

Spanish for Social Service Professionals

Benefits:

- ◆ Reduced workload. Move your clients along to the next level in the Social Services process without the delays that come from language barriers.
- ◆ Save time. No need to wait for a translator!
- ◆ Improved efficiency. Your clients and your department will appreciate your time-saving efforts.
- ◆ Increased trust and cooperation. Your clients will feel less intimidated by the process if there is mutual understanding; your ability to communicate will ease their comfort level, especially in emergency situations.
- ◆ Your improved interactions can lead to promotions and increased pay.

Maria Oliveira
Language Learning Center
2644 Appian Way, Suite 102
Pinole, CA 94564



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Spanish for Social Services Professionals

April 3, 17 & May 1, 15 2010

Enrich your life!...

Become bilingual!...

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Spanish for Social Services Professionals

Course Description:

For Social Services professionals who interact with Spanish-speaking clients, this class enables communication, saves time in a crisis, and improves efficiency. Learn the basic questions and understand the answers that are vital in emergencies, screenings, and routine interviews. Determine living expenses, financial problems, qualifying factors, family relationships. Obtain identification, income information, and legal status. Social Workers and Eligibility Workers will learn effective phrases, vocabulary, and questions to use for a more productive outcome.

◆
Course meets the qualifications for **12** hours of continuing education credit for MFTs and/or LCSWs as required by the California Board of Behavioral Sciences

◆
No refunds unless class is cancelled. Allow ten days for processing refund.

Course Objectives:

Upon successful completion of course, students will be able to speak and understand Spanish effectively enough to:

- ◆ Obtain accurate personal information from client, such as:
Name (first and last), phone number, address, alternative contact information, place of employment and social security number.
- ◆ Schedule appointments and meetings.
- ◆ Greet clients either at the office or on the phone.
- ◆ Make referrals to appropriate departments.
- ◆ Share information about agency related services.
- ◆ Evaluate financial situations, including income and expenses.
- ◆ Determine living arrangements, including household constituents, number of minors, and number of elderly.

Textbooks Included in Price:

◆
Maria Oliveira
Conversational Spanish, Series 1 Workbook
ISBN: 1-888165-01-4

Spanish For Social Services Professionals
Workbook and CD

Registration Form

Sign up for: April 1, 17 & May 1, 15, 2010

- Spanish for Social Services Professionals

Time	9am – 12:00	Price	\$160.00
	For a certificate add		\$25.00
		Total	<input type="text"/>

Name (please print)

Address

Phone

Method of Payment

- Check
 Discover
 MasterCard
 American Express
 Visa

Credit Card #

Exp. date

Signature

Please mail this registration form to:

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