

USING CASEWORK TO ENGAGE CLIENTS FROM OTHER CULTURAL AND ETHNIC BACKGROUNDS

1. Understand their values, attitudes, traditions, and beliefs
2. Be knowledgeable of their cultural norms regarding involvement of outside agencies in family problems.
3. Be willing to listen and to learn from the client.
4. Openly acknowledge cultural differences.
5. Express an interest in getting to know the client and in understanding things from their perspective.
6. Use interviewing techniques which clarify the subtleties of the client's communications.
7. Become knowledgeable regarding the particular social rules of behavior for a particular group.

Rycus, Judith S., et. al. *CORE 102 Casework Process and Case Planning in Child Welfare*. Shippensburg: Shippensburg University, 1996. p. 25-26