

MRS/USCCB

FY2025 Learning Event Calendar

Oct-24

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Nov-24

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Dec-24

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Jan-25

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Mar-25

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October

- 16 MG Onboarding #1, 2:00 ET
- 17 Volunteer Engagement CoP, 2:00 ET
- 23 Housing CoP, 3:00 ET
- 23 IOM Operations Overview, 2:00 ET
- 28 R&P Club, 2:00 ET
- 29 Changes - R&P Coop. Agreement, 2:00 ET

November

- 7 MG Onboarding #2, 2:00 ET
- 8 PC-ICM New Staff Training, 1:00 ET
- 12 Building Employer Partnerships..., 2:00 ET
- 12 PC CoP, 2:00 ET
- 13 Director Network Call, 2:00 ET
- 19 Cultural Orientation CoP, 3:00 ET
- 20 MG Onboarding #3, 2:00 ET
- 21 Community Sponsorship CoP, 2:00 ET
- 25 R&P Club, 2:00 ET

December

- 4 MG Onboarding #4, 2:00 ET
- 5 Resettlement Director CoP, 2:00 ET
- 10 Combatting Misinformation..., 2:00 ET
- 12 Volunteer Engagement CoP, 2:00 ET
- 16 R&P Club, 2:00 ET
- 17 PC-ICM New Staff Training, 2:00 ET
- 18 Housing CoP, 3:00 ET

January

- 8 R&P Onboarding #1, 1:00 ET
- 8 Director Network Call, 2:00 ET
- 15 R&P Onboarding #2, 1:00 ET
- 22 R&P Onboarding #3, 1:00 ET
- 27 R&P Club, 2:00 ET
- 28 Verification Basics, 2:00 ET
- 29 R&P Onboarding #4, 1:00 ET
- 29 PC ICM New Staff Training, 2:00 ET
- 30 Community Sponsorship CoP, 2:00 ET

February

- 4 R&P Case Mgmt for Family Stability, 2:00 ET
- 13 Volunteer Engagement CoP, 2:00 ET
- 18 Cultural Orientation CoP, 3:00 ET
- 19 Housing CoP, 3:00 ET
- 24 R&P Club, 2:00 ET

March

- 4 ..Maximize Your Volunteer Prgrm..., 2:00 ET
- 6 Resettlement Director CoP, 2:00 ET
- 12 Director Network Call, 2:00 ET
- 14 PC-ICM New Staff Training, 1:00 ET
- 20 Promoting Participation in MG..., 2:00 ET
- 27 Community Sponsorship CoP, 2:00 ET
- 31 R&P Club, 2:00 ET

Apr-25

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May-25

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Jun-25

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Jul-25

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Aug-25

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Sep-25

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April

- 10 Volunteer Engagement CoP, 2:00 ET
- 23 Housing CoP, 3:00 ET
- 28 R&P Club, 2:00 ET

May

- 1 PC ICM New Staff Training, 2:00 ET
- 6 Building Staff Buy-in for Volunteers..2:00 ET
- 8 Volunteer Engagement CoP, 2:00 ET
- 14 Director Network Call, 2:00 ET
- 19 R&P Club, 2:00 ET
- 20 Cultural Orientation CoP, 3:00 ET
- 22 Resettlement Director CoP, 2:00 ET
- 29 Community Sponsorship CoP, 2:00 ET

June

- 3 R&P Performance Outcomes..., 2:00 ET
- 12 PC-ICM New Staff Training, 1:00 ET
- 12 Volunteer Engagement CoP, 2:00 ET
- 17 Securing Match...Contributions, 2:00 ET
- 25 Housing CoP, 3:00 ET
- 30 R&P Club, 2:00 ET

July

- 9 Director Network Call, 2:00 ET
- 15 Best Practices for Job Readiness, 2:00 ET
- 28 R&P Club, 2:00 ET
- 29 PC-ICM New Staff Training, 2:00 ET
- 31 Community Sponsorship CoP, 2:00 ET

