

ORR TTA Center Newsletter for UC Care Providers and Federal Staff

ORR Training and Technical Assistance <ORR.TTA@public.govdelivery.com>

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DECEMBER 2023

Message from the TTA Center

As the Office of Refugee Resettlement Training and Technical Assistance (ORR TTA) Center issues its inaugural newsletter, we recognize that it is hitting your inbox amidst the frenzy of the holiday season. We want this newsletter to be our special gift to you. In it, there is something for everyone and each of us will be drawn to different content. As you scroll along, look for the training opportunities and resources that nurture your need for fresh ideas and information while also helping you better care for the youth enrolled in your program and services.

This is a great time of year to make a training goal for yourself in 2024. Don't approach it as just another task on the ever-growing checklist. Instead, see it as an opportunity to prioritize your own essential training needs. We are here to support your training needs. If you haven't already done so, consider logging into the ORR Learning Center (OLC) to look at our training catalog and give yourself the gift of time to learn something new. Remember, there is no hurry. You can access OLC trainings on demand at the time that best fits your busy schedule.

As you read through this quarter's edition, please reach out to the TTA Center to let us know what resonates with you and which resources you find most helpful. We are here for your training needs. And don't forget to tell your colleagues to subscribe to the newsletter, too.

Happy Holidays and best wishes for a bright and wonderful 2024!

Training Updates

UPCOMING TRAININGS

Category 1 Sponsor

Cases

E-Learning

JANUARY 2024

Be the driving force behind safe and efficient reunification! This training will equip you with crucial guidance on Category 1 sponsorships, case analysis principles, and the release process steps. Learners will gain insight on detecting potential red flags that will ensure a secure journey for vulnerable children. Elevate your skills, enhance decision-making, and become a trusted advocate for unaccompanied children and their sponsors. Don't miss this opportunity to expand your knowledge and make a difference.

**UC Portal for
Administration and
Management**

Video

JANUARY 2024

Join us for an exclusive training session designed to empower care provider administration and management staff. Get ready to dive into the world of case files, documentation, and reports with ease. This step-by-step guide will unveil all the sections, tabs, and features of the UC Portal, ensuring that you will become a master navigator. But that's not all, this training goes beyond just navigation. We'll show you how to effectively manage program staff users, revolutionizing your record management game. With our expert guidance, you'll harness the full potential of the UC Portal, boosting your team's success in record management.

[See Full Schedule](#)

RECENTLY RELEASED TRAININGS

**Sponsor Application
Tool - User Manual 1.0**
OCTOBER 17, 2023

Say goodbye to tedious paperwork, and hello to seamless collaboration. With this revolutionary app, Unification Specialists can effortlessly guide sponsors through the Authorization for Release of Information (ARI) and Family Reunification Application (FRA) process. But wait, there's more! This app also allows you to submit all the necessary unification documents online, ensuring a secure and streamlined experience. Don't worry about getting started—our user manual is packed with helpful tips and tricks to maximize the app's potential and assist sponsors.

**Reporting and
Boundaries: Preventing
Sexual Abuse 2.0**
OCTOBER 9, 2023

Uncover key terms, embrace a zero-tolerance mindset, and foster a healthy reporting culture. Discover various reporting methods and dive into the essential reporting requirements. Plus, gain invaluable insights into response and follow-up procedures. This training is your one-stop shop, meeting both preservice and 6-month refresher requirements.

**Family-Finding and
Mobility Mapping**
SEPTEMBER 22, 2023

Supercharge your sponsorship identification skills! This training reveals the power of Mobility Mapping and best practices that will revolutionize your care providing game. Get ready to dive deep into a child's life story using a historical lens to uncover hidden connections, and unleash the potential of family-finding and sponsor search efforts.

**ICF Assignment
Training**
SEPTEMBER 18, 2023

This power-packed training covers everything from predeployment and travel essentials to diving deep into the dynamic structure, leadership, and culture at these facilities. But that's not all—we also have a special focus on your emotional well-being during deployment, providing you with valuable resources to keep your spirits high. Don't miss out on this opportunity to become a deployment pro!

If you can't access the OLC, reach out via [email](#) to get your account built today!

How to Access the ORR Learning Center

1. A Project Officer, Program Director, Assistant Program Director, Program Administrator, or Training Manager can request the OLC Account Care Provider Request Form from orrlearningcentersupport@lsidc.com. Once completed, please return the form to orrlearningcentersupport@lsidc.com and madison.hanson@acf.hhs.gov for account development. An account will be built by our ORR TTA Center in approximately 1 week
2. Work with your Program Administrator to gain an App Launcher account, as needed.
3. The OLC Tile will be automatically added when the App Launcher account is created.
4. You can then access your account. Use [this](#) Quick Reference Guide for assistance with your OLC experience.

