are also several [REDACTED] on the way between the [REDACTED] area and the detention facility. The [REDACTED] is the last [REDACTED] before the center. You can store your lunch in the ICE refrigerator and use the microwave in the kitchen.

Coffee:

ICE has a Keurig in the break room that they generously let us use. You will need to provide your own K cups and supplies. The [REDACTED] towards Karnes City also sells coffee.

II. Support Staff

Support will be responsible for intake, jurisdiction review, PREC, creating W folders, and service of decisions.

Intake

KCD staff will e-mail and/or bring new CF to Asylum support staff, and places RF cases in the hanging shelf on the support staff cubicle's wall. Historically, a log of received cases is kept to ensure that all cases were received and to assist in tracking cases.

Jurisdiction: Review all referrals for jurisdiction (look for missing documents, missing signatures).

CF Triggering Documents Required:

- G-28 (all pages). In cases where the attorney did not fax a complete G-28, make a note for the AO to request a copy at the time of interview
- I-860 (top portion must be signed)
- M-444 (completely filled—interpreter and applicant)—kick these back to the DOs if not properly signed
- List of Legal Services (make sure these are initialed or signed (if the LOLS are blank, make ICE aware that ZHN need verification that the applicant received a copy—ICE will serve them for ZHN)
- I-213 (all pages)
- I-867A&B (all pages) –ICE is aware that ZHN cannot take jurisdiction over cases w/o those forms

(b)(7)(c)



Folders:

- Prepare the folders (blue for inland, red for POE, note: very few POEs)
- Left side, triggering documents
- Right side, from top to bottom, Yellow Security Check List, US Visit, CSTA, EARM (all fastened in that order)

- APSS is accessible through the National icon on the desktop
- Cases are to be fully PREC'd, and CSTA screens included in the files
- Cases are also to be added to the Access Database
 - The copy at STDC is blank and will be merged with the main DB back at ZHN after each detail
- Run US-Visit and include the printout in the file (while ZHN has returned the US-Visit function to the AOs, on this detail it is still most efficient for Intake to conduct this security check. Please see your Team Lead for current procedure.)
- Make a barcode label

PREC

In APSS, go to the PREC screen and enter the information required. The screenshot below shows the required fields in green.



Once the case is PREC'd, print out the CSTA screen for the W file.

Target goals

Determine daily goals (numbers) with the Team Lead.

Scheduling (Support in conjunction with the Team Lead)

AOs are scheduled for **only 3 CF family units per day** because of the often-present need for AOs to interview all family members. This results in interviews that often extend well over the usual interview times. Due to the facility conducting headcount of the residents at 7:30 am (as we were informed as of 1/16/15), interviews can be scheduled at 8am, 10am and 1pm.

Time permitting on Wednesdays, AOs are scheduled for **only 1 CF family each**, so that APSOs/SAPSO can attend ZHN's weekly afternoon training via telephone. The ZHN TOs will contact the SAPSO/APSOs with further information on trainings.

For RF, schedule the RF mother and CF child(ren) together. The AO will write the case the same day and therefore should be scheduled **only 1 RF/CF family per day**. These should be scheduled in the 8am slot so the AO will have more time to process the case in the afternoon.

Orientations may be scheduled at any time, but are typically scheduled in the mornings. Interviews are now generally scheduled outside, but we may do morning orientations inside. They should be scheduled at 30 minute intervals. Please check with the TL about accommodating these in an AO's schedule.

Avoid scheduling cases at lunchtime as the residents only have a set time to eat between 12pm and 1pm.

Where to have the interviews

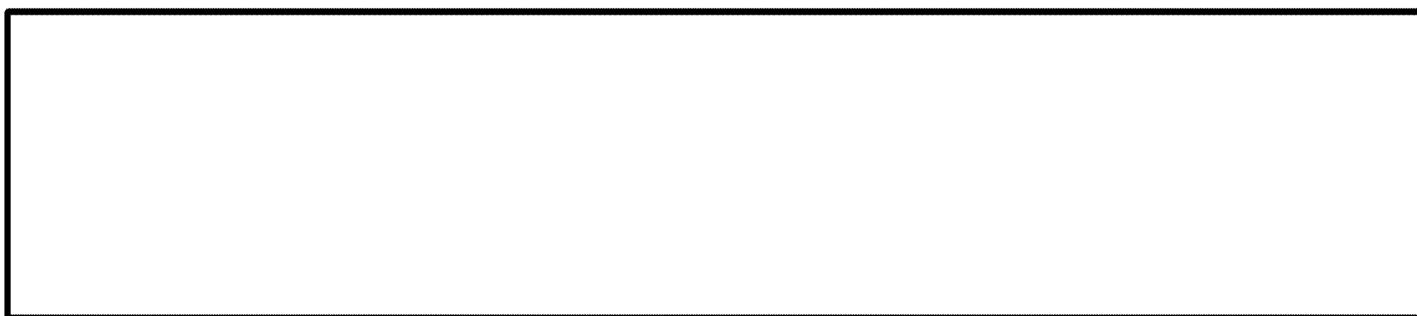
The GEO staff prefers that we conduct interviews outside. We sometimes do orientations inside in the mornings. If the applicant has an attorney physically present for the interview, it must be inside, so please alert the bailiffs regarding this issue in advance, if at all possible, to coordinate.

How to schedule

Provide the name of the AO, the A#, and the time for each interview to the below e-mail list by 2pm at the latest on the day prior to the interview. The Geo Staff (bailiffs specifically) have also asked us to add certain comments in our e-mail next to the resident's information to assist them- for example, if an attorney will be present (because then the interview cannot take place in the secure area behind the sallyport doors, and will likely take place in the courtroom area), or if certain children are not needed, or if all children are needed.

- o Below is a sample of the scheduling e-mail as guidance

(b)(7)(c)



Here is a sample interview list. Note the indication of inside or outside – please do this even if all are inside.

INSIDE								
APSO's Name	A#	Resident's Last Name	Resident's First Name	Reason for Interview	Language	Interview Date	Interview Time	Special Notes
[Officer #1's Name]	[Xxx xxx xxx]	DOE	Jane	RF Orientation	Spanish	20-Jan-15	8:00	

[Officer #1's Name]	[Xxx xxx xxx]	DOE	Jenny	RF Orientation	Spanish	20-Jan-15	10:00	
[Officer #2's Name]	[Xxx xxx xxx]	DOE	June	CF	Quiche	20-Jan-15	8:00	<ul style="list-style-type: none"> • Only mother needed • Attorney will be present, so courtroom space will be needed for interview.
	[Xxx xxx xxx]							
[Officer #2's Name]	[Xxx xxx xxx]	DOE	Jamie	CF	Quiche	20-Jan-15	13:00	Interpreter Scheduled
	[Xxx xxx xxx]							Mother (Must be present)
OUTSIDE								
[Officer #3's Name]	[Xxx xxx xxx]	DOE	Maria	CF	Spanish	20-Jan-15	8:00	
[Officer #3's Name]	[Xxx xxx xxx]	DOE	Isabel	CF	Spanish	20-Jan-15	10:00	
[Officer #3's Name]	[Xxx xxx xxx]	DOE	Leticia	CF	Spanish	20-Jan-15	13:00	

*Please bring all children unless otherwise indicated

Service of Decisions

- Positive INL (inland) CF cases are served by the DOs; positive POE and negative CF cases are served by the USCIS support staff member.

Positive INL cases are given to the designated ICE DO.

- Send e-mail w/ list of A#s to the all of the DOs noted above, and copy the SAPSO and Susanne Sansom.

Positive POE and Negative CF Cases

- As with scheduling of interviews, please provide the A#s and time for services to the bailiffs/DOs prior to 2pm the day before.
- The service packet includes:
 - o I-862 or I863/9
 - o LOLs
 - o The triggering documents (I-860; I-867, Parts A&B)
 - o I-870
 - o Q&A
 - o Parole Eligibility Form (if Positive POE)
 - Do NOT include the CF Determination Checklist
 - If there are any questions as to order, please check with your Team Lead and ZHN
- Make two copies for the service of the decision
- If the alien has a consultant, prepare one (1) additional copy of the documents for the consultant if a consultant was present at the credible fear interview. The alien receives the consultant's copy of the documents at the time of decision and is responsible for forwarding the documents to the consultant. The asylum office does not provide copies of the documents to the consultant directly, in order to protect the confidentiality of the alien as required by 8 CFR 208.6.
- Each service should be conducted individually (primary applicant and dependents may be served together)
- Children 14 or older should be present for service and should sign their own documents; children 13 and younger do not have to be present and should have their documents signed by their mother.
- If all three interview rooms are being used by the officers you can use the courtroom areas.
- The I-862 or the I-863/9 is read to the applicant
- The applicant signs the decision (if the applicant refuses to sign, indicate the refusal on the signature line)
- An original copy of the service packet goes to the applicant
- Make two copies of the second original – one for our files and one for A-file should be given to ICE. The second original is served on the court.

Rare Language

We often don't know about a rare language in advance, but look for any evidence of it when scheduling. We typically cannot get rare language interpreters the same day as the interview, so they turn into reschedules if we don't catch it in advance. We've asked ICE to notify us, but they often don't know either. Some languages (e.g. Quiche) are available the next day, others take 2-3 days (Kanjobal), and others aren't available at all (Chuj). If you try to schedule a rare language and you find out that it will be more than 48 hours before an interpreter is available, ask the SAPSO on site if he or she would like you to have an AO make a rare language NTA instead of scheduling it for interview.

Orientations

When we receive new CF and RF referrals, an AO needs to do the orientation with the M-444 or M-488 as appropriate for each case. For families with the mother in RF and child(ren) in CF, please be sure to complete both orientations. Also, then AO should ensure that all family members detained at the facility have been referred to us if all fear return (or their parent/guardian has expressed a fear on their behalf). For example, if a mother is in RF and has two children, we want to be sure the children are both properly referred for CF. If you discover that the any member of the family has a fear but has not been referred, alert your SAPSO. Please schedule these for an AO at 30 minute intervals. As part of the orientation, the AO will provide the applicant(s) with a G-56 to notify them of their interview date and time, typically 48

hours or more after the orientation (for RF, be sure to have a waiver signed if it is less than 48 hours). Additionally, the AO will serve a copy of the LOLs to the applicant and obtain her signature across the bottom for our file copy. The AO should preschedule a rare language interpreter for the interview at the time of the orientation if necessary. If the applicant's working folder has a G-28, please also call the attorney to let him or her know of the scheduled interview time and/or send a copy of the G-56 via email.

III. Asylum Officers

Most of your training comes from the lesson plans and procedures manuals. There are a few things unique to ZHN that you may or may not do at your office, so be sure to check with the SAPSO or other AOs about these things (e.g. security checks, orientations, clock in dates, etc.).

Interview Area

Laptops

Interview space is discussed further below, but note that the interview rooms do not have computers in them, only phones and desks. **Bringing a laptop is essential for AOs.**

Using the Phones/Conference Call Function (in the cubes or interview spaces)

To Call An Extension

Dial the four-digit extension

To Call An Outside Line

Dial 9, then 1 + area code + phone number

To Conference In Another Call

Dial 1st phone # (Remember, to dial an outside line, press "9" and then the phone #)*

Press first button next to "Exit" button, which has a digital "CONF" appearing above it

Dial 2nd phone #

Press "Add" on phone base

Press "Begin" on phone base

You should now have both parties on the phone.

*In the third inside interview room, the one in court chambers, you do not dial 9 to get out, instead you press one of the lines and then start with "1" and then the number. There are individual instruction sheets in each room.

If you have difficulties using the phone/conference call function, please ask one of the bailiffs (if they are nearby) or the Geo staff supervisors for assistance.

Directions

For **OUTSIDE** interviews (b)(7)(c)

(b)(7)(c)

To get to the area where APSOs will be conducting outside interviews, go all the way down the hallway from the metal detector at the front, past the sallyport (the secured entryway adjacent to the darkened room they call the "Command/Control Center" numbered "172A"), and you will be looking directly at the building you will be in. You can go either to the left or right and look above the door for either "Rm 600" or "601" (on the left is "600" and right is "601"). There are three offices with desks that we can use. On a normal interview day where you're interviewing applicants who are detained at the facility, an interview schedule will be sent by Asylum clerical staff to the appropriate people with appointment times, and APSOs should find their applicants waiting in the waiting area. If APSOs have trouble locating their applicants, they should first call any of these extensions for the Geo supervisors- x1033, x1032, x1023- identify that they're with Asylum and in Videoconference Rm 600/601/602, and let them know which applicant(s) are needed. The Lieutenant's name is [REDACTED] and APSOs can also ask for [REDACTED]. You can also go to the office directly to the right of where you come outside and ask anyone in there. If you try to get help from outside GEO staff for more than 10 minutes with no luck, call the DO associated with the principal (mother) for your case, and he will help you track your applicant down. You can also come in and talk to the GEO bailiffs who work with the court, as they are the ones who help us the most with getting our applicants. We initially had large delays outside, but getting the DOs and bailiffs involved has helped significantly.

For **INSIDE** interviews

These interviews will be scheduled for one of the rooms by the courtrooms (door numbered "200" on your left if you're walking up the hallway from the metal detector), and the bailiffs inside can direct the APSO to an available interview room. There are two in the front hallway and one in chambers for one of the courtrooms. The bailiffs working inside are there primarily for the court, but they love to and want to help us, and they are on top of things. Go to them with any questions you have, and they will be happy to help you. Just keep in mind that they are busy with court, so you may have to wait a bit to get their assistance. But they will have your applicants there on time and are great to work with.

[During Interviews] Getting Dependent Kids in and Out of School

As a reminder, for CF interviews, APSOs need to speak with dependents on a case to confirm whether they want to be included on the case (see CFPM/CF Lesson Plan), the mandatory bars, and if the APSO is making a negative determination on mom-principal's case, the APSO will need to interview dependents to see if they have a claim. If the APSO is anticipating making a negative determination on mom-principal's case, the APSO should explore the claim of each dependent with the mom first, and then call in each dependent until s/he can make a positive determination on that dependent which will be "flipped" into the principal.

In order to speak with the kids, the Geo Staff will bring the entire family unit at the time of the appointment so that APSOs can do their introductions/oath with everyone and go through the mandatory bars as a group, making sure each child who is capable is answering the questions. If the child is too young to testify, the mother should answer these questions on behalf of the child. After that, the children usually return to school or daycare. If a mom would like to keep her child(ren) in the interview, remind her that sensitive topics will be discussed and that she can change her mind at any time. If sensitive or graphic topics come up during the interview, please feel free to gently remind the mother that the child(ren) can return to school or daycare. Also, if the child is too distracting or is making noise such that the

interpreter cannot hear clearly, you may request that the mother take her child to daycare. If you are inside, the bailiffs, if they are available, will take the mother outside to drop off her children. Otherwise you will have to take her outside yourself – please escort her to ensure that she returns to you after taking her children (and also because she cannot get outside by herself). Then proceed with interviewing the mom. If at the end of the interview it appears that mom is going to be a negative, you can call the children back in, one at a time, to explore potential claims. If the children are too young to testify on their own and the mom’s testimony already establishes the claim for the children, you do not need to call the children back. Please ask your SAPSO if you are unsure. DO NOT keep the children in the waiting area, either inside or outside, during the mother’s interview. The extra time it takes to get the child back is just one of the things we have to deal with at the facility, but the children should not be left unsupervised and it is not the bailiffs’ job to watch the children. If you are outside, there may be a bailiff there to help you, but there may not be. In that case, you can escort the mother or send her on her own to drop off or pick up her children, if needed. However, you may want to escort them to ensure that they come back to you quickly.

To get a child out of school, the APSO needs to go to “Library 602A”, seek out either Principal Albert Herrera (x1049) or his assistant Ms. Quinones, identify that s/he is from Asylum and identify the child/children that need to be taken out of school. The APSO will be given a room number and a permission slip, will locate the room, and will show the slip to the teacher and escort the family members back to the interviewing area. Once the APSO is done with speaking with any children, s/he can allow children 14 years and up to go back to school by themselves with the permission slip, and children 13 and below should be escorted back to the classroom by the parent (the APSO may also want to go with them, because we’ve experienced delays when the parent goes by herself). Generally the mother will know where to pick up and drop off her child at school and daycare.

APSS

At Karnes, unlike some other ZHN facilities, the AOs update APSS after their interviews. Clerical will have PREC’d the case, but the AO should update INTC and ADEC as follows:

- INTC – this is the screen where the interview information is captured
 - o Some tiger teams have the AOs update INTC for CF as well, this is up to you
 - o INTC, A# – enter
 - o Enter the interview date, hit enter again
 - o Mode
 - INP = In Person
 - TLC = Telephone
 - TLV = Televideo
 - o (Identity established) Means
 - S = self
 - D = documents
 - B = both
 - o Persecutor
 - G = government
 - S = society
 - B = both
 - o Timeframe

- P = past
- F = future
- B = both
- Basis of Claim
 - If the applicant made no claim of nexus or torture, mark an X after “No Nexus”
 - If the applicant made a torture claim, mark an X after “No Nexus” and “Torture”
 - If that applicant made a political opinion claim but the determination is negative, mark an X after “Political”
 - Social Group
 - FGM = FGM
 - GDV = domestic violence
 - SSO = sexual orientation
 - OTH = other
- ADEC
 - Credibility Established
 - LD = lack of detail
 - IT = inconsistent testimony
 - IC = inconsistent country conditions
 - Persecution Established
 - Torture Convention (Established)
 - Mandatory Bars
 - Request IJ review – ONLY if the determination is NEGATIVE
 - Date forwarded to HQ – ONLY if submitted to HQ – stop here
 - DO NOT FILL OUT THE DECISION SERVED DATE – this is done by the SAPSO when the NTA is signed

IV. SAPSOs

Team Lead

You are both the SAPSO and the Team Lead at Karnes. Everyone at ZHN is there to assist you, but you are the one making the calls on the ground. This means that you are the POC for ICE, the AOs, support staff, and GEO. If any issues come up, they will come to you or you should go to them to discuss.

Being the team lead means that you should also try to get the ball rolling with your AOs and support staff in advance – reach out to them before the TDY starts to make sure they all have this SOP, know what to bring, have booked travel, etc. You also should help organize carpools and make sure that everyone has a ride. Make sure to get everyone's hotel and contact information in case of emergencies. Some AOs will have been there already and can help you, and others will be starting at Karnes for the first time on your first day, too, so please make sure they are prepared.

You should also work to ensure consistency between SAPSOs/Team Leads. This means that you need to be in communication with the SAPSO before and after you (and the ones before and after that if people are only there a week). Update the incoming SAPSO on anything and everything – they will appreciate it just as much as you did!

If you have questions, you should reach out to Irvin Gadson, Acting Deputy Director at ZHN.

Case Review

Hopefully you have done this before, but if not here are some pointers! Even if you are experienced, read through this for Karnes-specific tips.

Review jurisdiction for accuracy; required triggering docs are:

- I-860
- I-213
- I-867A&B
- M-444
- LOLS

Review the security checks & update the BISC (and make sure you know how to do "ZHN" security checks since this may be different from your home office)

NTA:

- Ensure that the NTA is correct – there cannot be any errors on the NTA, and there cannot be any corrections made (i.e., no white out, no handwritten corrections)
 - Applicant's name
 - If the AO discovers any name variations, such as an alternate spelling or an AKA not otherwise ID'd on the I-860, the name on the I-860 controls as the primary name. Any alterations of the primary name or any AKAs should be included on the NTA
 - NOTE: they should also be listed on the BISC (background identity and security checklist (or the yellow sheet where security checks are recorded)) and on the I-870

- Generally, the I-860 in CF does not have the date and manner of entry. If it does not, please use the field from the I-213 that is "place and manner of entry".
- **Sign the NTA and write out your full name and "SAO" on the signature line after your signature** – many of you may not be used to doing this but EOIR will reject the NTAs if your name is not written out after your signature (this is why a name stamp is suggested)

Review the I-870 for errors

- The I-870 may be corrected by hand
- Don't forget to sign and date it!

Review the Q&A and the checklist for legal sufficiency

- Please note that even if the principal applicant (the mother) does not have a claim, one of the dependents might. It is acceptable for a dependent to become the principal. Simply change the I-870 and checklist to reflect the new principal.
- See the family processing power point for more info on these issues

Update APSS (ADEC)

- Put in "DECISION SERVED" date on the day you sign the NTA (unless it goes to HQ, then put it for the day you get the HQ concurrence)

Submission to HQQA:

- Tuesday through Thursday,* the SAO is required to submit two cases to HQQA for review by 9:00am. The selection for submission follows the guidelines laid out by HQQA. The e-mail should be sent to:

ASYLUM QA - CREDIBLE FEAR; ZHN, HQ Concur CF

CC: the support staff on site, the AO, and, if you are leaving soon, the incoming SAPSO.

- The subject line should include the office and the program, the decision (pos or neg), the A#, and the clock-in date. E.g.:

ZHN CF, POS, A 202 XXX XXX, 09/30/14

- The body of the e-mail should include the table below along with the requested information:

Applicant's name	
A number	
Country of citizenship	
APSO	
SAPSO	
Reason for Request to	

Expedite, if applicable	
NOTE:	

- Note: the submission to HQQA may come from either on-site cases or remote cases.
- The submission packet should include:
 - o QA Referral Sheet (the AOs do not generate this as only a fraction of their cases will go up to HQ)
 - o NTA or I-863/9 for principal and dependents
 - o I-860
 - o I-213
 - o I-867A&B
 - o M-444
 - o LOLS
 - o I-870
 - o Checklist
 - o Q&A
 - o Dependent's trigger docs
- When the file is reviewed and APSS updated, the SAO gives the file to support for service



*This is the most recent number we have as of 2.12.15, but check with Bryan Hemming for changes.

Requests for Reconsideration (RFRs)

All RFRs should be submitted to ZHN Training Officers for review. They typically reach out to ICE to request that they stay removal, but you can always do this if the RFR comes to you first. They will let you know their decision, and you can schedule for reinterview if necessary.

(b)(7)(c)

→ may be a different DO.

[redacted] will also check with you before removing anyone – he will send you an email with the people scheduled for removal. You should forward this to the TOs at ZHN to ensure that we have not received an RFR for any of them and then let [redacted] know the status (this can be done by clerical or SAPSO).

Legal/Procedural Questions

(b)(7)(c)

You can e-mail the ZHN Training Officer Team at: QA.ZHN <qa.zhn@uscis.dhs.gov>. Please email this address with questions regarding legal analysis, procedures or anything asylum-substantive related. You will likely see responses from: Renata Penel (Training Officer); Syed (Harun) Ahmed (Training Officer); and/or other ZHN CF SAPSOs. You may also reach out to HQASM and/or ZHN leadership regarding novel legal and processing issues, as well as knowledgeable veteran family facility Team Leads.

Updating the ECN Tiger Team Report**

HQ has ceased updating the ECN report. Support staff now makes a daily log of these numbers and emails it to the TL.

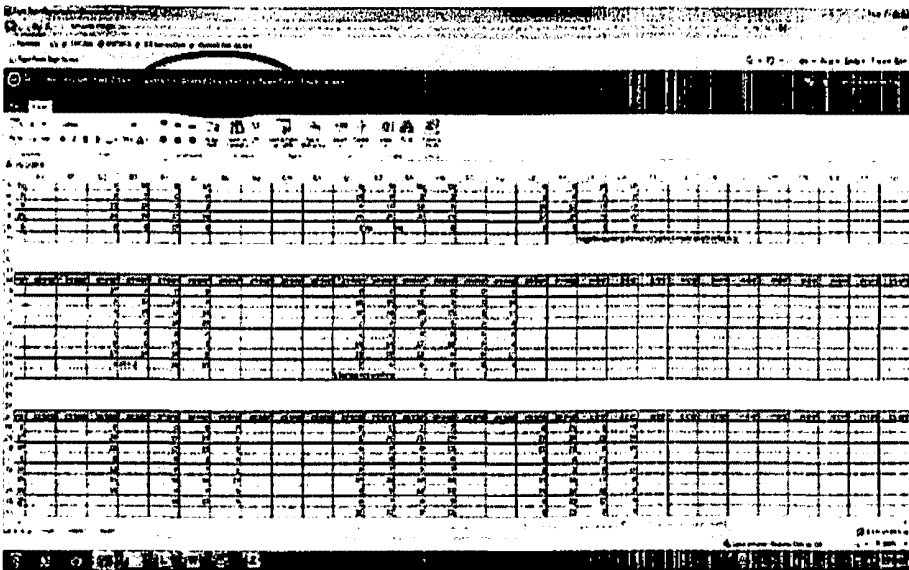
If HQ resumes updating the site in the future, please follow these instructions:

- Go to: http://ecn.uscis.dhs.gov/team/raio/Asylum/Asylum_Field_Office_-_Houston/SitePages/Home.aspx

- click on Topic: Tiger Teams, then on Tiger Team Reports (last item on the list)
- select "Edit in Browser," scroll down to Karnes, then enter the data relevant for the day, see example below

Facility	Staffing	Report	1-Oct	2-Oct
Karnes	SAO: 0 on the ground (1 up to 4 remote) AOs: 3 on the ground (up to 6 with remote interviews) Support: (Remote: 2)	Cases Referred by ICE Pending Intake/Input	0	0
		Cases Referred by ICE Pending Interview	1	4
		Number of Interviews Completed Today (Family Units)	3	2
		Number of Interviews Completed Today (Total: Prin + Dep)	6	4
		Number of Positive Decisions Served Today	0	0
		Number of Negative Decisions Served Today	2	1
		Number of Cases Pending SAO Review	2	2
		Number of Interviews Scheduled for Tomorrow	5	3
		Number of Services Scheduled for Tomorrow	0	0
		Processing Issues Encountered	0	0

- click on "Shared Documents" to save and close



Overtime

Overtime is usually available when needed, but it must be pre-approved by the Team Lead, who will ensure appropriate assignments are made. Your Team Lead will also make sure that travel (carpooling) is arranged. OT sheets must be completed and submitted to the Team Lead for all OT worked.

The standard completion rates in OT are three case completions an hour (20 minutes per case write-up).

Team Lead: Please send an informal email (in addition to scanned OT slips) to Rebecca Ross and Irvin Gadson, notifying them of the OT to be used. You should confirm in advance with Irvin that OT funding is available. You can send in your own OT slips without a supervisor signature, but be sure to sign and initial the OT slips for your team members. They should also list the specific tasks they completed, with A#s as appropriate. Each team member must enter this

information into WebTA and ensure that the ZHN OT funding string is used (EX8ZHO2003X01 EX ZHO Adjud 3 X01). Sample OT slips are available at Appendix C.

Late Report

ZHN will send a daily email consisting of a list of cases that have gone past their due date. Please prioritize the “clean up” of this list. Please respond to everyone on the email with updates.

When it is getting close to the end of your TDY, please cc the incoming SAPSO on these responses so they know the status of all pending cases.

Weekly ZHN Conference Call

Each Tuesday at 8:00AM Central, the SAPSO should call into the ZHN SAO weekly conference call, where all ZHN and Tiger Team SAOs come together to provide an update on the latest information from ZHN and the facility locations. It'll take about 15-30 minutes.

Call in info:

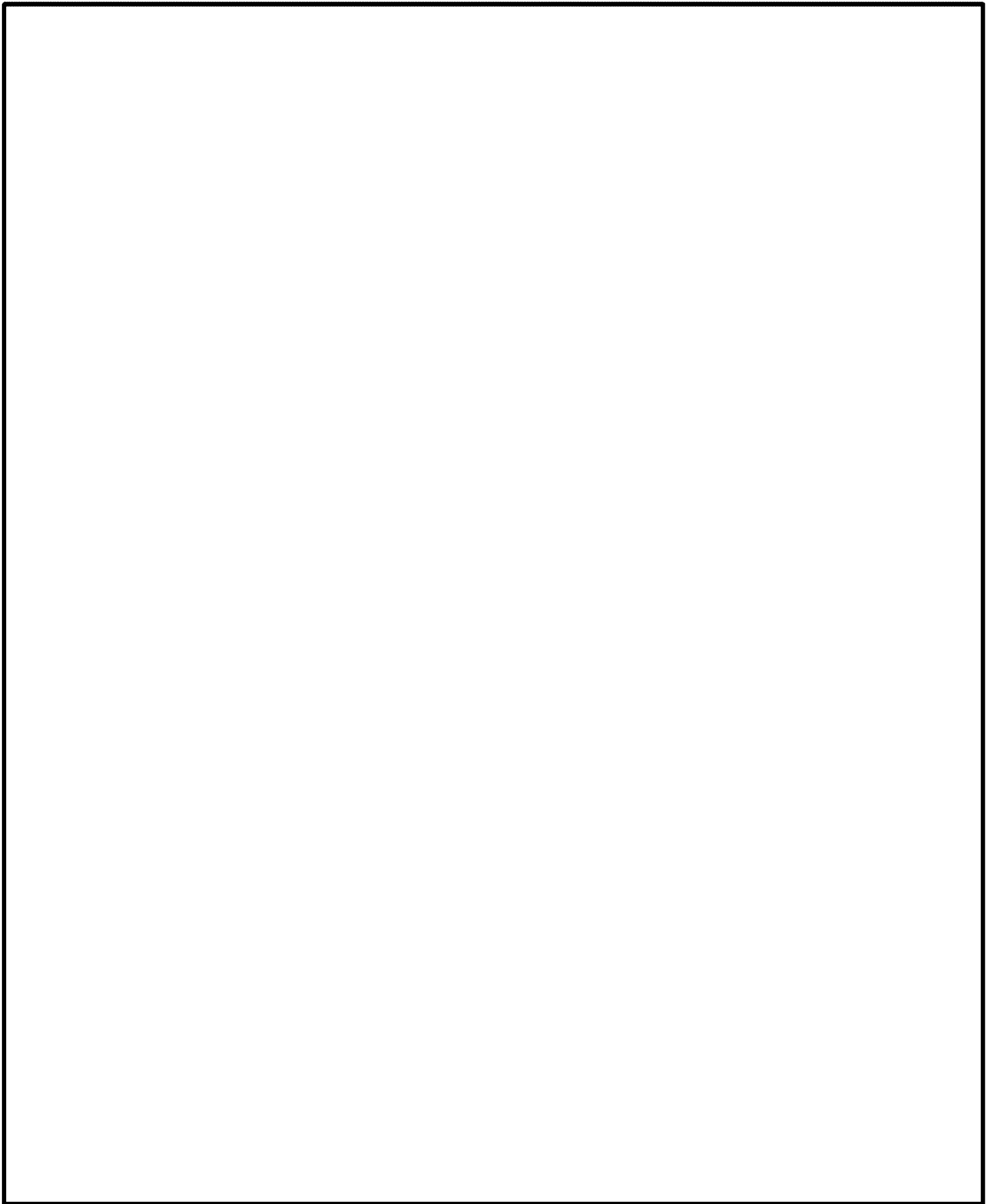


(b)(6)

Please remember to mute your phone when not talking!