August

- 19 Cultural Orientation CoP, 3:00 ET
- 20 Housing CoP, 3:00 ET
- 25 R&P Club, 2:00 ET
- 26 Common R&P Findings, 2:00 ET
- 21 Resettlement Director CoP, 2:00 ET

September

- 10 Director Network Call, 2:00 ET
- 12 PC ICM New Staff Training, 1:00 ET
- 25 Community Sponsorship CoP, 2:00 ET
- 29 R&P Club, 2:00 ET

TBD/Watch Resettlement Connection

- Changes to the MG Guidelines
- Completing the FY26 R&P Abstract
- MG Club
- Remote Placement Overview

USCCB/MRS FY2025 Learning Opportunities

Communities of Practice - Onboarding Sessions - Webinars

Communities of Practice (CoPs)

Cultural Orientation CoP

For Staff involved in R&P Cultural Orientation

This CoP gathers to share ideas, challenges, and best practices on providing Cultural Orientation to newcomer R&P clients.

Watch for registration info in Resettlement Connection.

For more information: Elena Tothazan etothazan@usccb.org

- November 19, 2024, 3:00 – 4:00 ET
- February 18, 2025, 3:00 – 4:00 ET
- May 20, 2025, 3:00 – 4:00 ET
- August 19, 2025, 3:00 – 4:00 ET

Community Sponsorship CoP

For Community Sponsorship Staff

This forum provides an opportunity for local staff to share best practices and brainstorm solutions for Community Sponsorship Programs together. Any sites currently working on co-sponsorship or support teams are welcome.

For calendar link or more information: Rebekah Korver rkorver@usccb.org

- November 21, 2024, 2:00 – 3:00 ET
- January 30, 2025, 2:00 – 3:00 ET
- March 27, 2025, 2:00 – 3:00 ET
- May 29, 2025, 2:00 – 3:00 ET
- July 31, 2025, 2:00 – 3:00 ET
- September 25, 2025, 2:00 – 3:00 ET

Housing CoP

For Housing Coordinators and R&P Staff

The CoP is to exchange innovative ideas and diverse perspectives on shared housing challenges to find creative solutions together.

Watch for registration info in Resettlement Connection.

For more information: Negenia Haidary nhaidary@usccb.org

- October 23, 2024, 3:00 – 4:00 ET
- December 18, 2024, 3:00 – 4:00 ET
- February 19, 2025, 3:00 – 4:00 ET
- April 23, 2025, 3:00 – 4:00 ET
- June 25, 2025, 3:00 – 4:00 ET
- August 20, 2025, 3:00 – 4:00 ET

MG Club

For MG program managers, including director-level staff

MG Club meets bi-monthly, and each meeting will focus on a highly requested topic from USCCB's MG network. During the meeting, affiliate staff will have the opportunity to discuss challenges and best practices with MG program staff from other USCCB affiliates.

Watch for dates and registration info in Resettlement Connection.

For more information: Catriona Davenport, cdavenport@usccb.org

Preferred Communities CoP

For Preferred Communities ICM and Psychosocial Service Staff and Management

This CoP meets to share challenges, ideas, and best practices with program staff from other affiliates with PC Programs in the USCCB network.

For more information: Fadia Thabet, fthabet@usccb.org

- November 12, 2024, 2:00 – 3:00 ET
- March, 2025 - TBD

R&P Club

USCCB is a monthly community of practice focused on best practices in the R&P program. Like MG Club, this space will not focus on compliance or new information from USCCB, but rather on affiliates sharing best practices for common challenges in R&P.

Watch for registration info in Resettlement Connection.

For more information: Sarah Evans, sevens@usccb.org

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| • October 28, 2024, 2:00 – 3:00 ET | • April 28, 2025, 2:00 – 3:00 ET |
| • November 25, 2024, 2:00 – 3:00 ET | • May 19, 2025, 2:00 – 3:00 ET |
| • December 16, 2024, 2:00 – 3:00 ET | • June 30, 2025, 2:00 – 3:00 ET |
| • January 27, 2025, 2:00 – 3:00 ET | • July 28, 2025, 2:00 – 3:00 ET |
| • February 24, 2025, 2:00 – 3:00 ET | • August 25, 2025, 2:00 – 3:00 ET |
| • March 31, 2025, 2:00 – 3:00 ET | • September 29, 2025, 2:00 – 3:00 ET |

Resettlement Director CoP

For Resettlement Directors

This CoP is an opportunity for Resettlement Directors to discuss challenges in resettlement leadership and share ideas, resources, solutions. These CoPs are held quarterly.

