

Global - Case Management for Refugee Adjudications

Refugee, Asylum, and International Operations (RAIO) Directorate



U.S. Citizenship
and Immigration
Services

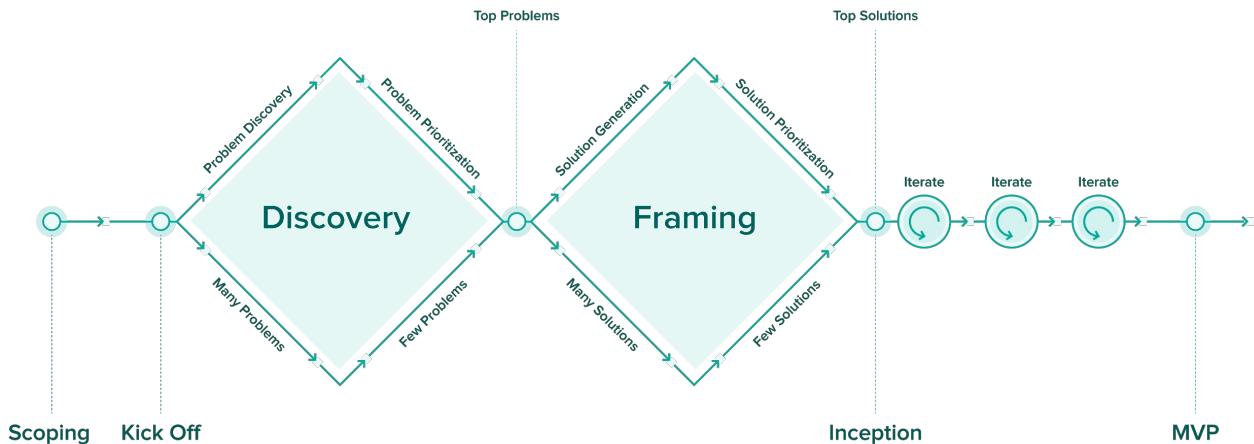
JIERUI FANG

MIT

B.S. Art and Design

OVERVIEW

- Team
- Goals
- Background



ECN
Excel Word
WRAPS_{DS}
e-Assessment
CAMINO
CPMS Paper
R-TRACK

10+ Systems

Centralized in
Global

USER RESEARCH

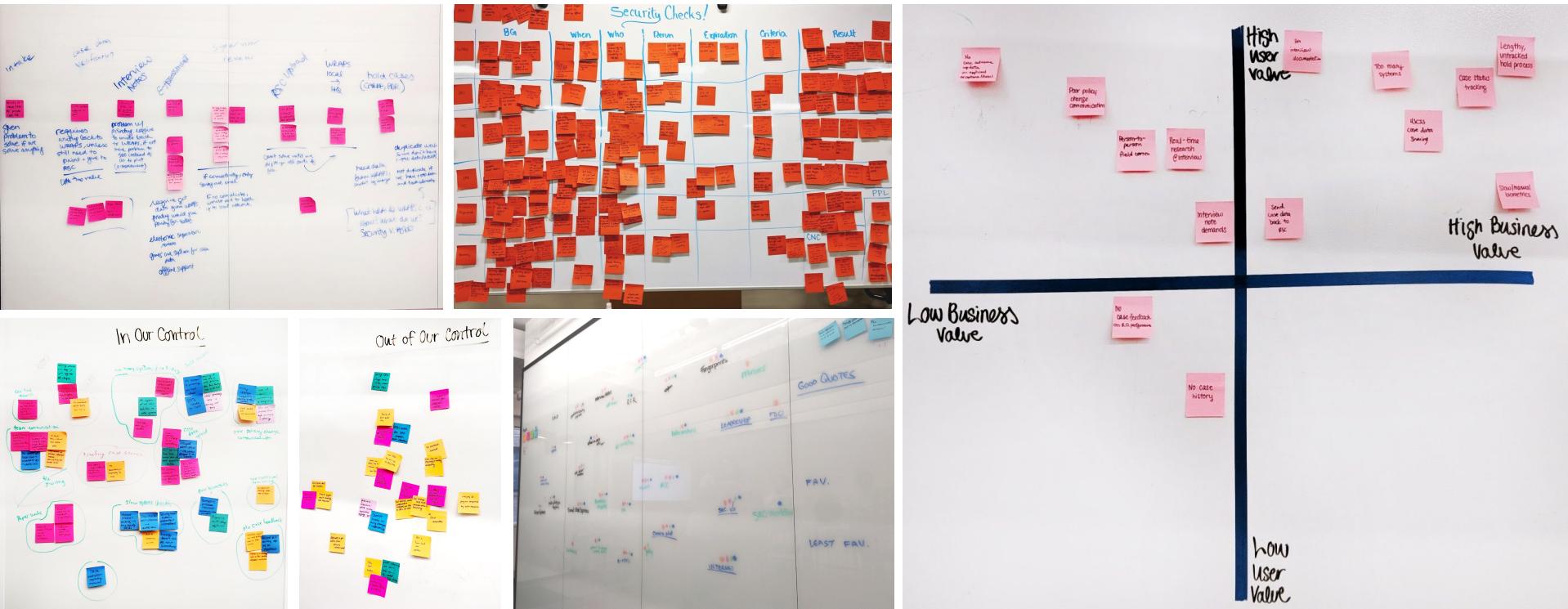
- 1 hour exploratory interviews
 - Open ended, and wide ranging
 - June - Early July
- 1 hour contextual inquiry interviews
 - Usage observation
 - Mid July - Now