(b)(7)(c)

APPENDIX B: ICE Contact Information



Appendix C: ZHN Blank OT Slip & Sample Completed OT Slip

**OVERTIME SLIP
HOUSTON ASYLUM OFFICE
45 ACT BILL**

Entered by: _____
Total Time Entered: _____

Date overtime pre-approved: _____

Hours approved: _____

NAME: _____

Date overtime performed: _____

MORNING	AFTERNOON
Start Time: _____	Start Time: _____
Finish Time: _____	Finish Time: _____
Total Time: _____	Total Time: _____

Assignments: *

Employee Signature/Date

Morning OT Supervisor Signature/Date

Afternoon OT Supervisor Signature/Date

**OVERTIME SLIP
HOUSTON ASYLUM OFFICE
45 ACT BILL**

Entered by: _____
Total Time Entered: _____

Date overtime pre-approved: APR / 1 2015 SS

Hours approved: 1

NAME: Asylum K. Officer Date overtime performed: APR / 1 2015 SS

MORNING	AFTERNOON
Start Time: _____	Start Time: <u>4:00 pm</u>
Finish Time: _____	Finish Time: <u>5:00 pm</u>
Total Time: _____	Total Time: <u>1 hr</u> SS

Assignments:

Case completions: 208 XXX XXX
200 XXX XXX
205 XXX XXX

Asylum K. Officer APR / 1 2015
Employee Signature/Date

Morning OT Supervisor Signature/Date

Supervisor Smith APR / 1 2015
Afternoon OT Supervisor Signature/Date

STANDARD OPERATING PROCEDURES FOR KARNES [ZKAR]

TABLE OF CONTENTS

- 1. HOURS AND OT**
- 2. FILE RECEIPT AND CREATION OF A WORKING FILE (W-File)**
- 3. INTERVIEW PREPARATION FOR APSOs**
 - a. AM and PM interviews
 - b. Prepping the file
 - c. Security checks
- 4. INTERVIEW**
 - a. Getting the applicants and the attorney
 - b. Essential questions to ask in every Karnes interview
 - c. Working with consultants (attorneys)
 - d. Separated Family member
 - e. Follow-up Interview (Re-interview)
 - f. Rare Languages
- 5. WRITE-UP**
- 6. ENTERING DECISION IN APSS**
- 7. DECISION SERVICE**
- 8. MISCELLANEOUS**
 - a. Rare Languages
 - b. Ordering Supplies

1. HOURS AND OT

- Working hours: 7am - 4pm* (1hr lunch break) or 7:30 am - 4:00 pm (30 min lunch break)
- "Soft stop" at 4pm
 - If necessary, can ask if OT is available
 - OT Codes
 - EX8ZHO2003X01
 - EXZHOAdjud3X01
- "Hard stop" at 7pm
 - All work (including interviews) must stop
 - Continue interview another day if necessary

2. FILE RECEIPT AND CREATION OF A WORKING FILE (W-File)

- a. CIS receive files from ICE
- b. Working file is created for the case and uploaded to the ECN.
 - There are no color systems like at other asylum offices
 - Intake Packet Creation List for CF files:
 - G-28
 - I-213

- I-860
- I-867 A/B
- M-444
- List of Legal Service Providers
- EARM page (print from the tab that reads *Person*)
- Jurisdiction Packet Creation List for RF files, this is created from the ICE working folder (Return the ICE working folder to ERA/IEA/DO so they can request the A file)
 - G-28 (If in file)
 - I-871 (Verify dates on the I-860/ I269)
 - I-860 (Prior order of removal or Final order)
 - I-296 (Verification of removal, EARM can also be used)
 - I-213 (Make sure it is for the current entry)
 - I-215
 - Right Side
 - CF/RF BISC
 - RAP Sheet
 - M-488 (Loose in file)
 - List of Legal Service Providers (Loose in File)
 - **The A-file**
- c. PREC the case once the A file is received
 - List the mother as the primary A#
 - Do NOT PREC children of RF referrals – they are not in our jurisdiction.
- d. Cases are clocked in the same day as long as it is a business day and it is received by 4:00 PM
- e. On the PREC screen please use the following information specific to Karnes.

DET FAC: KCCDCTX	DATE : Date from I-213
ENCOUNTER LOC: Place of three letter encounter code	CLK-IN DT: Date being PREC'd
RELIGION: UNKNO	INTERPRETER: Y
ARRIVAL DATE: Date on I-213	PROVINCE: Leave Blank
REINSTATEMENT: Put X	SPECIAL GROUP: Leave blank
POE: 3 LTR from I-213	
INTERVIEW LOC: SNA	

- f. Create a cover sheet for the file including PREC date, Due date, Principal A# and last name, and attorney or consultant if applicable.

3. INTERVIEW PREPARATION FOR APSOs

- a. **AM interviews and PM interviews**
 - Cases are divided in the AM and PM to better facilitate locating residents at the facility.
 - AM interview applicants are available starting between 7:15- 7:30.
 - PM interview applicants are available starting between 12:00- 12:30
- a. **Prepping the File**
 - Always read through I-860 to determine if case is POE or INL (no color system like at other offices)

- Also read through I-867A, I-867B, and I-213 to determine any other relevant information for the interview

b. Security Checks

- Refer to the CF/RF Background Identity & Security Checklist and the IBIS Checks Flowchart

4. INTERVIEW

a. Getting the applicants and attorney

- If there is a G-28 in the file, determine (from bailiffs) if the attorney came to Karnes in person.
 - Lawyers are juggling a lot of cases and sometimes passing cases off to others. Be prepared for delays as they get ready for the interview.
 - A lawyer who recently received a case and has not had a chance to read the background/speak to the client, will probably request an interview re-schedule. Ask your SAPSO how they wish to proceed.
- Applicants and lawyers **MUST** be escorted by an officer at all times.
- Do **NOT** leave any applicant or lawyer alone in your office

b. In addition to regular CF interviews, also ask the following questions:

Essential Questions to Ask in Every Karnes Interview

Introduction/After Reading 1.28:

1. Do you have any questions about what was just read to you? Would you like for me to explain it in a different way?
2. Do you have an attorney or consultant?
 - If **NO**: An attorney is not required for this interview, but it is your right to have an attorney or consultant present if you would like one. Would you like to have your interview today by yourself or would you like to reschedule so that you can have more time to find an attorney?
 - If reschedule: We will reschedule your interview in two days. Here is a list of free legal service providers that may be able to help you. Please be sure to start looking so that you will be ready next time.
 - If **YES**: contact attorney.
 - If attorney is unavailable: Would you like to have your interview today without your attorney or reschedule?
 - If reschedule: (obtain contact info for attorney if no G-28) Okay, we will reschedule your interview.
3. Any of you can talk to me today about a fear you have. Do you understand? (Record answers for all family members old enough to communicate with APSO.)
4. Are you comfortable proceeding with your children here in the room?
5. Do you or any of your children have any health problems?
 - If yes: Have you let the facility know? Will your/your child's condition affect your ability to talk to me today?
6. Which family members (even those housed elsewhere) arrived with you?

Substance of Claim:

7. During any part of the testimony that becomes graphic or sensitive: Would you be more comfortable talking to me with your children in another room?
8. Are there other reasons we have not discussed that you are afraid for your children or

yourself?

9. Is there anything else **any of you** would like to add? (This question must be posed to children old enough to communicate with APSO. Record all answers.)
10. Would any of you like to speak to me in private?

Summary of Testimony/Conclusion:

11. Always read back to the applicant.
12. Always ask, "Is this correct?"

RF Interviews – Karnes Essential Questions

Introduction/After Reading 1.28:

1. Do you have any questions about what was just read to you? Would you like for me to explain it in a different way?
2. Do you have an attorney?
 - If **NO**: An attorney is not required for this interview, but it is your right to have an attorney present if you would like one. Would you like to have your interview today by yourself or would you like to reschedule so that you can have more time to find an attorney?
 - If reschedule: We will reschedule your interview in two days. Here is a list of free legal service providers that may be able to help you. Please be sure to start looking so that you will be ready next time.
 - If continuing: Would you be willing to sign this form that states that you understand that you have the right to have an attorney or representative present for your interview but wish to continue alone
 - If **YES**: contact attorney.
 - If attorney is unavailable: Would you like to have your interview today without your attorney or reschedule?
 - If reschedule: (obtain contact info for attorney if no G-28) Okay, we will reschedule your interview.
3. Do you or any of your children have any health problems?
 - If yes: Have you let the facility know? Will your/your child's condition affect your ability to talk to me today?

Substance of Claim:

4. Are there other reasons we have not discussed that you are afraid for your children or yourself?

Summary of Testimony/Conclusion:

5. Always read back to the applicant.
6. Always ask, "Is this correct?"

c. Working with consultants (which also includes attorneys) during the CF interview

- Refer to **Role of Consultant**
- "The alien may consult with a person or persons of the alien's choosing prior to the interview or any review thereof, and may present other evidence, if available. Such consultation shall be at no expense to the Government and shall not unreasonably delay the process. Any person or persons with whom the alien chooses to consult may be present at the interview and may be permitted, in the discretion of the asylum officer,

to present a statement at the end of the interview. The asylum officer, in his or her discretion, may place reasonable limits on the number of persons who may be present at the interview and on the length of the statement.” (8 CFR§208.30(d)(4)); CF Lesson Plan (Rev. 02/28/2014)

- **Consultant’s Role:** The role of a consultant is similar to the role of an attorney or representative in an affirmative asylum interview. An APSO must explain the consultant’s role to the consultant and the alien at the beginning of the interview. A consultant may make a statement, comment on the evidence, or ask the alien additional relevant questions that the APSO did not ask, at the end of the interview. To avoid misunderstandings, it sometimes will be appropriate for a consultant to make comments during, instead of at the end, of the interview. Only in unusual circumstances, such as mental disability, will a consultant be permitted to answer for the alien. A consultant who repeatedly interrupts or otherwise disrupts an interview must be asked to refrain from doing so and reminded that he or she has an opportunity at the end of the interview to make comments. An APSO may ask a consultant who continuously fails to abide by the rules of the interview to leave the interview. Should this occur, the APSO continues with the interview. The APSO must clearly outline in the interview notes what occurred during the interview that prompted the consultant’s dismissal from the interview.

d. Childcare Recommendations – considerations

- Applicant may not want her children separated from her during the interview (PA’s choice – make sure to get it on record!)
- If the child is older, make sure to ask them if they wish to be part of mother’s claim before dismissing them

e. Separated Family: Family members entered together but reside at different facilities

- Ask essential question regarding which family members PA arrived with
- If one at separate facility, be sure to get the Full Name, DOB, citizenship, Date of Entry, A# (if available)
- Let PA know if it is possible to locate the family member, then two options:
 1. that family member can choose to be a dependent on PA’s claim OR
 2. The PA can choose to be a dependent on that family member’s claim
- Use PCQS Enforce/EARM to try and locate family member
 1. If unsuccessful, ask support staff if they can locate family member
- Send information via e-mail to the SAO, who determines if possible to combine claims

5. WRITE-UP

a. NTA

- **All residents are residing at:** Karnes County Residential Center, 409 FM 1144, Karnes City, TX 78118
- **All applicants appear:** SNA Immigration Court, 800 Dolorosa Street Suite 300, San Antonio, TX 78207

6. ENTERING DECISION IN APSS

- All AOs must enter in INTC and ADEC
 - If *Case Delay* field required, enter the reason code:
 - I – Re-interview; O – Other; A – Attorney; R – Lack of Resources
- Re-interviews MUST be recorded in the RECORD NOTES screen
 - RECORD NOTES screen accessed by command F9 under the INTC screen
 - Enter new APSO, SAPSO and other relevant information for the re-interview
 - Press ENTER, enter Y in Record Notes field, ENTER
 - Return to INTC screen by pressing F10
 - View notes under GSTA screen (F11)
 - ADEC – keep original interview date along with original APSO and SAPSO
 - Enter any necessary changes to the decision field and update *Date* field
 - Remove the old *Decision Served Date* and *Date Forwarded to DO* field
 - Press ENTER
- Switching a dependent to a principal applicant:
 - In APSS, input the PREC command and the current dependent's A#
 - After you hit ENTER, tab over to the PRIN number on the top right corner
 - Enter the current dependent's A# again, and press ENTER, and s/he is now the new principal applicant
 - Must also switch the original principal applicant and all other dependents to the new principal applicant
 - Go to the PREC screen for the original principal/other dependents
 - Tab over to the PRIN section, enter the new PRIN A#

7. DECISION SERVICE

- Decision service packets are prepared by CIS support staff
 - 3 Service Packet copies for the applicants; ICE/A-file; the working file for Asylum-Karnes.
- Prepare service packets for Applicants
 - Original service packet for Principal
 1. I-862 (positive) or I-869/I-863 (negative)
 2. I-870
 3. Interview notes
 4. I-860
 5. I-867 A/B
 6. List of Legal Service Providers (to sign at service)
 - Original service packet(s) for Dependent(s)
 1. I-862 (positive) or I-869/I-863 (negative)
 2. I-860
 3. I-867 A/B
 4. List of Legal Service Providers (to sign at service)

MISCELLANEOUS:

Karnes Phone operation and important numbers

Dial 9 for an outside line

Call back number: When looking at the phone to find the extension 11=25, 10=20. For example, if the extension on your phone is 1118, the call back number is 2518. If the extension on your phone is 1018, the call back number is 2018. Full phone number for Karnes phones is 830-254-xxxx(Extension)

Karnes Fax number: 830-254-2975

Conference call process: Push the CONF button, dial number, push add, then push begin. The CONF/ADD/BEGIN will all be completed by pushing the same button on the phone. It will be the button to the right of the exit button on the phone.

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Tuesday, February 03, 2015 1:48 PM
To: Mikesell, Hannah K; Allen, Emily K
Subject: Karnes Info - FW: Removal Mission to EL SALVADOR-02/05/2015 (CIS)

Hannah and Emily,

(b)(7)(c)

I'll try to start shooting you some info I think you'll need as it comes across. Sorry it is piecemeal but there's just so much to get familiar with here. Below is an email sent to Judy and I asking us about family units (FAMU's) who are scheduled to be removed. [REDACTED] is the Deportation Officer who reaches out to us to see if we have anything pending for these FAMU's. They want to be sure there is nothing pending related to CF/RF before removal. Most of the time these individuals have already gone through CF/RF process and received negative determinations. Karnes has seen a good number of Request for Reinterviews (RFR's) which basically halt the removal process, so ICE wants to make sure there is nothing pending before they actually remove the individuals.

Basically all you have to do is forward the email to #ZHN-TO and the ZHN Training Officers will provide the definitive response. You can then let ICE know their response. In case you're thinking why doesn't ICE email ZHN directly, I think it's because we're here on the ground and they like to go through us first.

Thanks,
Steve

From: Ulloa, Stephen
Sent: Tuesday, February 03, 2015 1:29 PM (b)(7)(c)
[REDACTED]
Cc: Harris, Judith [REDACTED]
Subject: FW: Removal Mission to EL SALVADOR-02/05/2015 (CIS)

Officer Berrones,

See ZHN's response below. Nothing is pending as of today.

Thank you,
Steve

From: Ahmed, Syed H (Harun)
Sent: Tuesday, February 03, 2015 1:18 PM
To: Ulloa, Stephen; #ZHN-TO
Subject: RE: Removal Mission to EL SALVADOR-02/05/2015 (CIS)

We have nothing pending (to date) on the FAMUs listed below.

Thanks,
Harun

From: Ulloa, Stephen
Sent: Tuesday, February 03, 2015 1:05 PM
To: #ZHN-TO

Subject: FW: Removal Mission to EL SALVADOR-02/05/2015 (CIS)

Importance: High

Hi ZHN TO's,

Can you please let us know if there are any RFR's pending for the cases below? Please let me know if there is another inbox I should be emailing.

Thanks,
Steve

Referred to Immigration and Customs Enforcement

Shirk, Georgette L

From: Michaelis, Katy M
Sent: Thursday, February 12, 2015 7:30 PM
To: #ZLA ALL APSO SAO'S; Haertling, Peter G; Xu, Alyssa Y; Allen, Emily K
Subject: updated Karnes SOP
Attachments: Karnes SOP updated 2.12.15.docx

Hi all! So I made some revisions to the SOP with Steve's help, and here is the latest. It's much cleaner than the version w/ track changes at least! It still need to be approved by ZHN before we distribute it widely, but for now this should help you prepare! Let me know if you have questions. Thanks!!

Thank you,

Katy Michaelis
Supervisory Asylum Officer
Los Angeles Asylum Office
714-808-8120

Shirk, Georgette L

From: Pillera, Michael
Sent: Thursday, November 13, 2014 9:40 AM
To: Olivera-Soto, Angel L; Davis, Valerie A; Lebron, Tiffany M; Veit, Elizabeth R
Cc: Hassan, Alice M; Michaelis, Katy M
Subject: Case Due Dates and SAO E-mails

Good Morning Karnes AO Team!

I hope everyone's morning interviews went well!

Two things:

First, please prioritize completing and turning in cases by case due date. Several of the cases I am reviewing are past their due dates. I know that we had a holiday and no SAO here for a couple days, and the applicants have rescheduled and other issues which cause delay. For the cases where interviews are completed though, please prioritize by due date. I.e. if a case you interviewed today is due earlier than a case interviewed yesterday because of reschedules, complete today's case first and turn it in.

Second, by COB today, please e-mail me the name, office (ZMI, ZAR, etc.) and e-mail address of your home office supervisor.

Thank you very much for all of your hard work!!

Shirk, Georgette L

From: Pillera, Michael
Sent: Tuesday, March 10, 2015 1:50 PM
To: #ZLA ALL APSO SAO'S
Subject: FW: CF Applicant- Hearing Impairment (Karnes)

SAPSOs-

FYI below is a brief summary of how to process a case with a hearing impaired CF applicant with whom we are unable to communicate. I am assuming this will come up again!

From: Scott, Elizabeth M
Sent: Tuesday, March 10, 2015 1:39 PM
To: Pillera, Michael
Cc: Kim, Alejandra
Subject: RE: CF Applicant- Hearing Impairment (Karnes)

T9 is meant to capture all unable to testify cases (due to physical inability or mental capacity). We need to change the label.

From: Pillera, Michael
Sent: Tuesday, March 10, 2015 2:37 PM
To: Scott, Elizabeth M
Cc: Kim, Alejandra
Subject: RE: CF Applicant- Hearing Impairment (Karnes)

Liz-

I know both of your e-mails indicate "T9" on the CLOS screen, but I just wanted to triple-check. Since this case relates to an inability to hear us and communicate with us, as opposed to a "lacking mental capacity" case should we be closing it with "T5" and a note, instead of "T9" or is "T9" meant to capture all unable to testify cases (lacking mental capacity and inability to speak with us/understand).

Sorry for the multiple questions in this case!

Thank you very much!

From: Scott, Elizabeth M
Sent: Tuesday, March 10, 2015 1:01 PM
To: ASYLUM QA - CREDIBLE FEAR; Pillera, Michael
Cc: Greene, Shevon; Gadson, Irvin C; Basting, Jeffrey D; Montoya, Maricela; Harris, Judith; Robinson, Michelle Y
Subject: RE: CF Applicant- Hearing Impairment (Karnes)

Hi Michael,

Since the case is being closed you can add a note to the CLOS screen but it's not necessary if you close the case using "T9". Thanks!

Liz

From: Kim, Alejandra **On Behalf Of** ASYLUM QA - CREDIBLE FEAR
Sent: Tuesday, March 10, 2015 1:59 PM
To: Pillera, Michael; Scott, Elizabeth M; ASYLUM QA - CREDIBLE FEAR
Cc: Greene, Shevon; Gadson, Irvin C; Basting, Jeffrey D; Montoya, Maricela; Harris, Judith; Robinson, Michelle Y
Subject: RE: CF Applicant- Hearing Impairment (Karnes)

Hi Michael,

HQ QA concurs with the determination for (b) (6)

Thanks for your work on this case. Please continue processing.

Best,
Allie

From: Pillera, Michael
Sent: Monday, March 09, 2015 2:56 PM
To: Scott, Elizabeth M; ASYLUM QA - CREDIBLE FEAR
Cc: Greene, Shevon; Gadson, Irvin C; Basting, Jeffrey D; Montoya, Maricela; Harris, Judith
Subject: RE: CF Applicant- Hearing Impairment (Karnes)

Good Afternoon HQ QA-

As explained in the below e-mail and attached memo, we were unable to complete a CF interview for applicant [REDACTED]. The applicant has a hearing impairment which severely impaired her ability to understand the Asylum Officer. (b)(6)

It should be noted, that the applicant appears to have provided testimony (I-867A and B) to CBP. However, Officer Montoya, who is certified in Spanish, was not able to sufficiently communicate with the applicant.

Per Liz's below guidance, we are sending this to HQ QA for concurrence before issuing an NTA.

Also, Liz instructed us to enter "M" for the delay code. However, as this case is going to be CLOSeD instead of ADECEd, should we instead be adding a note within the CLOS screen to explain?

We heard back from ICE concerning this case today. **The case is due for service on 03/11/2015.**

We greatly appreciate your time and assistance with this case.

From: Scott, Elizabeth M
Sent: Wednesday, March 04, 2015 1:07 PM
To: Pillera, Michael
Cc: Greene, Shevon; Gadson, Irvin C
Subject: RE: CF Applicant- Hearing Impairment (Karnes)

I forgot one thing: if you haven't yet, please also enter delay code "M" for medical/psychological condition into APSS. Thanks!

From: Pillera, Michael
Sent: Wednesday, March 04, 2015 1:41 PM
To: Scott, Elizabeth M

Cc: Greene, Shevon; Gadson, Irvin C
Subject: RE: CF Applicant- Hearing Impairment (Karnes)

Liz,

Thank you for your quick and thorough reply. I really appreciate it! We will follow the draft memo guidance and process the case as soon as possible.

Thank you!

From: Scott, Elizabeth M
Sent: Wednesday, March 04, 2015 12:19 PM
To: Pillera, Michael
Cc: ASYLUM QA - CREDIBLE FEAR; QA.ZHN; Gadson, Irvin C; Greene, Shevon; Lynn, Mallory L; Basting, Jeffrey D; Montoya, Maricela; Harris, Judith
Subject: RE: CF Applicant- Hearing Impairment (Karnes)

Hi Michael,

Hope things are going well at Karnes and you're enjoying your time there! I agree that you should not attempt to take testimony or ask the daughter to testify on behalf of her mom. Please treat this case like an inability to testify case and follow our draft guidance (I'm including it here). We have a draft memo that has been cleared by OCC that contains procedures for when an applicant is unable to testify during the CF interview.

The memo states that if the APSO believes that an alien is unable to testify, then the SAPSO should confer with ICE ERO and IHSC for any input they may have concerning the alien's physical or mental health state as it pertains to the alien's ability to testify. If, based on that consultation with ICE, the APSO and SAPSO conclude that the alien is unable to testify in the credible fear interview, the procedures are as follows:

- Draft a memorandum to file containing the information from ICE ERO or IHSC and describing any relevant behavior exhibited by the alien, with a disclaimer reading as follows: "Any determination by USCIS that an alien is unable to testify during his or her credible fear interview is intended only to pertain to the credible fear adjudication process, does not necessarily serve as indicia of mental incompetency, and does not constitute a legally binding finding of mental incompetency for purposes of proceedings before the Executive Office for Immigration Review."
- Complete Form I-870 but do not complete any portion of Section IV, Credible Fear Findings, because it would be inconsistent for the APSO to adjudicate the credible fear claim of an alien who is unable to testify. The APSO may complete Sections I, II, III and V, as applicable.
- Do not complete the credible fear determination checklist.
- Forward the Forms I-870, I-867 A&B, and I-860, along with the interview notes, and any documentation pertaining to the alien's physical or mental condition that impedes the alien's ability to testify to the Asylum QA-Credible Fear mailbox for review and concurrence from the Headquarters Asylum Division (HQASM).
- After HQASM concurrence, prepare a Form I-862, Notice to Appear (NTA) initiating removal proceedings before an immigration judge, pursuant to section 240 of the INA.^[1] List the expedited removal charges and do not allege that the alien is a public charge. Do not check the field that indicates that the NTA is being issued following a positive credible fear determination.
- Serve the NTA according to procedures set forth in 8 CFR Section 103.8(c) and the procedures in section III.J of the CFPM and file the NTA with the Immigration Court according to procedures in section III.K of the CFPM, concerning Post-Service Processing. Specifically, if the alien is detained, the NTA should be served on the alien, as well as "the person in charge of the institution where the alien is confined" or their delegate regardless of the type of institution.^[2] Further, regardless of whether the alien is detained, service should be made upon the following individuals: (1) a person with whom the alien resides, who, when the alien is detained in a penal or

mental institution, will be the head of the institution or his or her delegate; and (2) whenever applicable or possible, a relative, guardian, or person similarly close to the alien.^[3]

- Close the case in APSS using the close code T9.

Since this is a family case you should follow the same guidance for the children (prepare I-862s and close their cases in APSS). Please let me know if you have any questions or see any problems with handling the case this way.

Thanks!
Liz

From: Pillera, Michael
Sent: Wednesday, March 04, 2015 1:02 PM
To: Scott, Elizabeth M
Cc: ASYLUM QA - CREDIBLE FEAR; QA.ZHN; Gadson, Irvin C; Greene, Shevon; Lynn, Mallory L; Basting, Jeffrey D; Montoya, Maricela; Harris, Judith
Subject: CF Applicant- Hearing Impairment (Karnes)

Good Afternoon Liz,

(b)(6)

I hope this e-mail finds you well and enjoying your day.

Today we attempted to interview CF [REDACTED] The applicant has her three children here with her at Karnes also [REDACTED]

The applicant has a hearing impairment.

We attempted to interview her using an interpreter. The interpreter could not understand the applicant at all and the applicant could not understand the interpreter. We were unable to even garner sufficient information from the applicant as to why she was unable to understand us. The applicant attempted to have her oldest daughter answer for her. Her daughter is 8 years old. Through the interpreter, we were not able to sufficiently identify the basis of the applicant's difficulty in understanding, even with the assistance of her daughter.

We attempted to speak with the applicant, with the assistance of an AO certified in Spanish (Maricela). We again attempted to assess the basis of the applicant's difficulty in understanding. The applicant had trouble understanding and answering very basic questions. After repeating questions numerous times, the applicant indicated that she could not hear at all in one ear, and that she had a very minimal amount of hearing in the other ear. The applicant indicated that she attempts to read lips to try to understand but it is very hard for her to do so. It was clear from our interaction that the applicant was struggling to answer very basic questions. For example, Maricela asked the applicant if she had any questions for us. Maricela repeated this question numerous times but the applicant did not understand. The applicant's 8 year old daughter repeated the question to her several times, after which the applicant responded "no" but appeared visibly confused and distraught about her inability to understand us.

The applicant's 8 year old daughter informed us as an aside that her mother's hearing impairment was the result of being hit in the ears by her step-mother.

At this point, it does not appear that we will be able to sufficiently interview the applicant. We could block out several hours, have Maricela go very slow, and see if we can get any testimony at all from the applicant. Although I am somewhat doubtful that we will attain sufficient testimony, based on today's interaction with the applicant.

It is possible that we could try to take testimony strictly from the 8 year old daughter, but this is problematic for several reasons: the daughter is quite young; the I-213 indicates that the applicant came here at least in part because her 8 year old daughter was being sexually assaulted; effects of re-trauma to the daughter; the applicant's inability to understand what is happening in the interview; etc.

Shirk, Georgette L

From: Michaelis, Katy M
Sent: Thursday, January 29, 2015 2:53 PM
To: Mcdonnell, Audrey V; Gadson, Irvin C; Greene, Shevon; Varghese, Mathew C
Cc: Lynn, Mallory L
Subject: FW: family processing
Attachments: The nuts bolts of CF family processing_OCC 1 27 2015 Final (5).pptx

Hi all-

Our own Mallory Lynn, of Artesia fame, put together this great PowerPoint to train our new APSOs at ZLA. This was vetted by OCC and HQ operations, and, as you can see below, we have been given permission to distribute it. I thought it might be something useful for anyone coming on TDY to Karnes or Dilley, as it's a basic overview yet covers the most important parts of family processing. I plan to share with all of the ZLA SAPSOs headed to Karnes so that they can distribute to their incoming teams as well.

Let us know if you have questions.

Thanks!
Katy

From: Saunier, Jon-Paul
Sent: Thursday, January 29, 2015 1:55 PM
To: Lynn, Mallory L
Cc: Michaelis, Katy M
Subject: RE: family processing

OK. Got the clearance to release to APSOs and SAPSOs.

From: Lynn, Mallory L
Sent: Thursday, January 29, 2015 12:24 PM
To: Saunier, Jon-Paul
Cc: Michaelis, Katy M
Subject: RE: family processing

JP, is it all right if we distribute the family processing ppt to the folks in TX?

Thanks!
Mallory

From: Michaelis, Katy M
Sent: Thursday, January 29, 2015 9:22 AM
To: Lynn, Mallory L
Subject: RE: family processing

Can we distribute this to everyone who comes on TDY to Karnes? Can I send it to Audrey for Dilley? I think it's super useful.

From: Lynn, Mallory L
Sent: Thursday, January 29, 2015 11:05 AM
To: Michaelis, Katy M
Subject: family processing

Mallory Lynn
Supervisory Asylum Officer
ABC/NACARA Coordinator
Los Angeles Asylum Office
(714) 808-8086

Shirk, Georgette L

From: El-Hage, Rabia S
Sent: Thursday, November 06, 2014 12:23 PM
To: Pillera, Michael; Greene, Shevon; Michaelis, Katy M
Subject: FW: I863 for dependents on RF cases
Attachments: Karnes RF Cases Parent and ER Child 09 09 14.docx; Karnes Family Cases.xlsx

From: Jablonsky, Jennifer E
Sent: Thursday, November 06, 2014 8:02 AM
To: El-Hage, Rabia S
Subject: FW: I863 for dependents on RF cases

Hi Rabia,

Attached are logs for the RF referrals to Karnes where the parent is in RF, and the child is in E/R, where we cannot accept the child's referral. HQ asked us to maintain the log that is the word document. The excel spreadsheet is my record for ZHN. Since there is no central location for the spreadsheets, if you could email me your filled in copy before you leave your detail that will help us keep up with the logs.

Thanks!

Jennifer

From: Jablonsky, Jennifer E
Sent: Wednesday, November 05, 2014 8:51 AM
To: Hassan, Alice M
Subject: RE: I863 for dependents on RF cases

Unfortunately, no. We are unable to do anything for "dependents" in RF because they cannot be dependents on the claim. The SAO should be keeping a log of these cases in RF. The spread sheet is my log for ZHN RF team. The log that is a word document is HQ created, from Mary Margaret Stone. Let me know if you have any questions. (Who is the SAO now?)

From: Hassan, Alice M
Sent: Wednesday, November 05, 2014 8:40 AM
To: Jablonsky, Jennifer E
Subject: I863 for dependents on RF cases
Importance: High

Good morning Jennifer,

I have a quick question for you do, the dependents on a Reasonable Fear case receive an I863? Any guidance would be greatly appreciated.