A registration link will go out to Resettlement Directors in October, 2024.

For more information: Kristina Marsh, mrsconsult_kmarsh@usccb.org

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| • December 5, 2024, 2:00 – 3:30 ET | • May 22, 2025, 2:00 – 3:30 ET |
| • March 6, 2025, 2:00 – 3:30 ET | • August 21, 2025, 2:00 – 3:30 ET |

Volunteer Engagement CoP

For Volunteer Coordinators

This CoP provides a space for volunteer coordinators to share resettlement-specific best practices and learn from each other to improve their volunteer engagement initiatives. Any local staff who manage a volunteer program are welcome to join.

For calendar link or more information: Dylan Martin Bontrager DBontrager@usccb.org

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| • October 17, 2024, 2:00 – 3:00 ET | • April 10, 2025, 2:00 – 3:00 ET |
| • December 12, 2024, 2:00 – 3:00 ET | • May 8, 2025, 2:00 – 3:00 ET |
| • February 13, 2025, 2:00 – 3:00 ET | • June 12, 2025, 2:00 – 3:00 ET |

Onboarding Sessions

R&P Sessions

The USCCB/MRS R&P Team offers four training sessions each quarter starting in January 2025 for new R&P program staff and experienced staff who wish to review R&P basics.

Watch for registration info and additional sessions each quarter in Resettlement Connection.

Recordings of previous sessions are available on MRSConnect.

- Session #1 – R&P Core Services, **January 8, 2025, 1:00 – 2:00 ET**
- Session #2 – Case File Management & Maintenance, **January 15, 2025, 1:00 – 2:00 ET**
- Session #3 – Financial Documentation, **January 22, 2025, 1:00 – 2:00 ET**
- Session #4 – Effectively Completing R&P Period Reports, **January 29, 2025, 1:00 – 2:00 ET**

MG Sessions

The USCCB/MRS MG Team offers four training sessions each quarter for new MG program staff and experienced staff who wish to review MG basics.

Watch for registration info and additional sessions each quarter in Resettlement Connection.

Recordings of previous sessions are available on MRSCconnect.

Quarter 1 Sessions

- Session #1 – MG Eligibility, Service Duration, Waivers, and Enrollments, **October 16, 2024, 2:00-3:30 ET**
- Session #2 – MG Case Noting and Case File Documentation, **November 7, 2024, 2:00-3:30 ET**
- Session #3 – MG Core Maintenance Assistance and Cash Allowance, Budgets, & Self-Sufficiency Determinations, **November 20, 2024, 2:00-3:30 ET**
- Session #4 – MG Financial and Match Documentation, **December 4, 2024, 2:00-3:30 ET**

Webinars

Completing the R&P Abstract

TBD

Target Audience: R&P Management and Financial Staff

The R&P Abstract is the Department of State Bureau of Population, Refugees and Migration's (PRM) vehicle for soliciting information about your resettlement operations and communities. This webinar will help affiliates understand USCCB's instructions and learn how to accurately and competitively describe your program to the funder.

By the end of this session, you will be able to:

- Explain how to successfully complete all sections of the R&P Abstract template
- Identify all external reports and resources needed to complete the R&P Abstract
- Highlight the unique strengths of your individual resettlement program
- Quantify the actual and projected in-kind donations provided to the R&P program

Updates to the Match Grant Guidelines

TBD

Target Audience: All Match Grant Staff

The Department of Health and Human Services Office of Refugee Resettlement (ORR) periodically releases revised Match Grant (MG) Guidelines. This webinar will review newly published Guidelines, paying special attention to any new requirements outlined by ORR.

