

New Partnership Critical Incidents

New Partnership Critical Incident 1

Maryam and Bandeh's case worker/manager, Joan, told them to meet her at the resettlement agency at 10:00 the next morning. When they didn't show up, Joan called them at home, and was surprised when they answered the phone. Maryam and Bandeh had thought Joan would pick them up and were surprised to hear they had been expected at the resettlement agency.

Questions to consider:

- ▶ What was the confusion in this incident?
- ▶ To avoid a similar situation, what could you do?
- ▶ What are some things Maryam and Bandeh should remember about good communication?

New Partnership Critical Incident 2

Sandhya needs to make a follow-up appointment with her doctor. She has forgotten what the phone number is. Sandhya goes to the resettlement agency, but her case worker/manager is not at the office.

Questions to consider:

- ▶ What is the issue in this incident?
- ▶ What should Sandhya do?
- ▶ What could Sandhya have done to avoid this situation?
- ▶ What are some things Sandhya should remember about good communication?

New Partnership Critical Incident 3

Cirguje feels his case worker/manager is not helping him enough to look for a job. He calls his case worker/manager and leaves a message demanding more assistance.

Questions to consider:

- ▶ What is the issue in this incident?
- ▶ What could Cirguje have done differently?
- ▶ What are some things Cirguje should remember about good communication?

New Partnership Critical Incident 4

The employment specialist has offered to help Hau Lian Khup apply for a part-time job stocking shelves at a grocery store. Hau Lian Khup's neighbor, who is from his home country and has been very helpful to Hau Lian Khup, tells him not to trust the employment specialist and to wait for a full-time position that pays more.

Questions to consider:

- ▶ What is the issue in this incident?
- ▶ If Hau Lian Khup does not take the part-time job, what could happen?
- ▶ Why does Hau Lian Khup's neighbor tell him not to trust the employment specialist?
- ▶ What do you think Hau Lian Khup should do?
- ▶ What are some things Hau Lian Khup should remember about good communication?

New Partnership Critical Incident 5

There is a leaky sink in Camilo's apartment. He calls his case worker/manager Danna for advice. Danna tells Camilo that she will report the problem to Camilo's landlord. Three days later, Danna stops at Camilo's apartment to drop off some paperwork. Camilo asks Danna about the leaky sink, and Danna says she forgot but will call the landlord soon.

Questions to consider:

- ▶ What is the issue in this incident?
- ▶ What should Camilo do?
- ▶ What are some things Camilo should remember about good communication?

Challenge Cards



The couches in your new home are very old, and you do not like the color.



The resettlement agency's employment specialist tells your 55-year-old mother that she has to get a job.



The sink in your apartment is not working, so you go to the resettlement agency for help. Your case worker/manager is not available to talk with you.



There is no space in the ESL class that your case worker/manager helped you find. You will have to wait for a month before you can start taking classes.



You want to go to college, but your case worker/manager tells you that you will need to start working first.



Your case worker/manager has found a part-time job for you. Your neighbor tells you to wait for a full-time job that pays more.



Your case worker/manager is a young female non-native English speaker who resettled in the United States as a refugee 5 years ago.



Your case worker/manager tells you that you need to actively look for employment.



Your case worker/manager tells you to call the receptionist at the resettlement agency to schedule an appointment.



Your cousin's family resettled in another state and their family was placed in a house. Your family has been placed in a small two-bedroom apartment.



Your daughter has been at school for 2 weeks, and her teacher asks you to come to the school to discuss her behavior.



Your neighbor's family was given a television by a resettlement agency volunteer, but your family was not given a television.



*Your son wakes you up in the middle of the night because he is sick.
You try to call your case worker/manager for advice,
but she does not answer the phone.*