20+ User Interviews

7+ SME Interviews

SYNTHESIZING & PRIORITIZING



Different exercises for analyzing user research and extracted problems

IDEATING

- Design studio exercises
 - Solution generation
- Several rounds with dot voting to gather top ideas from the team



ideas

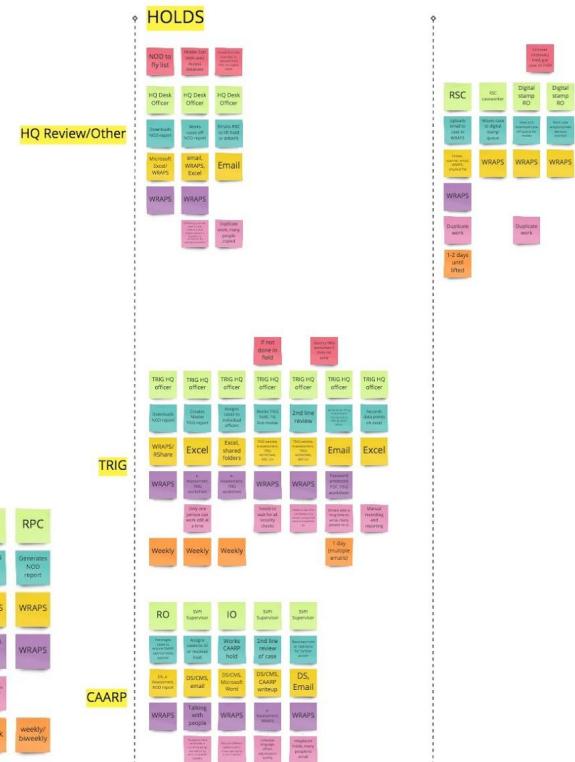
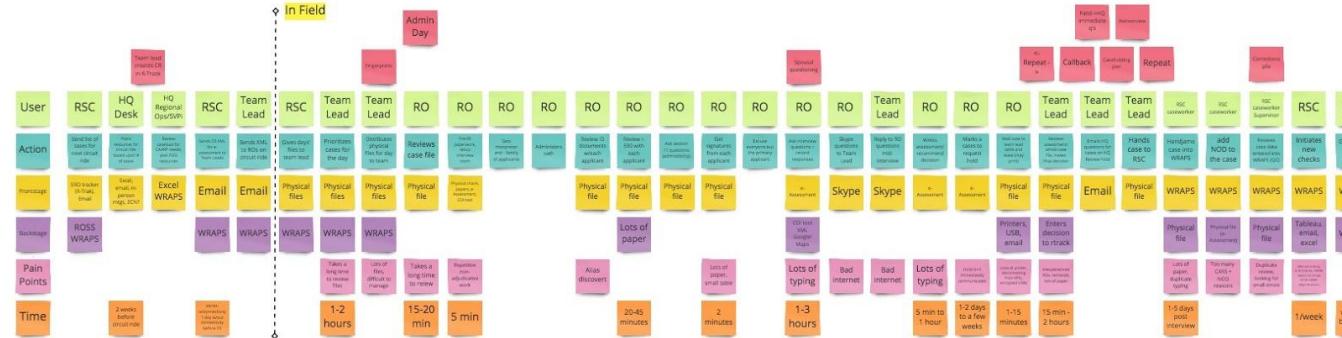
- XML + forms - flexible!
- Fax viewer
- "regions" - send to appropriate dash
- see all cases
 - ↳ sorting by status/priority + 1st
 - ↳ Queue
- clean experiment, single data entry
- Case history/log
 - minimize data entry to extreme
 - increasing dragging/draggy initiation or capable
- checkbox patterns
- slackbot → personalities/buttons/etc.
- searching globally for one case / one system for all!
- visual sort
- timeline metaphor

