



LAES has developed a series of immigrant issue instructional modules entitled "Tierra de Oportunidad" for orientation to our complex society.

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Date: \_\_\_\_\_

Student Name \_\_\_\_\_

Teacher Name \_\_\_\_\_

**Module 13 Issues in Accessing Services Instructions:** *There are two parts to this activity. The first part asks you to prepare a role play concerning an experience in accessing services. The second part asks you to reflect on your work with this module, and tell us what you have learned.*

**Part I.**

Find a partner with whom to work. Then, with that partner, pick a local social service agency to focus on in a role play about gaining access to services they provide. In this role play, one partner should tell the other about the services provided by the agency, eligibility requirements, how to apply, office hours, address and a description of how to get to the agency. Other tips for dealing with the agency also should be included in the role play. The other partner asks questions. The role plays may be presented in front of the class. Accuracy of information, clarity of presentation, quality of questions asked, humor and authenticity of the role play will be important for the material you present to be useful. Please write down the key points for the role play in the worksheet provided on the next page, and hand this into your teacher.

**Issues in Accessing Services Role Play worksheet, please hand this to the teacher.**

1. What Social Service Agency did you select?

\_\_\_\_\_

2. What services are provided?

\_\_\_\_\_

3. Where is it located and what hours is it open?

\_\_\_\_\_

4. How can you get to the agency?

\_\_\_\_\_

5. What are the eligibility requirements for the services ?

\_\_\_\_\_

6. How you should apply and whom you should see (what is their job title) when you get there?

\_\_\_\_\_

7. What documents should you bring with you, and what questions should you be prepared to answer?

\_\_\_\_\_

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8. What problems are you likely to face in getting services?

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9. What other tips are there for dealing effectively with the agency and its personnel?

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**Part II.**

**Please tell us what you learned from your work with this module**

**1. Did you benefit from your work on this module regarding any of the following?**

	Yes/No	Please comment on either: < How you benefited; or < Why you feel this module was not useful for you in this area
a. Rules for eligibility the social service agencies use and how to apply them?		
b. How to find the right person to ask if you want information about services that are available?		
c. How to figure out what personal records and documents the agency might need to prove eligibility for services?		
d. What to do if you are turned down for a service you need?		
e. How to determine if your right to expect considerate treatment has been violated?		
f. How to identify key questions on an application form and understand what the implications from different answers to them would be?		
g. Understanding how immigration status affects peoples' eligibility for service?		
h. Understanding about tax credits on your income tax		

**2. Did your work in this module help you in any of the following areas?**

	Yes/No	Please comment on either: < How you benefited; or < Why you feel this module was not useful for you in this area

a. Reading and understanding application forms to get services and official information about the services they provide?		
b. Researching how to get information you need?		
c. Knowing how to ask for a full explanation of any question you don't understand? Or Clarifying ambiguous information by comparing different interpretations of it?		
d. Discussing problems with family members or those outside your family, and communicating your ideas persuasively?		
e. Writing notes or letters to communicate your position, opinions or feelings on an issue.		
f. Estimating whether a friend is eligible to receive services based on information on his or her income and expenses?		
g. Anything else? Please tell us below:		

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