



Appendix C

Comprehensive Services for Immigrant Families

Program Summary

Programs work to identify the multiple needs of recently arrived, low-income immigrant families with limited English and ensure their access to the services and benefits that help them thrive. Programs also enable each member of enrolled families to gain the knowledge and build the self-advocacy skills needed to navigate systems that impact their lives, e.g., education, healthcare, housing, benefits, tax, workplace, legal, and immigration systems.

Case Manager Counselor Requirements

- Staffing includes one case management counselor.
- The case management counselor has, at minimum, a bachelor's degree in psychology, sociology, or a related field and a counseling credential. The counseling credential is in an area such as mental health, substance abuse/addiction, or developmental disability. The Family Development Credential (FDC) is accepted as meeting the counseling credential requirement.
- The case manager counselor has at least three years of case management experience.
- A case manager counselor with a bachelor's degree is supervised by a staff member with a master's degree in social work (MSW).
- The case management counselor has sound knowledge of local community resources.
- The case management counselor provides services in a manner sensitive to the cultures, sexual orientations, gender identities, and life experiences of participating families. Whenever possible, services are delivered in the language spoken by the participants.

Case Management Standards

The case management counselor provides the following services:

- An orientation workshop that provides participants with information about the program as well as other DYCD-funded programs and other City-funded programs that support immigrant families.
- Comprehensive needs assessment and development and implementation of a Family Services Plan. The needs assessment identifies the needs of individual family members, and the plan sets out short-term and long-term goals. The plan is amended in response to the changing needs of family members. Contact between the case management counselor and enrolled families occurs at least once every two weeks.
- Referrals to other providers, including other DYCD-funded programs and other units of the organization as appropriate and applicable. The counselor follows up to determine whether the needed services were delivered.
- Coaching in self-advocacy skills to help participants learn to navigate the systems that affect their lives and independently access the services and benefits they need.