

# **36-Hour Community Orientation & Pre-Employment Training Outline Lutheran Social Services of Sioux Falls, South Dakota**

- Day 1: Time, Communication, Transportation, and Cultural Adjustment
- Day 2: Housing, Emergencies, and Weather Safety
- Day 3: Legal Issues (Immigration, Family Issues, and Safety)
- Day 4: Eligibility and Money
- Day 5: Health and Health Insurance
- Day 6: Education
- Day 7: Introduction to the U.S. Workforce
- Day 8: Early Self-Sufficiency and Driving
- Day 9: Applications and Résumés
- Day 10: Looking for a Job, Applications, and Skills
- Day 11: Interview Techniques
- Day 12: Labor Laws and Regulations, and Success on the Job

**Day 1: Time, Communication, Transportation, and Cultural Adjustment**

- Time and days
  - Hours of the day
  - Office hours
  - Punctuality
  - Orientation schedule
- Using a phone
  - Cell phones
  - Phone cards
  - Never give personal info over the phone
  - How to leave a message
- Case workers, teams
  - Lead worker
  - Others on the team
  - Making appointments
    - Procedure for coming to an appointment (check in at front desk, etc.)
    - LSS phone number
    - Leaving a message for case worker or school
- Mail
  - How to mail a letter
  - Mail boxes and post offices
  - Change of address forms
- Bus
  - Cost for bus
  - Bus stop information
  - Procedures when on the bus
  - Crossing the street in front of LSS
  - Don't take a taxi
- Adjustment cycle and culture shock

## Day 2:       **Housing, Emergencies, and Weather Safety**

- Lease
  - Lease agreement
  - 30-day notice
- Security deposit
  - What is it
- Keeping apartment clean
  - Proper food storage
  - Cleaning (landlord will be upset if apartment is dirty)
- Paying rent
  - Due date
  - Benefits of paying on time/consequences
  - Landlords
  - Roommates – don't invite people to live with you without telling the landlord; apartments have rules about number of people in one place
- Being a good neighbor
  - Don't play music too loud
  - Wear shoes in the hallway
  - Don't talk on phone or smoke in hallway
  - Respect quiet hours
  - Put trash in dumpster
- Utilities
  - Paying bills
  - Garbage and recycling
  - Ending/changing services
- Emergencies
  - What is an emergency? What is not?
  - Ambulances
  - Calling 911
  - Fire alarms in apartment buildings - procedures
- Weather safety (Note: Make this section seasonal)
  - Thunderstorms (warnings, watches, etc.)
  - Tornadoes: what they are; why they happen, warning signs, where to go
    - Winter weather
      - School closings
      - Dressing appropriately (frostbite)
      - Plowing parking lots and streets (know when to move your car)

**Day 3: Legal Issues (Immigration, Family Issues, and Safety)**

- Immigration issues
  - Green Card
  - Employment card
  - Other services – AOR, I-730, travel documents, I-130
  - Change of address
  - Citizenship
  - Advice for securing documents and chances for citizenship
  - Bringing in children
  - Errors on documents
  - Do not lie to USCIS
  
- Identification
  - Social Security card
  - ID card from DMV
  - Don't lose your identification
  
- Family issues and safety
  - Officer Schmidt talks about domestic violence, etc.

**Day 4: Eligibility and Money**

- Monthly report forms for Interim Cash Assistance (ICA) and Matching Grant (MG)
- English class attendance
- Importance of reporting employment and providing copies of check stubs
- Closing your ICA and MG
- Sanctioning policies
- U.S. currency
  - Money – coins, bills, value, etc.
- Banking
  - Banks
  - Reasons to keep your money in the bank
  - Banks in Sioux Falls
  - Opening accounts – savings and checking
- Paying bills
  - Look at sample bill
  - Paying bills
- Checks and money orders
  - Don't send cash in the mail
  - Where to get money order, how to write one
- Credit history, credit cards, and junk mail
  - Good credit
  - Using a credit card
  - Junk mail
- Guest speaker from the SNAP and Medicaid office

**Day 5: Health and Health Insurance**

- Guest speaker from local community health center
- Health and hygiene
- Health Insurance
  - Health insurance vocabulary
- What is health insurance
- Medicaid
  - Good for 8 months or until you get a job
  - Co-pay
- SNAP and Medicaid 6 month reports
- Employment and health insurance
- More vocabulary

**Day 6: Education**

- Learning English
  - How long will it take?
  - When can you start work
  - Will you learn English at work?
  
- English classes
  - Class levels
  - Class schedule
  - Changing classes
  - Nursery
  - GED classes – why you should do it
  
- Education for your children
  - Schools in the U.S.
  - Children under 5 years
    - Head Start, day care
  - Public school
    - Kindergarten, elementary, middle school, high school
  - School system
    - Taking the bus
    - Uniforms
    - Free lunch
    - Children 5-18 must attend school
    - Parent-teacher conferences
  - Incomplete high school status
    - Students 18-21 can study for GED or go to Job Corps
  - Higher education
    - Must get GED before going to college

**Day 7: Introduction to the U.S. Work Force**

- Benefits of early employment
  - What is self-sufficiency
  - Advantages to having a job
  - Cash assistance only lasts for 8 months
  - How to find a job
  - Future job upgrading

**Day 8: Early Self-Sufficiency and Driving**

- Realistic expectations
  - You won't get the same job you had in your country
  - Entry-level jobs
  - Goals – short-term and long-term
- Driving
  - Why do you need a driver's license (self-sufficiency)
  - Steps to getting a license
  - Taking driver's test
  - Don't drive without a permit
  - Follow permit rules
- Driver safety and laws
  - Seat belts and child seats
  - Parking when it snows
  - Speed limits
  - Don't drink and drive
  - Don't bribe the police
- Steps to owning a car

**Day 9: Applications and Résumés**

- Applications
  - What is an application (show examples)
  - Paper applications versus electronic
  - First impressions – application must be neat
  - What information to prepare
  - Application vocabulary (use with application example)
  - Practice filling out applications
  
- Résumés
  - Content
  - Personal information
  - Education
  - Work history
  - References
  - Community activities
  - Hobbies and interests
  - Practice making résumé

**Day 10: Looking for a Job, Applications and Skills**

- Applications
- Job skills
- Looking for a job
- Department of Labor guest speaker

**Day 11: Interview Techniques**

- Appearance and attire
- Proper preparation
- Company knowledge
- What to expect at the interview
  - Introduction
  - Body language
  - Proper responses
  - Good impression
  - Before you leave: Ask any final questions and say thank-you!

**Day 12:      Labors Laws and Regulations, and Success on the Job**

- Wages and taxes
  - Photo ID and Social Security card
  - I-9 employment eligibility form
  - W-4 form
  - Direct deposit
  - Health insurance
  - Emergency contact information
  
- Understanding paychecks
  
- Federal income taxes
  - W-2 form
  - Taxes and citizenship
  - Tax return preparation
  
- Keeping your job – This is the most important!)
  - Good work habits (call if you are sick, show up on time to work, stay at job at least 9 months even if you don't like it, etc.)
  - Good relationships with boss and coworkers
  - Be dependable
  
- Problems at work
  - How to deal with issues
  
- Long term goals – to advance and get a better job
  
- Graduation certificates