



Latino Adult Education Services

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

Date: _____

Student Name _____

Teacher Name _____

Student Survey

"Issues in Accessing Services"

1. If you had to go to a government agency, or advise somebody else who needed access to services, how confident are you that you have the skills and information to:

	For each line, Please check the box that applies to you			
	Not Very Confident	A Little Confident	Quite Confident	Have all the information
a. read and understand application forms to get services and official information about applicants' rights ?				
b. ask for a full explanation of any question you don't understand?				
c. understand rules an agency uses to decide who is eligible to get help?				
d. find the right person to ask if you want information about services that are available?				
e. figure out what personal records and documents the agency might need to make sure a person is eligible for services?				
f. know what to do if you are turned down for a service?				
g. identify key and trick questions on an application form and understand what the implications from different answers to them would be?				
h. understand if someone who is a legal immigrant has a right to get food stamps				
i. understand if it is safe to ask for help from the police if a person without papers has been the victim of a crime				

j. understand how or why filing an income tax form can help you financially.				
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2. How confident are you that you have the skills to do the following:

	For each line, Please check the box that applies to you			
	Not Very Confident	A Little Confident	Quite Confident	Have all the information
a. suggest a friend apply for services, based on information written in a brochure?				
b. estimate whether a friend is eligible to receive services based on information on his or her income and expenses?				
c. communicate with social workers in a way which helps identify and solve problems related to getting the help you need?				
d. avoid getting a "run-around" if you are sent somewhere else for help?				

3. How confident are you that you have the information you need about the services people are entitled to :

	For each line, Please check the box that applies to you			
	Not Very Confident	A Little Confident	Quite Confident	Have all the information
a. if they are pregnant and don't have papers?				
b. if their income is low and they need basic, regular health care for their children?				
c. if they don't have Medi-Cal and but have a sudden medical emergency?				
d. if they have children, including children with special needs?				
e. if they have to seek temporary or emergency shelter?				
f. if the police stop them or if they need the assistance of the police?				
g. if you are eligible for Federal Earned Income Tax Credits?				

4. Please read the background for the situation below and advise Maria and Franco.

Background: Maria is pregnant and Franco, her husband, out of work-the plant where he was working closed and since then he has been looking for another job, but not found any; and his unemployment insurance has ended. They have some savings (bonds given by relatives for the new child and \$250 they still have left from savings), but not enough money to pay the rent that is

due in 2 weeks. What can they do?

a. How can they find out if there is an agency that could help them with housing and upcoming medical bills, and if they are eligible to obtain that assistance?

b. Is there any agency that could help them with housing? And, what issues should they watch out for in dealing with this agency

c. Is there any agency that could help pay for Maria's medical bills when she has the child? And, what issues should they watch out for in dealing with this agency?

5. What do you want to learn about people getting help from social service agencies, help with medical expenses, or help from some other program like employment training?

I would like to learn:

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A project of the California Department of Education, Youth, Adult and Alternative Educational Services Division, funded by contract #4213 of the Federal P.L. 100-297, Section 353 with California State University Institute and Hacienda LaPuente USD. However, the content does not necessarily reflect the position of that unit or of the U.S. Office of Education. 1997