By the end of this session, you will be able to:

- Identify new requirements in the Matching Grant Guidelines
- Describe ongoing Matching Grant requirements
- Describe USCCB and ORR's timeline for implementing MG Guidelines changes

IOM Operations

Wednesday, October 23, 2024, 2:00-3:00ET

Target Audience: All R&P Affiliate Staff

During this 60-minute webinar, USCCB will be joined by staff from the International Organization for Migration (IOM), an important partner in the U.S. Refugee Admissions Program.

By the end of this session, you will be able to:

- Explain the functions of IOM in the resettlement process.
- Describe how IOM works with USCCB and other resettlement partners.
- Participate in a Q&A session with IOM staff.

Changes to the FY25 Cooperative Agreement

Tuesday, October 29, 2024, 2:00-3:30 ET

Target Audience: All R&P Affiliate Staff

This 90-minute webinar will review the changes to the FY2025 R&P Cooperative Agreement. The Department of State Bureau of Population, Refugees and Migration (PRM) releases the Reception and Placement (R&P) Cooperative Agreement with a few changes each year. This webinar will review changes made to the FY2025 R&P Cooperative Agreement. All who have a role in providing R&P services are encouraged to participate. By the end of this session, you will be able to:

- List key changes to the R&P Cooperative Agreement (CA)
- Discuss how CA changes impact case management, performance outcomes, and program administration
- Describe USCCB/MRS and DOS/PRM's timeline for implementing CA changes

Promoting Self-Sufficiency: Building Employer Partnerships and Securing Employment Opportunities

Tuesday, November 12, 2024, 2:00 – 3:00 ET

Target Audience: MG Direct Service and Management Staff

Job development is a critical part of administering the MG Program as it ensures employment opportunities for clients. Join this webinar to discuss challenges and best practices for identifying and engaging with potential employers.

By the end of the session, you will be able to:

- Identify and address barriers to new starting new employer relationships
- Implement strategies used by other affiliates to conduct job development activities
- Understand common adjustment issues experienced by both employers and employees and potential solutions
- Develop skills to maintain relationships once a partnership has been formed

Combating Misinformation in Resettlement

Tuesday, December 10, 2024, 2:00 – 3:00 ET

Target Audience: All R&P Affiliate Staff

This 60-minute webinar will review common pieces of misinformation that clients bring into their resettlement process and discuss strategies for resettlement staff to correct misinformation and reframe expectations. By the end of this webinar, you will be able to:

- Identify common misconceptions that clients bring into their resettlement process.
- Describe strategies USCCB/MRS affiliates have used to successfully reframe client expectations.
- Outline how your agency will equip staff to manage misinformation and unrealistic expectations from clients, especially around housing

Verification Basics

Tuesday, January 28, 2025, 2:00 – 3:00 ET

Target Audience: All R&P Staff

Join members of USCCB's Processing Team for this webinar on understanding the basics of verifying a case.

By the end of the 60-minute session, you will be able to:

- Explain how to review a case's bio and what information to look for;
- Discuss when to contact the UST and verify the UST's information is correct.
- Describe how to update a UST's address and contact information when verifying a case.
- Explain what to do when a UST has relocated to a different city; and
- Explain the difference between a new verification and re-verification, urgency levels, and due dates.

R&P Case Management for Family Stability

Tuesday, February 4, 2025, 2:00 – 3:00 ET

Target Audience: R&P Frontline Staff

This 60-minute webinar will discuss best practices and appropriate steps when working with families at risk of potential breakdown, for such reasons as marital separation, misguided expectations, or conflict between children and caregivers. By the end of this session, you will be able to:

- Describe best practices and appropriate steps for case managers working with families at risk of potential breakdown
- Understand how to use local and national child-welfare resources, including your local child welfare agency
- Identify USCCB/MRS documentation and reporting guidance for family breakdown situations

From Incidental to Indispensable: Strategizing Every Step to Maximize Your Volunteer Program's Impact

Tuesday, March 4, 2025, 2:00 – 3:00 ET

Target Audience: Volunteer Engagement/Community Sponsorship Staff, Management Staff

Join this 60-minute webinar to learn essential strategies for developing, growing, and strengthening your volunteer program to best support your agency's resettlement work and newcomer client wellbeing!

