

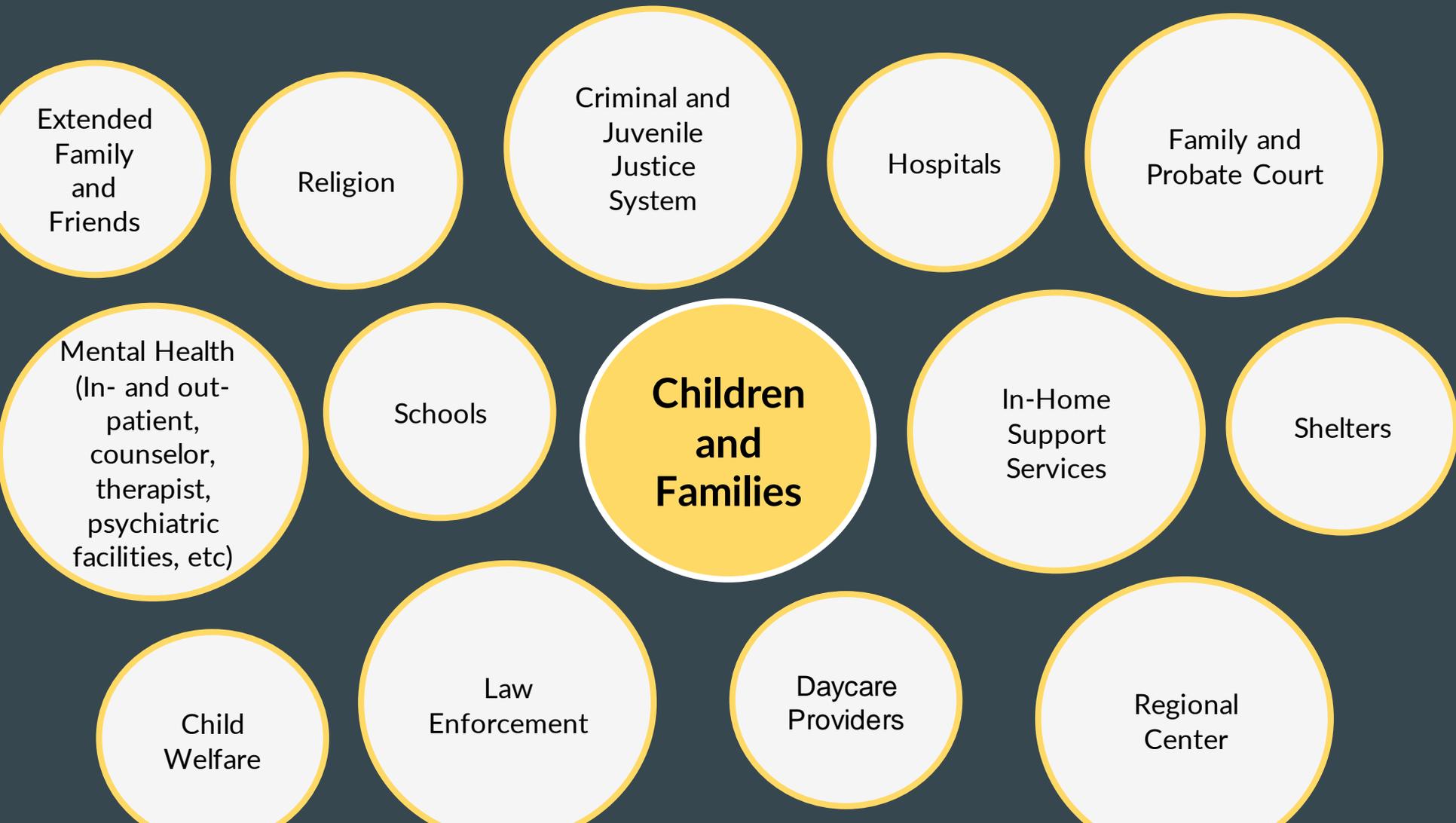
Culturally Responsive Practices for Child Welfare and Social Work Practitioners



