

# Spanish for Social Services

*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 Objectives

- 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.
- Direct patients to appropriate departments.
- Greet clients either at the office or on the phone.
- Make referrals to appropriate departments.
- Share information about agency related services.
- A friendly, non-threatening environment.
- Evaluate financial situations, including income and expenses.
- Determine living arrangements, including household constituents, number of minors, and number of elderly.

## Class Information

**Course Number:** 12509

**Class Dates:** August 1, 15, 29 and Sept. 12

**Time:** 9:00 am to 12:00 pm

**Place:** Maria Oliveira Language Learning Center

**Price:** \$160. Textbooks included (Conversational Spanish, Series 1 Workbook, Spanish Vocabulary and Phrases for Social Services Professionals CD and Book. Access to a password protected area to practice the course content will be made available at registration time.)

**12 contact hours certificate:** \$25.00

*Maria Oliveira Language Learning has been approved as a Continuing Education Provider by the California Board of Behavioral Sciences.*

*Approval No. PCE 4311.*



Maria Oliveira  
LANGUAGE LEARNING CENTER

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