

THE CASE MANAGEMENT PILOT PROGRAM

What Is the Case Management Pilot Program (CMPP)?

CMPP is a Department of Homeland Security (DHS) case management program for people seeking asylum and other protections in removal proceedings. The case management and other support services are voluntary, client-driven, and trauma-informed, and are provided by experienced community-based organizations. Case management services are tailored to individual needs and include mental health care, human trafficking screening, legal information and referrals, and connections with other community-based services, as well as repatriation support as appropriate. CMPP is overseen by a board composed of the nongovernmental organizations [Church World Service](#), [Catholic Charities USA](#), and [The Center for Migration Studies of New York](#) and is chaired by the DHS [Office for Civil Rights and Civil Liberties](#) (CRCL). Importantly, while enrolled individuals are still required to meet Immigration and Customs Enforcement (ICE) reporting and address obligations, CMPP is de-linked from enforcement.

Where Is CMPP Operating?

CMPP's initial pilot phase is funded at \$5 million through the Fiscal Year 2021 DHS Appropriations Act and operates in New York City and Houston, Texas. The [International Rescue Committee](#) in New York and [BakerRipley](#) in Houston lead other local community-based organizations in providing services to participating noncitizens, up to a total of 700. The second pilot phase, funded at \$15 million for two years by the Fiscal Year 2022 DHS Appropriations Act, has expanded locations to Los Angeles, Baltimore, and Washington, DC. The Los Angeles County Office of Immigrant Affairs, Lutheran Immigration and Refugee Service, and Lutheran Social Services of the National Capital Area (in consortium with others), respectively, will provide the services. An additional \$20 million provided by the Fiscal Year 2023 DHS Appropriations Act is currently frozen in [pending litigation](#).

Who Is Eligible for CMPP?

To be eligible, the person must be a noncitizen in removal proceedings who is or has previously been enrolled in an ICE [Alternative to Detention program](#), specifically the Intensive Supervision Appearance Program (ISAP). CMPP service providers play a key role in identifying eligible candidates, whether through community referrals or walk-in contact at their service locations, while other eligible candidates are identified by CRCL through in-person outreach at ICE field offices. Not everyone who would like to participate will be able to for capacity and other reasons; participants are randomly selected from the eligible and interested pool. Once enrolled, they are no longer subject to ICE electronic surveillance.

Why Is CMPP Needed for an Orderly and Humane Migration Policy?

Extensive evidence-based [international research](#) has demonstrated that case management, when appropriately implemented, is the most successful form of supporting people navigating the immigration process while also, ideally, reducing reliance on the use of detention. Case management models are both more [effective and humane](#) in helping people achieve stability in the community and meaningfully participate in their immigration proceedings, rather than detaining or electronically monitoring them. As one example, the [Family Case Management Program](#) (FCMP) drew on case management best practices to achieve more than 99% compliance by program participants with their immigration proceedings, while also supporting participants with accessing critical social, medical, and legal services, before it was prematurely terminated by the Trump administration.

A chief difference between FCMP and CMPP is that FCMP funding was contracted out of ICE, the agency in charge of detention and deportation, to a for-profit private prison company (GEO Group). Despite its successes, this places the program **out of line**¹ with documented best practices. By contrast, CMPP is funded through FEMA and CRCL, and designed by its NGO-populated board. It relies on evidence-based case management best practices to connect people seeking asylum to the support they need, including legal information and referrals to help them understand their immigration obligations. This differentiates it from the limited case management programming **provided through** some of ICE's current ATD programs, which emphasize surveillance, often rely on for-profit companies without appropriate community-based social service expertise, and lack the trauma-informed care and legal support crucial to the efficiency and fairness of adjudications of immigration applications.

CMPP's separation from ICE ensures that the program's focus remains on the participants' underlying well-being, which is critical to their ability to comply with their immigration obligations. It also means that enrollment in CMPP is not tied to the length of someone's immigration proceeding (which given case backlogs, can be several years). CMPP provides the resources a person needs only for as long as they need them. Under the enforcement driven model, people may not be quickly removed from ISAP which needlessly inflates the overall enrolled population and increases costs to the government.

What Needs to Happen Next?

- Congress should continue and significantly increase funding for CMPP to ensure the long-term stability beyond the pilot phase, success, expansion and scaling nationwide of evidence-based case management programming for people seeking asylum and other protections in the US.
- CRCL and Congress should engage in robust monitoring and evaluation of the program, both in its current pilot and any future phases, to ensure continuous assessment of performance and opportunity for improvement in meeting the needs of people seeking asylum and ensuring their meaningful participation in their claims for protection.
- As CMPP is implemented and evaluated, CRCL and service providers must ensure that appropriate populations who seek and will meaningfully benefit from the services are targeted for enrollment. The program should be available to anyone released from government custody as opposed to only those enrolled in ISAP.
- To further expand the services available for people in the immigration process, Congress should also increase funding for the **Shelter and Services Program** and explore and expand additional support for community-based organizations providing critical legal and social services to people in removal proceedings. These funds must be transparently administered, responsive to community-based stabilization needs such as transitional housing, case management services, and legal assistance, and broadly available to organizations supporting people in removal proceedings.

For more information, contact Katharina Obser (KatharinaO@wrcommission.org) or Jennifer Ibañez Whitlock (jwhitlock@aila.org).

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1 The United Nations High Commissioner for Refugees' white paper on best practices for alternative to detention programming recommends that "the official immigration reporting requirements that lead to sanctions and enforcement" be disconnected from case management and service delivery. Alice Edwards, United Nations High Commissioner for Refugees, *Legal and Protection Policy Research Series: Back to Basics: The Right to Liberty and Security of Person and 'Alternatives to Detention' of Refugees, Asylum-Seekers, Stateless Persons and Other Migrants* (April 2011) at 87.