<table>
<thead>
<tr>
<th>Topic Area(s)</th>
<th>Miscellaneous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Agency versus Client-Friendly Language</td>
</tr>
<tr>
<td>Last Revised</td>
<td>4/4/07</td>
</tr>
<tr>
<td>Time Required</td>
<td>25-30 min</td>
</tr>
<tr>
<td>Purpose</td>
<td>To identify agency language and identify client-friendly language we can use instead.</td>
</tr>
<tr>
<td>Audience</td>
<td>Staff, partners</td>
</tr>
<tr>
<td>Method:</td>
<td>Mixing group to form small groups, small group mind-map, gallery tour, small group sticky-note activity, small group report out to large group, role play and large group discussion. Optional individual think time and pair share prior to large group discussion.</td>
</tr>
</tbody>
</table>
| Materials      | Optional Follow Up Handout at the end of this guide
Large sticky note
Chart pack stands and paper
Water color markers (enough for each group member to have a different color within their group) |
| Pre-Class Preparation: | Create a role play (see sample at the end of this guide) using agency terminology. Obtain volunteers for the role play and go through the role play in advance. Post chart pack paper around room so that groups have enough space to gather in front of each. |
| Special Considerations | |
| References or Resources | Tip Sheet for Facilitating Role Plays
Sample follow up handout at end of this guide
Sample role play at the end of this guide |
| Contact(s)     | Amra Biberic, D2, (503) 731-3111 x25569
Debbie Van Tassel, D6, (541) 440-3301 x212
Marilyn Hansen, D2, (503) 731-3111 x25593
Misty Schoene, D2, (503) 257-4200 x217 |
**Introduction (5-10 min):** How many of us remember when we first started working for DHS and all the acronyms we use? What was it like? What is it like when we are talking with someone and their use of acronyms makes it sound like a foreign language? What are the affects on our clients when we talk that way? In this practice session, we'll identify some of our agency terms that we take for granted but sound like a foreign language to others. We’ll explore client-friendly language we can use instead.

**Small Group Mindmap (5 min)**

Option: Mix groups. For example number off participants or give each person a colored post-it flag and ask them to join the group with that color.

Have small groups gather around posted chart pack paper (post chart pack paper around room so groups have space and room to stand and write.) Ask each group member to have a different colored pen. Have them create a mind map of agency terminology that clients are likely to hear. (Expect terms like conciliation, mandatory, rights and responsibilities, 7823, JOBS, PDP, DJ1, UA, Sanction, participation requirements, PWE, etc.)

**Gallery Tour (3 min)**

Ask all groups to circulate and take a look at the agency-speak terms other groups have come up with before sitting at a table with their new group. As facilitator, you can indicate a table for each group to sit.

Hang their chart pack papers at the front of the room so they are visible to the entire room.

**Small Group Table Activity (5 min)**

Provide table groups with large stickies. Ask each group to come up with client friendly language for each agency term that they brainstormed and write the client friendly language on a large sticky using a marker. Ask them to put the sticky on their mind map on top of the word it replaces. In some cases they may need to use more than word to replace it. Provide the group with an example such as for the agency term “PWE,” they might write on the sticky “the person who worked most” and then put the sticky over the word “PWE” on their chart pack. Ask that each group select a reporter to report out to the larger group later.
Report out from Small Groups: (5 min) Give each small group time to tell the rest of the group what words they used to substitute for their agency terms. Note that groups will come up with different good ideas for the same terms.

Option: As an alternative to each small group reporting out, do another gallery tour and have people use their markers to put a star or check mark next to client friendly terms that are new ideas for them or that they particularly like.

Option: Follow up Handout: Provide the participants with the follow-up handout at the end of this guide or collect their chart pack papers and type up their ideas and later distribute as a handout. Another option is to provide the handout at the end of this guide just before the groups begin reporting out so participants can take notes on client-friendly language presented.

Role-Play with Large Group Discussion: (10 min)

See the sample role play at the end of this guide. After Part I, ask the group for their reaction.
Possible questions: What do they think this is like for the client? How does it affect the client emotionally? How does it affect the client in accessing services? How does it affect the relationship between case manager and client? If they were the client, how would they feel/how would this affect them?
Ask the group, what the case manager could say instead. Allow for discussion. (Expect to hear that the case manager could use open questions to explore what happened and promote thinking and problem-solving on the clients part, as well as use agency-friendly language about opportunities and choices.)

Now do Part II of the role play, role playing the same scenario with the case manager using ideas the participants have volunteered and agency-friendly language that has been suggested.

Note: The facilitator can stop the role play at any time to ask the group what they think or to encourage the participants to brainstorm ideas for what the case manager can say next. See the tip sheet on facilitating role plays for reference.
Closing Discussion: (5-10 minutes)

Possible questions to ask:

- Was watching the role play useful? If so, how so?
- Did they notice some agency language they may find themselves using sometime?
- Where are they in the process of changing the language we use?
- How will this change how they relate to clients?

Option: Give a minute or two of individual think time to jot down response to one or more of the questions above. Afterwards allow 3-5 minutes for pair share or do a timed pair share (2 minutes each). Then ask for sharing with the large group of what people learned, what they will do differently, etc.
### Changing Agency Language to Client-Friendly Language
(i.e., how everyone else talks)

<table>
<thead>
<tr>
<th>Agency Term</th>
<th>Client-Friendly Language</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDP/7823</td>
<td>Your plan</td>
</tr>
<tr>
<td>Disqualification / DJ1, etc.</td>
<td>Consequence Or Life Sanction</td>
</tr>
<tr>
<td>Mandatory</td>
<td>Your choice to participate in order to receive services</td>
</tr>
<tr>
<td>PWE</td>
<td>Person who made the most money</td>
</tr>
<tr>
<td>JOBS activities</td>
<td>Opportunities</td>
</tr>
<tr>
<td>Participation Requirements</td>
<td>Opportunities</td>
</tr>
<tr>
<td>Reengagement</td>
<td>Getting unstuck and moving forward, Your involvement</td>
</tr>
<tr>
<td></td>
<td>How can we reach your goals, move away from the things that you’d like to leave behind</td>
</tr>
</tbody>
</table>
Sample Role Play Part I: Agency Terms

Client: I got this letter saying I need to be here for conciliation. What’s this about?

Case Manager: I mailed you a letter stating that you are jobs mandatory and on the letter it states that it’s a mandatory appointment.

Client: Are you talking about my not going to the appointment? My day care provider wouldn’t take my baby because my baby was sick.

Case Manager: You are part of the JOBS program and no showed to your initial JOBS appointment. You signed a PDP to obtain child care. I can’t give good cause for this failure to cooperate with JOBS which means you have no good cause.

Client: I did get a child care provider but she doesn’t accept sick children.

Case Manager: You signed your rights and responsibilities to participate in the JOBS program. It says that you’ll be disqualified if you don’t cooperate with the JOBS program. That’s a DJ1 in your case.

Sample Role Play Part II: Client-Friendly Language

Same scenario but the case manager asks open ended questions, for example:

What other ideas do you have for child care?
What have you done before for day care when your child was sick?
What arrangements can you think of for back-up child care?

Case manager uses agency friendly language, for example:
What steps can we add to your plan around finding child care?