Immigration Program Management Techniques and Strategies 2020

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Welcome to CLINIC's e-learning course on Immigration Program Management Techniques and Strategies. We are excited that you will be participating in this course and look forward to working with you over the next five weeks.

This five-week course covers the basic components of effective immigration legal services program management. Throughout the course, participants will learn best practices in staffing, case management and financial management, as well as strategies to acquire the necessary space, equipment and tools needed for an efficiently-operating program. An optional session on the new Department of Justice, or DOJ, recognition and accreditation program will also be included as the fifth session.

Goals:

This course will enable you to:

1. Identify steps to encourage leadership support of the immigration legal services program. Strategize how to maximize program revenue from a mix of client fees and other funding.
2. Analyze options in space, equipment and tools needed for an immigration legal services program.
3. Explore best practices in case management and understand and appreciate the impact of proper and thoughtful policies and procedures have on an immigration legal services program.
4. Understand options for staffing and how to supervise staff.
5. Understand the requirements and process to apply for DOJ recognition and accreditation.

Requirements:

To receive a certificate of completion students must:

1. Complete all required weekly quizzes
2. View or attend all webinars

Every required activity has an activity box next to it. The activity boxes for the quizzes are automatically checked-off once you submit your answers. If the box is not checked off, then you have not submitted the quiz. The activity boxes for the webinars must be checked off manually, whether you watched the webinars live or a recording.

Tracking Your Work:

On the course site, on the far right column, you'll see a Course Completion Block. You can use this tool to track your course completion. The Course Completion Block is tied to the required activities for this course. Every little bar represents a

required activity. Blue bars are activities that have not been completed. Green bars are activities that have been completed. If you are unsure if you have completed 100 percent of the coursework, you can take a look at your progress bar. If it's not at 100 percent, then you are missing coursework. You can hover over the blue bars and it will tell what activity you need to complete.

Quizzes: A quiz is included in each unit consisting of true/false and multiple choice questions. The quiz, which is a very quick exercise, provides immediate feedback on your answer. The quiz is intended to be an easy way to test and/or reinforce your understanding of the material covered during that week.

Course Webinars:

The live 60-90-minute live webinar at the end of each week will be conducted on Wednesdays from 2–3:30 p.m. ET. Because each live webinar is the concluding event of the week's work, it will be most beneficial to you if you attend the live webinar or listen to the recording after you have completed the readings that week.

You will be sent a registration link for the live webinar on the morning of the day the webinar will be conducted. The webinar link is also on the course website for the corresponding week. After the live webinar is conducted, a recording of the webinar will be posted on the course website section for that week.

Self-Directed Activities:

Each week of the course includes one webinar, described above, and self-directed learning activities including the following:

Reading: Each week of the course includes reading assignments, mostly from CLINIC's *Managing an Immigration Program: Steps for Creating and Increasing Legal Capacity* manual. Plan on allowing at least an hour for the reading assignments each week.

Course Schedule:

Week 1: Course Introduction, Leadership and Revenue

Introduction to the course; how to encourage leadership support of the immigration legal services program and how to maximize and collect revenue from case fees.

Webinar: Wednesday, March 25, 2 – 3:30 p.m. ET

Instructors: Leya Speasmaker

Week 2: Space, Equipment & Tools

Options on space, equipment, tools and technology needed for the current need and expansion plans to deliver more services with executive action or immigration reform.

Webinar: Wednesday, April 1, 2 – 3:30 p.m. ET

Instructor: Helen Chen

Week 3: Case Management

Best practices in case management, including forms, policies and procedures and a database uses for evaluating client outcomes, staff efficiency and overall program effectiveness.

Webinar: Wednesday, April 8, 2 – 3:30 p.m. ET

Instructor: Shaila Rahman

Week 4: Staffing

Options to staff your program for legal and non-legal personnel and how to supervise program staff for greater efficiency and effectiveness.

Webinar: Wednesday, April 15, 2– 3:30 p.m. ET

Instructors: Jeff Chenoweth

Week 5 (optional): DOJ Recognition and Accreditation

Information about the application process for Board of Immigration Appeals, or BIA, now DOJ recognition and accreditation; overview of CLINIC tools to help with the application process, and discussion of unauthorized practice of law and how to avoid it.

Webinar: Wednesday, April 22, 2 – 3:30 p.m. ET

Instructor: Laura Burdick