



## Check List for Managing a Case with ISS-USA

### Opening a Case with ISS-USA

- Fill out the ISS-USA Referral Form completely.  
*\*\*If this case is going to lead to an international adoption I have checked the Department of State's website at <http://www.adoption.state.gov/> to ensure that I am following proper protocol.*
- Submit the ISS-USA Referral Form to ISS-USA by fax at 443-451-1230, or by e mail at [question@iss-usa.org](mailto:question@iss-usa.org).
- Receive an acknowledgement letter from ISS-USA that the case has been opened.

### Managing a Case with ISS-USA

- Provide ISS-USA Case Manager with any additional information as requested.
- Respond to emails and/or phone calls from ISS-USA Case Manager in a timely manner, within 48 hours whenever possible. (*ISS-USA prefers to communicate via email but if that is not convenient for you or if you haven't received a response from us, please call us directly at any time.*)
- Keep the ISS-USA Case Manager up to date on any and all deadlines and developments in the case related to the international case work component, including pending court hearings and needed documents for the court.
- If this case is now going to involve placing a child in a placement outside of the U.S., I have completed an amended referral for post-placement follow-up reports and any needed services.

### Closing a Case with ISS-USA

- Fill out the ISS-USA Case Closing Form with all information, including the final outcome of the case (or current status if still open).
- Submit the ISS-USA Case Closing Form to the ISS-USA Case Manager.
- Receive an acknowledgement from ISS-USA that the case has been closed.