



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 and Assistance (RPA)

Record for _____ DSHR # _____

Definition: When recovering from the effects of a disaster, individuals and families are expected to use all available personal, community and government resources. When recovery needs are not met through these resources, the American Red Cross will work inclusively with Partner Services to address clients' remaining needs.

Position: Service Associate (SA)

Required Classes	Completed On	Recommended	Completed On
FOM Fulfilling Our Mission (DSGEN200A) 3.5 Hours		Client Casework Providing Emergency Assistance (DSCLS202A) 7.5 Hours	
RPA Workshop-- Overview		CEESD Collaborating to Ensure Efficient Service Delivery (ARC3089-4) 12 Hours	
		IS-228 (Online Training)	
		CAC Client Assistance Cards (Online Training) (DSCLS200C) 2 Hours	
		CAN Client Assistant Network Experience	
		CAS Basics 3.1 (Online Training)	
		RPA Workshop – Case Management	

Service Associate to Supervisor promotions approved by Chapter DSHR review panel



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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 NHQ

Position: Administrator

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