



**American Red Cross**

Greater Los Angeles

Emergency and Disaster Response  
11355 Ohio Avenue  
Los Angeles, CA 90025  
Phone: (310) 445-9900  
Fax: (310) 445-9961  
After Hours: (888) 737-4306  
[www.RedCrossLA.org](http://www.RedCrossLA.org)

# Training Guide

**Group: Individual Client Services (CLS)**  
**Activity: Client Casework (CC)**

**Record for \_\_\_\_\_ DSHR # \_\_\_\_\_**

**Definition:** Evaluates needs, provides services and maintains records for clients.

## Position: Service Associate (SA)

Required Classes	Completed On	Participation	Completed On
Fulfilling Our Mission 3 Hours			
Client Casework: Providing Emergency Assistance 9 Hours			
Client Assistance System: Basic 2 Hours			
Client Assistance System: Create a Client Case 2 Hours			
Client Assistance System: Needs and Assistance 2 Hours			
Client Assistance Cards: Caseworkers 2 Hours			
Mass Care Overview 3hrs			
Welfare Information Training 1.5 Hours			

***Service Associate to Supervisor promotions approved by Chapter DSHR review panel***

## Position: Supervisor (SV)

Required Classes	Completed On	Participation	Completed On
Disaster Frontline Supervisor		Redesign Web-Ex	



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3.5 Hours			
Disaster Frontline Supervisor Simulation 3.5 Hours		Webi Access	
Collaborating to Ensure Effective Service Delivery 12 Hours			
Psychological First Aid 4 Hours			
Statistical and Cost Report of Disaster Operations (Form 2066) Self Study 4 Hours			

***Supervisor to Manager promotions pre-approved by Chapter for final approval from NHQ***

**Position: Manager (MN)**

Required Classes	Completed On	Participation	Completed On
Service Delivery Site Management 16 Hours			

***Manager to Chief promotions pre-approved by Chapter for final approval from NHQ***

**Position: Chief\* (CH)**

Required Classes	Completed On	Participation	Completed On
Fundamentals of Chapter Disaster Operations Management 12 Hours		RP&A presentation based on April 23, 2001 Connection	
		Service Delivery Planning Workshop/Webinar	
		Welfare Information Workshop/Webinar	
		CAS Course: Online/Webinar (often offered on DRO as operational training)	

\*Chief position is Client Casework and Recovery Planning & Assistance Chief