



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

Training Guide

Group: Individual Client Services (CLS)
Activity: Recovery Planning & Assistance (RPA)

Record for _____ DSHR # _____

Definition: When client recovery needs are not met through personal, community and government resources, ARC will work to address remaining needs.

Position: Service Associate (SA)

Required Classes	Completed On	Participation	Completed On
Fulfilling Our Mission 3 Hours			
Psychological First Aid 4 Hours			
Client Casework: Providing Emergency Assistance 9 Hours			
Collaborating to Ensure Effective Service Delivery 12 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 3.5 Hours			
Disaster Frontline Supervisor Simulation 3.5 Hours			

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

Position: Manager (MN)

Required Classes	Completed On	Participation	Completed On
		5266 Workshop	



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

Position: Chief* (CH)

Required Classes	Completed On	Participation	Completed On
Client Assistance Cards: Caseworkers 2 Hours		RP&A presentation based on April 23, 2001 Connection	
Fundamentals of Chapter Disaster Operations Management 12 Hours		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