Legal Access Services for Reunified Families Program
Public Resources and Communications Division
Executive Office for Immigration Review
United States Department of Justice

Draft Performance Measures

Performance Requirement Measures (PRS)

Indicator	Performance Standard	Acceptable Quality Level (AQL)	Method of Surveillance
Project Management and Reporting Requirements	All reports, plans, analysis, feedback, deliverables, etc., should be submitted on time, are thorough, complete, accurate, and should only require minimal rework, as required by the SOW.	No more than one late deliverable in the reporting period (the month the deliverable is due). Only minor grammatical issues noted in the review of materials submitted by the Contractor.	100% inspection
Sessions for Program Participants	Sessions shall be conducted professionally, cover required immigration related topics, and be delivered in accordance with the approved schedule.	90% of scheduled sessions conducted on time and compliant with content requirements	Review of information as part of the monthly performance report by COR
Response to Class Members Inquiries	Inquiries shall receive complete and professional responses within established timeframes.	95% of Inquiries responded to within established timeframes.	Review of information as part of the monthly performance report by COR
Preparation of Immigration related documentation	Documentation assistance shall be complete, accurate, compliant with applicable regulations and filing requirements.	95% of reviewed case files contain complete and accurate documentation with no significant deficiencies.	File reviews, quality assurance reviews, and COR audits
Maintain confidentiality of Program	All records and communications shall	Zero substantiated confidentiality	Review of reports / reporting, compliance

Participants' information	comply with applicable privacy and confidentiality requirements.	breaches.	reviews, and contractor self-reporting
Pro Bono Matching and Mentorship	The Contractor shall coordinate screening and facilitate timely matches with interested pro bono legal representatives. The Contractor must ensure mentorship activities for volunteer legal representatives are conducted professionally and in accordance with contract requirements.	90% of eligible Participants, requesting pro bono support, have been screened and referred within established timeframes. 100% of volunteer legal representatives receive quality support and mentorship from the Contractor.	Review of submitted reports and deliverable tracking by COR
Outreach	The Contractor must use the contact information contained in referrals from EOIR and third parties to schedule Program Participants for individualized legal services.		Review of submitted reports and deliverable tracking by COR