How to Submit a Training Request

1. Please fill out the [Training Support Form](#) to submit a new training request to the TTA Center!
2. Following your submission, you can expect our team to be in touch regarding your request.



Additional Resources

[All About eApp](#): Background checks have received an update! eApp is a modern, user-friendly platform that will be used by network staff to submit background investigative forms and allows for better vetting of applicants. Visit this resource to learn more!

[ORR National Call Center](#): Do you know a former unaccompanied child or sponsor who needs help or additional resources? The ORR National Call Center is a resource for children, parents, and sponsors to request assistance post-release. Visit the website for additional information and wallet cards.

[What is Human Trafficking?](#) Do you know the types of human trafficking? Who is at risk? Signs that someone may be experiencing trafficking? How to get help? Visit the Office on Trafficking in Persons to learn more!

Training Spotlight

Case Management and Unification Specialist Roles and Responsibilities

Are you wondering how Field Guidance #24 is affecting the case management and unification processes? Are you seeking more details on how cases are served by a program Case Manager and Unification Specialist to achieve safe and timely release? The ORR TTA Center's new training on Case Management and Unification Specialist Roles and Responsibilities provides those involved with a child's case vital information on the distinct tasks required by each position as well as ideas for effective collaboration and communication. Join us live in January 2024 or stay tuned for the recording!

The ORR TTA Center is also excited to host a learning circle on best practices in implementing Field Guidance #24 to accompany this new training. Hear directly from Case Managers and Unification Specialists in the field who successfully partner to unify children with their sponsors. Join us for the discussion or stay tuned for the recording!

Managing Complex Cases: Piecing Together the Puzzle

Perplexed by intricate cases? Uncertain how to tackle challenges to service delivery or unification? Or do you simply want to learn more about challenging cases and how to manage them? Managing Complex Cases: Piecing Together the Puzzle provides members of a child's care and unification team the tools to understand contributing factors and effective strategies to manage complex cases, mitigate barriers, and achieve positive outcomes. Join us live in December or stay tuned for the recording!

Team Messages

What's new for your team...

MDTAT

Multidiscipline Technical Assistance Team

The Multidiscipline Technical Assistance Team (MDTAT) supports and develops ORR's efforts to strengthen and standardize training and technical assistance to the UC Program. This specialized team delivers virtual and in-person technical assistance on UC Policy and Procedures and is centered in child welfare best practices.

MDTAT objectives are to:

- Support safe and timely releases
- Reduce corrective actions and stop placements
- Strengthen care provider operations
- Build care provider capacity
- Reinforce the UC Program core Beliefs and Values

To request technical assistance, please complete the [MDTAT- PQ TA Request Form](#). MDTAT technical assistance requests can be submitted by the care provider's assigned Project Officer, Federal Field Specialist, or another ORR Federal Representative.

FFS

Federal Field Specialists

To meet the work demand of ensuring safe and timely release of children, the Federal Field Specialists (FFS) Team has created new regions and promoted or hired new FFS Supervisors over the past few months:

- Yariet Ramirez – Midwest Region
- Antonio Gonzalez – Rio Grande Valley (RGV) East Region
- Juan Concepcion – Houston
- Ryan Mulkey – Sponsor Services
- Niky Hymel – Central Texas Region
- Nora Yanez Cavazos – RGV West Region

Additionally, the FFS Team created two full CORE Release Teams to focus on release adjudication on the centralized boxes and data review processes. Welcome to all who are moving over to these teams, and we appreciate all the ongoing work and contributions of FFS staff to ensure the safe and timely release of children.

The FFS Team also welcomes Jeremy Harvey, Associate Deputy Director – Operations. Jeremy comes to FFS with 15 years of child welfare experience, the last 2.5 of which focused on providing technical assistance in change management to states in Region 5 on behalf of the Children's Bureau. Welcome, Jeremy!

PO

Project Officers

The Project Officers (PO) Team would like to send a warm welcome to our new Care Providers and Project Officers. We look forward to working with you to serve children in ORR care.

Onboarding Updates

NEW PROGRAMS



Welcome, new staff!

The ORR TTA Center welcomed over new 20 care providers to the unaccompanied children network in Quarter 1. Let's give a warm welcome to our new providers!

For questions regarding onboarding, please contact the ORR TTA Center at ORRTTACenter@acf.hhs.gov.

Please forward to any care providers and federal staff members in the UC Network who wish to subscribe.

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