- Understand how to create a recruitment strategy to find the right volunteers
- Identify how to use training to set clear expectations for volunteers' roles
- Learn how to analyze and evaluate all aspects of your volunteer program

Promoting Self-Sufficiency: Promoting Participation in MG for All Clients

Thursday, March 20, 2025, 2:00 – 3:00 ET

Target Audience: MG Direct Service and Management Staff

Join this webinar to review strategies used to encourage participation in the Match Grant program for non-employable clients, and continued participation for employable clients after they begin employment.

By the end of this webinar, you will be able to:

- Describe strategies that can be used to ensure that all members of a case benefit from MG services, particularly women and children
- Identify incentives and techniques that can encourage consistent participation in MG based on best practices from the network, including bonuses and sanctioning

Building Staff Buy-in for Volunteers and Community Sponsors

Tuesday, May 6, 2025, 2:00 – 3:00 ET

Target Audience: Resettlement Directors and Volunteer/Community Sponsorship Staff

Volunteers and community sponsors can make valuable contributions to resettlement programs, but sometimes direct services staff are hesitant to include community members in their work. This 60-minute webinar will focus on addressing those valid concerns and growing support for community sponsorship and volunteer programs through practical implementation ideas.

By the end of this webinar, you will be able to:

- Identify key reasons staff are skeptical of utilizing volunteers
- Explain practical strategies for addressing key concerns and growing support
- Refine local program goals for volunteer and community sponsor engagement

R&P Performance Outcomes in Case Management

Tuesday, June 3, 2025, 2:00 – 3:00 ET

Target Audience: R&P Direct Service Staff

This 60-minute webinar will review the performance outcomes in the FY2025 R&P Cooperative Agreement. By the end of this webinar, you will be able to:

- Identify the R&P performance outcomes in the FY2025 R&P Cooperative Agreement
- Understand how the performance and evaluation of R&P performance outcomes connect to regular case management activities
- Describe best practices for improving your R&P program's performance on the performance outcomes

Promising Practices: Securing Match Cash and In-Kind Contributions

Tuesday, June 17, 2025, 2:00 – 3:15 ET

Target Audience: Volunteer Managers, Development Coordinators, Management Staff

Join this 75-minute webinar to receive an overview of effective strategies for increasing volunteer support and donated items at a local level.

By the end of this session, you will be able to:

- Explain successful strategies used by USCCB affiliates to raise cash and in-kind contributions
- Discuss effective practices for onboarding new volunteers
- Understand how to communicate the needs and goals of the MG program to community stakeholders to increase support

Promoting Self-Sufficiency: Best Practices for Job Readiness

Tuesday July 15, 2025, 2:00 – 3:00 ET

Target Audience: MG Direct Service and Management Staff

During this webinar, USCCB will review best practices for providing job readiness services to MG clients.

By the end of this session, you will be able to:

- Understand the requirements for providing job readiness training to adults in MG
- Describe strategies to conduct job readiness training used by the USCCB network
- Identify best practices for including adults who are not immediately seeking employment in job readiness training
- Understand the documentation requirements for job readiness training

Common R&P Findings

Tuesday, August 26, 2025, 2:00 – 3:00 ET

Target Audience: All R&P Affiliate Staff

This **60**-minute webinar will review data about the most common USCCB/MRS compliance findings in the R&P program. USCCB completes regular on-site reviews to monitor and support our local affiliates. Join this webinar and learn about common places USCCB/MRS finds that services, documentation, and reporting need strengthening to be compliant with the Cooperative Agreement and USCCB/MRS guidelines. By the end of this session, you will be able to:

- Understand how USCCB/MRS supports local affiliates through the on-site review process
- Describe areas that need strengthening that are commonly found during on-site reviews
- Identify strategies to avoid these common findings in your site's services and documentation