Yesenia Cisneros Chavez
Child Welfare Worker II

Learning Objectives

- Participants will be able to define and understand issues of **disproportionality and disparity** in the Child Welfare System.
- Participants will form an understanding of **cultural humility and responsiveness**.
- Participants will identify the fundamentals of **motivational interviewing** (i.e. OARS, stages of change, etc.) and apply them to engagement and assessment with families.
- Participants will identify the 5 elements of **Solution Focused Inquiry** and apply them to engagement and assessment with families.



Extended
Family
and
Friends

Religion

Criminal and
Juvenile
Justice
System

Hospitals

Family and
Probate Court

Mental Health
(In- and out-
patient,
counselor,
therapist,
psychiatric
facilities, etc)

Schools

**Children
and
Families**

In-Home
Support
Services

Shelters

Child
Welfare

Law
Enforcement

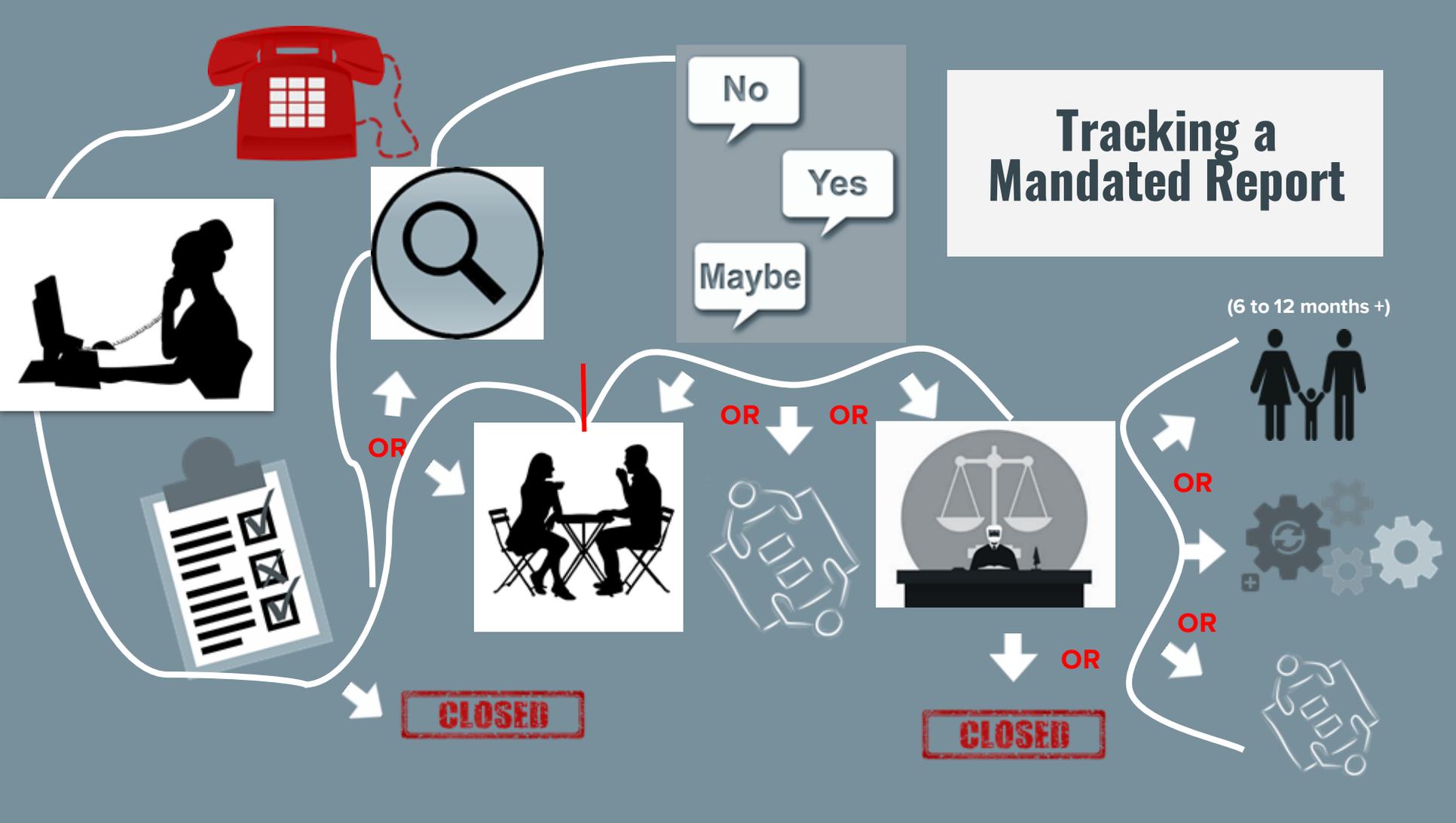
Daycare
Providers

Regional
Center

Tracking a Mandated Report

No
Yes
Maybe

(6 to 12 months +)