Showcase:

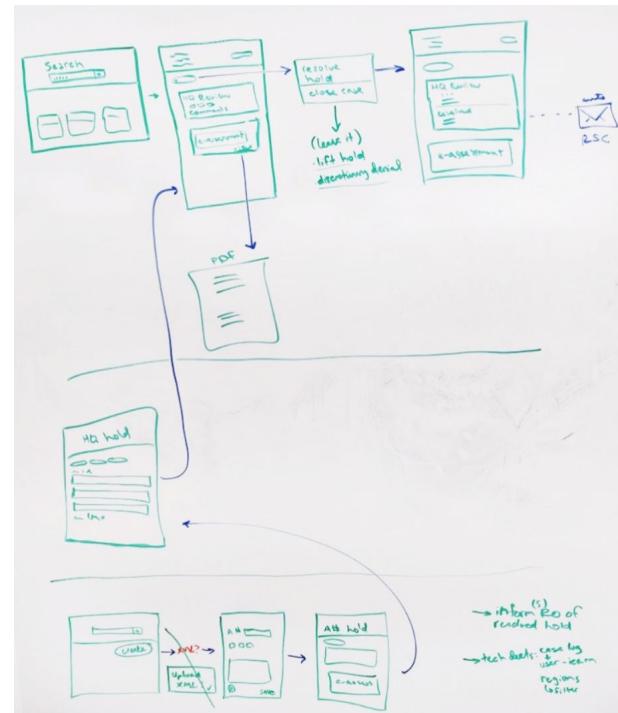
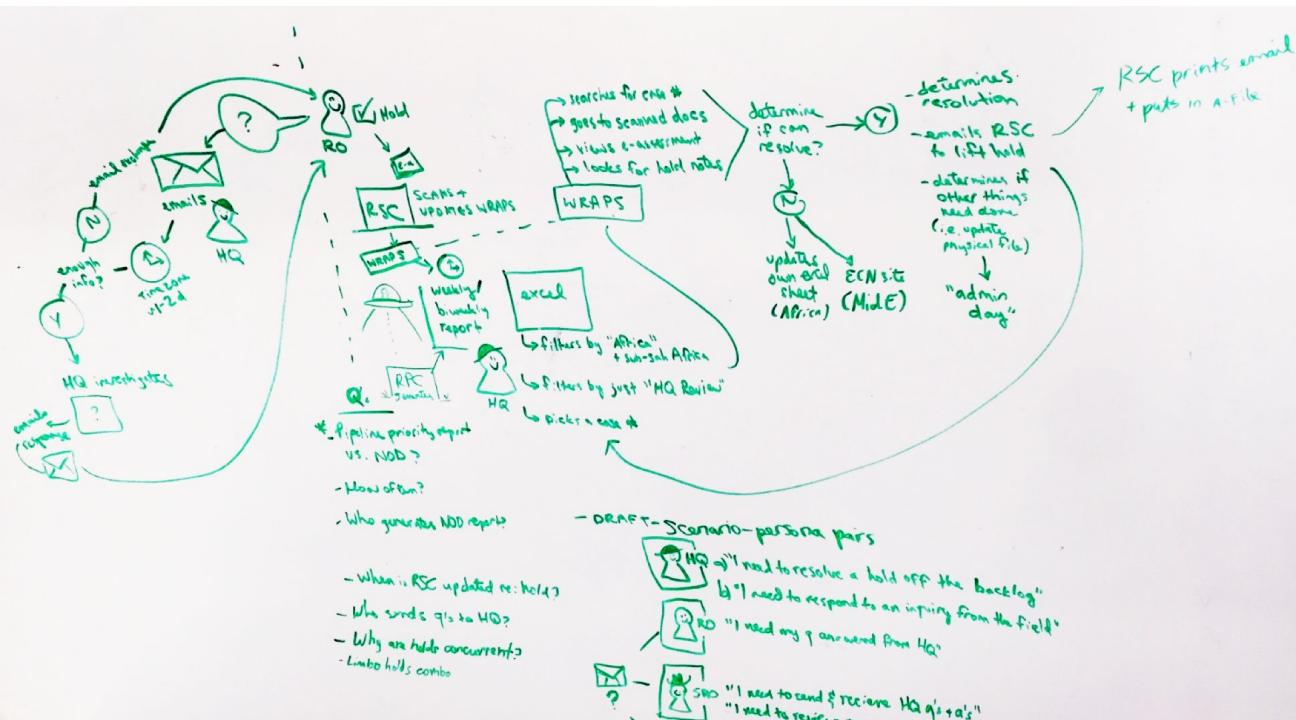
- Simple sorts - region + inbox
- explore "blocked" case concept
- " push notifications
- comments + comment history
- organizer / field indicator
- q&a / learning + transparency
- track who's on a case
- Global pattern-table + non-nui reporting

