

Phoenix Emergency Shelter: IRC Guidance Note on Conducting Intake

IRC uses an online Google Form to conduct intake. Goals of shelter intake are to:

1. Warmly greet each individual and help them understand how we will help them.
2. Efficiently **collect basic data** to facilitate initiation of core services (eg. outreach to US sponsors) and initiate the **travel sheet** that will be used to confirm onward travel arrangements
3. Provide each family with basic information related to the **legal process**
4. Provide each family with customized **referral information** for their destination location
5. Identify and address issues around incorrect sponsor addresses and ICE check-in locations

Intake station set-up should include:

- Laminated copies of this guidance note
- Handouts for families
 - “Bienvenidos” handout, with the immigration court 800-number
 - Organized copies of customized referral information for top destination locations

Intake should be conducted by: IRC staff or volunteers who speak Spanish and have had an intake training

Staff and volunteers explain to families the 2 distinct processes they must follow in their destination location:

1. ICE check-in appointments

Most families will have an **Order of Release** or **Order of Supervision** (synonymous) when released from the border, requiring them to report to an ICE office in their destination. The Order of Release indicates a time and place for the client’s first ICE check-in appointment – usually 10-15 days from arrival date at the border.

During intake, we explain to the family the importance of attending the check-in appointment. Failure to attend the ICE check-in can result in re-detention.

2. Immigration court hearings

When they arrive at the shelter, most families do not have a Notice to Appear (NTA) in immigration court, but they will eventually receive one by mail to their US sponsor’s address. It is critical to explain to families that they will be required to attend **immigration court**, which is separate from the ICE check-in, and that immigration court is where their case to remain in the US will be decided. Failure to attend immigration court results in a deportation order. Families should call the immigration court hotline at **1-800-898-7180** about once per week to verify if their court date has been set. Staff and volunteers conducting intake are encouraged to highlight/circle this number for families.

Referrals in destination locations.

Staff and volunteers provide each family with a customized referral sheet for their destination location. If the sponsor lives in a small town, reference the ICE check-in city to identify the most appropriate location.

Intake staff and volunteers can make a “warm referral” to **IRC in San Diego, Phoenix, Tucson, Dallas, Richmond**, where IRC offices have programs to provide a range of services to families. *If no referral sheet exists for a family’s destination, write-in referral contacts from directories such as: [Immigration Advocates Network Directory](#), [Asylum Seekers Advocacy Project legal referrals](#), or a printed Accompaniment Program Directory.

Legal Information v. Legal Advice. Trained IRC staff and volunteers conducting intake provide basic information about the legal process outlined above, but **not** legal advice. When families ask questions about their case, the best answer is to encourage them to call the organizations listed on their referral sheet after they arrive. Or, ask the on-site shelter supervisor for assistance.