Thanks,
Alice

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Wednesday, October 22, 2014 10:11 AM
To: Michaelis, Katy M; El-Hage, Rabia S; Pillera, Michael; Greene, Shevon
Subject: FW: Karnes CF Record Order

I consulted with Alice Hassan, who is the support staff member here and who processes the cases after I review them, and came up with the record order below while I'm here. Funny how it comes on the heels of our discussion yesterday. Hopefully it won't cause too many problems. I figure that there are officers shuffling in and out of here from different offices and they're bringing their own experiences to the table. I didn't see anything in the SOP so I decided to put something out. You can obviously make up your own but here's a template in case you should need it. Should I send it to Marisabel with a "in case you come to Karnes... " message to really blow her mind?!!!

Please submit your cases in the following record order:

Loose in the file

I-862
List of legal services
I-870
Interview notes
CF Checklist

Acco fastened on LEFT side of file

I-860
I-213
I-867A
I-867B
M-444
G-28 if any
All other documents in no particular order

Acco fastened on RIGHT side of file

Security checklist
Supporting docs

Let me know if you have any questions.

Thanks!
Steve

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Wednesday, October 22, 2014 10:40 AM
To: Michaelis, Katy M; Greene, Shevon; El-Hage, Rabia S; Pillera, Michael
Subject: FW: Karnes Daily Report

More Karnes info. I'm using Webmail and I don't think I have access to my archives so you may want to keep these emails in your inbox. Shout out to Shevon for telling me and reminding me that there's a requirement for us SAPSO's to do a daily number report for Karnes on the ECN. It's in the power point I sent you guys last week but I missed it and it wasn't stressed to me by the outgoing SAO. The ECN address is http://ecn.uscis.dhs.gov/team/raio/Asylum/Asylum_Field_Office_-_Houston/SitePages/Home.aspx. You go to "Tiger Teams" and then to the excel spreadsheet "Tiger Team Reports." You'll need to email someone from ZHN to request access to modify the spreadsheet. I emailed Audrey but she said she didn't have that power so she forwarded it to Bryan Hemming. I do really despise stuff like daily reports but as I told the AOs below, there really is no other way to get this info. It's best coming directly from them. There is other data on the spreadsheet that you'll need to get from the support staff member working with you.

Good times!

From: Ulloa, Stephen
Sent: Wednesday, October 22, 2014 10:26 AM
To: Olivera-Soto, Angel L; Niazi, Roya H; Lebron, Tiffany M
Cc: Hassan, Alice M
Subject: Karnes Daily Report

Hey everyone,

I hate to have to do this but I'm required to input data into the ECN every day regarding a variety of numbers relating to the caseload here at Karnes. One of the numbers I have to input is "Number of interviews completed today." I also have to input numbers regarding decisions.

At the end of each day, please email me the following information with "Karnes Daily Report (with date)" as the subject line:

- Number of interviews scheduled for the day
- Number of interviews actually completed
- Number of reschedules, if any, and reason
- Number of cases submitted to SAO for review broken down by disposition (e.g., 1 positive, 1 negative, 1 rare lang NTA)

I despise micromanagement but there really is no other way for me to get this information.

Thanks so much, y'all!

Steve

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Friday, October 17, 2014 5:26 PM
To: Greene, Shevon; El-Hage, Rabia S; Pillera, Michael; Michaelis, Katy M
Subject: FW: Karnes procedures
Attachments: Karnes SOP.DOCX

Just some things to file away for when it's your time there.

From: Pierce, Christine F
Sent: Wednesday, October 15, 2014 6:18 AM
To: Ulloa, Stephen
Subject: Karnes procedures

Hi Steve,

There are a few differences in the way things are done here in Karnes, (and in ZHN in general, I think):

- They use the date the I-213 was created, found in the I-213 on the right side underneath the box "method of location/apprehension" as the detention date for APSS and for the I-870, rather than the date of detention found in EARM.
- They use the date of the interview as the PREC clock-in date. (And they "re-PREC" cases where there is an attorney reschedule request, so they change the clock-in date to the rescheduled, ie. second, interview date).
- For security checks, they look at the results for checks done by CBP/ICE written in on the I-213, and do not print out their own checks if results there are listed as negative. (They use the date of the interview as date initiated for the checks on the BISC.)
- In the upper left corner of the I-870, the district office code for Karnes (and other San Antonio offices) is SNA.
- On NTA's, they do not write in a telephone number next to the address of aliens in detention (for the detained aliens). (Detained aliens residing at: Karnes County Residential Center, 409 FM 1144, Karnes City, TX 78118. EOIR address: SNA Immigration Court, 800 Dolorosa Street Suite 300, San Antonio, TX 78207.)
- Interpreter logs: they do not use interpreter log sheets, they use a chart with a list of different interpreters used and upload the interpreter information to the interpreter log on the ECN. The link to ECN interpreter log input page is: <http://ecn.uscis.dhs.gov/team/raio/Asylum/AsylumPII/Lists/Interpreter%20Log/My%20Records.aspx?IndexKey=Author%2BCreated&OverrideScope=RecursiveAll&ProcessQStringToCAML=1&InitialTabId=Ribbon%2EListItem&VisibilityContext=WSSTabPersistence#ServerFilter=IndexKey=Author%2BCreated-OverrideScope=RecursiveAll-ProcessQStringToCAML=1>
- Downloading/uploading to ECN: they upload completed case documents (I-870, I-863 or NTAs, etc.) to the ECN, and can download copies of pre-interview case documents (I-213, M-444, etc.) from the ECN. The support staff was doing that for us and for the SAO while I was here, but you may need to do some of that if you are here without support staff.

Hope this helps,

Christine

Christine F. Pierce
Asylum Officer

Shirk, Georgette L

From: Greene, Shevon
Sent: Friday, December 05, 2014 11:49 AM
To: Pillera, Michael; Ulloa, Stephen; Michaelis, Katy M; El-Hage, Rabia S
Subject: FW: Minor children of residents in reinstatement/RF proceedings

.....

Shevon Greene
Supervisory Asylum Officer
Detailed to ZHN/Karnes

From: Scott, Elizabeth M
Sent: Friday, December 05, 2014 10:13 AM
To: Greene, Shevon; Daum, Robert L; Hemming, Bryan D; Stone, Mary M
Cc: Gadson, Irvin C; McDonnell, Audrey V; McMillan, Jill; Berger, Jack S; Hammill, Hunter A; Picciotto, Giacomo A; Leary, Sara E
Subject: RE: Minor children of residents in reinstatement/RF proceedings

Hi everyone,

Thanks for bringing this to our attention. We've had many discussions at HQ about this issue and we were under the impression that we gave a definitive response on how to handle these cases during a conference call with ZHN on 9/24. I don't remember who from ZHN was actually on the call, but Bryan, Jennifer, Audrey, and Francesca were included on the invitation and MM, Giacomo and I participated from HQ.

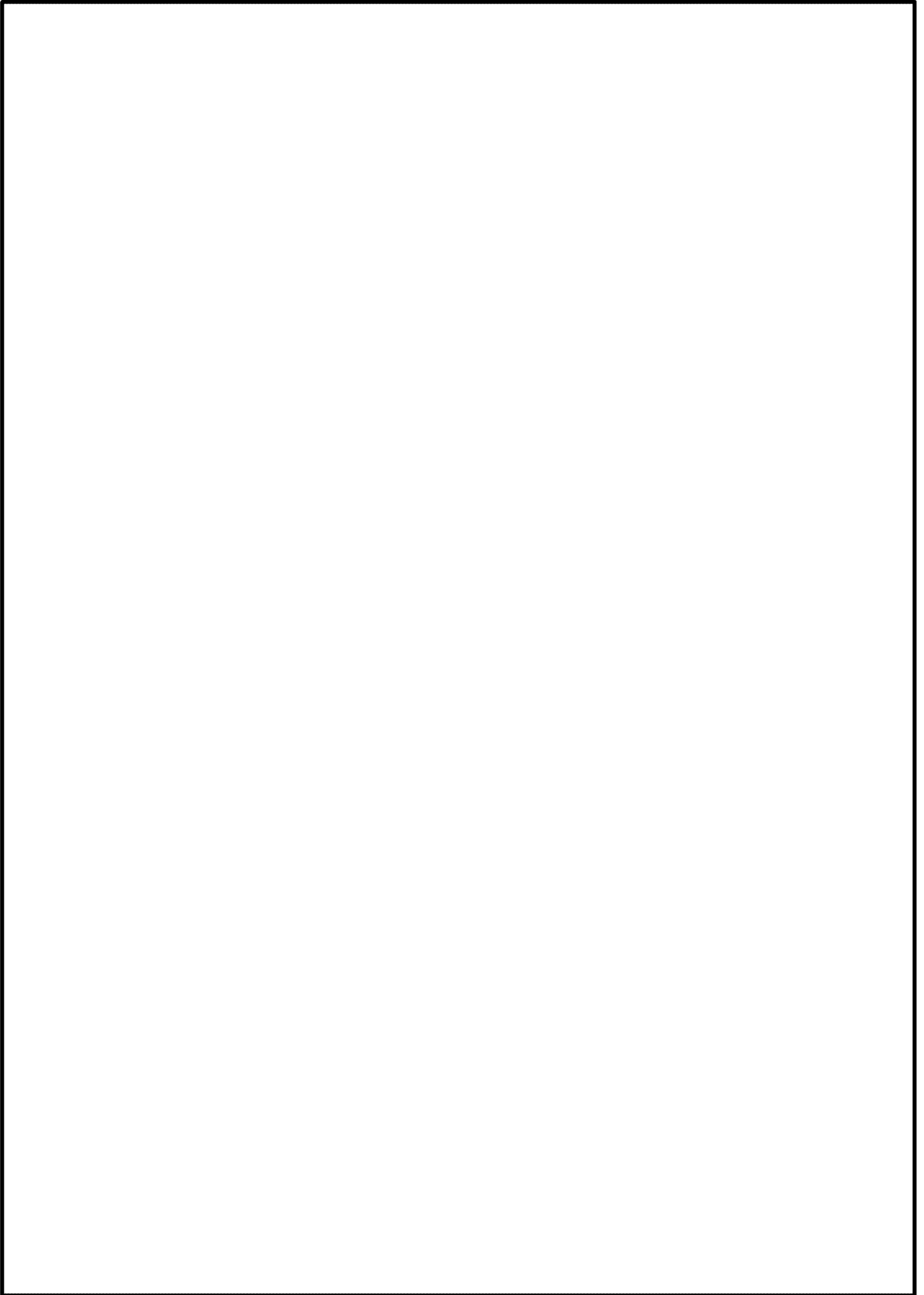
I hope this clears things up. Please let me know if you have any questions.

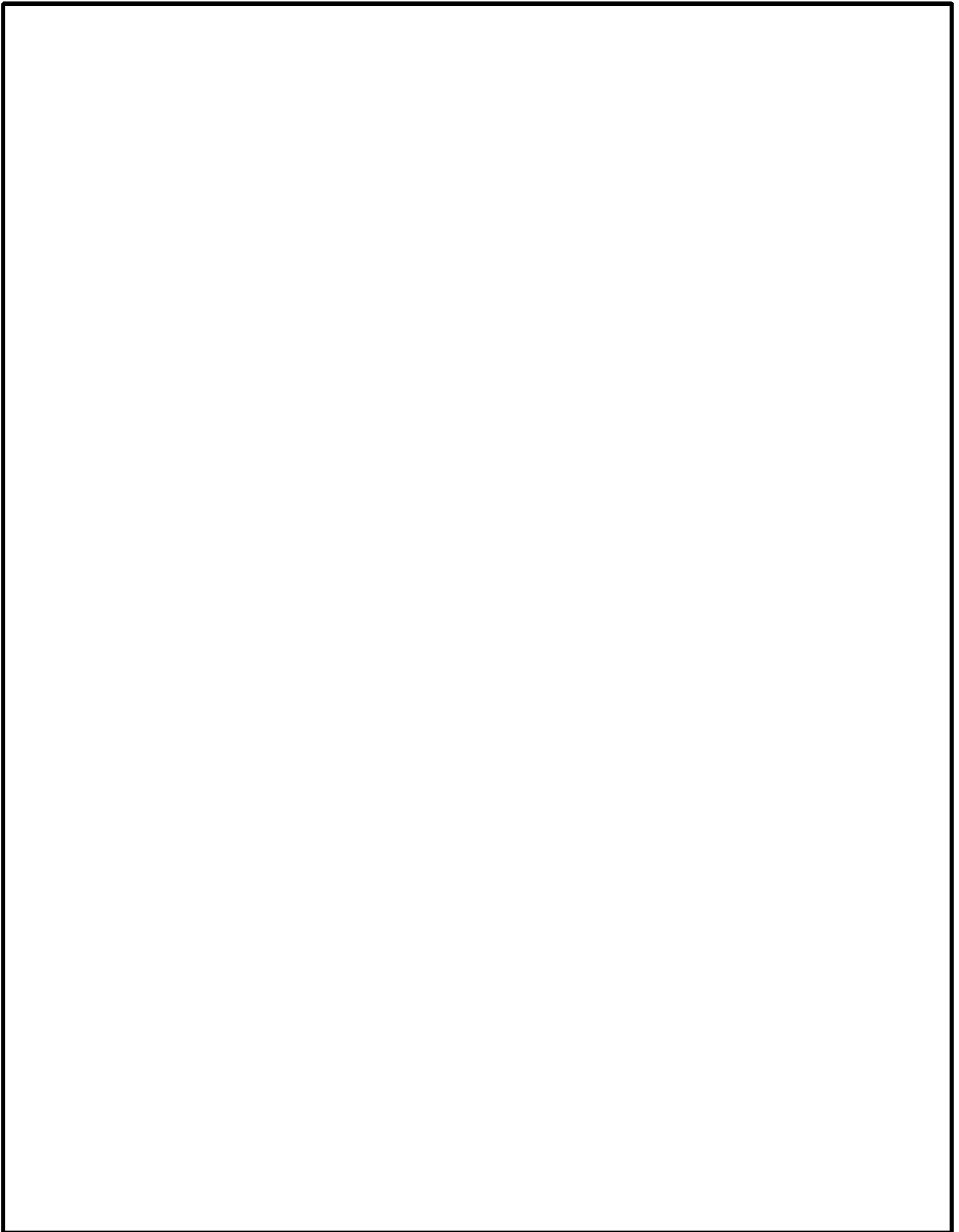
(b)(5)

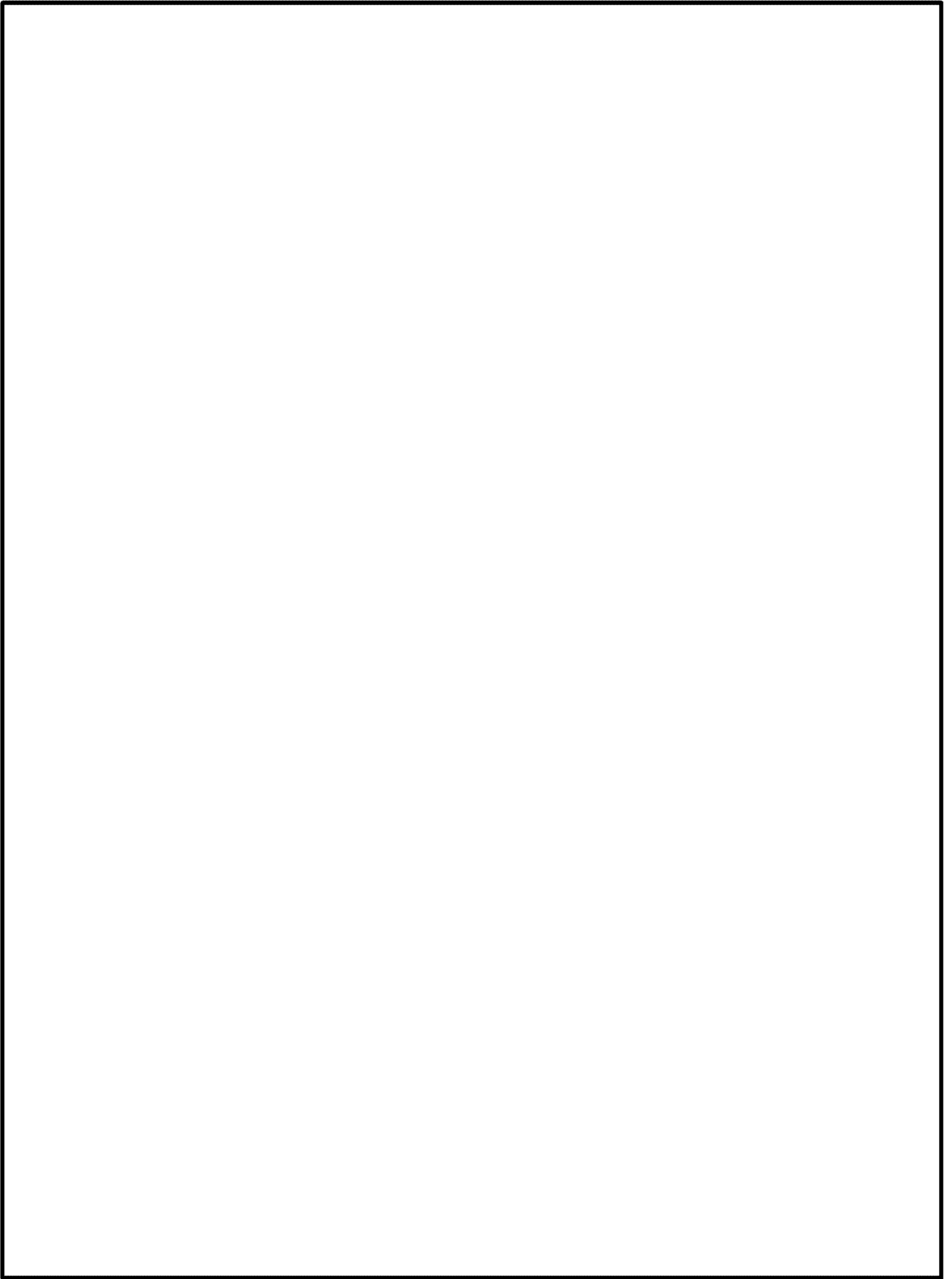
Thanks,
Liz

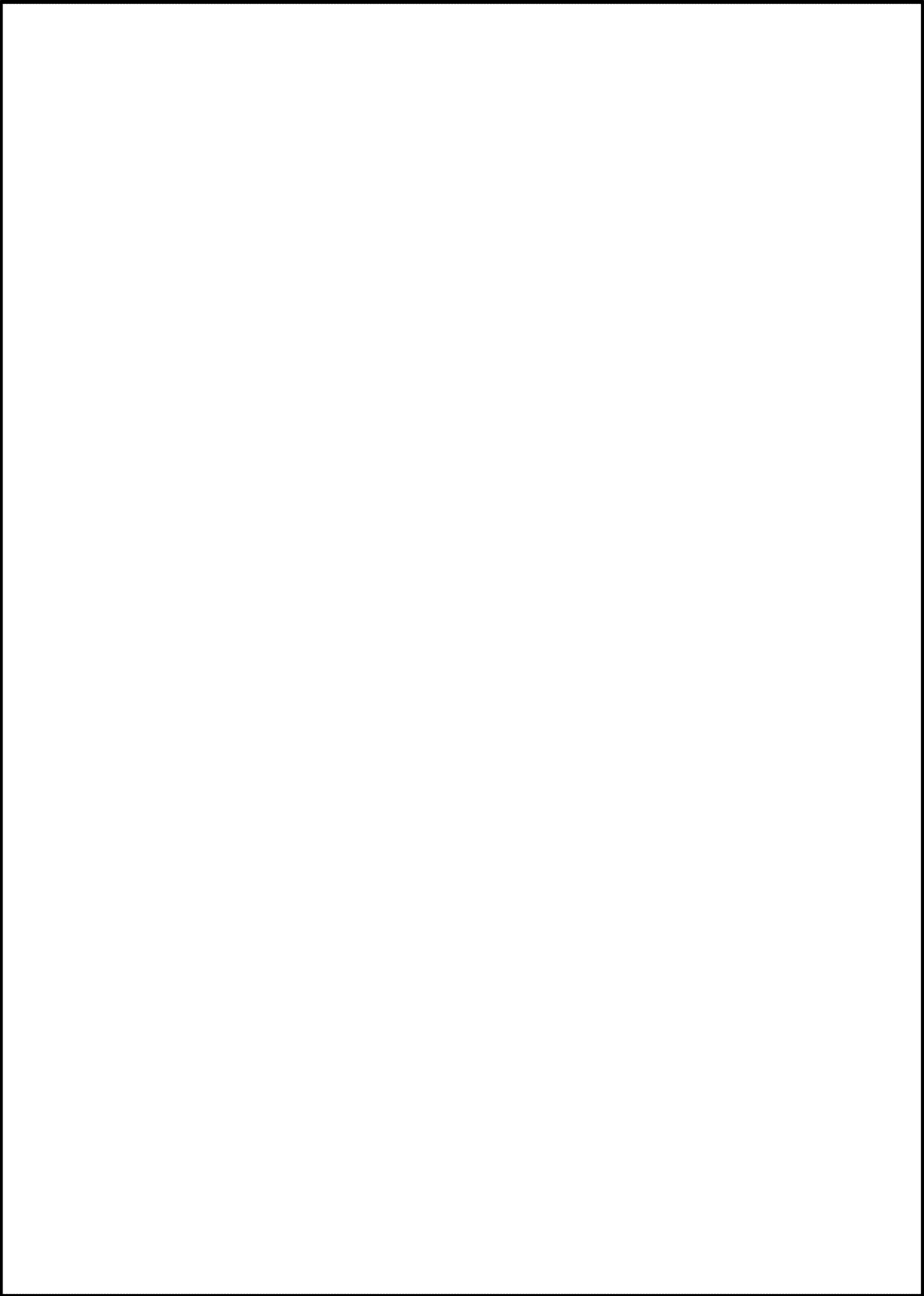
From: Greene, Shevon
Sent: Thursday, December 04, 2014 4:00 PM
To: Daum, Robert L; Hemming, Bryan D
Cc: Gadson, Irvin C; McDonnell, Audrey V; McMillan, Jill; Berger, Jack S; Scott, Elizabeth M; Hammill, Hunter A
Subject: RE: Minor children of residents in reinstatement/RF proceedings

Hi Rob,

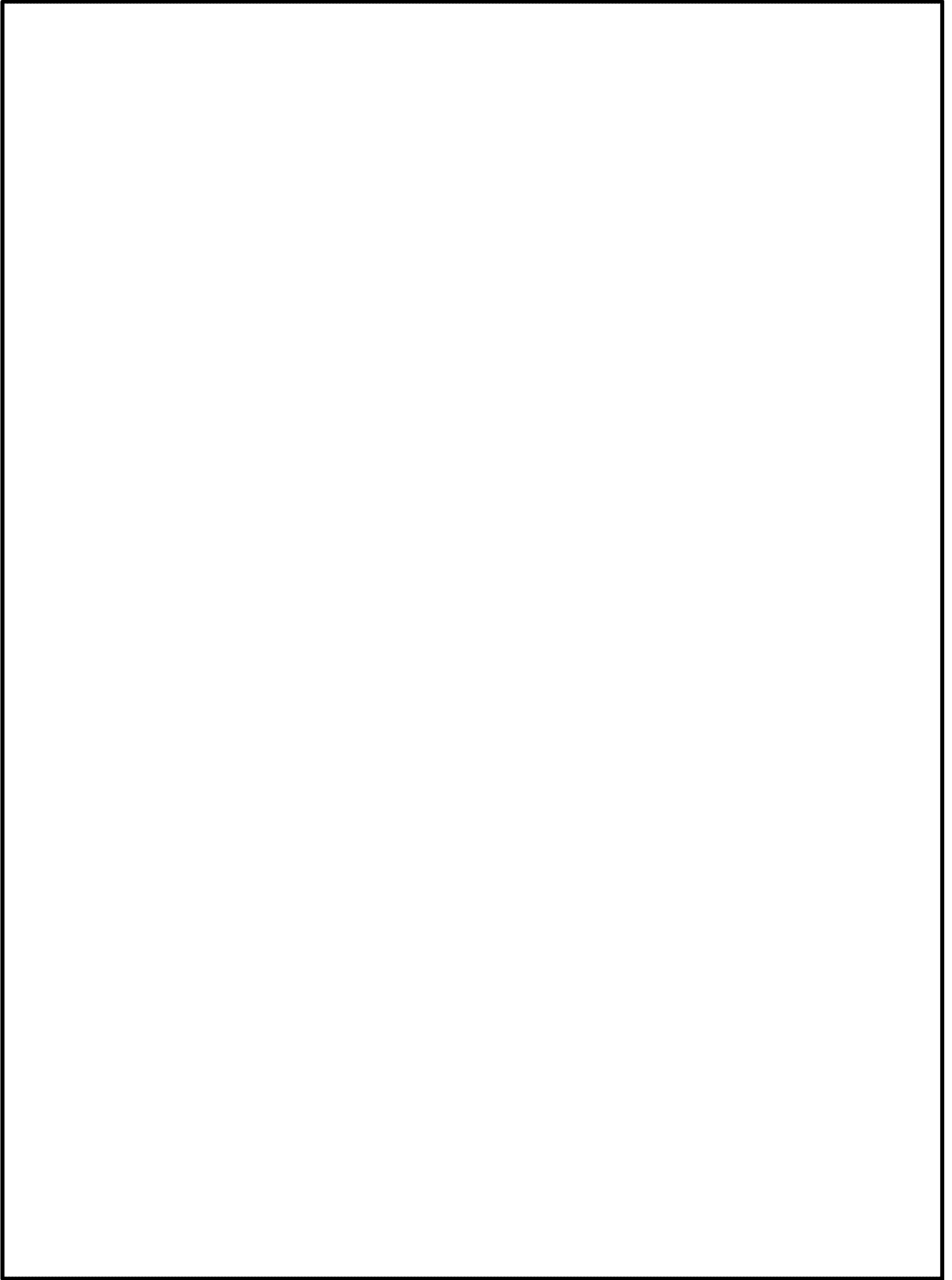








(b)(5)



Thank you!

Shevon Greene
Supervisory Asylum Officer
Detailed to ZHN/Karnes

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Wednesday, June 17, 2015 4:30 PM
To: Hooks, Karin M; Michaelis, Katy M
Subject: FW: Orientations

More craziness with scheduling and orientations. I'm really baffled by all of this.

From: Wills, Kirk R
Sent: Wednesday, June 17, 2015 4:29 PM
To: Ulloa, Stephen
Subject: RE: Orientations

I just checked with my support staff personnel here, and learned that this is how it is being done. I am not sure the rationale behind it, but this is what we are doing.

From: Ulloa, Stephen
Sent: Wednesday, June 17, 2015 3:25 PM
To: Wills, Kirk R
Subject: RE: Orientations

Thanks, Kirk. Quick follow-up. My support staff person also tells me that we have to provide them a G-56 *at orientation* with a scheduled interview date. Is that true? I would want to just get them oriented without having to figure out when and how to get their interviews scheduled. That way we can just schedule interviews from our stack of oriented cases. I don't see why we have to take the time to figure out which officers are going to be here on a given day and take the time to produce the G-56s. Am I missing something here?

Thanks!

From: Wills, Kirk R
Sent: Wednesday, June 17, 2015 4:18 PM
To: Ulloa, Stephen
Subject: RE: Orientations

You are correct. They must be done one at a time, for confidentiality.

From: Ulloa, Stephen
Sent: Wednesday, June 17, 2015 3:06 PM
To: Wills, Kirk R
Subject: Orientations

Hi Kirk,

Quick question for you from Karnes. Is it true that orientations (CF and RF) have to be done one family unit at a time? We can't have, say, 3 family units in the room together and have an interpreter read the M-444 to all of them at the same time? If it is one at a time, what is the reasoning behind that?

Thanks,
Steve

Shirk, Georgette L

From: El-Hage, Rabia S
Sent: Wednesday, November 05, 2014 9:09 AM
To: Michaelis, Katy M; Pillera, Michael
Subject: FW: Updates from Karnes

Hey guys,

I spoke to ZHN's Acting DD today, Irvin Gadson, and gave him an update. I wanted to quickly give you guys a mini update about what's going on here. To be quite honest, I don't think there is enough work here to sustain 3 AOs (as of yesterday we had 11 actionable CFs and 9 were scheduled today) and I mentioned this to Irvin. The AOs do 3 cases a day in comparison to Pearsall where they do 5! The environment is super chill here too. Irvin said that this facility is under a lot of scrutiny and is supposed to be used as a model for other places so they want to make sure everything is done well here. When I told him my concerns about potentially running out of work for AOs, he pretty much said that HQ wants us to have everything under control here and likely won't recommend reducing the number of people out here. Who am I to complain about that? Easier for the SAOs. This place is a BREEEEEEZE in comparison to life at ZLA. I just worry that we may run out of work for the AOs but so far there has been something for everyone to do each day so that hasn't been a problem.

Who is coming out here after you Katy? Is it Shevon? I probably should cc her on these emails if that's the case.

One thing I wanted to mention was that you will need to carefully go over the late case list with the support staff out here. For example, they were just continuously rescheduling rare language cases until we could get an interpreter instead of issuing rare language NTAs. They were also rescheduling many times for attorney requests. I will send you Irvin's guidance on this. Also, I noticed that Tiffany had asked to do follow up interviews on two of her cases when she, in my opinion, had enough info from the first interviews. She had just asked the admin staff to reschedule it instead of having an SAO read through the notes yet. I think she just wanted to be extra cautious. (She is still new at APSO and is trying to find ways to cut time.) But those cases that were scheduled for follow up interviews were then processed after the 8 days. Basically, the culture here seems to not be too focused on the clock, but there were a lot of cases that we could've avoided having been late so just keep an eye on those.

Those are my updates for now!

From: El-Hage, Rabia S
Sent: Wednesday, November 05, 2014 6:48 AM
To: Gadson, Irvin C; Daum, Robert L
Subject: Updates from Karnes

Hi Irvin,

It was nice speaking to you this morning. Per your request, here is a snap shot of the number of cases we have pending here at Karnes:

As of yesterday evening we had the following actionable cases:

- 11 CFs for interview (9 of which were scheduled for today)
- 3 RFs that need interview
- 2 RFs that need orientation

We also had:

- 2 CFs on medical hold
- 1 reschedule request from an applicant wanting additional time to find an attorney
- 2 requests for reinterview that were recently approved by ZHN's training staff

We currently have 3 people here: Angel (from your office), Tiffany (from ZLA) and Michael Osborne (from ZAR.) We also have Alice, who is great. All of the AOs have been wonderful to work with. Things are running pretty smoothly here, and we are working on clearing out the older cases. (For ex., there were a few cases that had been rescheduled for language issues, but those have now been closed out and given rare language NTAs.)

I also wanted to let you know that ZLA is working hard to maintain the flow of information with regards to the SAO responsibilities out here. Michael Pillera and Katy Michaelis are the next two SAOs to come out here (each for two weeks,) and we have been in close contact about the procedures out here. Steve Ulloa, the last SAO out here, also did a great job preparing me and others about what to expect at this facility.

If I can help out in any other way, please feel free to let me know.

Thank you,

Rabia Elhage

Shirk, Georgette L

From: Pillera, Michael
Sent: Thursday, November 20, 2014 9:29 AM
To: Michaelis, Katy M
Cc: Hassan, Alice M; Greene, Shevon; Gadson, Irvin C; Mcdonnell, Audrey V; Ulloa, Stephen; El-Hage, Rabia S; Sachdev, Nina K
Subject: Interview Rooms @ Karnes, # of AOs, Scheduling, etc.

