

Topic: Role of the Resettlement Agency
(Original plan developed by March 2009 U.S. Cultural Orientation Professional Development Workshop participants in San Diego, CA, and further developed by the Cultural Orientation Resource Center)

Activity: The Role of Your Case Manager

Objectives	To increase trust between Iraqi clients and case managers.
Lesson Time	One hour for the initial session, then ongoing contacts
Materials	<ul style="list-style-type: none">• Copies of documents in Arabic or Chaldean, as appropriate
Discussion Questions	<ul style="list-style-type: none">• What are your expectations for your case manager?• What questions do you have?
Practice	<ol style="list-style-type: none">1. Describe the role and responsibilities of the case manager and the participant in the client's native language, using examples.2. Emphasize how case managers help clients.3. Describe the relationship as case managers and clients working together to resolve common problems, instead of working against each other.4. Give families copies of documents that they sign.5. Remain in frequent contact with the clients, checking in on how they are doing and whether they have any questions or concerns able to be addressed by a case manager.
Cultural Notes	Iraqis tend to trust their community and be particularly family-oriented. Resettlement agency staff report that they have been having difficulties attaining Iraqi clients' trust, however. Developing a relationship of trust between an individual or family and their case manager will most likely take consistent effort and displays of good faith. Trust-building is inevitably a long-term process, and client trust will have to be built and reinforced by all services and communications provided by case managers.

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