

3 Hrs CEU

Effective Case Management of Multi-Cultural Claimants

(Taught by a son of immigrants)

I. Introduction

- A. Demographics
- B. Importance of Understanding the Demographics
- C. Acting upon Understanding

II. Immigrants and their Motivation for Coming to the United States

- A. 1st Group Exercise
 - "Identify or discuss possible motivations for migration to the United States"
- B. Tie in to training objective
 - Accommodation not intimidation
 - Management not exploitation
 - Justification not degradation
- C. 2nd Group Exercise
 - "Discuss and Identify the problems or issues that an immigrant claimant poses to you as a case manager"

III. Steps to becoming More Effective

- A. Clearly ID subject
- B. Establish trust (facilitates good or bad news)
- C. Listen / Clarify / Understand
- D. Do's and Don'ts in Using a translator
 - 1. Case managers relationship with translator
 - 2. Mistake of Using children to translate & other "grim" Fairy Tales

IV. Closing Panel Discussion / Q & A

DISCLAIMER:

This class deals with the issues involving legal immigration and legal immigrants to the U.S. Nothing concerning this class should be construed as an endorsement of illegal aliens from any foreign nation.



1-800-927-7644 to schedule