Good Morning Everyone!

(b)(6)

I am hoping to provide a detailed update for future case flow planning, room usage, etc. through this e-mail. I of course am happy to assist anyone with questions after I depart from Karnes as well. You can e-mail me; or ZLA office Phone 714-808-8063; or personal cell if urgent while I am traveling [REDACTED]

The below attached e-mail summarizes the interview rooms available. From what I currently know, we will have 4 AOs here for every week except the week of Christmas and the week directly after Christmas. During the week of Christmas and the week directly after Christmas, we will have approximately three AOs (perhaps less with travel).

As indicated below, there are 3 easy to use interview rooms--the ones we have been using. They are located next to the courts. When we have 4 officers interviewing, we have to make a decision on how to make that work. 3 can stay where they are and 1 can use one of the court rooms on every day except for Monday afternoon (this also means one of the interview rooms needs to use a back entry to avoid going through the court room). In the alternative (and definitely on Monday afternoons) three officers can use the regular rooms and one can use one of the VTC rooms located in a different location. This is possible, and I have advised GEO (bailiffs) that we may have to do this. This is somewhat logistically more difficult for them, as explained in the below e-mail. They prefer not to do it, but will definitely do it if we need to. The third alternative would be to switch all four officers to the VTC rooms, which theoretically we could do--but that would take some more leg work to get them all set up properly and we would be kind of evicting the use of one of the rooms for consulate interviews. Two of the four VTC rooms are set up sufficiently for us to conduct interviews. Another could be set up if we had a table. The fourth (room being used for consulate interviews) would require a table, reorganization, and taking some stuff out. They do not however have a connection to the internet, but the interview rooms we are using now do not either. The officers are using laptops--so this is not a huge issue.

We have been scheduling each officer for 3 CF interviews each day (every day except today and tomorrow). In the alternative, we are scheduling officers 1 RF interview with the time to write-up afterwards. We have been using the write-up time as a way to use 3 interview rooms with 4 officers. This has been possible because we have some pending RFs. However, this of course will be dependent on how many AOs here can/have done/have been trained to do RFs. We currently have 2 out of 4, but one is leaving Friday and the other is leaving Wednesday. Also, many of our pending RFs require Quiche interpreters. We have generally only been able to schedule one Quiche interpreter per day, so this can be difficult if we have CF Quiche applicants and RF Quiche applicants.

GEO staff here are responsible for getting applicant's to interviews, assuring they are they, accompanying them, etc. There are three bailiffs who you can go to with any questions about this. They are generally around the interview rooms/court rooms. Jaime has been particularly helpful thus far, but they all are very helpful.

I spoke with ICE and GEO staff. Both will have people out around the holidays. (I.e. there will only be at most, 2 bailiffs). However, both told me that this should not affect our ability to conduct interviews and that we can schedule full interview loads if we need to. That said, if we are using one of the VTC rooms which makes it logistically difficult for the bailiffs, and one is out on leave, it may be difficult.

Alice (ZHN Immigration Analyst) has been extremely amazing in scheduling; making square pegs fit in round holes; and generally keeping everything running! Luckily for you Katy, Alice was extended and will be here through noon-ish on Wednesday, November 26th. Alice has indicated that she will do her best to set the schedule through Tuesday, December 2nd. I am not sure if anyone will be able to fill Alice's shoes and be even close to as amazing in keeping everything moving. That said, Paul Miranda from ZHN, who I am sure is awesome, will be arriving by Tuesday, December 2nd. Paul

is currently an AO, but previously served in a clerical staff position. Also, one of our current AOs, Valerie Davis, has temporarily served as support staff in the past. Alice will be training Valerie tomorrow, to take over for her/train someone to do so. So we should have two people who could potentially fulfill the duties Alice has been taking care of.

The number of CF cases we receive per day has ranged from 0-7. Currently, we are running out of cases. That is why we are interviewing less today, with an emphasis on getting any past work completed. It is possible that we may run out of cases for next week and/or have very few. If so, that may affect Alice's ability to schedule for the future, and someone else may have to resolve this (i.e. Katy). There have been a lot of ebbs and flows and several daily schedule changes depending on needs/complications/etc.

Katy, I will call you to discuss more specifics. Everyone else, thank you for bearing with the really long e-mail.

Thank you everyone for your assistance and guidance while I have been here! Happy holiday/winter season everyone!!

****Today will be my last day at Karnes, as I will be traveling tomorrow. Katy will be traveling on Monday, and arriving at Karnes on Tuesday****

Michael J. Pillera
Supervisory Asylum Officer

From: Pillera, Michael
Sent: Tuesday, November 18, 2014 12:56 PM
To: Mcdonnell, Audrey V; Gadson, Irvin C
Cc: Hassan, Alice M; Michaelis, Katy M; Greene, Shevon
Subject: Interview Rooms @ Karnes

Good Afternoon,

I indicated during our weekly phone conference today that we only had three interview rooms available for four officers, so we were structuring the schedule around that.

After being informed that we in fact had several more interview room options, Alice and I went to try to get to the bottom of it. Here is conclusion from that:

In total, there are 8 possible rooms which we could use:

- 3 Designated interview rooms
 - 2 near the courtrooms
 - 1 connected to a court room
 - The main entry into this interview room is through the below indicated court room, which could make some logistical issues with using both. However, there is a back entrance that can be used, if needed to get to the interview room.
- 1 court room (which is not available on Monday afternoons and which is connected to above mentioned interview room)
- 4 VTC rooms
 - 1 of these rooms is being used for consulate interviews and is currently set up for this use, so probably not the best to use it, unless we need to.
 - The other 3 rooms generally could be used for interviews. However, one of the rooms does not have any tables in it, so we would need to get a table put in there.
 - None of these rooms appear to have computers connected to any network (and perhaps not even plugged in). All of the rooms appear to have a working phone though. Since officers are bringing laptops, a phone, table, and chairs are probably all that is needed.
 - ****** The biggest issue with using these VTC rooms is that it makes it difficult for staff here. This appears to be the reason that we were not previously aware of them. In order for us to use the VTC rooms, one staff person has to remain out by the VTC rooms (which are not near the other potential interview rooms). This is logistically difficult because applicants and children need to be brought back and forth for numerous reasons throughout interviews (school, nursing, etc.).

Based on our current number of CF interviews pending, and the current number of officers, I believe it may be best to continue scheduling some staggered RF interviews throughout the day. This makes office space easier and ensures officers continue working. If we run out of CFs, there are only 2 officers here who have RF experience and would be able to interview RF interviews. If you have any input or desire us to take a different route please let me know!

I CCed the next two SAOs on this e-mail. (My last say here will be this coming Thursday, 10/20/2014. Katy will be traveling on Monday and begin work here on Tuesday 11/25/2014. Katy will be departing on that following weekend.)

Thank you very much for your time!

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Monday, October 27, 2014 9:48 AM
To: Michaelis, Katy M; Pillera, Michael; Greene, Shevon; El-Hage, Rabia S
Subject: Karnes Info - APSS and NTA's

Hey y'all,

I think this is different from what I told you prior (it's different from what I was told too) but the support staff member does PREC the CF cases on the day received or day after with the clock-in date being the day it is PREC'd. The officers do INTC and ADEC. When you review the cases, you have to update "DECISION SERVED DATE" by doing ADEC in APSS for the PA and all dependents with the date you sign the NTA.

We sign AND date the NTA. Also, our name has to be on the NTA in addition to our signature where it says "Supervisory Asylum Officer." With that said, you need to bring a name stamp if you have one, have the officers type your name on to their template, or just write it in by hand. All the NTA's I signed last week were rejected by EOIR because my name wasn't on there so I had to write my name on about 30 NTA's this morning!

Peace!
Steve

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Wednesday, October 29, 2014 3:56 PM
To: El-Hage, Rabia S; Michaelis, Katy M; Pillera, Michael; Greene, Shevon
Subject: Karnes Info - ICE's handling of RFR's

Importance: High

Hey y'all!

My time is a dwindlin'! I'm going to send you more information on RFR's and how they're processed here but wanted to send this out real quick to demonstrate how ICE handles these in the removal context. See the email chain below. Basically, they appear to me to take a very cautious approach in ensuring that they do not remove anyone with a pending RFR, so much so that they're emailing us lists of individuals slated for removal just to double check and make sure that there is no RFR pending. The support staff should handle these lists and contacts ZHN TO's to see if there are any cases that are pending RFR. DO Berrones is the point guy for this and may come around to ask you about this stuff. Nice guy. I always just ask Alice, our support staff, to make sure he has the correct information.

Generally speaking, all of the DO's here are very cool and very chill. Don't work too much with the SDDO's actually but they all seem fair and accomodating as well.

Peace!
Steve

From: Berrones, Juan R
Sent: Wednesday, October 29, 2014 8:48 AM
To: Hassan, Alice M; Ulloa, Stephen
Cc: De La Garza, Valentin; Sanichar, Paul; Lee, Louie
Subject: RE: CIS- EL SALVADOR Removal Mission (10/31/2014)

Good morning,

Thank you for the information.

This Removal Flight is still on schedule for Friday 10/31/2014. Please advise if you receive any last minute changes.

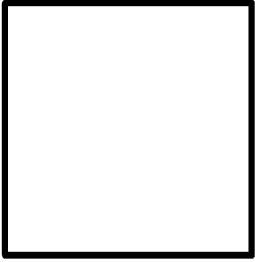
Thank you again for your support in this matter,

J. Berrones

From: Hassan, Alice M
Sent: Wednesday, October 29, 2014 7:45 AM
To: Berrones, Juan R; Ulloa, Stephen
Cc: De La Garza, Valentin; Sanichar, Paul; Lee, Louie
Subject: RE: CIS- EL SALVADOR Removal Mission (10/31/2014)

Good morning,

As of today these are the only ones we have a hold on:



(b)(6)

If you have any questions please let me know.

Alice

Referred to Immigration and Customs Enforcement

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Thursday, October 30, 2014 9:23 AM
To: El-Hage, Rabia S; Pillera, Michael; Michaelis, Katy M; Greene, Shevon
Subject: Karnes Info - New CF HQ Submission Numbers
Attachments: QA Cover Sheet ZHN.dot

We have to send 5 cases up to HQ for review per week. 1 per day on Tue, Wed, and Thu then 2 on Friday. I'm sending my 2 for Friday today since I won't be here tomorrow. It's random and up to you which cases you send up. I chose to send up a couple that I thought were borderline just to see what kind of feedback we got. I also sent up a case where we made the child the PA to see how HQ handled that case as well. We have to update APSS for both PA and dependent to show the case was sent to HQ. I then just keep those cases on my desk. Attached is the QA referral sheet, which I also have saved to the desktop on the ICE computer.

From: Hemming, Bryan D
Sent: Tuesday, October 28, 2014 7:04 AM
To: Ulloa, Stephen; Lynn, Mallory L; Taubes, Ethan J; Littlepage, Ryan L; Lehman, Danielle E
Cc: #ZHN-MGT
Subject: New CF HQ Submission Numbers

Good Morning!

Please see below for the new daily CF HQ submission numbers for each facility, effective today.

Please let me know if you have any questions.

Thanks!

Bryan

	Mon.	Tues	Wed.	Thurs.	Fri.
PRS	0	1	1	1	1
PIC	0	1	1	1	1
ELP	0	1	1	1	1
ART	2	1	1	1	0
KCD	0	1	1	1	2
HOU	3	1	0	1	0

Shirk, Georgette L

From: Ulloa, Stephen
Sent: Thursday, October 30, 2014 12:32 PM
To: El-Hage, Rabia S; Pillera, Michael; Michaelis, Katy M; Greene, Shevon
Subject: Karnes Info - RFR Information for SAPSO

All:

You will definitely see cases involving RFR's while you are here. Below is information on the handling and processing of these cases. Audrey reviewed this for me as well to make sure it's in accordance with how ZHN wants things done. I'll send the relevant information to the AO's and support staff.

Suerte!
Steve

REQUESTS FOR RE-INTERVIEW (RFR's)

Scheduling of re-interview

Many attorneys email ZHN's public inbox to request a re-interview (RFR) for a negative CF determination following IJ review. These requests may also be made to ICE and passed on to you. If you receive directly, please forward to ZHN's Training Officers, who respond to all RFRs. ZHN TO's (Renata Penel and Syed "Harun" Ahmed) make the determination whether to grant the RFR and will reach out to the support staff and the SAPSO at Karnes for assistance in getting all the CF documents related to the negative determination. You may need to assist in scanning the documents over to them. If the ZHN TO's do not grant the RFR, you will not see the case again. If the ZHN TO's grant the RFR, you will be copied on the email granting the RFR. Karnes support staff schedules the interview. It is imperative that the correspondence between the attorney and the TO granting the request be included in the working folder so that the AO conducting the re-interview is aware of the issues that need to be covered. ZHN TO's are very responsive to our emails and will get information back to you as soon as possible if needed on any case. ICE DO's are also in close contact with Karnes support staff and SAPSO regarding these cases to ensure the applicants are not deported prior to receiving a determination on their RFR.

Processing of determination

All re-interviews will be issued new charging documents based on the determination. I-862 NTA for positives and I-863/I-869 with IJ review option for cases that remain negative.

All re-interviews will keep the original I-870 for the determination after re-interview with modifications noted below. The AO does not generate a new I-870.

Positive Determinations

I-870:

- Update page 1 with re-interview date (question 1.7), interpreter information (questions 1.17 – 1.19), and attorney/consultant information as necessary.
- Update Section III as necessary, especially 3.1.c indicating nexus.
- Update Credible Fear Findings in Section IV as necessary simply by whitening out prior negative information and replacing with new positive information, i.e., nexus or CAT.
- Keep original APSO/SAPSO signatures in Section V and write in new APSO/SAPSO names, signatures and dates

Checklist: New APSO generates new CF checklist for a positive determination. The prior negative checklist will remain in the working folder and will not be served on the applicant.

APSS: Update ONLY the ADEC screen with new determination. Case does NOT get re-PREC'd or re-INTC'd.

Service: Service packet includes NTA, updated I-870, interview notes from BOTH interviews, updated CF checklist.

Negative Determinations

I-870:

- Updated page 1 with re-interview date (question 1.7), interpreter information (questions 1.17 – 1.19), and attorney/consultant information if necessary.
- Keep original APSO/SAPSO signatures in Section V. Do not add new APSO/SAPSO signatures as the determination is remaining a negative.
- All other sections remain the same as the determination is remaining a negative.

Checklist: Generate a new checklist ONLY IF there are new facts to be considered and analyzed ensuring that facts from both interviews are addressed. Keep the original checklist if there are no new facts.

APSS: DO NOT UPDATE APSS.

Service: Service packet includes I-863, I-869, updated I-870, interview notes from BOTH interviews, CF checklist (original if no new facts or updated checklist if new facts analyzed).

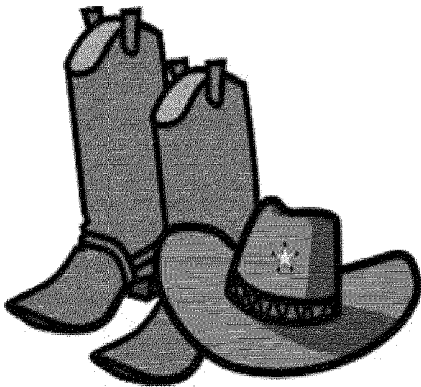
Shirk, Georgette L

From: Lynn, Mallory L
Sent: Wednesday, April 01, 2015 1:14 PM
To: Greene, Shevon; Kim, Hannah X; Trinker, Farrah L; Michaelis, Katy M; Pillera, Michael; Ulloa, Stephen; El-Hage, Rabia S; Pakdaman, Danielle S; Hooks, Karin M; Hong, Marianne X; Radel, David M
Cc: Haertling, Peter G; Xu, Alyssa Y
Subject: Karnes SOP (ZLA Texas Outpost edition)
Attachments: Karnes SOP updated 04.01.15.docx

Hi SAPSOs (and Peter and Alyssa),

We have recently made some changes at Karnes in an effort to streamline family processing across all three family residential centers. Please find attached the most current Karnes draft SOP, updated 04/01/15, which incorporates some of these changes as well as other important information. Because it is currently undergoing review at HQ, the SOP cannot be disseminated unless and until we receive approval from HQ. However, it may be a very useful resource on your TDY! ☺ I received approval to share with you all since Karnes is typically staffed by ZLA SAOs nowadays.

Thanks,
Mallory



1.

Shirk, Georgette L

From: Picciotto, Giacomo A
Sent: Monday, November 17, 2014 10:57 AM
To: Jablonsky, Jennifer E; Pillera, Michael; QA.ZHN
Cc: Gadson, Irvin C; Leary, Sara E; Michaelis, Katy M; Brown, Patrick J; Stone, Mary M
Subject: RE: RF Rare Language

Thank you, Jennifer. Yes, I do remember receiving your email. That was a one-off situation. It is best that you work with us as we try to find a solution through ICE. Thanks.

Giacomo

From: Jablonsky, Jennifer E
Sent: Monday, November 17, 2014 11:04 AM
To: Picciotto, Giacomo A; Pillera, Michael; QA.ZHN
Cc: Gadson, Irvin C; Leary, Sara E; Michaelis, Katy M; Brown, Patrick J; Stone, Mary M
Subject: RE: RF Rare Language

Hi Giacomo,

When our director located the Ixil interpreter out of Guatemala (who worked for USAID and assisted USCIS in Guatemala City), we vetted this situation through our OCC, and informed you of this at the time we were faced with the interpreter issue. Please let us know if there are any additional steps that should be taken to use this resource in the future.

Thank you,

Jennifer

From: Picciotto, Giacomo A
Sent: Friday, November 14, 2014 3:58 PM
To: Pillera, Michael; QA.ZHN
Cc: Gadson, Irvin C; Hassan, Alice M; Leary, Sara E; Michaelis, Katy M; Jablonsky, Jennifer E; Brown, Patrick J; Stone, Mary M
Subject: RE: RF Rare Language

Michael,

We noticed in the email trail a reference to a contact in Guatemala who, presumably, could act as interpreter in a reasonable fear interview. Please be advised that we have strict rules concerning who can interpret in reasonable fear and credible fear cases. Specifically for reasonable fear, please review section III.D: Asylum Office Arranges For Interpreter Services. An Asylum Division interpreters must be a contract interpreter who has been vetted by USCIS OSI. In addition to security issues, there are confidentiality issues to consider, as well as adherence to section 603 of the International Religious Freedom Act with respect to interpreters.

As you know, we have undertaken a process with ICE to find a durable solution to reasonable fear applicants who speak "rare languages". If you wish to discuss this further, or if you need clarification, please email or call.

Thank you for your understanding and continued cooperation.

Giacomo

From: Picciotto, Giacomo A
Sent: Friday, November 14, 2014 2:06 PM
To: Pillera, Michael; QA.ZHN
Cc: Gadson, Irvin C; Hassan, Alice M; Leary, Sara E; Michaelis, Katy M; Jablonsky, Jennifer E; Brown, Patrick J
Subject: RE: RF Rare Language

Michael,

I need to reach out to ICE and I need the following information:

- A#, Country of origin,
- language (in CAPS), pending since (date),
- where the alien is currently and
- the type of RF case (Reinstatement or Administrative Removal).

I looked for this information in APSS, but either I have the wrong file number, or the case has yet to be entered.

Thanks!

Giacomo

From: Pillera, Michael
Sent: Friday, November 14, 2014 1:19 PM
To: Picciotto, Giacomo A; QA.ZHN
Cc: Gadson, Irvin C; Hassan, Alice M; Leary, Sara E; Michaelis, Katy M; Jablonsky, Jennifer E; Brown, Patrick J
Subject: RE: RF Rare Language

Good Afternoon Giacomo,

We received similar guidance from ZHN. See below highlighted in yellow. The AO in this case, who is certified to speak Spanish, indicated he was completely unable to communicate with the applicant. He indicated that she just repeated her language when he tried to speak with her. Based on that, I believe we may have trouble asking her if she has anyone who could serve as an interpreter. That said, there is a sworn statement in the file which appears to have been taken in Spanish. This would seem to indicate that she understands at least some Spanish.

We will try asking her if she has anyone who can serve as an interpreter and we will follow-up after that happens.

Thank you for your guidance and time Giacomo!

From: Brown, Patrick J
Sent: Friday, November 14, 2014 11:45 AM
To: Jablonsky, Jennifer E
Cc: Hassan, Alice M
Subject: RE: RF Rare Language

There is nothing for Chuj. The rare language that the Director helped out on was IXIL.

There is not a Chuj and we are waiting for HQ's guidance on what to do in cases like this.

Thanks!

Pat...

From: Jablonsky, Jennifer E
Sent: Friday, November 14, 2014 11:27 AM
To: Brown, Patrick J
Cc: Hassan, Alice M
Subject: FW: RF Rare Language

Alice,

The next step is to ask if she has any family, friends, or knows anyone who speaks her language who can interpret for her and use that person as an interpreter.

Pat,

See below. Was this the language where Robert Daum has the contact in Guatemala, or are we waiting on an interpreter for this language?

Thanks,

Jennifer

From: Picciotto, Giacomo A
Sent: Friday, November 14, 2014 11:59 AM
To: Pillera, Michael; QA.ZHN
Cc: Gadson, Irvin C; Hassan, Alice M; Leary, Sara E; Michaelis, Katy M
Subject: RE: RF Rare Language

Michael,
Does the applicant have anyone who could serve as interpreter?
Giacomo

From: Pillera, Michael
Sent: Friday, November 14, 2014 12:18 PM
To: QA.ZHN
Cc: Gadson, Irvin C; Hassan, Alice M; Picciotto, Giacomo A; Leary, Sara E; Michaelis, Katy M
Subject: RF Rare Language

Good Morning, (b)(6)

We have an RF applicant at Karnes [redacted] who is a native of Guatemala and speaks Chuj (she spelled it as Chux). Neither Lionbridge nor Language Line has any certified Chuj interpreters. The applicant does not speak Spanish or any other dialect which Lionbridge or Language Line does have. The applicant was detained on 10/13/2014 and has not received an M-488, as we have not been able to communicate with her.

Please advise on how we should move forward. Thank you very much for your time and guidance!

Michael J. Pillera
Supervisory Asylum Officer

Shirk, Georgette L

From: Gadson, Irvin C
Sent: Tuesday, February 10, 2015 11:46 AM
To: Mikesell, Hannah K
Cc: Greene, Shevon
Subject: FW: Karnes Tiger Team: Info for Next Week
Attachments: Tiger Teams Team Lead PPT.pptx; SOP for KCD - Draft.docx

Importance: High

Follow Up Flag: Follow up

Flag Status: Flagged

FYI:

Hannah,

Below is some generalized information previously passed on to Katy. Attached is a draft of the Karnes SOP. *** Please note the Karnes SOP is for reference only. It hasn't been cleared by HQ. If you have any questions or concerns, please feel free to reach out to us. Thanks

Irvin

From: Varghese, Mathew C
Sent: Friday, January 16, 2015 11:02 AM
To: Huang, Jacob G; Shaffner, Laura E; Schwartz, Allen E; Hassan, Alice M
Cc: Varghese, Mathew C; Michaelis, Katy M; Gadson, Irvin C
Subject: Karnes Tiger Team: Info for Next Week
Importance: High

Hi Incoming Karnes Tiger Team!

Thanks for your responses to my initial e-mails- your SAPSO Katy and I appreciate them and they've helped us come up with the game plan for next week.

Before you leave home, make sure to bring (among other things you may already have been told):

- Your DHS laptop and PIV card (and VPN if your PIV card doesn't already connect you to the internet)
- A DHS-issued thumb drive that works with your laptop (test it out before you come! APSOs have experienced issues here!)
- Your Language Line and Lionbridge phone numbers/access codes
- Credible Fear/ Reasonable Fear processing templates/forms in electronic format (e.g. on your thumb drive, or you can get them from your share drive), or someone like using an Access database to generate their forms so bring whatever you're most comfortable with. If you don't already have forms, your SAPSO and/or other team mates may have them, and you can find most forms/samples here:
<http://ecn.uscis.dhs.gov/team/raio/Asylum/AsylumPII/CF/Shared%20Documents/Forms/AllItems.aspx>
- Your hotel tax exempt form: <http://window.state.tx.us/taxinfo/taxforms/12-302.pdf>
- Your SAPSO's phone number, and other team members' numbers if you guys have exchanged them. Feel free to also text/call me until Wednesday in case you have any issues: 347-572-3170

- Before flying out, please make sure you have figured out how you'll be getting from the airport to your hotel, and from the hotel to work on the first day, and **please confirm with me and/or Katy that these car arrangements have been finalized**. I've seen that people have already been in conversation about this, but if you need any help figuring this out, please exchange numbers and discuss! Feel free to contact me too if you need anything related to this.

Work hours:

(Unless Katy has advised you differently) The typical Tiger Team shift is from 7am-4pm, with an hour for lunch between 12-1pm when the applicants are also having lunch. Please report to work at that time on Tuesday if you are traveling on Monday, or Wednesday if you traveled on Tuesday (unless you've already been told to come in for a half-day on Tuesday).

Facility Directions:

From Floresville (and San Antonio):

South on U.S. Hwy. 181

Stay on 181 until you Hwy. 181 widens into 4 lanes again, see a small sign that indicates Karnes City to the left, and see signs for 181 Bus.

West on FM 1144

Turn left into the facility parking lot

If you're using Google Maps on your phone, you can punch in: **409 Farm to Market Road 1144, Karnes City, TX, 78118**, BUT when you make the right turn onto FM1144, Google Maps will say "You have arrived at your destination on your right" and that's wrong- you want to keep driving for a little bit, and then you will see a long, low building with a parking lot in front on your left, and that's where you'll be turning into to arrive at Karnes County Residential Center.

Getting into the facility on the first day/ Workspace:

Karnes is one of the easiest facilities to navigate, thankfully! When you enter the building (there's only one building!), straight ahead you will see a desk and a metal detector. You can let the front desk know that you are from Asylum, and you'll need to leave a form of ID with the desk so that you can get a visitor badge (like a driver's license, not your PIV b/c you'll need that for your computers!)(later on you can go get a photo ID, but you don't need it for the first day, so please speak with your SAPSO about getting that). Then you'll go to first door on your right. It says "OPLA/ICE." You have to get buzzed in. Push the button and when the disembodied voice on the speaker says "identify" or you just hear static crackle, you say "asylum". Walk diagonally to the open door across the room, immediately turn left and go through the door, and keep walking down the hallway till you reach the cubicles- that's the Asylum Tiger Team area! Ignore the first two cubicles on the left- the next six cubicles have been assigned for our use. If you get lost, any random ICE person will be able to direct you to the Asylum cubes once you get into that area. Our Asylum POC at Karnes is SDDO Hilario Leal (x1103, or his desk phone is 830-254-2503).
Out-of-Scope



Interview Area:

I'll be sending your SAPSO detailed information about this, but Jacob (a fellow APSO who has been here for the past two weeks) will be a great resource for you when you arrive, especially if you get here on Tuesday. To get to the area you will be conducting interviews (where no attorney is physically present), go all the way down the hallway from the metal detector at the front, past the sallyport (the secured entryway adjacent to the darkened room they call the "Command/Control Center" numbered "172A"), and you will be looking directly at the building you will be in. You can go either to the left or right and look above the door for either "Rm 600" or "601" (on the left is "600" and right is "601"). There are three offices with desks that we can use. On a normal interview day where you're interviewing applicants who are detained at the facility, an interview schedule will be sent by Alice/Katy to the appropriate people with appointment times, and you should find your applicants waiting for you in the waiting area. If you have trouble locating your applicants, please first call any of these extensions for the Geo supervisors- x1033, x1032, x1023- identify that you're with Asylum and in Videoconference Rm 600/601, and let them know which applicant(s) you need. The Lieutenant's name is Hubbard, and you can also ask for "Masters" or "Scott."

If you have any interviews where an attorney is physically present, they cannot take place past the sallyport and will be scheduled for one of the courtrooms (door numbered "200" on your left if you're walking up the hallway from the metal detector), and the bailiffs inside can direct you to an available interview room. Please see your SAPSO if you still need assistance in locating a room so she can follow up with ICE.

[During Interviews] Getting Kids in and Out of School:

As a reminder, for CF interviews, you need to speak with dependents on the case to confirm whether they want to be included on the case (see CFPM/CF Lesson Plan), the mandatory bars, and if you are making a negative determination on mom-principal's case, you'll need to interview dependents to see if they have a claim. If you're anticipating going negative on mom-principal's case, you should explore the claim of each dependent with the mom first, and then call in each dependent until you can make a positive determination on that dependent which you will be turning into the principal.

In order to speak with the kids, you may either be brought the entire family unit by Geo Staff at the time of the appointment so that you can do your introductions/oath with everyone, or if only the principal is brought out, you will eventually need to go get the dependent yourself. In order to do that, you need to go to "Library 602A", seek out either Principal Albert Herrera (x1049) or his assistant Ms. Quinones, identify that you're from Asylum and identify the child/children that you need to take out of school. You'll be given a room number and a permission slip, and you'll show the slip to the teacher and escort the family members back to the interviewing area. Once you're done with speaking with any children, you can allow children 14 years and up to go back to school by themselves with the permission slip, and children 13 and below should be escorted back to the classroom by the parent (you may also want to go with them, because we've experienced delays when the parent goes by herself).

Using the Phones/Conference Call Function:

To Conference In Another Call

Dial 1st phone # (to dial an outside line, press "9" and then the phone #)

Press first button next to "Exit" button, which has a digital "CONF" appearing above it

Dial 2nd phone #

Press "Add" on phone base

Press "Begin" on phone base

You should now have both parties on the phone.

If you have difficulties using the phone/conference call function, please ask one of the bailiffs (if they are nearby) or the Geo Staff supervisors for assistance.

I believe I've covered most of the logistical information you should all know before arriving here and for your first day. Again, if in doubt before you meet up with your SAPSO, feel free to reach out to me by e-mail (during work hours is mostly when I check it) or cell anytime.

Oh, and→

Water Bottles/Candy Next To Printer:

Yours to enjoy!