USER FLOWS

- Service blueprint
- Task flow for all users involved in adjudication process
- Map out foreground & background processes and pain points



PROTO PERSONAS



Sketching out the hold workflow and corresponding low fidelity wireframes for officers at HQ and in the field

PROTOTYPING & TESTING

Holds

Case #	Hold Priority #	Hold Comments	Last Action #	Age #
RW-6001	▲ Field TRIG Exemption	SLR needed for CLMS exemption for goats...	11/03/2019	6mo 4d
TZ-6598	▲ HQ Review	Marriage document research needed to det...	07/24/2019	5mo 10d
IZ-9807	▲ SVPI Review	Further research of the Afghan penal code...	01/06/2019	3mo 8d
RW-8201	PDR Review, HQ Review	Awaiting documents from RSC Africa. Needs...	03/11/2019	1yr 6mo 4d
TZ-4390	HQ TRIG Review	Voluntary material support in the form of go...	08/27/2019	1yr 5mo 10d
RW-9807	CARRP Review	RE2 has extensive military experience with t...	03/17/2019	6mo 8d
UG-4028	HQ Review	PA Spouse was denied asylum in ZLA	05/08/2019	2mo 4d
BU-8792	Third Country Resettlement	Possible LPR in Canada. Requested in CPMS.	07/05/2019	22d
ES-8925	HQ Review	Need confirmation from RSC of translated m...	06/19/2019	2d

Hypothesis: User understands...	Criteria	T - F - N/A		
This is a holds page for HQ holds	User describes hq holds	T	T	T
sorted by date	User mentions recency/date	T	T	T
User wants cases ordered in a certain way	User mentions an order or category or tries to sort by one of the categories	T	T	T
They can click into a case	User clicks into a case	T	T	T
This is a case page	Describes case page	T	T	T
User needs more than basic/shown hold details	User asks for / mentions something that's not there	T	T	T
purpose of hold comments	refers to them re: resolving case	T	T	N/A
purpose of hold type / potential for more holds	mentions hold type / other holds	T	T	T
hold start / hold placed by	understands/mentions use for those fields	F	F	F

Mid fidelity prototype and assumptions tracker

ITERATING

The image displays six wireframe prototypes arranged in two rows of three. The top row includes:

- Field Holds Search Page:** A search interface for "Global RAD" cases.
- Case:** A view page for a specific case, showing an "Interview Worksheet" section.
- Case Event:** A detailed view of a specific event within a case, also showing an "Interview Worksheet" section.

The bottom row includes:

- Blank Create Hold:** An initial version of a form for creating a new hold.
- Create Hold Page:** A revised version of the hold creation form, showing improved field grouping and layout.
- Saved Hold Page:** A view page for a saved hold, showing its details and a "Hold History" section.

4 Usability
Tests

2 Prototypes

FUTURE VISION

- Reduce case processing time post-USCIS interview
- Reduce time for HQ to receive case data from the field
- Reduce number of cases requiring re-interview
- Reduce the amount of time spent on non-core adjudicative work

In 10 month, success look like...

- Single system to do Adjudication (e.g. cammo is not needed)
 - Reduce paper in the field
- A system that can operate off-line
- ↓ amount of time staff spends on admin work
 - Transposing x/ sheets
 - ↓ amount of time it takes to do an interview
 - ↑ # of cases an officer can do in a day
- A system in which a manager can do trend analysis
 - ↑ consistency and quality of adjudication
 - Reduce human error
- Consolidating security check results from vetting partners
- Data integrity, central system + data @state = data @ RAD

TAKEAWAYS

- Work **lean** and **de-risk** successively.
- Importance of **communication** and **alignment** with stakeholders.
- **Facilitation** is important for structured discussions.
- **Validate assumptions** and be in constant touch with **users**.
- RAD is **TOTALLY Rad!**



THANK YOU

My amazing fellowship experience wouldn't have been possible without support and assistance from:

- **RAIO IDEA:** Michael Boyce, Logan Dumaine, Christie Ibaraki, Nevin Nilanont, Diana Navas
- **DID(it):** Nick Leake, David Shrestha, Ty Soehngen
- **CDF:** Chris Kuang, Rachel Dodell
- **Mentors:** Jenn Noinaj, Rebecca Rolfe
- **Pivotal Labs**
- All of **RAD**