
Client Assistance Cards: Caseworkers — DSCLS200C — July 2006

Description

Client Assistance Cards: Caseworkers is a basic level online disaster course consisting of three separate learning modules that reside on the Red Cross Learning Management System (LMS).

The course introduces caseworkers to the role of issuing Client Assistance Cards by interviewing clients, filling out the proper forms and activating Client Assistance Cards via phone. The course addresses both a disaster relief operation and a local response.

Purpose

The purpose of this online disaster course is to prepare Red Cross employee and volunteer caseworkers to properly receive and issue Client Assistance Cards during a local disaster response and on a disaster relief operation.

Learning Objectives

After completing this course, participants will be able to—

- Recall the purpose and advantages of a Client Assistance Card.
- Identify the characteristics of the Client Assistance Card.
- Verify the receipt of all appropriate materials for issuing Client Assistance Cards from Financial and Statistical Information Management (FSI) workers.
- Complete all forms associated with issuing Client Assistance Cards to a client.
- Explain how to activate a Client Assistance Card.
- Account for all Client Assistance Cards at the end of a work shift.

Audience

Red Cross employees and volunteers who are currently serving, or who are interested in serving, in the Client Casework activity.

Prerequisites**Required:**

- *Client Casework: Providing Emergency Assistance* course (DSCLS202A) or *Family Service: Providing Emergency Assistance* Course (ARC 3072-1)

Recommended:

- *Fulfilling Our Mission: Translating Your Compassion Into Community Action* Course (DSGEN200A)

Length

The course is comprised of 3 modules, and takes approximately 2 hours to complete.

Scheduling

Host and/or sponsoring units are responsible for scheduling participants through the Learning Management System (LMS). Participants can access this self-paced course 24 hours a day, 7 days a week via the internet.

Instructor Requirements

Since this course is available online, no instructors are required.

Materials

Since this course is available online, no materials are required.