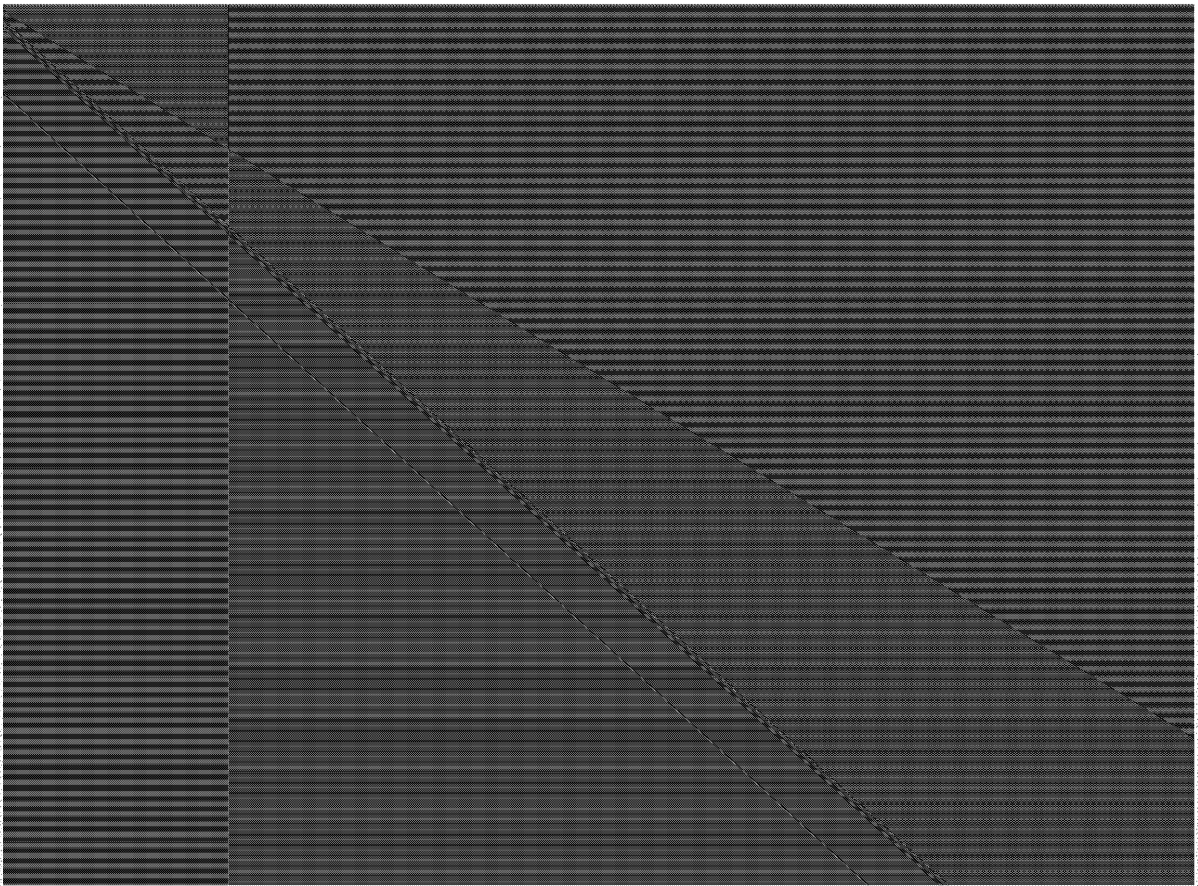
Good luck, and safe travels!

Mat

Mathew Varghese

Supervisory Asylum Officer

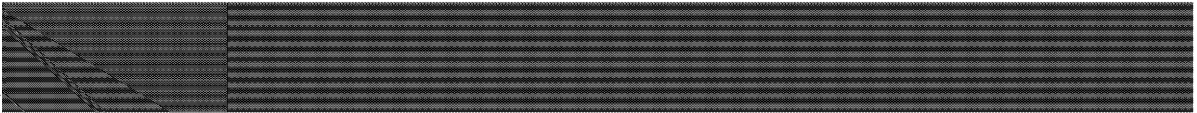
Detailed to ZHN/Karnes



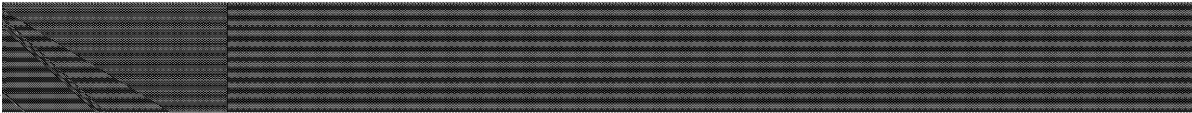
Tiger Teams

For Team Leads

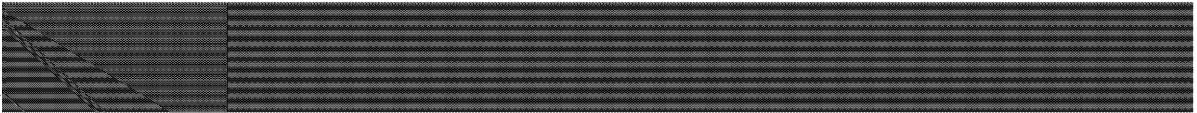


- 
- First and foremost, thank you for being willing to lead this team! Your work ethic, attitude, and commitment will be a driving force towards the team's success.
 - Next: You are not alone. We (ZHN) are here to provide you with whatever you need. Don't be afraid to ask!

Thank you!

- 
- What's your role? Great question. You name it, it's probably yours.
 - As the TL, you are responsible for *all* aspects of the team. AOs and support staff have been and will be directed to see you for:
 - Admin questions
 - Legal questions
 - ICE Liaising
 - Travel questions
 - Training questions
 - Commuting questions
 - Dining recommendations
 - Etc.
 - Don't worry. If the question needs an answer you don't have or may need assistance with, please contact us. We just ask that you encourage your team to work through you. (And you, in turn, through us.)

What's my role?

- 
- Now, be forewarned, things are going to come up. Things you never would have guessed. (Trust us, we've seen things we can never unsee.)
 - But don't worry! When things happen, we are here to back you up.
 - When you need something, there are many people waiting at ZHN to assist. Let's introduce you to a few...

Who do I contact when...



- Travel/Admin/Supply issues:

- ZHN Admin Team:

Email: #ZHN-Admin #ZHN-Admin@uscis.dhs.gov

- Please email the above address with questions regarding travel, supply requests, or anything admin related.
- You will likely see responses from our first-rate Admin team:
 - Amber Miller
 - Kirk Bell
 - Irma Grazdan
 - Rebecca Ross (Supervisor)

Points of Contact: Admin



- Legal/Procedural issues:

- ZHN Training Officer Team:

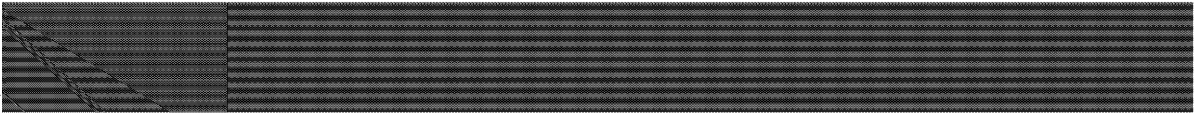
Email: QA.ZHN <qa.zhn@uscis.dhs.gov>

- Please email the above address with questions regarding legal analysis, procedures or anything asylum-substantive related.
- You will likely see responses from:
 - Renata Penel (Training Officer)
 - Syed (Harun) Ahmed (Training Officer)
 - Other ZHN CF SAPSOs

Points of Contact

- Any Question (on any topic)
 - (Acting) Deputy Director Bryan Hemming (Until Oct. 31st)
Email: Hemming, Bryan D Bryan.D.Hemming@uscis.dhs.gov
Telephone: Office: 281-931-2136; Cell: (b)(6)
 - (Acting) Deputy Director Irvin Gadson (Nov. 1st forward)
Email: Gadson, Irvin C Irvin.C.Gadson@uscis.dhs.gov
Telephone:
- They are here to assist you with anything and everything you need. Around the clock. Seriously. You won't be the first one calling off-hours.

Points of Contact

- 
- Guess what you'll be doing on Tuesdays at 8:00AM Central? ZHN SAO weekly conference call!
 - Each Tuesday, all ZHN and Tiger Team SAOs come together to provide an update on the latest information from ZHN and the facility locations.
 - Call in info:



(b)(6)

(Please remember to mute your phone
when not talking! Thanks!)

Weekly Check-in

- Before even setting sail on this adventure, please take the opportunity to reach out to your team members and introduce yourself. You can find your team's names and dates of arrival/departure on the ECN.
- Please remember, while some are seasoned tiger team explorers, others may be embarking on their first TDY and are terrified. Job #1 is to make them feel like they have a source they can go to with their questions (hint: you). Make sure to get contact numbers. (You'll want them!)
- Travel: Please work with ZHN Admin to arrange for travel (sorry... you're flying coach).

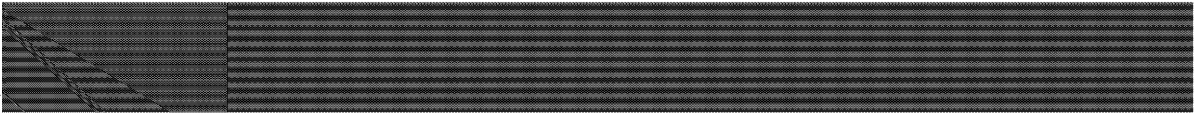
Pre-Arrival



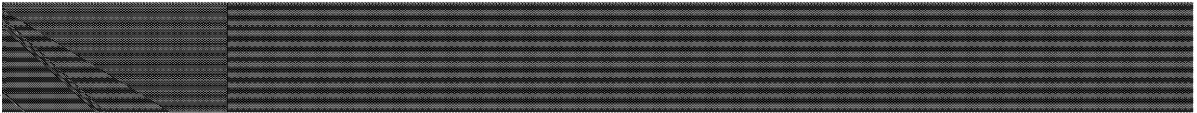
- Travel

- Just a suggestion: You may (read: will) want to contact the outgoing Team Lead and get an overview of current arrangements. Routine and consistency will be your best friends and keeping people at the good (and the same) hotels will make life a lot easier.
- The idea of team unity and a collaborative environment has produced many successful teams. We ask that you work to foster this cohesion in all aspects of the team, even down to hotel accommodations and carpool schedules.
- Don't forget your hotel Tax Exemption Forms!


Travel

- 
- Remember how you were in touch with your team prior to arriving? It's a good thing, because there's a good chance your team's rental cars are already out with the team (and you'll need a ride). One of your first roles will be fleet manager, ensuring that cars are where they need to be and that no one is left stranded. (Yep, it's happened.)
 - Please confirm that everyone arrives when they are supposed to arrive.
 - Everyone there? Great! Time to work!
(If everyone is not there, please contact us so that we can assist with travel difficulties.)

Arrival

- 
- If everything has gone to plan, AOs should have cases already scheduled for interview. You also may already have cases pending for review.
 - But first! Before even opening that blue folder, go and introduce yourself to the SDDO_(Supervisory Detention and Deportation Officer) and/or AFOD_(Assistant Field Office Director). This is your ICE counterpart and can make a world of difference for the next few weeks.
 - We cannot overemphasize this enough: Our relationships with ICE are *extremely* valuable. Please do everything you can to further those relationships.

Initial Introductions

- 
- This is the part where you should refer to your location's SOP. There's a lot of good information in there (if we do say so ourselves). Use it!
 - One thing to remember: these are living documents. Please update as needed! (When updating, please feel free to shoot the ZHN Deputy an overview so we're aware.) Thanks!

Let's Get to Work

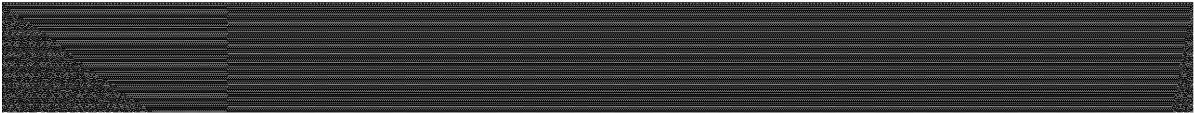
- You will be working almost exclusively on Credible Fear. There may be a time when an RF case or a UAC case may sneak in, but the name of the game is CF (significant possibility).
- From the Lesson Plan:

In applying the credible fear standard, it is critical to understand the function of the credible fear screening process. As explained by the Department of Justice when issuing regulations adding Convention Against Torture screening to the credible fear process, the process attempts to “to quickly identify potentially meritorious claims to protection and to resolve frivolous ones with dispatch.... If an alien passes this threshold-screening standard, his or her claim for protection... will be further examined by an immigration judge in the context of removal proceedings under section 240 of the Act. The screening mechanism also allows for the expeditious review by an immigration judge of a negative screening determination and the quick removal of an alien with no credible claim to protection. Essentially, the asylum officer is applying a threshold screening standard to decide whether an asylum [or torture] claim holds enough promise that it should be heard through the regular, full process or whether, instead, the person's removal should be effected through the expedited process.”

- You should read the whole lesson plan before you begin, but the idea is this: It's a screening program.

*When in doubt, screen
them in.*

The CF Standard

- 
- Say it with me:
 - **When in doubt, screen them in.**
 - If there is a debate between two reasonably minded people, the case should be screened in and we move on to the next case.
 - RFRs: You will be second-guessed. Endlessly. Get used to it now. If there are multiple SAOs or a Team Lead/SAO combo at your facility, you will be handling Requests for Re-interviews locally. When they come, you'll be very happy that your negatives are truly negative and firmly supported by the record. (And we'll be here to back you up too!)

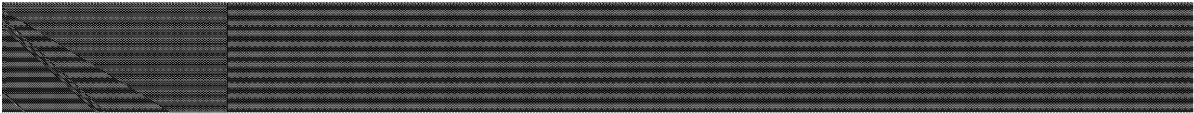
The CF Standard



- Requests for Re-interview

- The CFR gives us authority to take another look at credible fear cases after the IJ has concurred with a negative decision.
- Important: We want to make the right decision on a case. Please treat these as opportunities to catch something we may have missed.
- Please keep a log of all RFR receipts/decisions/responses and forward to ZHN (on a weekly basis)

RFRS

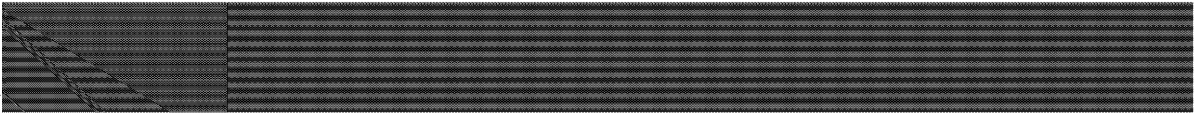
- 
- ZHN has received the following guidance from HQ QA. (This gets in the weeds a little bit, but it's important.) Please incorporate in your teams' adjudications:
 - Please remember that a reasonable explanation for not seeking governmental protection can establish the government's inability or unwillingness to control the persecutor. The applicant's act of not reporting past incidents of harm to the police does not equate to the government's inability to protect/control.
 - Also, please remember that evidence that the government is unable or unwilling to control the persecutor could include a failure to investigate reported acts of violence. This could include police refusal, an inability to take action, or even for unknown reasons.

Odds and Ends: Unable or Unwilling

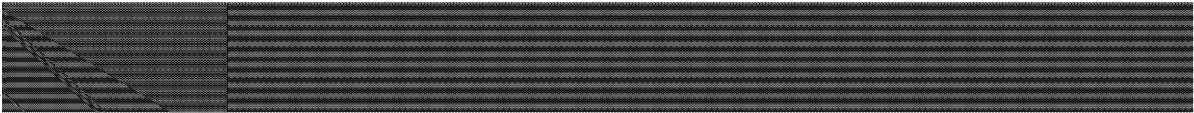
2 Reschedule Req. ≠ NTA

- A gross rumor has been spreading through the teams that when an applicant or their attorney/consultant request a re-interview two times, we go ahead and issue an NTA. This is incorrect.
- When an applicant or their attorney/consultant request a re-interview two times, we do not issue an NTA.
- NTAs are a result of:
 - A positive decision
 - An inability to obtain an interpreter for a rare language
 - Mental Competency Issues (Team Lead Approval Needed... this should be extremely rare)
 - All others: please get concurrence from ZHN Director or DD

Odds and Ends: NTAs

- 
- For the interview:
 - Pretty much anyone can be a consultant on the interview. The more the merrier. Remind your team, however, that it *is* the AOs role to control the interview. Be polite but firm.
 - That being said, USCIS does require *signed* G-28s from attorneys for paperwork/decision issuance. (Note: ICE does *not* require signatures on G-28s. We do.)

Odds and Ends: G-28s

- 
- The Applicant and Attorney of record (or even consultant if known) should be notified of the interview the day prior to the interview (or two days prior to the interview in Artesia).
 - If there's a scheduling conflict, the applicant does not wish to proceed without their attorney, or something else calls for it, **go ahead and reschedule a case.** Seriously.
 - We want to be as accommodating as possible - up to a point. Remember, "Although an alien is permitted by regulation to have a consultant present at a credible fear interview, the availability of a consultant cannot unreasonably delay the process." (The Lesson Plan)
 - Walk that tight rope without falling off and you'll be successful!

Odds and Ends: Scheduling

- You thought HQ QA was fun? Good! ‘cause you’ll still have that. But you also get ZHN QA! You can’t believe your luck, can you?
- For HQ QA, please refer to the below (# of cases sent up daily for HQ QA review from each facility). Please make sure the correct number of cases are sent up!

	Mon.	Tues	Wed.	Thurs.	Fri.
<u>PRS</u>	2	2	2	2	2
<u>PIC</u>	2	2	2	2	2
<u>ELP</u>	2	2	2	2	2
<u>ART</u>	1	1	0	1	1
<u>KCD</u>	0	1	0	1	0

- Also: Please make sure to cc ZHN Training Officers on all HQ QA submissions (directly or to their box: QA.ZHN@uscis.dhs.gov)

QA Review: HQ QA

- For ZHN QA review, each SAO is asked to submit 2 cases (1 positive and 1 negative) each week for quick, pre-decisional quality assurance review. We hate being out of the game and live vicariously through these simple submissions. (We despise doubling the work, though, so please make sure that these cases are not the same ones submitted to HQ QA.)
- The specifics: Please scan all case documents and email the case to QA.ZHN@uscis.dhs.gov. Our TOs prefer to receive the cases Wed-Fri (work allocation) and they will guarantee the cases are returned to you within 1 day (or your money back!).
- This truly is not meant to be a burden but is done in a hope to watch for trends so that we may assist where we can. We appreciate your help!

QA Review: ZHN QA

- There are many eyes on the tiger teams (we know, it's an understatement). Just to make sure everyone has quick access to the numbers, we ask that you update an ECN spreadsheet (on a daily basis) with pertinent numbers. Specifically:

Cases Referred by ICE Pending Intake/Input

Cases Referred by ICE Pending Interview

Number of Interviews Completed Today

Number of Positive Decisions Served Today

Number of Negative Decisions Served Today

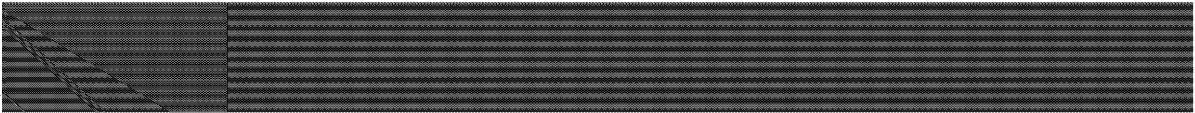
Number of Cases Pending SAO Review

Number of Interviews Scheduled for Tomorrow

Number of Services Scheduled for Tomorrow

Processing Issues Encountered

Reporting

- 
- Wednesdays! You're halfway there. As a reward, we invite you to leave the afternoon open for your team to attend ZHN's weekly training session (which will usually be done telephonically). Renata and Harun will be contacting you with details, but trust us, it's gonna be great!

Training: The fun via phone!



- General Rules:

- The early bird catches the worm.
- Monday-Friday (no AWS schedules)
- Be wise
- Consult with outgoing Team Lead (ICE also loves consistency, so please be mindful of our partners!)
- Contact ZHN with any questions/concerns

Work Hours

- When the workload calls for it, you are authorized to authorize overtime work to your team. Some guidelines:

- All OT must be pre-approved (by you)

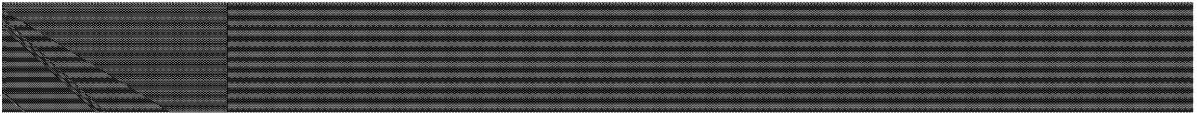
- All OT must be recorded on the ZHN OT form:



Microsoft Excel
17-2003 Worksheet

- This form can be used to pre-approve and record OT completion
- This completed form must then be scanned to Becky Ross: Rebecca.R.Ross@uscis.dhs.gov for record keeping
- Please remind staff that they should retain these records (that include “assignments” completed during OT) for any future needs

Overtime

- 
- There's a good chance you will be working at one of our family facilities.
 - These facilities come with their own set of challenges and rewards.
 - Important Points: You will be working with children. Please take the time and attention needed for these interviews.
 - *Everyone* is eligible to express a fear (regardless of age).

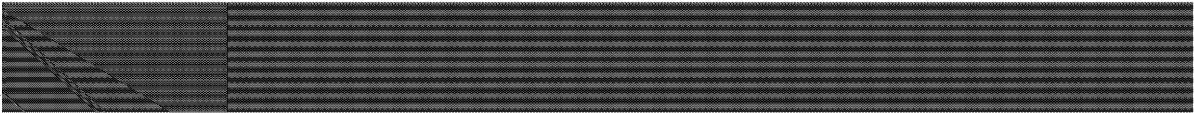
Family Specifics



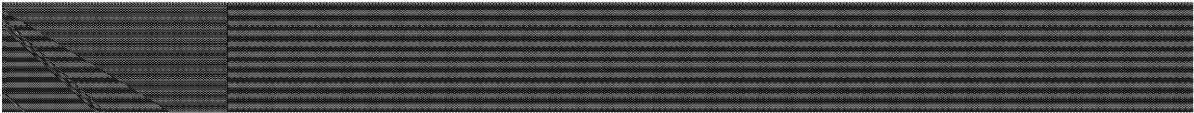
- Interviews

- Always ensure that applicants are able and willing to proceed.
- Important questions:
 - Do they want their children present or not? Do they wish to reschedule for attorney availability? Does any family member want to be included/excluded on the principal applicant's claim?

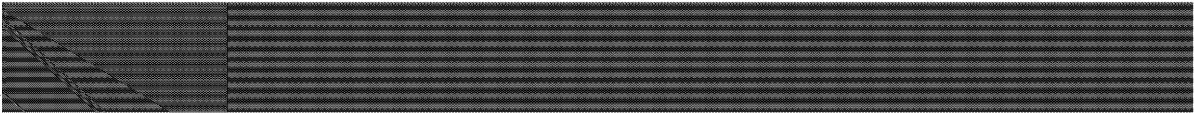
Family Specifics

- 
- For those who entered with a family member but are not detained together:
 - Get family members' names, DOB, COB, DOE, and A# (or whatever information they can impart).
 - Ask if they would like to be included on the other family member's claim (and if they would like to include the other family members on their own claim)
 - Verify that the family members entered together and are eligible to be included together (all in Expedited Removal)
 - EARM: enter the Event ID number found on the I-213
 - If eligible, reasonable attempts should be made to ask separated family members whether they would like to be included on their spouse's claim. This will usually be done prior to decision service.
 - The idea is that if anyone in the family has a positive, we keep the family together. Work with ZHN for inter-office contacts.

Family Specifics

- 
- ...And the time *will* come when you will go home...
 - Wow, that time on the tiger team went quick, didn't it?
When it's time to go home, please be kind and pass along all the useful information you've obtained.
 - Update the SOP
 - Contact the incoming Team Lead (can be found on the ECN calendar from earlier)

Heading Home: Already?!

- 
- We honestly couldn't have done this without you. That's why we pulled you away from your home office and your family and friends, and put you in a place most people don't like to be. We know it is a sacrifice and we truly appreciate everything done on this TDY.

Thank you!

QUALITY ASSURANCE REFERRAL SHEET (rev. 6/6/2014)

Tracking number: ZHN- 2014-	
A#:	Nationality:
Applicant Name:	

Categories Requiring Submission and Response from HQ/QA Prior to Service of Decision

<input type="checkbox"/>	Asylum Office Request for HQ QA Review: Any case for which the Asylum Office Director requests review
<input type="checkbox"/>	National of Contiguous Territory/Visa Waiver Country/Safe Third Country: <u>Grants</u> of applicants from a contiguous territory that involve novel legal issues or criminal activity by the applicant in the U.S. or abroad; <u>grants</u> of applicants from countries in the Visa Waiver Program, see 8 CFR § 217.2(a); or <u>grants</u> of applicants from countries with which the U.S. has a Safe 3 rd Country agreement, see INA Sec. 208(a)(2)(A), (e.g. grants of Canadian nationals)
<input type="checkbox"/>	Diplomats: <u>Grants, referrals, and NOIDs</u> of cases of sitting diplomats to the US or UN, other high-level government or military officials, high ranking diplomats to other countries, or family members of the foregoing; <u>grants, referrals, and NOIDs</u> of applicants who fraudulently obtained a diplomatic visa
<input type="checkbox"/>	Discretionary Denials/Referrals: <u>Referrals and NOIDs</u> of applicants who meet the definition of a refugee and is otherwise eligible for asylum, but is denied or referred because of acts that are not a bar to asylum
<input type="checkbox"/>	EOIR- Prior Denials: <u>Grants</u> of applicants who were previously denied asylum by the Executive Office for Immigration Review (EOIR)
<input type="checkbox"/>	Firm Resettlement: <u>Referrals and NOIDs</u> of cases that would be granted but for firm resettlement bar
<input type="checkbox"/>	Juvenile: <u>Referrals and NOIDs</u> of all cases in which the principal applicant is less than 18 years old at the time of filing
<input type="checkbox"/>	National Security (Grants): <u>Grants</u> of cases involving national security concerns where the concern was not resolved through vetting
<input type="checkbox"/>	National Security- TRIG: <u>Grants, referrals, and NOIDs</u> of cases that would be granted but for TRIG bar, regardless of whether exemption available
<input type="checkbox"/>	Publicized or Likely to be Publicized: <u>Grants, referrals, and NOIDs</u> of cases that have had or are likely to have national exposure, not just local interest
<input type="checkbox"/>	Persecutor-related issues: <u>Grants</u> of cases where evidence indicates that the applicant may have ordered, incited, assisted, or otherwise participated in acts of persecution, or human rights violations, and the individual meets the burden of proof to demonstrate that he/she should not be barred as a persecutor; <u>referrals and NOIDs</u> of cases involving credible applicants determined to be barred as a persecutors
<input type="checkbox"/>	Credible Fear of Persecution or Torture: <u>Random sampling of positive and negative</u> credible fear of persecution and torture determinations, at established numbers of sample; <u>positive and negative</u> determinations for high-profile claims or claims involving novel legal issues
<input type="checkbox"/>	Reasonable Fear of Persecution or Torture: <u>Random sampling of positive and negative</u> reasonable fear of persecution and torture determinations, at established numbers of sample; <u>positive and negative</u> determinations for high-profile claims or claims involving novel legal issues
<input type="checkbox"/>	NACARA: <u>Grants and referrals</u> involving persecutor-related issues, as noted above; <u>grants and referrals</u> involving TRIG, as noted above; <u>grants and referrals</u> involving novel legal issues
<input type="checkbox"/>	Safe-Third Country Agreement: All cases in which evidence indicates the STC agreement may apply, irrespective of whether the applicant is eligible for an exception; all STC dissolutions and relevant documentation

(See Required Documents for QA Referral to HQ for list of documents to include with submission)

National Security:

This case includes classified information

No NS concern Resolved NS concern (BCAA included) Unresolved NS concern (BCAA included) N/A (APSO only)

	Print Name	Date
Asylum Officer	_____	_____
Approving Supervisory Asylum Officer	_____	_____
Submitting Quality Assurance Officer	_____	_____
If any, FDNS-IO/FDNS-DS Record Number	_____	_____

For Official Use Only



SOPs for ZHN Team TDY to Karnes

USCIS User
2/12/2015

For EDITS ONLY. No not disseminate.

SOPs for ZHN Team TDY Karnes - includes SOPs for Intake/Input, Interviews, SAO responsibilities and Service as well as general information about the TDY

SOPs for ZHN Karnes TDY

CONTENTS

General Information	2
Support Staff	8
Asylum Officers.....	13
SAPSOs	17

I. General Information (supplies, travel, etc.)

Welcome!

Your dedication to this work and your willingness to contribute to this tiger team is much appreciated. We hope that you will enjoy your TDY. If you ever need anything at any point during your stay, please don't hesitate to reach out to your Team Lead or ZHN. We are here to get the job done but we want to do that in as efficient and comfortable a manner as possible.

This SOP is meant to be a helpful guide for on-the-ground logistics and procedures. It does not supersede any pre-existing Asylum guidance, lesson plans, Agency policies or procedures, or instruction from your supervisors. If you ever have a question, please ask. Thank you for coming!

Things to Pack

Before you leave home, make sure to bring (among other things you may already have been told):

- Everyone: **PIV card** (and VPN if your PIV card doesn't already connect your laptop to the internet)
- APSOs: **A DHS-issued laptop – this is essential for interviews!**
- APSOs/SAPSO: A DHS-issued thumb drive that works with the laptop (test it out before you come! APSOs have experienced issues here!)
- APSOs and Clerical Staff: Language Line and Lionbridge phone numbers/access codes
- APSOs/SAPSO: Credible Fear/ Reasonable Fear processing templates/forms in electronic format (e.g. on the thumb drive); some people like using an Access database to generate their forms so they should bring whatever they're most comfortable with. If APSOs don't already have forms, the SAPSO and/or other team mates may have them, and you can find most forms/samples here:
<http://ecn.uscis.dhs.gov/team/raio/Asylum/AsylumPII/CF/Shared%20Documents/Forms/AllItems.aspx>
- Texas hotel tax exempt form: <http://window.state.tx.us/taxinfo/taxforms/12-302.pdf>
- Your team's contact information
- SAPSO: Name stamp – it has to be written on every NTA in addition to the signature
- Everyone: any of your favorite supplies, such as your date stamp, FOUO/LES stamp, sticky notes, white out, etc. If there is anything you can't live without, bring it just in case! You may also want to bring a box of tissues from your home office because the facility does not supply these, and they are nice to have in the interview rooms.

General Work Hours

Tiger Teams generally work 8-hour days on Monday through Friday, and come off AWS starting from the pay period they first travel to the facility. In the past the work schedule has either been 7am-4pm with an hour lunch, or 7:30am-4pm schedule with a half-hour for lunch. The team should check with the SAPSO on the exact schedule.

Travel

You should reach out to your local travel support staff for help getting your travel authorization going on Concur. Much of travel planning is up to you, but make sure that you verify that your arrangements are okay with your local office and ZHN. Note that the information here is to give you some suggestions, but specific guidelines are not included here because it changes from time to time. The travel POCs at ZHN are Amber Miller and Rebecca Ross (supervisor). You should also coordinate with your team lead/SAPSO and the other AOs to ensure carpools, etc.

Flights:

Book your flight into San Antonio – that is the closest airport.

Cars:

Not everyone on the team needs a car. If you are renting a car you can pick it up at the airport. If you are not, you can take a taxi to your hotel. Make sure you get in touch with your team to ensure that everyone has a ride to work!

Lodging:

Floresville

Floresville is an approximately 30-minute drive to the facility and approximately 32 miles/half an hour away from San Antonio for weekends.

