



Literacy Works



## Recognizing and Addressing the Need: Effective intake, referral and peer communication pathways

- ◆ *Do you have a full picture of which students at your agency may be struggling with hunger, housing, domestic violence, mental health or other hidden concerns?*
- ◆ *Are you happy with your agency's process for intake, referral and follow-up with your students who use social services?*

Join us for Session #2 of our Peer Learning Series on Adult Education and Social Services! At this training, we will look at the details of creating a user-friendly, effective framework for connecting your students to social services. Care will be taken to consider your agency's particular needs and capacity. Discussion points will include:

- ◆ Student behaviors to look for that may indicate a need for services
- ◆ Tools to facilitate cross-departmental and agency-to-agency communication and cooperation
- ◆ Connecting ESL students to services when they have limited English
- ◆ Navigating boundaries and privacy between students, staff, teachers and tutors
- ◆ Crisis management basics
- ◆ The relationship between social service supports and student persistence



**This program is designed for adult education teaching staff and other staff members at your agency.**

**Friday January 26, 2018  
2:30 PM to 4:30 PM**

**2032 N. Clybourn  
Chicago, IL**

*Presented by **Liz Brice, LSW, MSW**. Liz Brice worked with refugee and immigrant students at Howard Area Community Center before moving into case management, and is dedicated to building bridges between learners and services. She understands the unique challenges that adult education students face and the program limitations of case managers and social services professionals. Liz is currently the Director of Supportive Housing and Daytime Programs at Northside Housing and Supportive Services.*

**REGISTRATION:** Please RSVP. Space is limited. Free to Literacy Works members; \$20 for others.

Member agency staff: Please e-mail [register@litworks.org](mailto:register@litworks.org) with your name, email address, phone number, and title of training. Please also indicate if you are a teacher, manager, or other staff member. Initial limit of 3 staff members.

Non-members and Individuals: Please e-mail [register@litworks.org](mailto:register@litworks.org) with your name, email address, phone number, and title of training.

Literacy Works' **Peer Learning Series** is an opportunity for teaching staff and other staff members to come together and share knowledge on a topic of particular relevance. A step beyond Special Topics tutor trainings, the Peer Learning Series lets us study one topic in depth, and use that new knowledge to make institutional change within our agencies.

[www.litworks.org](http://www.litworks.org)