

Training Guide

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

Record for _____ DSHR # _____

Definition: Evaluates needs, provides services and maintains records for clients. It provides direct assistance to individuals affected by man-made or natural disasters, ranging from single-family home incidents to larger events such as tornadoes, floods, hurricanes, and catastrophic incidents. Assistance can be issued in two forms: hard assistance and soft assistance. Examples of soft assistance include listening, providing information, advocacy, counseling and referral. Hard assistance includes mass sheltering, feeding and the bulk distribution of personal care items and cleaning materials, as well as emergency financial assistance to all clients in order for them to be able to purchase items that are needed immediately in order to begin their recovery.

Position: Service Associate (SA)

Required Classes	Completed On	Recommended	Completed On
FOM Fulfilling Our Mission (DSGEN200A) 3.5hrs		On the Job Training—Home Visit	
Client Casework: Providing Emergency Assistance (DSCLS202A) 9hrs			
Client Assistance Cards: (DSCLS200C) 2hrs			
Client Assistance System (DSCLS201C) 3hrs			
On the Job Training - Casework			
On the Job Training - CAS			

Service Associate to Supervisor promotions approved by Chapter DSHR review panel

Position: Supervisor (SV)

Required Classes	Completed On	Recommended	Completed On
All Service Associate Required Classes		On the Job Training – Admin Tools	
DFS Disaster Frontline Supervisor (DSSSS601A) 3.5 Hours			
DFSS Disaster Frontline Supervisor Simulation (DSSSS602A) 3.5 Hours			
RPA -- <u>CCW</u>			

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

Position: Manager (MN)

Required Classes	Completed On	Recommended	Completed On
All Service Associate and Supervisor Required Classes		On the Job Training – Admin Tools	

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

Position: Administrator

Required Classes	Completed On	Recommended	Completed On
All Service Associate, Supervisor, and Manager Required Classes		On the Job Training – Admin Tools	