There is a [redacted]:

[redacted]
[redacted]
[redacted]

You may have to call the hotel directly to confirm that there is space. The [redacted] has fridges & microwaves in the rooms, a place outside to BBQ, breakfast every day, and dinner on T&TH. It also has free Wi-Fi, but it’s been known to be spotty. A plus to this hotel is that it allows pets. Employees have reported that many ICE employees and oil workers also stay at this location. The walls are reportedly paper-thin, so you may hear activities from next door.

[redacted] - Right next door to [redacted].

[redacted] – I don’t know anything about this hotel but I’ve seen it on the drive!

San Antonio

Approximately an hour drive from the facility, so be prepared for early mornings and long drives.

[redacted], has been well received and has a free breakfast, and is good for [redacted] points-members. Note, this hotel shares a complex with the [redacted], all of which offer the government rate. However, the [redacted] does not offer free breakfast.

[redacted] – [redacted], very popular with the people who have chosen to stay there. This location charges for parking so keep that in mind if you are renting a car.

[redacted] – [redacted] (note, there are [redacted] properties on the [redacted] as well, it’s just that no one has stayed there yet. Be the first, and rate your choice!) This hotel is only so-so.

[redacted], also has a free breakfast, and offers points for [redacted] members. We had free parking at this location for a while, but our contact person left, so for now, this location charges for parking.

██████████ - very close to the freeway you take to Karnes and central to the ██████████, also has a free breakfast, appetizers M/T/W evenings, and is a ██████████ hotel. Usually they charge for parking but we have recently worked out a deal to get free parking for "the asylum program group." The contact person at the hotel to make and/or confirm reservations is ██████████. You can call her directly and tell her that ██████████ (from the ██████████ sales dept.) has confirmed these arrangements. I'm not sure if this is an ongoing deal or just for a while, so keep your incoming teammates updated if something changes.

Facility Directions

From San Antonio:

South on I-37 for about 9 miles to U.S. Hwy. 181

Take U.S. Hwy. 181 South to Floresville and continue with directions from there

From Floresville):

South on U.S. Hwy. 181

Stay on 181 until you Hwy. 181 widen into 4 lanes again, see a small sign that indicates Karnes City to the left, and see signs for 181 Bus.

West on FM 1144

Turn left into the facility parking lot

GPS/Google Maps navigation: If you're using a GPS system like Google Maps, you can punch in: **409 Farm to Market Road 1144, Karnes City, TX, 78118**, BUT when you make the right turn onto FM1144, Google Maps will say "You have arrived at your destination on your right" and that's wrong- you want to keep driving for a little bit, and then you will see a long, low building with a parking lot in front on your left, and that's where you'll be turning into to arrive at Karnes County Residential Center.

Note: there is also a Karnes County Correctional Facility run by GEO located nearby, they are *not* the same facility, but the guards at that facility are happy to point you in the direction of the facility you want.

Getting into the facility on the first day/ Locating the Asylum Workspace

Karnes is one of the easiest facilities to navigate, thankfully! When you enter the building (there's only one building!), straight ahead you will see a desk and a metal detector. You can let the front desk know that you are from Asylum, and you'll need to leave a form of ID with the desk so that you can get a visitor badge (like a driver's license, but not your PIV because you'll need that for your computers!). Later on you can coordinate with your SAPSO/the SDDO P.O.C. to get a photo ID, but you don't need it when you first arrive. Please note, the facility requests that all smokers put their tobacco in a locker before crossing through security. Past security, you'll go to first door on your right. It says "OPLA/ICE." You have to get buzzed in ██████████

██████████ Walk diagonally to the open door across the room, immediately turn left and go (b)(7)(e) through the door, and keep walking down the hallway till you reach the cubicles- that's the Asylum Tiger Team area! If you get lost, any random ICE person will be able to direct you to the Asylum cubes once you get into that area.

Our Asylum POCs at Karnes are [redacted]

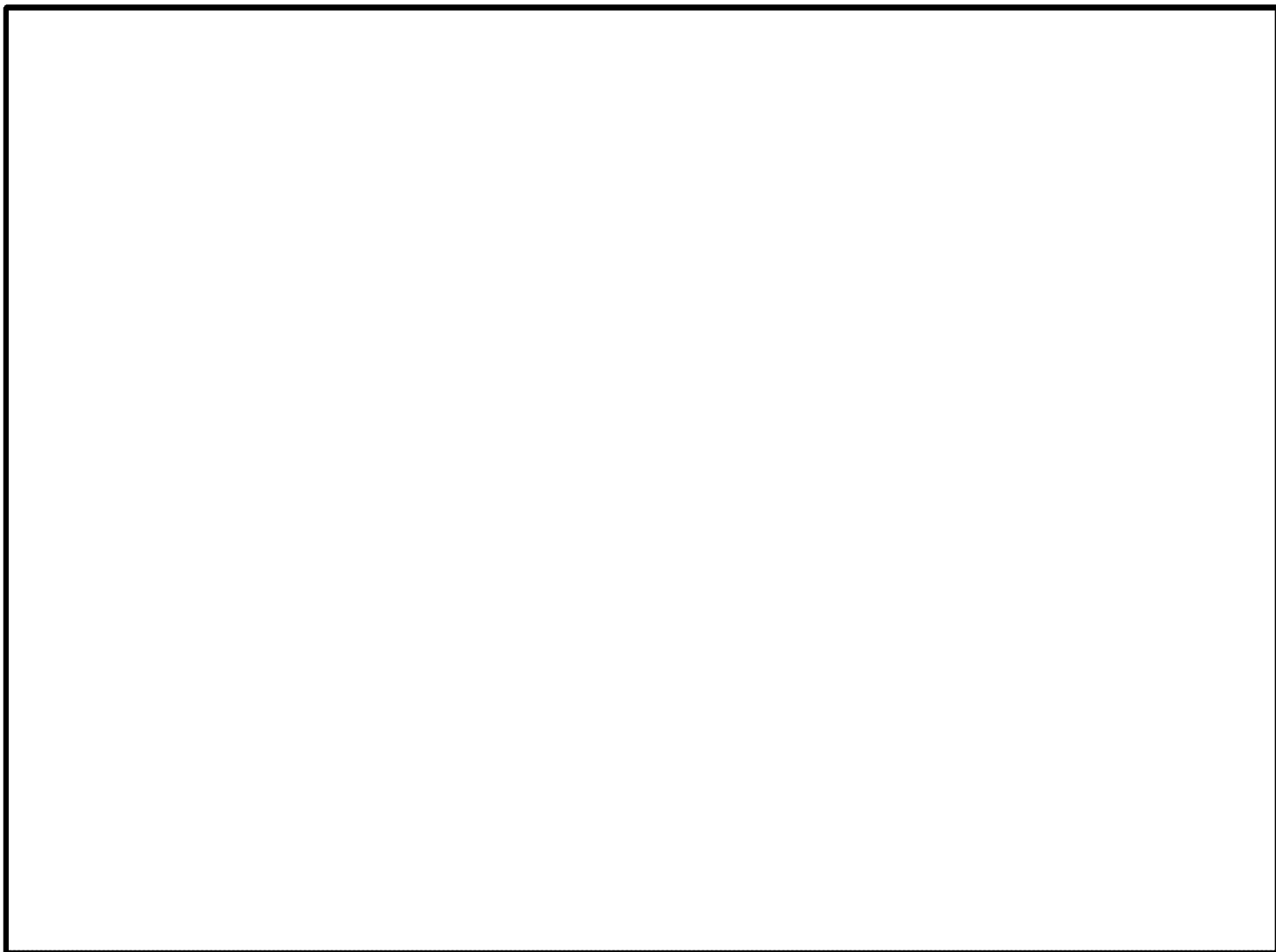
[redacted] Any of the DOs or IEAs can give you a tour of the facility as well.

Workspace

When you reach the Asylum Tiger Team area, ignore the first two cubicles on the left- the next six cubicles have been assigned for our use. The furthest two cubicles have historically been used by support staff and the SAPSO, and the next four are for AOs. The furthest two cubicles have CIS network computers in them as well as local printers and scanners, which support staff and the SAPSO need regularly. The other four asylum cubicles have ICE desktops, which are not generally for us to use, and Ethernet cords to plug in your laptop to the CIS network. Two of these cubes also have local printers that should work. All four can print to the big printer in the middle after setting it up (see below) and while on the CIS network. You will also have access to all of your documents/drives while on the CIS network. This is reason #1 why **bringing a laptop** is essential for AOs – without it you will not have access to the CIS network.

There are bathrooms (with showers) and a break room with a refrigerator/freezer and microwave adjacent to our work area.

Out-of-Scope





Badges

At some point during your first few days at the facility, the Karnes staff will need you to complete a form and have your photograph taken in order to give you ID badges-



(b)(7)(e)

Supply Requests/ Supply Room/Copier Location

(b)(7)(c)

Asylum is responsible for supplying ourselves with everything, from paper in the printer to pens and folders on our desks. When supplies begin getting low, send an email to: #ZHN-Admin <#ZHN-Admin@uscis.dhs.gov> with specific needs (for example: toner model numbers). Please email the above address with questions regarding travel, supply requests, or anything admin-related. You will likely see responses from the Admin team, which includes Amber Miller, Kellie Covington, Irma Grazdan, and Rebecca Ross (Supervisor).

Supplies are kept either on the carts in between the cubicles in the Asylum area, or may be stored in the file room which is located in the middle of the same hallway as the offices of the DOs (Deportation Officers). You can ask anyone in that area to direct you to the file room. In that hallway you'll also find the copier in a nook on the right-hand side. The code for the file room is 3453* (don't forget the *!), and our supplies are kept in the middle of the room, all the way against the opposite wall from the file room door (you may see boxes of paper labeled "Asylum").

Eating Lunch

You may want to bring lunch because food options are all a drive away. There is a break room with a fridge and two microwaves right next to our cubicle area. Outside there approximately five eating options that staff has spotted and can be driven to:



The exact address for the



Floresville Eateries:



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

San Antonio Options to buy ahead and bring lunch:

In addition to numerous restaurants, there is a fancy shopping area about [REDACTED] [REDACTED]. There is also a [REDACTED] [REDACTED]. These stores are to the north of the [REDACTED] area. There are also several [REDACTED] on the way between the [REDACTED] area and the detention facility. The [REDACTED] is the last [REDACTED] before the center.

II. Support Staff

Support will be responsible for intake, jurisdiction review, PREC, creating W folders, and service of decisions.

Intake

KCD staff will e-mail and/or bring new CF to Asylum support staff, and places RF cases in the hanging shelf on the support staff cubicle's wall. Historically, a log of received cases is kept to ensure that all cases were received and to assist in tracking cases.

Jurisdiction: Review all referrals for jurisdiction (look for missing documents, missing signatures).

CF Triggering Documents Required:

- G-28 (all pages). In cases where the attorney did not fax a complete G-28, make a note for the AO to request a copy at the time of interview
- I-860 (top portion must be signed)
- M-444 (completely filled—interpreter and applicant)—kick these back to the DOs if not properly signed
- List of Legal Services (make sure these are initialed or signed (if the LOLS are blank, make ICE aware that ZHN need verification that the applicant received a copy—ICE will serve them for ZHN)
- I-213 (all pages)
- I-867A&B (all pages) —ICE is aware that ZHN cannot take jurisdiction over cases w/o those forms

If you need access to an A File, the file room code is 3453* (or FILE* if looking at a telephone keypad)

In case you need to reach out to a specific DO on a file, here is a list of the A-file ranges assigned by DO:



(b)(7)(c)

Folders:

- Prepare the folders (blue for inland, red for POE, note: very few POEs)
- Left side, triggering documents
- Right side, from top to bottom, Yellow Security Check List, US Visit, CSTA, EARM (all fastened in that order)
 - o APSS is accessible through the Dynacomm Elite icon on the desktop

- Cases are to be fully PREC'd, and CSTA screens included in the files
- Cases are also to be added to the Access Database
 - The copy at STDC is blank and will be merged with the main DB back at ZHN after each detail
- Run US-Visit and include the printout in the file (while ZHN has returned the US-Visit function to the AOs, on this detail it is still most efficient for Intake to conduct this security check. Please see your Team Lead for current procedure.)

Note: There is no label machine at Karnes. Handwrite with a sharpie or print the A-number on sticker labels (see files that have been returned to ZHN for example)

PREC

In APSS, go to the PREC screen and enter the information required. The screenshot below shows the required fields in green.



(b)(6)

Once the case is PREC'd, print out the CSTA screen for the W file.

Target goals

Determine daily goals (numbers) with the Team Lead.

Scheduling (Support in conjunction with the Team Lead)

On every weekday except for Wednesday, AOs are scheduled for **only 3 cases per day** because of the often-present need for AOs to interview all family members. This results in interviews that often extend well over the usual interview times. Due to the facility conducting headcount of the residents at 7:30 am (as we were informed as of 1/16/15), interviews can be scheduled at 8am, 10am and 1pm.

On Wednesdays, AOs are scheduled for **only 1 case each**, so that APSOs/SAPSO can attend ZHN's weekly afternoon training via telephone. The ZHN TOs will contact the SAPSO/APSOs with further information on trainings.

Avoid scheduling cases at lunchtime as the residents only have a set time to eat between 12pm and 1pm.

Where to have the interviews

There has been much back and forth about where is the best location for the interviews. The GEO bailiffs prefer that we stay inside if we have 3 or less people interviewing because they have more control and can provide us better assistance. However, with children, it does take extra time to bring them back and forth. For that reason, some people prefer to interview outside. We just need to ensure that the bailiffs have the schedule when we are outside so that they can help because otherwise we wait 1-2 hours to get our applicants. If the applicant has an attorney physically present for the interview, it must be inside.

How to schedule

Provide the name of the AO, the A#s, and the time for each interview to the below e-mail list by 2pm at the latest on the day prior to the interview. The Geo Staff (bailiffs specifically) have also asked us to add certain comments in our e-mail next to the resident’s information to assist them- for example, if an attorney will be present (because then the interview cannot take place in the secure area behind the sallyport doors, and will likely take place in the courtroom area), or if certain children are not needed, or if all children are needed.

- o Below is a sample of the scheduling e-mail as guidance

(b)(7)(c)



Here is a sample interview list. Note the indication of inside or outside – please do this even if all are inside.

INSIDE								
APSO’s Name	A#	Resident’s Last Name	Resident’s First Name	Reason for Interview	Language	Interview Date	Interview Time	Special Notes
[Officer #1’s Name]	[Xxx xxx xxx]	DOE	Jane	RF Orientation	Spanish	20-Jan-15	8:00	
[Officer #1’s Name]	[Xxx xxx xxx]	DOE	Jenny	RF Orientation	Spanish	20-Jan-15	10:00	
[Officer #2’s Name]	[Xxx xxx xxx]	DOE	June	CF	Quiche	20-Jan-15	8:00	<ul style="list-style-type: none"> • Only mother needed • Attorney will be present,

								so courtroom space will be needed for interview.
	[Xxx xxx xxx]							
[Officer #2's Name]	[Xxx xxx xxx]	DOE	Jamie	CF	Quiche	20-Jan-15	13:00	Interpreter Scheduled
	[Xxx xxx xxx]							Mother (Must be present)
OUTSIDE								
[Officer #3's Name]	[Xxx xxx xxx]	DOE	Maria	CF	Spanish	20-Jan-15	8:00	
[Officer #3's Name]	[Xxx xxx xxx]	DOE	Isabel	CF	Spanish	20-Jan-15	10:00	
[Officer #3's Name]	[Xxx xxx xxx]	DOE	Leticia	CF	Spanish	20-Jan-15	13:00	

*Please bring all children unless otherwise indicated

Service of Decisions

- Positive INL (inland) CF cases are served by the DOs; positive POE and negative CF cases are served by the USCIS support staff member.

Positive INL cases are given to the designated ICE DO.

- Send e-mail w/ list of A#s to the all of the DOs noted above, and copy the SAPSO and Susanne Sansom.

Positive POE and Negative CF Cases

- As with scheduling of interviews, please provide the A#s and time for services to the bailiffs/DOs prior to 2pm the day before.
- The service packet includes:
 - o I-862 or I863/9
 - o LOLs
 - o The triggering documents (I-860; I-867, Parts A&B)

- I-870
- Q&A
- Parole Eligibility Form (if Positive POE)
 - Do NOT include the CF Determination Checklist
 - If there are any questions as to order, please check with your Team Lead and ZHN
- Make two copies for the service of the decision
- If the alien has a consultant, prepare one (1) additional copy of the documents for the consultant if a consultant was present at the credible fear interview. The alien receives the consultant's copy of the documents at the time of decision and is responsible for forwarding the documents to the consultant. The asylum office does not provide copies of the documents to the consultant directly, in order to protect the confidentiality of the alien as required by 8 CFR 208.6.
- Each service should be conducted individually (primary applicant and dependents may be served together)
- Children 14 or older should be present for service and should sign their own documents; children 13 and younger do not have to be present and should have their documents signed by their mother.
- If all three interview rooms are being used by the officers you can use the courtroom areas.
- The I-862 or the I-863/9 is read to the applicant
- The applicant signs the decision (if the applicant refuses to sign, indicate the refusal on the signature line)
- An original copy of the service packet goes to the applicant
- Make two copies of the second original – one for our files and one for A-file should be given to ICE. The second original is served on the court.

Rare Language

We often don't know about a rare language in advance, but look for any evidence of it when scheduling. We typically cannot get rare language interpreters the same day as the interview, so they turn into reschedules if we don't catch it in advance. We've asked ICE to notify us, but they often don't know either. Some languages (e.g. Quiche) are available the next day, others take 2-3 days (Kanjobal), and others aren't available at all (Chuj). If you try to schedule a rare language and you find out that it will be more than 48 hours before an interpreter is available, ask the SAPSO on site if he or she would like you to have an AO make a rare language NTA instead of scheduling it for interview.

RF Orientations/Interviews

When we get new RF cases, an AO needs to do the orientation, as ICE will not have done it. Please schedule these for an AO at 30 minute intervals. After that, you should typically wait 48 hours to schedule the interview (if you schedule it sooner make sure the AO has the applicant sign a 48-hour waiver).

III. Asylum Officers

Most of your training comes from the lesson plans and procedures manuals. There are a few things unique to ZHN that you may or may not do at your office, so be sure to check with the SAPSO or other AOs about these things (e.g. security checks, orientations, clock in dates, etc.).

Interview Area

Laptops

Interview space is discussed further below, but note that the interview rooms do not have computers in them, only phones and desks. This is reason #2 why **bringing a laptop** is essential for AOs.

Using the Phones/Conference Call Function (in the cubes or interview spaces)

To Call An Extension

Dial the four-digit extension

To Call An Outside Line

Dial 9, then 1 + area code + phone number

To Conference In Another Call

Dial 1st phone # (Remember, to dial an outside line, press "9" and then the phone #)*

Press first button next to "Exit" button, which has a digital "CONF" appearing above it

Dial 2nd phone #

Press "Add" on phone base

Press "Begin" on phone base

You should now have both parties on the phone.

*In the third inside interview room, the one in court chambers, you do not dial 9 to get out, instead you press one of the lines and then start with "1" and then the number. There are individual instruction sheets in each room.

If you have difficulties using the phone/conference call function, please ask one of the bailiffs (if they are nearby) or the Geo staff supervisors for assistance.

Directions

For OUTSIDE interviews

To get to the area where APSOs will be conducting outside interviews, go all the way down the hallway from the metal detector at the front, past the sallyport (the secured entryway adjacent to the darkened room they call the

“Command/Control Center” numbered “172A”), and you will be looking directly at the building you will be in. You can go either to the left or right and look above the door for either “Rm 600” or “601” (on the left is “600” and right is “601”). There are three offices with desks that we can use. On a normal interview day where you’re interviewing applicants who are detained at the facility, an interview schedule will be sent by Asylum clerical staff to the appropriate people with appointment times, and APSOs should find their applicants waiting in the waiting area. If APSOs have trouble locating their applicants, they should first call any of these extensions for the Geo supervisors- x1033, x1032, x1023- identify that they’re with Asylum and in Videoconference Rm 600/601/602, and let them know which applicant(s) are needed. The Lieutenant’s name is [REDACTED] and APSOs can also ask for [REDACTED] You can also go to the office directly to the right of where you come outside and ask anyone in there. If you try to get help from outside GEO staff for more than 10 minutes with no luck, call the DO associated with the principal (mother) for your case, and he will help you track your applicant down. You can also come in and talk to the GEO bailiffs who work with the court, as they are the ones who help us the most with getting our applicants. We initially had large delays outside, but getting the DOs and bailiffs involved has helped significantly.

For INSIDE interviews

These interviews will be scheduled for one of the rooms by the courtrooms (door numbered “200” on your left if you’re walking up the hallway from the metal detector), and the bailiffs inside can direct the APSO to an available interview room. There are two in the front hallway and one in chambers for one of the courtrooms. The bailiffs working inside are there primarily for the court, but they love to and want to help us, and they are super on top of things. Go to them with any questions you have, and they will be happy to help you. Just keep in mind that they are busy with court, so you may have to wait a bit to get their assistance. But they will have your applicants there on time and are great to work with.

[During Interviews] Getting Dependent Kids in and Out of School

As a reminder, for CF interviews, APSOs need to speak with dependents on a case to confirm whether they want to be included on the case (see CFPM/CF Lesson Plan), the mandatory bars, and if the APSO is making a negative determination on mom-principal’s case, the APSO will need to interview dependents to see if they have a claim. If the APSO is anticipating making a negative determination on mom-principal’s case, the APSO should explore the claim of each dependent with the mom first, and then call in each dependent until s/he can make a positive determination on that dependent which will be “flipped” into the principal.

In order to speak with the kids, the Geo Staff will bring the entire family unit at the time of the appointment so that APSOs can do their introductions/oath with everyone and go through the mandatory bars as a group, making sure each child who is capable is answering the questions. After that, you need to take the children back to school or daycare. If a mom insists on keeping her child there, remind her that sensitive topics will be discussed and that she can change her mind at any time – we don’t want her to later say that she didn’t tell us everything because her child was present. Also, if the child is too distracting, you may request that the applicant take her child to daycare. If the child is school-age, the mom should not keep the child in the interview. If you are inside, the bailiffs, if they are available, will take the mother outside to drop off her children. Otherwise you will have to take her outside yourself – please escort her to ensure that she returns to you after taking her children (and also because she can’t get outside by herself). Then proceed with interviewing the mom. If at the end of the interview you feel that mom is going to be a negative, you can call the children back in, one at a time, to explore potential claims. If the children are too young to express a claim on their own

and the mom's testimony already establishes the claim for the children, you do not need to call the children back. Please ask your SAPSO if you are unsure. Just please DO NOT keep the children in the waiting area, either inside or outside, during the mother's interview. The extra time it takes to get the child back is just one of the things we have to deal with at the facility, but the children should not be left unsupervised and it is not the bailiffs' job to watch the children. If you are outside, there may be a bailiff there to help you, but there may not be. In that case, you can escort the mother or send her on her own to drop off or pick up her children, if needed. However, you may want to escort them to ensure that they come back to you quickly.

To get a child out of school, the APSO needs to go to "Library 602A", seek out either Principal Albert Herrera (x1049) or his assistant Ms. Quinones, identify that s/he is from Asylum and identify the child/children that need to be taken out of school. The APSO will be given a room number and a permission slip, will locate the room, and will show the slip to the teacher and escort the family members back to the interviewing area. Once the APSO is done with speaking with any children, s/he can allow children 14 years and up to go back to school by themselves with the permission slip, and children 13 and below should be escorted back to the classroom by the parent (the APSO may also want to go with them, because we've experienced delays when the parent goes by herself).

APSS

At Karnes, unlike some other ZHN facilities, the AOs update APSS after their interviews. Clerical will have PREC'd the case, but the AO should update INTC and ADEC as follows:

- INTC – this is the screen where the interview information is captured
 - Some tiger teams have the AOs update INTC for CF as well, this is up to you
 - INTC, A# – enter
 - Enter the interview date, hit enter again
 - Mode
 - INP = In Person
 - TLC = Telephone
 - TLV = Televideo
 - (Identity established) Means
 - S = self
 - D = documents
 - B = both
 - Persecutor
 - G = government
 - S = society
 - B = both
 - Timeframe
 - P = past
 - F = future
 - B = both
 - Basis of Claim
 - If the applicant made no claim of nexus or torture, mark an X after "No Nexus"
 - If the applicant made a torture claim, mark an X after "No Nexus" and "Torture"

- If that applicant made a political opinion claim but the determination is negative, mark an X after “Political”
 - Social Group
 - FGM = FGM
 - GDV = domestic violence
 - SSO = sexual orientation
 - OTH = other
- ADEC
- Credibility Established
 - LD = lack of detail
 - IT = inconsistent testimony
 - IC = inconsistent country conditions
 - Persecution Established
 - Torture Convention (Established)
 - Mandatory Bars
 - Request IJ review – ONLY if the determination is NEGATIVE
 - Date forwarded to HQ – ONLY if submitted to HQ – stop here
 - DO NOT FILL OUT THE DECISION SERVED DATE – this is done by the SAPSO when the NTA is signed

RF Orientations

You may be assigned RF orientations instead of CF or RF interviews. You will need to go through the M-488 and the San Antonio “notario warning” that goes with the list of legal services. All of these documents will be provided for you and the interpreters should have the M-488.

When you do the orientation please ask the mother if the child has a fear so that we can get ICE to refer the child to us for CF and interview them together. If the mother claims a fear for the child, please tell the SAPSO so that he or she can take it to ICE. This has been working well and ICE is on board. Please also ask about relatives in the US for LIFE Act/NACARA purposes so we can screen for this in advance too.

IV. SAPSOs

Team Lead

You are both the SAPSO and the Team Lead at Karnes. Everyone at ZHN is there to assist you, but you are the one making the calls on the ground. This means that you are the POC for ICE, the AOs, support staff, and GEO. If any issues come up, they will come to you or you should go to them to discuss.

Being the team lead means that you should also try to get the ball rolling with your AOs and support staff in advance – reach out to them before the TDY starts to make sure they all have this SOP, know what to bring, have booked travel, etc. You also should help organize carpools and make sure that everyone has a ride. Make sure to get everyone’s hotel and contact information in case of emergencies. Some AOs will have been there already and can help you, and others will be starting at Karnes for the first time on your first day too, so please make sure they are prepared.

Your other task is to do your best to ensure consistency between SAPSOs/Team Leads. This means that you need to be in communication with the SAPSO before and after you (and the ones before and after that if people are only there a week). Update the incoming SAPSO on anything and everything – they will appreciate it just as much as you did!

If you have questions, you should reach out to Irvin Gadson, Acting Deputy Director at ZHN.

Case Review

Hopefully you have done this before, but if not here are some pointers! Even if you are experienced, read through this for Karnes-specific tips.

Review jurisdiction for accuracy; required triggering docs are:

- I-860
- I-213
- I-867A&B
- M-444
- LOLS

Review the security checks & update the BISC (and make sure you know how to do “ZHN” security checks since this may be different from your home office)

NTA:

- Ensure that the NTA is correct – there cannot be any errors on the NTA, and there cannot be any corrections made (i.e., no white out, no handwritten corrections)
 - Applicant’s name
 - If the AO discovers any name variations, such as an alternate spelling or an AKA not otherwise ID’d on the I-860, the name on the I-860 controls as the primary name. Any alterations of the primary name or any AKAs should be included on the NTA
 - NOTE: they should also be listed on the BISC (background identity and security checklist (or the yellow sheet where security checks are recorded)) and on the I-870

- Generally, the I-860 in CF does not have the date and manner of entry. If it does not, please use the field from the I-213 that is “place and manner of entry”.
- **Sign the NTA and write out your full name and “SAO” on the signature line after your signature** – many of you may not be used to doing this but EOIR will reject the NTAs if your name is not written out after your signature (this is why a name stamp is suggested)

Review the I-870 for errors

- The I-870 may be corrected by hand
- Don’t forget to sign and date it!

Review the Q&A and the checklist for legal sufficiency

- Please note that even if the principal applicant (the mother) does not have a claim, one of the dependents might. It is acceptable for a dependent to become the principal. Simply change the I-870 and checklist to reflect the new principal.
- See the family processing power point for more info on these issues

Update APSS (ADEC)

- Put in “DECISION SERVED” date on the day you sign the NTA (unless it goes to HQ, then put it for the day you get the HQ concurrence)

Submission to HQQA:

- Tuesday through Thursday, * the SAO is required to submit two cases to HQQA for review by 9:00am. The selection for submission follows the guidelines laid out by HQQA. The e-mail should be sent to:

ASYLUM QA - CREDIBLE FEAR; ZHN, HQ Concur CF

CC: the support staff on site, the AO, and, if you are leaving soon, the incoming SAPSO.

- The subject line should include the office and the program, the decision (pos or neg), the A#, and the clock-in date. E.g.:

ZHN CF, POS, (b) (6) , 09/30/14

- The body of the e-mail should include the table below along with the requested information:

Applicant’s name	
A number	
Country of citizenship	
APSO	
SAPSO	
Reason for Request to	

Expedite, if applicable	
NOTE:	

- Note: the submission to HQQA may come from either on-site cases or remote cases.
- The submission packet should include:
 - o QA Referral Sheet (the AOs do not generate this as only a fraction of their cases will go up to HQ)
 - o NTA or I-863/9 for principal and dependents
 - o I-860
 - o I-213
 - o I-867A&B
 - o M-444
 - o LOLS
 - o I-870
 - o Checklist
 - o Q&A
 - o Dependent’s trigger docs
- When the file is reviewed and APSS updated, the SAO gives the file to support for service

*This is the most recent number we have as of 2.12.15, but check with Bryan Hemming for changes.

Requests for Re-interview (RFR)

All RFRs should be submitted to ZHN Training Officers for review. They typically reach out to ICE to request that they stay removal, but you can always do this if the RFR comes to you first. They will let you know their decision, and you can schedule for reinterview if necessary.

DO Juan Berrones will also check with you before removing anyone – he will send you an email with the people scheduled for removal. You should forward this to the TOs at ZHN to ensure that we have not received an RFR for any of them and then let DO Berrones know the status (this can be done by clerical or SAPSO).

Legal/Procedural Questions

You can e-mail the ZHN Training Officer Team at: QA.ZHN <qa.zhn@uscis.dhs.gov>. Please email this address with questions regarding legal analysis, procedures or anything asylum-substantive related. You will likely see responses from: Renata Penel (Training Officer); Syed (Harun) Ahmed (Training Officer); Other ZHN CF SAPSOs.

