National Qualified Representative Program
Public Resources and Communications Division
Executive Office for Immigration Review
United States Department of Justice

Performance Requirement Standards (PRS)

Indicator	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Initial case assessment and client meeting	Contractor will ensure that QRs perform case assessments and conduct initial meetings with each NQRP Respondent	100% of case assessments conducted and initial client meetings completed	Self-reporting by Contractor, periodic file reviews
Entry of appearance	Contractor will ensure that QRs enter appearance with the immigration court or BIA within the specific timeframe required for each NQRP Respondent	95% of entries of appearances completed within the required timeframe	Self-reporting by Contractor, review of E-28/E-27 filings in EOIR's CASE system
Evaluation of safeguards and other potential motions	Contractor will ensure that QRs evaluate appropriate safeguards and prepare complete, accurate, and timely legal filings and supporting documentation on behalf of each NQRP Respondent	95% of the filings submitted to the immigration court or BIA without material errors or omissions	Self-reporting by Contractor, periodic file reviews

Representation at immigration court hearing(s)	Contractor will ensure that QRs provide representation to each NQRP Respondent at all covered immigration court hearings	100% representation rate for all covered immigration court hearings	Self-reporting by Contractor, periodic file reviews
Repatriation/release planning	The Contractor will ensure that QRs develop and execute a plan for release from DHS custody and/or repatriation on behalf of each NQRP Respondent. The plan may include the securing of housing and transportation, coordination for the continuation of medical, psychiatric, and/or psychological services, and the facilitation of family and/or community support	90% of release and/or repatriation plans meeting the outlined specifications developed and executed	Self-reporting by Contractor, periodic file reviews
Confidentiality and records management	Maintain confidentiality of each NQRP Respondent's information and secure case records in accordance with applicable laws and policies	100% compliance with confidentiality records handling requirements	Self-reporting by Contractor, periodic file reviews

Case documentation and file maintenance	The Contractor will ensure that QRs maintain complete and organized case files on behalf of each NQRP Respondent documenting services provided, legal filings, correspondence, and outcomes	95% of files contain required documentation	Self-reporting by Contractor
Compliance with legal and ethical standards	Perform services in accordance with professional responsibility rules, contract requirements, and applicable laws	Zero substantiated ethical violations or material noncompliance findings	Self-reporting by Contractor, compliance monitoring
Reporting and data submission	Submit accurate and complete reports, metrics, and deliverables, such as Program Operation Plans, as outlined in the Performance Work Statement by the required deadline(s)	98% of required reports submitted on time with accurate data	Review and analysis of submitted reports, metrics, and deliverables