
Client Casework: Providing Emergency Assistance DSCLS202A, 07/06

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| Description | <p><i>Client Casework</i> is an instructor-led, video-supported course designed to train Red Cross caseworkers how to conduct effective client interviews and provide appropriate assistance to help meet a client's immediate disaster-caused or disaster-aggravated needs.</p> <p>This learning experience consists of a series of short instructor and video presentations interleaved with class discussions, which focus on the skills, knowledge and attitudes required of a Red Cross caseworker. This learning experience culminates in an interactive, hands-on simulated activity during which participants are provided the opportunity to conduct interviews, assess client needs and determine the appropriate assistance, using the tools and resources available to caseworkers.</p> |
| Purpose | <p>The purpose of this basic disaster services course is to prepare Red Cross employees and volunteers to perform the tasks of an Individual Client Services casework service associate.</p> |
| Learning Objectives | <p>After completing this course, participants will be able to—</p> <ul style="list-style-type: none">• Demonstrate the skills needed to perform an effective client interview.• Identify and demonstrate the correct use of the basic forms and tools needed to provide assistance to clients on chapter, multi-chapter and national disaster relief operations.• Make appropriate decisions regarding the use of Red Cross resources and agency referrals when providing assistance to clients. |
| Audience | <p>Participants will be Red Cross employees and volunteers who are interested in acquiring the knowledge and skills needed to conduct interviews and provide emergency disaster assistance to clients.</p> <p>Others who may benefit from taking this training include those in Operations Management and anyone requiring an understanding of the operational procedures and tasks associated with conducting client casework.</p> |
| Prerequisites | <p>Required:</p> <ul style="list-style-type: none">• <i>Fulfilling Our Mission: Translating Your Compassion Into Community Action</i> (DSGEN200A, 07/06) |
| Length | <p>This one-day course contains approximately 7.5 hours of instruction, two 15-minute breaks and a one-hour lunch (at the instructor's discretion), to comprise a 9-hour training day. Your attendance and full participation during the entire course is required.</p> |

Scheduling

The sponsoring Red Cross unit will normally schedule the course for a minimum of six (6) participants. However, a course may be held for fewer participants if circumstances warrant. The maximum number of participants is limited only by the ability of the sponsoring unit to provide a training facility that comfortably accommodates them and to maintain the recommended instructor to participant ratio of one (1) instructor for every eight to ten participants.

**Instructor
Requirements**

This training course is to be taught by a team of authorized disaster services instructors who have recent experience in providing emergency assistance to families on a chapter and multi-chapter level. The level of experience must be sufficient to accurately convey the course content, provide relevant examples and answer the participants' questions.

Instructors must be familiar with the—

- Current Client Casework disaster regulations and procedures.
 - Red Cross agreements with other agencies that provide disaster relief.
 - Disaster plan of the local service delivery unit.
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Materials

For a list of materials, see the Disaster Training Courses page on CrossNet.
