



# Immigration Program Management Training Agenda

Sept. 21-23, 2021 | 2-5 p.m. ET

## Day One: Tuesday, Sept. 21

- Introductions & Overview (30 min)
- Case Management Part 1 – Establishing a Case Management Database and Written Policies/Procedures (1 hr)
- Breakout Session: Discussion on Case Management (25 min)
- Break (5 min)
- Staffing (30 min)
- Breakout Session: Discussion on Staff Retention and Onboarding (30 min)

## Day Two: Wednesday, Sept. 22

- Case Management Part 2 – Case Intake, Opening, Closing, and Other Procedures (1 hr)
- Breakout Session: Discussion on Case Management (25 min)
- Break (5 min)
- Fundraising for Sustainability (1 hr)
- Open Forum Discussion: Fundraising Challenges and Ideas Around Fundraising (30 min)

### Homework:

- *All About DOJ Recognition and Accreditation* (Recording) (1.5 hr)

## Day Three: Thursday, Sept. 23

- Earned Income: Role of Fees (1 hr)
- Breakout Session: Discussion Fees (25 min)
- Break (5 min)
- Basic Ethical Issues and Unauthorized Practice of Law (40 min)
- Open Forum Discussion: DOJ Recognition and Accreditation (30 min)
- Wrap-Up (20 min)