

May 2022

## OFFICE OF THE **Immigration Detention Ombudsman**

*The Office of the Immigration Detention Ombudsman independently examines immigration detention to promote and support safe, humane conditions.*

### **BREAKING NEWS: OIDO 2021 Annual Report to Congress and Case Intake Form Released**

Today, OIDO has released its [2021 Annual Report to Congress](#). The report consists of 2021 activities only and details significant strides made by OIDO to examine the treatment of detainees and promote safe and humane conditions in the Nation's immigration detention and custody facilities.

During the last several months, OIDO has continued and expanded its efforts, including closing out many of the activities mentioned in the 2021 annual report, releasing our [first detention inspection report](#), and releasing the OIDO Case Intake Form (DHS Form 405).

As of this week, the OIDO Case Intake Form (DHS Form 405) can be used by individuals in detention as well as their friends, families, advocates, and attorneys to bring an issue to the attention of OIDO. You can find more information on our [website](#).

### **Join us for an information session on the new form!**

The Office will be holding information sessions for the public on the new OIDO Case Intake Form (DHS Form 405) and its process. We will offer five regional information sessions during the timeframes below, which correlate to our case management regions. You do not need to attend the session specific for your region, and OIDO can accept cases from outside these states. To sign up for a virtual session, please email [OIDO\\_Outreach@hq.dhs.gov](mailto:OIDO_Outreach@hq.dhs.gov) with your name, title, organization, and which session you would like to attend.

Region 1 (NV, AZ, CA, TX): Monday, May 16 1-1:45pm ET

Region 2 (CO, TX): Tuesday, May 17 4-4:45pm ET

Region 3 (OK, TX): Thursday, May 19 2-2:45pm ET

Region 4 (LA, MS): Monday, May 23 1-1:45pm ET

Region 5 (NY, NJ, PA, VA, GA, FL): Monday, May 23 10:30-11:15am ET

Please visit OIDO's website to view the 2021 Annual Report and the OIDO Case Intake Form (DHS Form 405): [DHS.gov/OIDO](https://www.dhs.gov/OIDO).

## **A Day in the Life of an OIDO Case Manager**

### **Chris's story - a fictional account of what OIDO's case team might do in a day**

Excerpted from our 2021 Annual Report, the following offers an insight into case management operations. OIDO's case managers serve in several different types of facilities, and sometimes rotate among facilities in a single region. Chris is not a specific case manager and the situations described are not real, but rather a composite intended to capture the typical collective experiences of case managers all over the country.

What does a case manager do? Case Managers objectively evaluate complaints raised by individual detainees, to ensure humane conditions and a fair process. To break that down and give a feel for what it is like to be a case manager, OIDO offers Chris's story—a fictional account of what OIDO's case team might do in a day.

All over the country, complaints are coming in from detainees, their legal representatives, or others concerned about how an individual is being treated while in immigration detention. Chris has been assigned to work at a single large facility and takes cases originating there as they are assigned. Other case managers rotate among several facilities. His facility is in a remote area with few amenities, so Chris packs lunch every day...

...When selecting which cases to handle first, the triage process makes medical care a priority. Chris's first case of the day involves a detainee who alleges that she had not received her prescription medicine. As usual with any new case, Chris evaluates all angles by asking what steps the detainee has taken to seek redress and then by working with the facility to discuss its medical care and approach to the case. Chris learns that the facility had not yet received the medical file from her previous location, which has caused the delay in prescribing the appropriate medicine. He sorts things out after a few phone calls and will follow up to make sure the medicine reaches her...

For more, see the [OIDO 2021 Annual Report!](#)