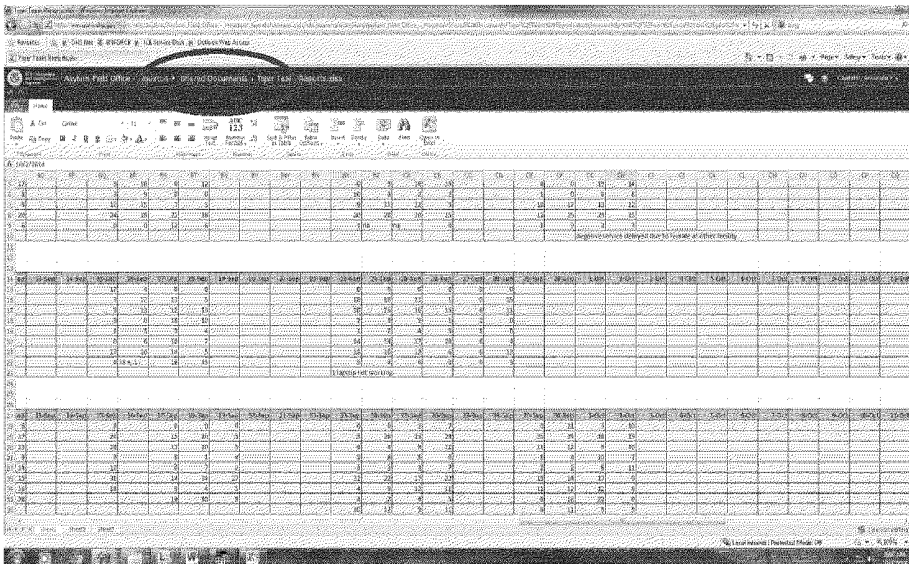
Updating the ECN Tiger Team Report**

**As of 2.12.15, this has not been updated on the ECN. Until HQ updates it, please just keep your own log of these numbers (support staff has been doing this and can share the log with each incoming person)

- Go to: http://ecn.uscis.dhs.gov/team/raio/Asylum/Asylum_Field_Office_-_Houston/SitePages/Home.aspx
- click on Topic: Tiger Teams, then on Tiger Team Reports (last item on the list)
- select “Edit in Browser,” scroll down to Karnes, then enter the data relevant for the day, see example below

Facility	Staffing	Report	1-Oct	2-Oct
Karnes	SAO: 0 on the ground (1 up to 4 remote) AOs: 3 on the ground (up to 6 with remote interviews) Support: (Remote: 2)	Cases Referred by ICE Pending Intake/Input	0	0
		Cases Referred by ICE Pending Interview	1	4
		Number of Interviews Completed Today (Family Units)	3	2
		Number of Interviews Completed Today (Total: Prin + Dep)	6	4
		Number of Positive Decisions Served Today	0	0
		Number of Negative Decisions Served Today	2	1
		Number of Cases Pending SAO Review	2	2
		Number of Interviews Scheduled for Tomorrow	5	3
		Number of Services Scheduled for Tomorrow	0	0
Processing Issues Encountered	0	0		

- click on "Shared Documents" to save and close



Overtime

Overtime is available when needed but must be pre-approved by your Team Lead who will ensure appropriate assignments are made. Your Team Lead will also make sure that travel (carpooling) is arranged. OT sheets must be completed and submitted to the Team Lead for all OT worked.

The standard completion rates in OT are three case completions an hour (20 minutes per case write-up).

Team Lead: Please send an informal email (in addition to scanned OT slips) to Rebecca Ross and Irvin Gadson, notifying them of the OT to be used.

Late Report

ZHN will send a daily email consisting of a list of cases that have gone past their due date. Please prioritize the "clean up" of this list as no cases should be going late. Please respond to everyone on the email with updates.

When it is getting close to the end of your TDY, please cc the incoming SAPSO on these responses so they know the status of all pending cases.

Weekly ZHN Conference Call

Each Tuesday at 8:00AM Central, the SAPSO should call into the ZHN SAO weekly conference call, where all ZHN and Tiger Team SAOs come together to provide an update on the latest information from ZHN and the facility locations. It'll take about 15-30 minutes.

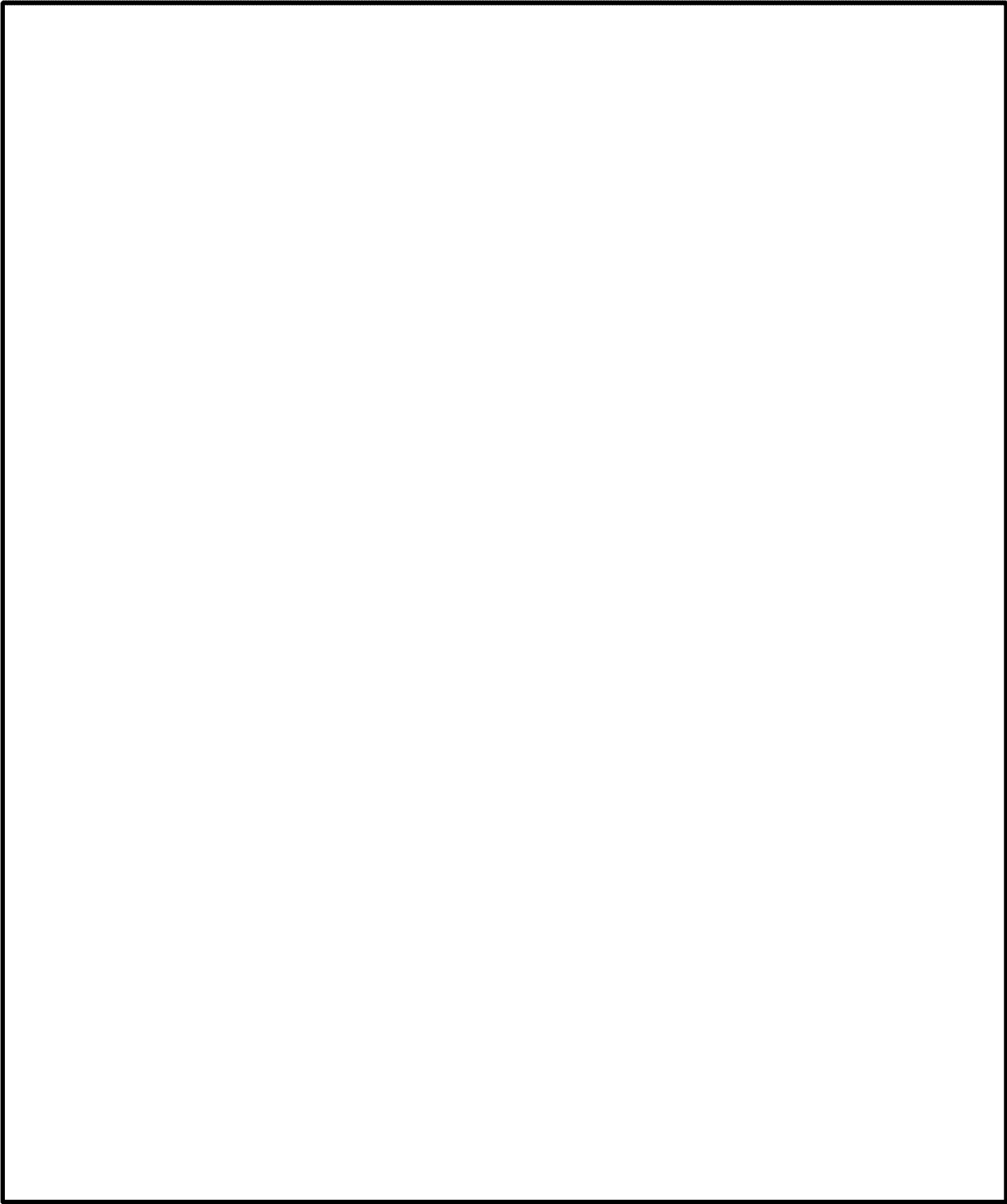
Call in info:



(b)(6)

Please remember to mute your phone when not talking!

APPENDIX B: Karnes Contact Information



SOP for Karnes County Civil Detention Center (KDC)

FOR EVERYONE:

How to Get to KDC:

From San Antonio or Floresville

S. on U.S. Hwy. 181

Stay on 181 until you Hwy. 181 widen into 4 lanes again, see a small sign that indicates Karnes City to the left, and see signs for 181 Bus.

W. on FM 1144

Turn left into the facility parking lot

Where to stay:

Floresville – while jump team members have to option to stay in San Antonio, Floresville is much closer to the facility and is within an easy distance for weekends.

There is a new [redacted] which has been a popular housing option:

[redacted]
[redacted]
[redacted]

The [redacted] has fridges & microwaves in the rooms, a place outside to BBQ, breakfast every day, and dinner on T&TH. It also has free wi-fi, but it's been spotty.

Where to eat:

In Floresville:

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

SOP for Karnes County Civil Detention Center (KDC) - for everyone

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

FOR THE SAO:

All programs:

Beginning on Monday, 10/06/2014, a team will be on the ground that includes support staff, so intake, scheduling and services will happen on-site at KCD.

It will be the duty of the SAO, to review all CF cases and RF cases interviewed at Karnes as well as to review any cases that are interviewed remotely. It is important to work with Burt if there are not enough CF/RF cases that KCD AOs are fully occupied, so that Burt can schedule them for remote interviews at other facilities.

CF:

Scheduling interviews:

- AOs are scheduled for **only 3 cases per day** because of the need for AOs to interview all family members. This results in interviews that often extend well over the usual interview times. Historically, the MPA has scheduled interviews at 7:15am, 10:15am and 2:15 pm.
- Avoid scheduling cases at lunchtime as the residents only have a set time to eat
- Provide the name of the AO, the A#s, and the time for each interview to the bailiffs before 1pm on the day prior to the interview.
 - o Below is a sample of the MPA’s scheduling e-mail as guidance, however, it may not be required to cc: the team back at ZHN. Please check with Audrey McDonnell.


Karnes County Civil Detention Center Interviews for 10-06-2014 (MONDAY)

To: De La Garza, Valentin; Leal, Hilario; Torres, Randy M; Lopez, Nestor [Nestor.Lopez@ice.dhs.gov]; Sandoval, Christopher R; Veliz, Juan V; Berrones, Juan R; Acosta, Keith E; Fuentes, Raquel A; Ratliff, Budd A; 'kcdasylum@ice.dhs.gov'; Acosta, Keith E; Jones, Linda S; Pacheco, Gabriel; Fernandez, Manuel E

Cc: ZHN, INL; Daum, Robert L; Walters, Jessica S; Gadson, Irvin C; Telfer, Lee W; Hemming, Bryan D; Wills, Kirk R; McDonnell, Audrey V; Lawson, Deborah L; Grazdan, Irma; Yee, Peter H; Curphey, Patrick R; Fazal, Lubna A; Rush, James A; Kuntz, Jacquese L (Jackie); Vu, Christopher T (and the scheduled AOs)

Here is the interview list for **Monday** 10-06-2014.

10:15 A.M. (CST) – (Room 202: VTC # 1: 1-202-736-3007 – Phone: 830-254-2585 in Karnes) with AO La Ron Bryant

(b)(6)  Due 8/16 This is a HQ follow-up interview.

12:15 P.M. (CST) – (Room 202: VTC # 1: 1-202-736-3007 – Phone: 830-254-2585 in Karnes) with AO La Ron Bryant

(b)(6)  Due 10/9

Review cases

- Review jurisdiction for accuracy; required triggering docs are:
 - o I-860
 - o I-213
 - o I-867A&B
 - o M-444
 - o LOLS
- Review the security checks & update the BISC
- Ensure that the NTA is correct – there cannot be any errors on the NTA, and there cannot be any corrections made (i.e., no white out, no handwritten corrections)
 - o Applicant's name
 - If the AO discovers any name variations, such as an alternate spelling or an AKA not otherwise ID'd on the I-860, the name on the I-860 controls as the primary name. Any alterations of the primary name or any AKAs should be included on the NTA
 - NOTE: they should also be listed on the BISC (background identity and security checklist (or the yellow sheet where security checks are recorded)) and on the I-870
 - o Generally, the I-860 in CF does not have the date and manner of entry. Please use the field from the I-213 that is "place and manner of entry".
- Review the I-870 for errors
 - o The I-870 may be corrected by hand
 - o Don't forget to sign and date it!
- Review the Q&A and the checklist for legal sufficiency
 - o Please note that even if the principal applicant (the mother) does not have a claim, one of the dependents might. It is acceptable for a dependent to become the principal. Simply change the I-870 and checklist to reflect the new principal.

Update APSS (INTC & ADEC)

- INTC – this is the screen where the interview information is captured
 - o Some tiger teams have the AOs update INTC for CF as well, this is up to you
 - o INTC, A# – enter
 - o Enter the interview date, hit enter again
 - o Mode
 - INP = In Person
 - TLC = Telephone
 - TLV = Televideo
 - o (Identity established) Means
 - S = self

SOP for Karnes County Civil Detention Center (KDC) – for the SAO

- D = documents
- B = both
- Persecutor
 - G = government
 - S = society
 - B = both
- Timeframe
 - P = past
 - F = future
 - B = both
- Basis of Claim
 - If the applicant made no claim of nexus or torture, mark an X after “No Nexus”
 - If the applicant made a torture claim, mark an X after “No Nexus” and “Torture”
 - If that applicant made a political opinion claim but the determination is negative, mark an X after “Political”
 - Social Group
 - FGM = FGM
 - GDV = domestic violence
 - SSO = sexual orientation
 - OTH = other
 - I don’t know the remaining codes
- ADEC
 - Credibility Established
 - LD = lack of detail
 - IT = inconsistent testimony
 - IC = inconsistent country conditions
 - Persecution Established
 - Torture Convention (Established)
 - Mandatory Bars
 - Request IJ review – ONLY if the determination is NEGATIVE
 - Date forwarded to HQ – ONLY if submitted to HQ – stop here
 - DO NOT FILL OUT THE DECISION SERVED DATE – this is done by support staff after the decision is served

Submission to HQQA:

- On Tuesdays and Thursdays, the SAO is required to submit a case to HQQA for review by 9:00am. The selection for submission follows the guidelines laid out by HQQA. The e-mail should be sent to:

ASYLUM QA - CREDIBLE FEAR; ZHN, HQ Concur CF

And cc:

SOP for Karnes County Civil Detention Center (KDC) – for the SAO

Hemming, Bryan D; McDonnell, Audrey V

- The subject line should include the office and the program, the decision (pos or neg), the A#, and the clock-in date. E.g.:

ZHN CF, POS, (b) (6) , 09/30/14

- The body of the e-mail should include the table below along with the requested information:

Applicant's name	
A number	
Country of citizenship	
APSO	
SAPSO	
Reason for Request to Expedite, if applicable	
NOTE:	

- Note: the submission to HQQA may come from either on-site cases or remote cases.
- The submission packet should include:
 - o QA Referral Sheet (the AOs do not generate this as only a fraction of their cases will go up to HQ)
 - o NTA or I-863/9 for principal and dependents
 - o I-860
 - o I-213
 - o I-867A&B
 - o M-444
 - o LOLS
 - o I-870
 - o Checklist
 - o Q&A
 - o Dependent's trigger docs
- When the file is reviewed and APSS updated, the SAO gives the file to support for service

Requests for Reinterview (RFR):

- Attorneys have been filing RFRs in many negative cases.
 - o Come in many forms
 - Filing w/ the court & brought to us by ICE

SOP for Karnes County Civil Detention Center (KDC) – for the SAO

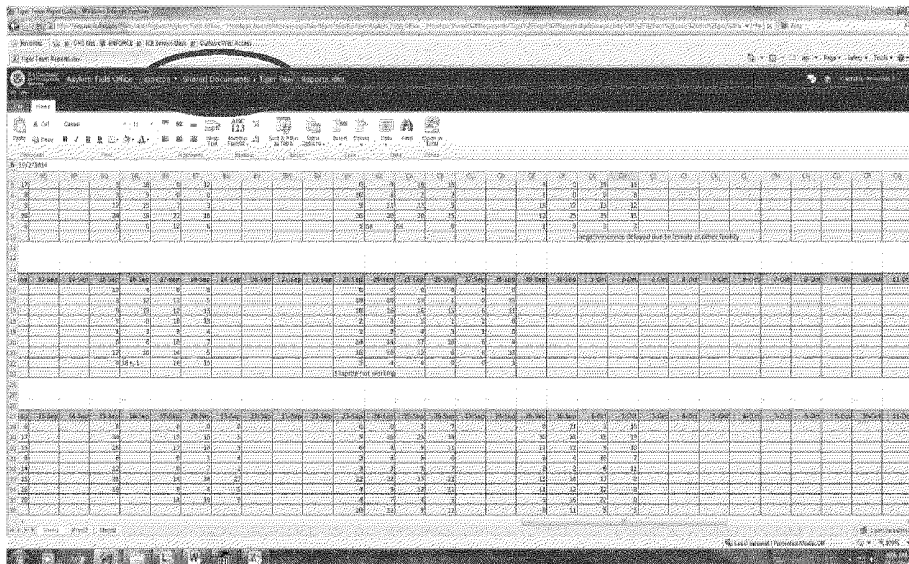
- E-mails to the asylum.houston mailbox
- Letters
- The TOs are reviewing them and determining if a reinterview should be conducted
 - E-mail the RFR and the Q&A and determination to Renata and Harun

Updating the ECN Tiger Team Report:

- Go to: http://ecn.uscis.dhs.gov/team/raio/Asylum/Asylum_Field_Office_-_Houston/SitePages/Home.aspx
- click on Topic: Tiger Teams, then on Tiger Team Reports (last item on the list)
- select “Edit in Browser,” scroll down to Karnes, then enter the data relevant for the day, see example below

Facility	Staffing	Report	1-Oct	2-Oct
Karnes	SAO: 0 on the ground (1 up to 4 remote) AOs: 3 on the ground (up to 6 with remote interviews) Support: (Remote: 2)	Cases Referred by ICE Pending Intake/Input	0	0
		Cases Referred by ICE Pending Interview	1	4
		Number of Interviews Completed Today (Family Units)	3	2
		Number of Interviews Completed Today (Total: Prin + Dep)	6	4
		Number of Positive Decisions Served Today	0	0
		Number of Negative Decisions Served Today	2	1
		Number of Cases Pending SAO Review	2	2
		Number of Interviews Scheduled for Tomorrow	5	3
		Number of Services Scheduled for Tomorrow	0	0
		Processing Issues Encountered	0	0

- click on “Shared Documents” to save and close



RF:

Similar to CF review although there several differences. Also see the RF Review Guide.

The triggering docs for RF

I-871 (Notice of Intent / Decision to Reinstate Prior Order)
Include prior order (I-860, Immigration Judge Order, Prior I-871)
Include Evidence of Removal / Departure
I-296 (Notice to Alien Ordered Removed / Departure Verification)
I-205 (Warrant of Removal / Deportation – 2nd pg)
I-213 (Must indicate removal date information)
EARM, only if no information was provided by field but notify

OR

I-851A (Final Administrative Removal Order)
Include I-851 (Notice of Intent to issue a Final Administrative Removal Order)
Include Conviction Documents for corresponding Aggravated Felony charge

M-488 (information about the Reasonable Fear Interview)
48-hr waiver, if applicable

I-213 (Record of Deportable / Inadmissible Alien)
Include any I-831 (Continuation of I-213)
Any previous I-213s

After confirming jurisdiction, the SAO should also confirm that the applicant is not NACARA or ABC eligible

The service packet should also have:

I-863 (Notice of Referral to Immigration Judge)
I-898 (Record of Negative Reasonable Fear Finding...), if applicable
I-899 (Record of Determination / Reasonable Fear Worksheet)
Reasonable Fear Determination
Q&A
Previous Asylum Determinations, i.e., CF or RF Determinations, if applicable

When the file is reviewed and APSS updated, the SAO gives the file to support for service

Remote:

When AOs are scheduled for remote cases, the cases pending interview are found on the ECN at:

<http://ecn.uscis.dhs.gov/team/raio/Asylum/AsylumPII/CF/Lists/CF Case List/Pending Interview.aspx>

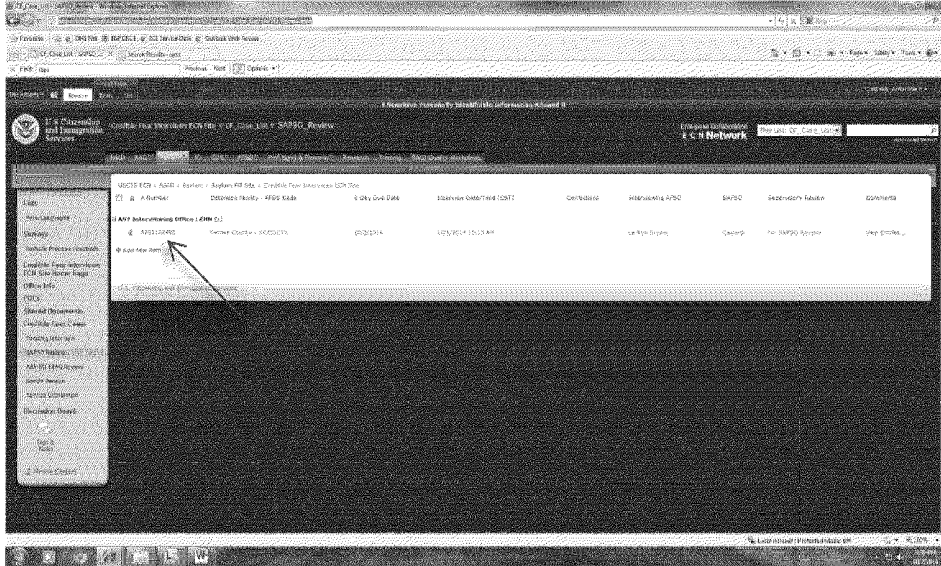
SOP for Karnes County Civil Detention Center (KDC) – for the SAO

The AOs *should* move the cases to “SAPSO Review,” however, sometimes the SAO needs to look under “Pending Interview”

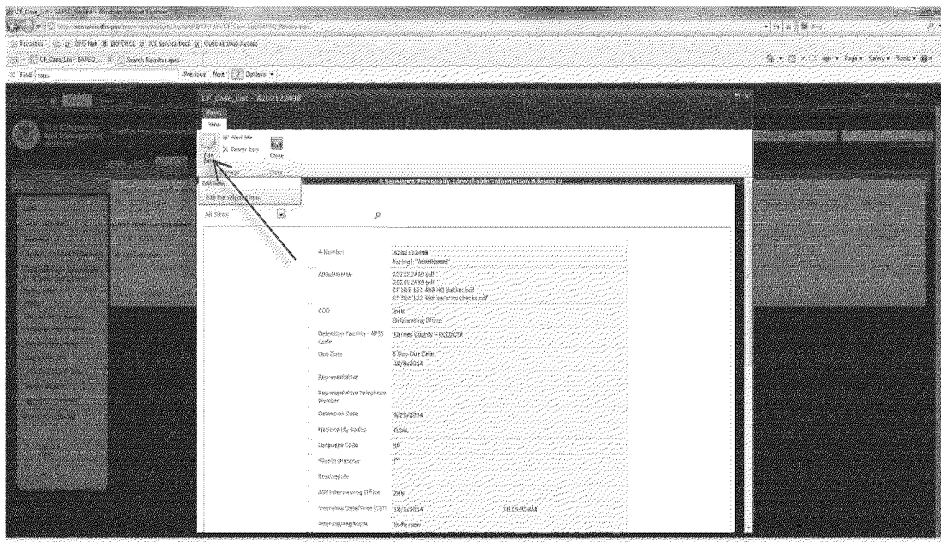
SAPSO Review:

http://ecn.uscis.dhs.gov/team/raio/Asylum/AsylumPII/CF/Lists/CF_Case_List/SAPSO_Review.aspx

Once review is completed, scan the reviewed packet and upload it to the ECN:



To edit the document, click on “Edit Item”



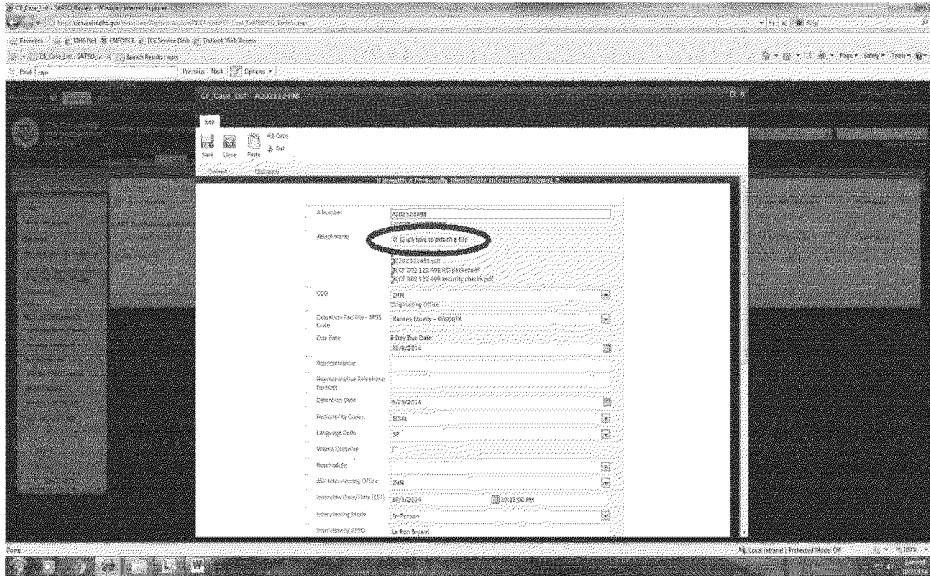
Miscellany

(b)(6)

If you need access to an

SOP for Karnes County Civil Detention Center (KDC) – for the SAO

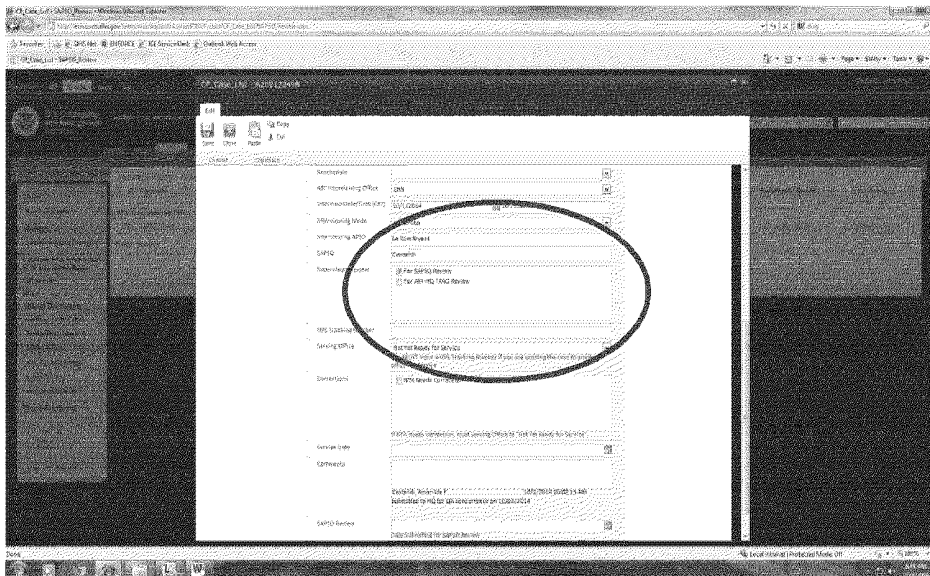
To upload documents, click on “Click here to attach file” and follow the instructions



Scroll down, enter the SAO's name, unclick “For SAPSO Review” in the supervisory review box

Select “ZHN” from the Serving Office drop down menu

Click on “Save” to save changes. The item will disappear from the SAPSO Review list.



(If you need it back, the case can be found by clicking on “Needs Service” on the left-hand menu.)

FOR SUPPORT:

Support will be responsible for intake, jurisdiction review, PREC, creating W folders, and service of decisions.

Intake

New CF and RF cases will be brought to intake by KCD staff. Historically, a log of received cases is kept to ensure that all cases were received and to assist in tracking cases.

Jurisdiction Review

Documents needed to establish jurisdiction:

- I-860
- I-213
- I-867A&B
- M-444
- LOLS

If any documents are missing, please request the missing documents from ICE before continuing with the remainder of the input process.

PREC

In APSS, go to the PREC screen and enter the information required. The screenshot below shows the required fields in green.



(b)(6)

Once the case is PREC'd, print out the CSTA screen for the W file.

Creating the W file

Place the jurisdiction documents on the left-hand side and the BISC and CSTA screen on the right-hand side.

Place the completed Credible Fear Checklist on the front of the folder and write the A# on the tab.

Service of Decisions

- As with scheduling of interviews, please provide the A#s and time for services to the bailiffs prior to 1pm the day before.
- The service packet includes:
 - o I-862 or I863/9 and LOLs
 - o The triggering documents
 - o I-870
 - o CF Determination Checklist
 - o Q&A
 - If there are any questions as to order, please check with the IAs
- Make two copies for the service of the decision
- Each service should be conducted individually (primary applicant and dependents may be served together)
- The I-862 or the I-863/9 is read to the applicant
- The applicant signs the decision (if the applicant refuses to sign, indicate the refusal on the signature line)
- An original copy of the service packet goes to the applicant
- Make two copies of the second original – one for our files and one for A file should be given to ICE. The second original is served on the court.

FOR AOS:

Interviews

- Because of the potential need to interview all family members, interviews are generally scheduled at three per day
- Reschedules
 - o Always confirm with the SAO
 - o Attorney reschedules are acceptable, both to find an attorney and to accommodate an attorney's presence
 - o Rare language
 - If a rare language interpreter is unavailable, it is possible to NTA an applicant and her dependents without an interview
 - Please confirm with the SAO
- Take your time, ask questions, cover all potential claims for the principal and all dependents
 - o Always ask about an attorney
 - o Confirm the applicant's preferred language by asking several different questions
 - What languages do you speak fluently?
 - Do you speak any other languages?
 - Do you understand the interpreter?
 - Do you understand the questions being asked?
 - Are you comfortable continuing in ___?
 - Would you prefer to continue this interview in ___ or would you prefer to have a ___ interpreter?
 - It is also a good idea to ask some of these questions again at the end of the interview:
 - Were you able to understand the interpreter today?
 - Were you able to understand all of my questions?
 - o Be sure to ask each child who is capable of answering if s/he wishes to remain on his/her mother's claim, if s/he fears returning to his/her country and if there is anything about which the child wishes to speak without his/her mother's presence
 - o Prior to covering the mother's past harm, be sure to ask the mother if she wishes to continue without her children present or if she wishes for them to remain with her
- You may talk to all family members if necessary even children regardless of age
 - o If a child cannot communicate because of age or any other reason
 - it is not required that you talk to all family members
 - ask questions of the mother on behalf of the child
 - o If the principal applicant does not have a positive claim but a dependent does, the dependent may become the principal

Write ups

SOP for Karnes County Civil Detention Center (KDC) – for AOs

- The packet to turn in for SAO review should be in the following order:
 - o I-862 or I863/9 and LOLs
 - o I-860
 - o I-213
 - o I-867A&B
 - o M-444 & LOLS
 - o I-870
 - o CF Determination Checklist
 - o Q&A
- Except in rare circumstances, cases should be turned in for SAO review the same day they are interviewed
- The NTA & the I-863/9 must be completely without error – please proofread these carefully
- NOTE: if a dependent becomes the principal, the I-870 and checklist should have the new principal's name and A#

Miscellany

- Do not touch the VTels. If you have a problem with a VTel, ask the bailiffs for help
- If you need access to an A File

(b)(6)

SOP for Karnes County Civil Detention Center (KDC)

FOR EVERYONE:

How to Get to KDC:

From San Antonio or Floresville

S. on U.S. Hwy. 181

Stay on 181 until you Hwy. 181 widen into 4 lanes again, see a small sign that indicates Karnes City to the left, and see signs for 181 Bus.

W. on FM 1144

Turn left into the facility parking lot

Where to stay:

Floresville – while jump team members have to option to stay in San Antonio, Floresville is much closer to the facility and is within an easy distance for weekends.

There is a new [redacted] which has been a popular housing option:

[redacted]
[redacted]
[redacted]

The [redacted] has fridges & microwaves in the rooms, a place outside to BBQ, breakfast every day, and dinner on T&TH. It also has free wi-fi, but it's been spotty.

Where to eat:

In Floresville:

[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]
[redacted]

SOP for Karnes County Civil Detention Center (KDC) - for everyone

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

FOR THE SAO:

All programs:

Beginning on Monday, 10/06/2014, a team will be on the ground that includes support staff, so intake, scheduling and services will happen on-site at KCD.

It will be the duty of the SAO, to review all CF cases and RF cases interviewed at Karnes as well as to review any cases that are interviewed remotely. It is important to work with Burt if there are not enough CF/RF cases that KCD AOs are fully occupied, so that Burt can schedule them for remote interviews at other facilities.

CF:

Scheduling interviews:

- AOs are scheduled for **only 3 cases per day** because of the need for AOs to interview all family members. This results in interviews that often extend well over the usual interview times. Historically, the MPA has scheduled interviews at 7:15am, 10:15am and 2:15 pm.
- Avoid scheduling cases at lunchtime as the residents only have a set time to eat
- Provide the name of the AO, the A#s, and the time for each interview to the bailiffs before 1pm on the day prior to the interview.
 - o Below is a sample of the MPA’s scheduling e-mail as guidance, however, it may not be required to cc: the team back at ZHN. Please check with Audrey McDonnell.

Karnes County Civil Detention Center Interviews for 10-06-2014 (MONDAY)

To: De La Garza, Valentin; Leal, Hilario; Torres, Randy M; Lopez, Nestor [Nestor.Lopez@ice.dhs.gov]; Sandoval, Christopher R; Veliz, Juan V; Berrones, Juan R; Acosta, Keith E; Fuentes, Raquel A; Ratliff, Budd A; 'kcdasylum@ice.dhs.gov'; Acosta, Keith E; Jones, Linda S; Pacheco, Gabriel; Fernandez, Manuel E

Cc: ZHN, INL; Daum, Robert L; Walters, Jessica S; Gadson, Irvin C; Telfer, Lee W; Hemming, Bryan D; Wills, Kirk R; McDonnell, Audrey V; Lawson, Deborah L; Grazdan, Irma; Yee, Peter H; Curphey, Patrick R; Fazal, Lubna A; Rush, James A; Kuntz, Jacquese L (Jackie); Vu, Christopher T (and the scheduled AOs)

Here is the interview list for **Monday** 10-06-2014.

10:15 A.M. (CST) – (Room 202: VTC # 1: 1-202-736-3007 – Phone: 830-254-2585 in Karnes) with AO La Ron Bryant

(b)(6)



Due 8/16

This is a HQ follow-up interview.

12:15 P.M. (CST) – (Room 202: VTC # 1: 1-202-736-3007 – Phone: 830-254-2585 in Karnes) with AO La Ron Bryant

(b)(6)



Due 10/9

Review cases

- Review jurisdiction for accuracy; required triggering docs are:
 - o I-860
 - o I-213
 - o I-867A&B
 - o M-444
 - o LOLS
- Review the security checks & update the BISC
- Ensure that the NTA is correct – there cannot be any errors on the NTA, and there cannot be any corrections made (i.e., no white out, no handwritten corrections)
 - o Applicant's name
 - If the AO discovers any name variations, such as an alternate spelling or an AKA not otherwise ID'd on the I-860, the name on the I-860 controls as the primary name. Any alterations of the primary name or any AKAs should be included on the NTA
 - NOTE: they should also be listed on the BISC (background identity and security checklist (or the yellow sheet where security checks are recorded)) and on the I-870
 - o Generally, the I-860 in CF does not have the date and manner of entry. Please use the field from the I-213 that is "place and manner of entry".
- Review the I-870 for errors
 - o The I-870 may be corrected by hand
 - o Don't forget to sign and date it!
- Review the Q&A and the checklist for legal sufficiency
 - o Please note that even if the principal applicant (the mother) does not have a claim, one of the dependents might. It is acceptable for a dependent to become the principal. Simply change the I-870 and checklist to reflect the new principal.

Update APSS (INTC & ADEC)

- INTC – this is the screen where the interview information is captured
 - o Some tiger teams have the AOs update INTC for CF as well, this is up to you
 - o INTC, A# – enter
 - o Enter the interview date, hit enter again
 - o Mode
 - INP = In Person
 - TLC = Telephone
 - TLV = Televideo
 - o (Identity established) Means
 - S = self

SOP for Karnes County Civil Detention Center (KDC) – for the SAO

- D = documents
- B = both
- Persecutor
 - G = government
 - S = society
 - B = both
- Timeframe
 - P = past
 - F = future
 - B = both
- Basis of Claim
 - If the applicant made no claim of nexus or torture, mark an X after “No Nexus”
 - If the applicant made a torture claim, mark an X after “No Nexus” and “Torture”
 - If that applicant made a political opinion claim but the determination is negative, mark an X after “Political”
 - Social Group
 - FGM = FGM
 - GDV = domestic violence
 - SSO = sexual orientation
 - OTH = other
 - I don’t know the remaining codes
- ADEC
 - Credibility Established
 - LD = lack of detail
 - IT = inconsistent testimony
 - IC = inconsistent country conditions
 - Persecution Established
 - Torture Convention (Established)
 - Mandatory Bars
 - Request IJ review – ONLY if the determination is NEGATIVE
 - Date forwarded to HQ – ONLY if submitted to HQ – stop here
 - DO NOT FILL OUT THE DECISION SERVED DATE – this is done by support staff after the decision is served

Submission to HQQA:

- On Tuesdays and Thursdays, the SAO is required to submit a case to HQQA for review by 9:00am. The selection for submission follows the guidelines laid out by HQQA. The e-mail should be sent to:

ASYLUM QA - CREDIBLE FEAR; ZHN, HQ Concur CF

And cc:

SOP for Karnes County Civil Detention Center (KDC) – for the SAO

Hemming, Bryan D; McDonnell, Audrey V

- The subject line should include the office and the program, the decision (pos or neg), the A#, and the clock-in date. E.g.:

ZHN CF, POS, (b) (6) , 09/30/14

- The body of the e-mail should include the table below along with the requested information:

Applicant's name	
A number	
Country of citizenship	
APSO	
SAPSO	
Reason for Request to Expedite, if applicable	
NOTE:	

- Note: the submission to HQQA may come from either on-site cases or remote cases.
- The submission packet should include:
 - o QA Referral Sheet (the AOs do not generate this as only a fraction of their cases will go up to HQ)
 - o NTA or I-863/9 for principal and dependents
 - o I-860
 - o I-213
 - o I-867A&B
 - o M-444
 - o LOLS
 - o I-870
 - o Checklist
 - o Q&A
 - o Dependent's trigger docs
- When the file is reviewed and APSS updated, the SAO gives the file to support for service

Requests for Reinterview (RFR):

- Attorneys have been filing RFRs in many negative cases.
 - o Come in many forms
 - Filing w/ the court & brought to us by ICE

SOP for Karnes County Civil Detention Center (KDC) – for the SAO

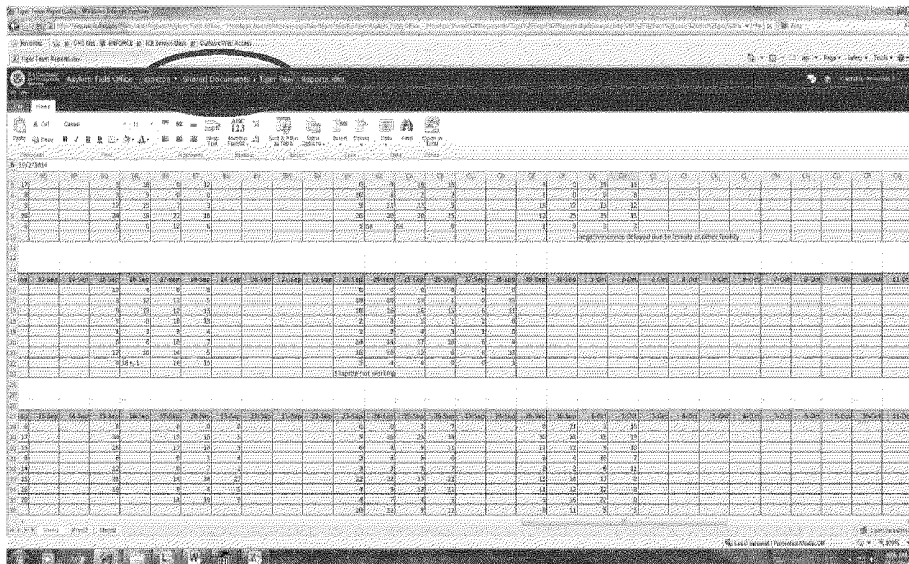
- E-mails to the asylum.houston mailbox
- Letters
- The TOs are reviewing them and determining if a reinterview should be conducted
 - E-mail the RFR and the Q&A and determination to Renata and Harun

Updating the ECN Tiger Team Report:

- Go to: http://ecn.uscis.dhs.gov/team/raio/Asylum/Asylum_Field_Office_-_Houston/SitePages/Home.aspx
- click on Topic: Tiger Teams, then on Tiger Team Reports (last item on the list)
- select “Edit in Browser,” scroll down to Karnes, then enter the data relevant for the day, see example below

Facility	Staffing	Report	1-Oct	2-Oct
Karnes	SAO: 0 on the ground (1 up to 4 remote) AOs: 3 on the ground (up to 6 with remote interviews) Support: (Remote: 2)	Cases Referred by ICE Pending Intake/Input	0	0
		Cases Referred by ICE Pending Interview	1	4
		Number of Interviews Completed Today (Family Units)	3	2
		Number of Interviews Completed Today (Total: Prin + Dep)	6	4
		Number of Positive Decisions Served Today	0	0
		Number of Negative Decisions Served Today	2	1
		Number of Cases Pending SAO Review	2	2
		Number of Interviews Scheduled for Tomorrow	5	3
		Number of Services Scheduled for Tomorrow	0	0
		Processing Issues Encountered	0	0

- click on “Shared Documents” to save and close



RF:

Similar to CF review although there several differences. Also see the RF Review Guide.

SOP for Karnes County Civil Detention Center (KDC) – for the SAO

The triggering docs for RF

I-871 (Notice of Intent / Decision to Reinstate Prior Order)

Include prior order (I-860, Immigration Judge Order, Prior I-871)

Include Evidence of Removal / Departure

I-296 (Notice to Alien Ordered Removed / Departure Verification)

I-205 (Warrant of Removal / Deportation – 2nd pg)

I-213 (Must indicate removal date information)

EARM, only if no information was provided by field but notify

OR

I-851A (Final Administrative Removal Order)

Include I-851 (Notice of Intent to issue a Final Administrative Removal Order)

Include Conviction Documents for corresponding Aggravated Felony charge

M-488 (information about the Reasonable Fear Interview)

48-hr waiver, if applicable

I-213 (Record of Deportable / Inadmissible Alien)

Include any I-831 (Continuation of I-213)

Any previous I-213s

After confirming jurisdiction, the SAO should also confirm that the applicant is not NACARA or ABC eligible

The service packet should also have:

I-863 (Notice of Referral to Immigration Judge)

I-898 (Record of Negative Reasonable Fear Finding...), if applicable

I-899 (Record of Determination / Reasonable Fear Worksheet)

Reasonable Fear Determination

Q&A

Previous Asylum Determinations, i.e., CF or RF Determinations, if applicable

When the file is reviewed and APSS updated, the SAO gives the file to support for service

Remote:

When AOs are scheduled for remote cases, the cases pending interview are found on the ECN at:

<http://ecn.uscis.dhs.gov/team/raio/Asylum/AsylumPII/CF/Lists/CF Case List/Pending Interview.aspx>

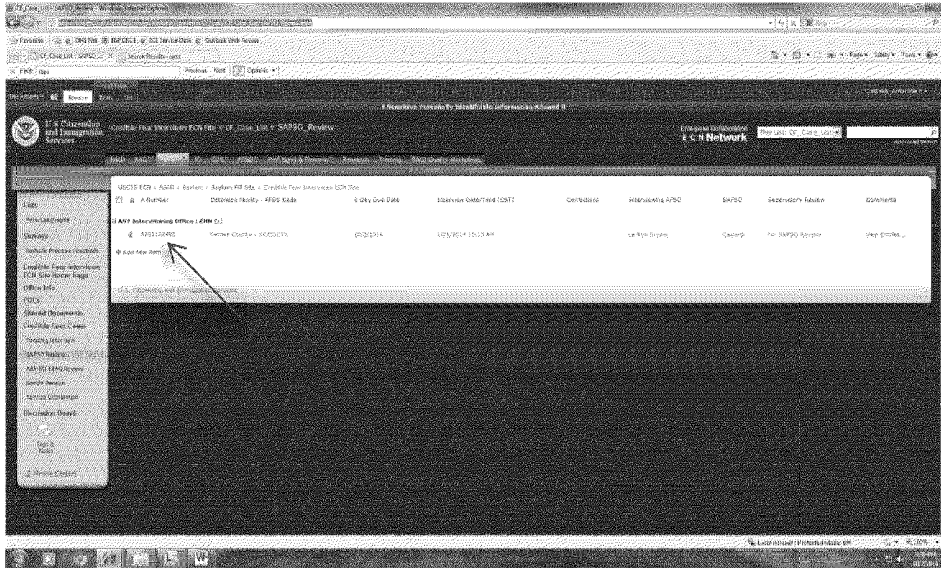
SOP for Karnes County Civil Detention Center (KDC) – for the SAO

The AOs *should* move the cases to “SAPSO Review,” however, sometimes the SAO needs to look under “Pending Interview”

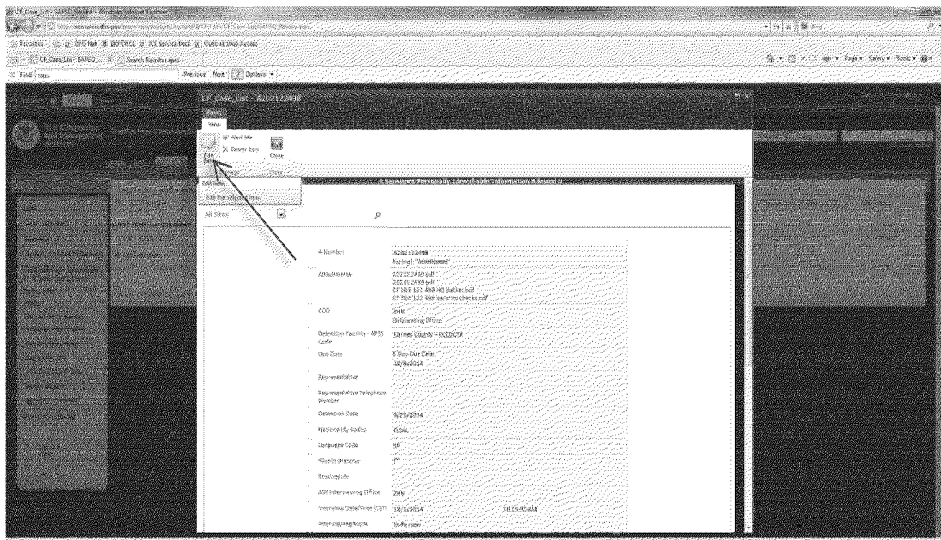
SAPSO Review:

http://ecn.uscis.dhs.gov/team/raio/Asylum/AsylumPII/CF/Lists/CF_Case_List/SAPSO_Review.aspx

Once review is completed, scan the reviewed packet and upload it to the ECN:



To edit the document, click on “Edit Item”



Miscellany

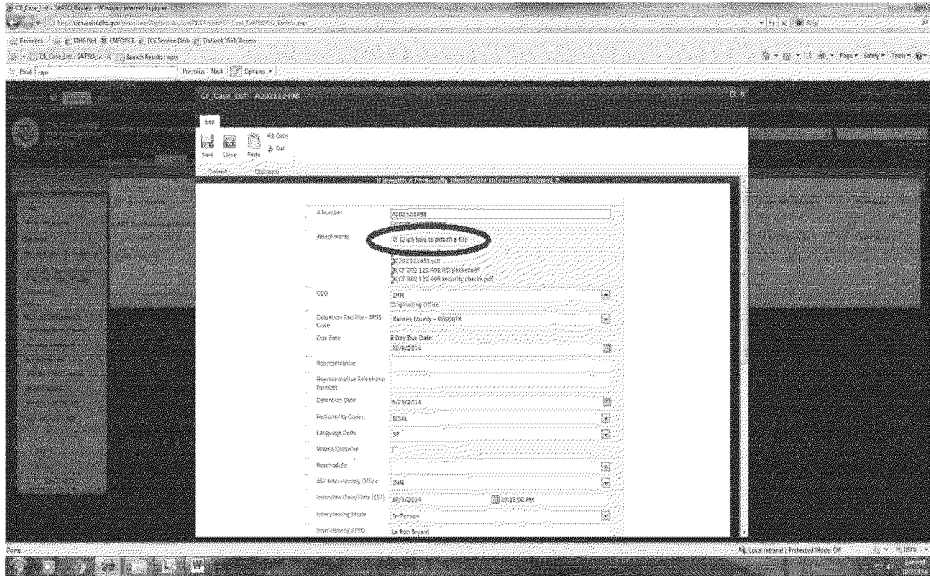
(b)(6)

If you need access to an A File



SOP for Karnes County Civil Detention Center (KDC) – for the SAO

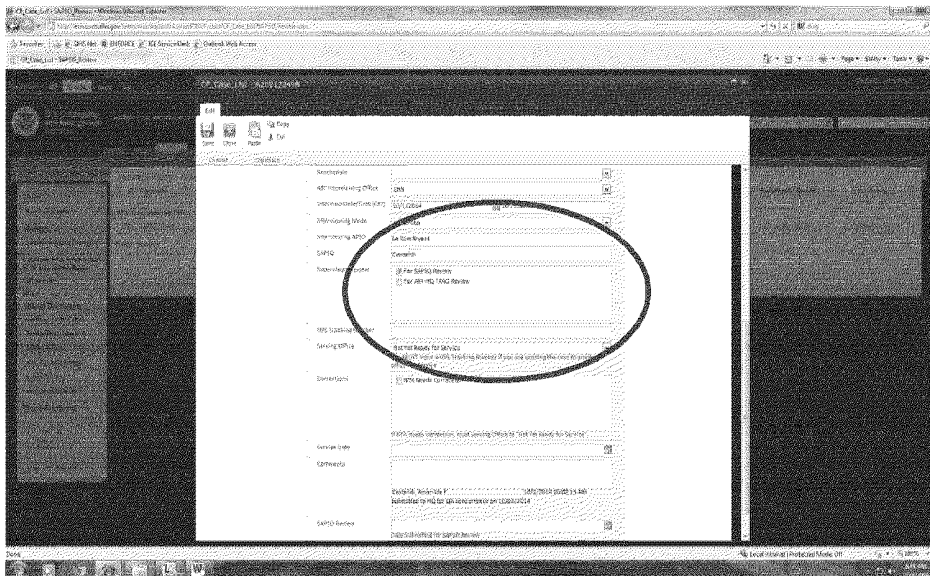
To upload documents, click on “Click here to attach file” and follow the instructions



Scroll down, enter the SAO's name, unclick “For SAPSO Review” in the supervisory review box

Select “ZHN” from the Serving Office drop down menu

Click on “Save” to save changes. The item will disappear from the SAPSO Review list.



(If you need it back, the case can be found by clicking on “Needs Service” on the left-hand menu.)

FOR SUPPORT:

Support will be responsible for intake, jurisdiction review, PREC, creating W folders, and service of decisions.

Intake

New CF and RF cases will be brought to intake by KCD staff. Historically, a log of received cases is kept to ensure that all cases were received and to assist in tracking cases.

Jurisdiction Review

Documents needed to establish jurisdiction:

- I-860
- I-213
- I-867A&B
- M-444
- LOLS

If any documents are missing, please request the missing documents from ICE before continuing with the remainder of the input process.

PREC

In APSS, go to the PREC screen and enter the information required. The screenshot below shows the required fields in green.



(b)(6)

Once the case is PREC'd, print out the CSTA screen for the W file.

Creating the W file

Place the jurisdiction documents on the left-hand side and the BISC and CSTA screen on the right-hand side.

Place the completed Credible Fear Checklist on the front of the folder and write the A# on the tab.

Service of Decisions

- As with scheduling of interviews, please provide the A#s and time for services to the bailiffs prior to 1pm the day before.
- The service packet includes:
 - o I-862 or I863/9 and LOLs
 - o The triggering documents
 - o I-870
 - o CF Determination Checklist
 - o Q&A
 - If there are any questions as to order, please check with the IAs
- Make two copies for the service of the decision
- Each service should be conducted individually (primary applicant and dependents may be served together)
- The I-862 or the I-863/9 is read to the applicant
- The applicant signs the decision (if the applicant refuses to sign, indicate the refusal on the signature line)
- An original copy of the service packet goes to the applicant
- Make two copies of the second original – one for our files and one for A file should be given to ICE. The second original is served on the court.

FOR AOS:

Interviews

- Because of the potential need to interview all family members, interviews are generally scheduled at three per day
- Reschedules
 - o Always confirm with the SAO
 - o Attorney reschedules are acceptable, both to find an attorney and to accommodate an attorney's presence
 - o Rare language
 - If a rare language interpreter is unavailable, it is possible to NTA an applicant and her dependents without an interview
 - Please confirm with the SAO
- Take your time, ask questions, cover all potential claims for the principal and all dependents
 - o Always ask about an attorney
 - o Confirm the applicant's preferred language by asking several different questions
 - What languages do you speak fluently?
 - Do you speak any other languages?
 - Do you understand the interpreter?
 - Do you understand the questions being asked?
 - Are you comfortable continuing in ___?
 - Would you prefer to continue this interview in ___ or would you prefer to have a ___ interpreter?
 - It is also a good idea to ask some of these questions again at the end of the interview:
 - Were you able to understand the interpreter today?
 - Were you able to understand all of my questions?
 - o Be sure to ask each child who is capable of answering if s/he wishes to remain on his/her mother's claim, if s/he fears returning to his/her country and if there is anything about which the child wishes to speak without his/her mother's presence
 - o Prior to covering the mother's past harm, be sure to ask the mother if she wishes to continue without her children present or if she wishes for them to remain with her
- You may talk to all family members if necessary even children regardless of age
 - o If a child cannot communicate because of age or any other reason
 - it is not required that you talk to all family members
 - ask questions of the mother on behalf of the child
 - o If the principal applicant does not have a positive claim but a dependent does, the dependent may become the principal

Write ups

SOP for Karnes County Civil Detention Center (KDC) – for AOs

- The packet to turn in for SAO review should be in the following order:
 - o I-862 or I863/9 and LOLs
 - o I-860
 - o I-213
 - o I-867A&B
 - o M-444 & LOLS
 - o I-870
 - o CF Determination Checklist
 - o Q&A
- Except in rare circumstances, cases should be turned in for SAO review the same day they are interviewed
- The NTA & the I-863/9 must be completely without error – please proofread these carefully
- NOTE: if a dependent becomes the principal, the I-870 and checklist should have the new principal's name and A#

Miscellany

- Do not touch the VTels. If you have a problem with a VTel, ask the bailiffs for help (b)(6)
- If you need access to an A File

FYI. You will probably see one of these.

From: Ulloa, Stephen
Sent: Thursday, October 30, 2014 12:16 PM
To: Olivera-Soto, Angel L; Lebron, Tiffany M
Cc: Hassan, Alice M
Subject: Karnes Info - Making children PA's on positive determinations

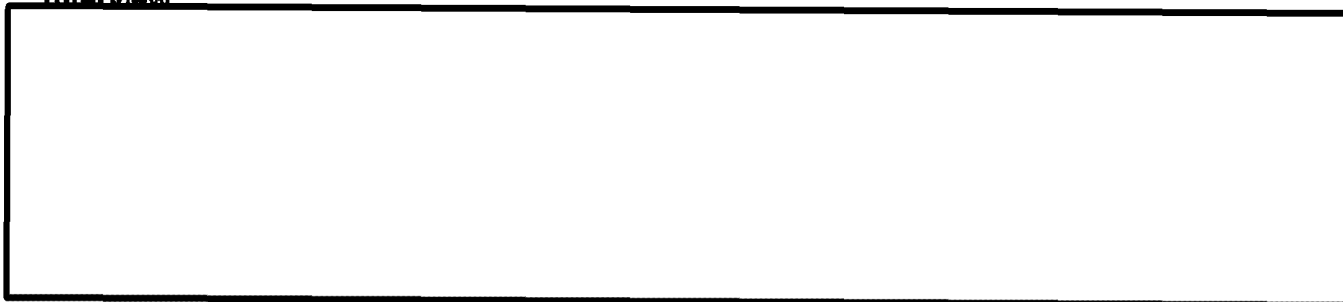
*Switching child to PA
when parent does not
have a CF claim*

Hey y'all,

I wanted to put into writing how we handle situations where we make a child the PA and the parent a dependent on a CF claim. Audrey McDonnell from ZHN has reviewed these procedures.

(b)(5)

Interview



Interview Notes

Please ensure that your notes are clear with respect to who is providing the testimony. Most of you go into the interview properly treating the parent as the PA and your notes reflect so. When we make the child the PA after the interview and in processing the decision, we have to be careful that it is clear in the notes who is providing testimony. For example, if we make the child the PA it can become confusing if certain parts of your notes indicate "Questions to PA and/or Questions to Dependent." We really need to make sure the record is clear on this. Also, I think it is important to specify in the notes who are members of this family unit so that NTA's issued to the parent will be clearly supported.

I-870

When we make a child the PA, all of the information on the I-870 will be the child's. This includes all the biographic information in Section II of the I-870. This means that the PA will be listed as single and that there will be no children listed on the I-870 at questions 2.17 and 2.18. In essence, the parent and any siblings will not have their names listed on the I-870, and will be issued courtesy, ride-along NTAs. This is why it becomes important to list family members in the interview notes.

Checklist - The A-number is that of the child's and all of the questions on the checklist are answered with respect to the child's claim.

APSS - Be sure to adjust APSS, listing the child's A-number as the "PRIN A-NUMBER" on the PREC screen. INTC and ADEC will be according to the child's information.

NTA's - Prepare as usual for all family members.

Thank you,
Steve

In this packet.

Procedural info

- Switching a principal

- NTAs

- RF/CF mixed family packs

RE: I863 for dependents on RF cases

Jablonsky, Jennifer E

Sent: Wednesday, November 05, 2014 8:51 AM**To:** Hassan, Alice M**Attachments:** Karnes RF Cases Parent an~1.docx (27 KB) ; Karnes Family Cases.xlsx (16 KB)

Unfortunately, no. We are unable to do anything for "dependents" in RF because they cannot be dependents on the claim. The SAO should be keeping a log of these cases in RF. The spread sheet is my log for ZHN RF team. The log that is a word document is HQ created, from Mary Margaret Stone. Let me know if you have any questions. (Who is the SAO now?)

From: Hassan, Alice M**Sent:** Wednesday, November 05, 2014 8:40 AM**To:** Jablonsky, Jennifer E**Subject:** I863 for dependents on RF cases**Importance:** High

Good morning Jennifer,

I have a quick question for you do, the dependents on a Reasonable Fear case receive an I863? Any guidance would be greatly appreciated.

Thanks,
Alice

RF/CF mixed family units

- RFs can't have dependents/ RF can't be placed in 240
 - All members should be interviewed at the same time ^{proceedings}
- Keep files together however
- ★ Make sure CF children are not listed as dependents in APSS for RF parent

Michaelis, Katy M

From: Ulloa, Stephen
Sent: Monday, October 27, 2014 7:48 AM
To: Michaelis, Katy M; Pillera, Michael; Greene, Shevon; El-Hage, Rabia S
Subject: Karnes Info - APSS and NTA's

Hey y'all,

I think this is different from what I told you prior (it's different from what I was told too) but the support staff member does PREC the CF cases on the day received or day after with the clock-in date being the day it is PREC'd. The officers do INTC and ADEC. When you review the cases, you have to update "DECISION SERVED DATE" by doing ADEC in APSS for the PA and all dependents with the date you sign the NTA.

We sign AND date the NTA. Also, our name has to be on the NTA in addition to our signature where it says "Supervisory Asylum Officer." With that said, you need to bring a name stamp if you have one, have the officers type your name on to their template, or just write it in by hand. All the NTA's I signed last week were rejected by EOIR because my name wasn't on there so I had to write my name on about 30 NTA's this morning!

Peace!
Steve

Misc. info
- Who does what APSS work
- NTA info

Karnes Scheduling:

- We are required to conduct orientations for all CF and RF applicants, regardless of whether or not it has already been done by ICE (which in terms of CF, it should have been).
- Orientations take about ½ hour each.
- A RF orientation is actually 2, because the dependent gets a full CF orientation as well.
- During the orientation, we are required to give the applicant a G-56 (notice of interview). That means, at the time of orientation you need to know when the applicant is going to be coming in for interview! This is where things get complicated sometimes.
- You must complete the orientation *no less* than 2 days BEFORE the interview. It *can be more* than 2 days ahead, but it cannot be the day before or same day.
- Full day schedule for an AO is 3 CFs or 1 RF (b/c the RF is really both a RF AND a CF for dependent) – if you have people that move quickly, you can add in some orientations, but often it requires OT to complete what needs to be done.
- The best approach is to plan backwards → for example, if we know we will have 3 AOs interviewing on Wednesday, you need to ensure that by COB Monday you have 9 CFs (or 3 RF or some combo so that each AO has a full interview schedule) orientated. And remember, it can't just be any of 9 cases, because during the orientation the people are given an interview notice telling them when to come.
- Now, the tricky part is over the weekend/transition. For example, you know you will have 3 AOs interviewing on Monday. So, since we don't work on the weekend, you need to have those cases set for orientation on Friday (or before). For example, on Friday you schedule 9 CF orientations so that on Monday each AO will have 3 CF interviews. But wait! What about Tuesday? Remember, you cannot do orientations the day before the interview, so in order to have cases to interview on Tuesday, they would need to be set for orientation no later than Sunday... but we don't work Sunday... so those need to be scheduled for orientation by no later than Friday as well.
- Ideally cases will be orientated more than 2 days in advance, we've found 3 days in advance seems manageable. This way, if someone cannot complete the orientation (rare language/medical etc) there is still time the following day to orientate another applicant and still have it done 2 days before the interview.
- Throw in the fact that AOs are often on travel day Friday and you can see that things need significant pre-planning. This means that the SAO leaving KARNES needs to ensure that the schedule is set for at least part of the week after they leave.
- Don't forget due dates as well (although we are currently running a backlog so this is not factored in right now).
- Also, ZHN is prioritizing RF – so get those done!!!! (As of June 2015)

Hope this helps avoid some bumps in the road ☺ -HG