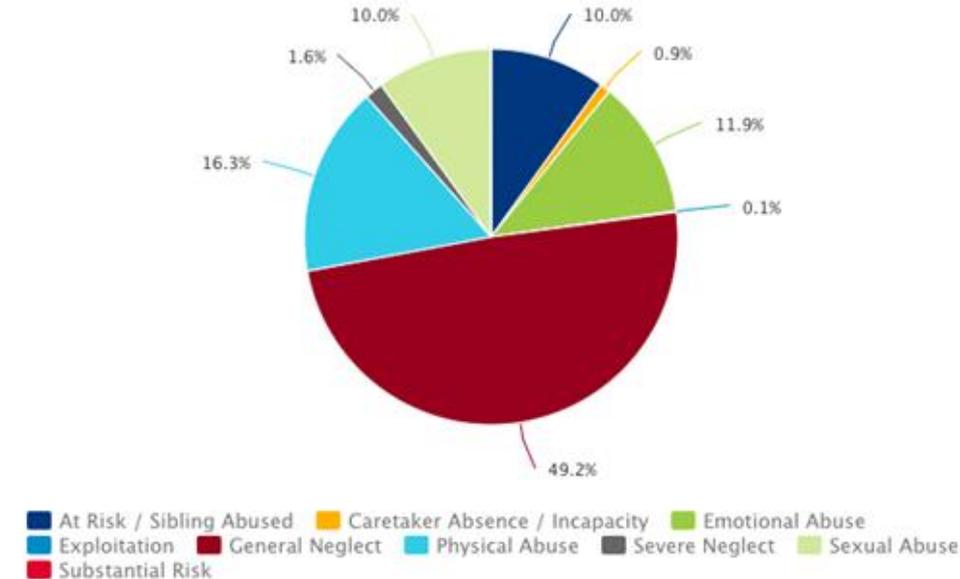


Understanding Disproportionality and Disparity

Disproportionality: The *overrepresentation* or *underrepresentation* of a racial or ethnic group compared with its percentage in the total population.

Disparity: The *unequal outcomes* of one racial or ethnic group compared with outcomes for another racial or ethnic group.

California



Key Issues

Acculturation: changes experienced as a result of being in contact with other cultures.

Language Barriers.

Comprehensive Translation Services.

Accessibility to Providers.

Culture

“Culture includes, but is not limited to, history, traditions, values, family systems, and artistic expressions of client groups served in the different cultures related to race and ethnicity, immigration and refugee status, tribal status, religion and spirituality, sexual orientation, gender identity and expression, social class, and abilities.”



Cultural Awareness: your own practice being informed by cultural expectations and mannerisms

Cultural Responsiveness: the ability to adapt one's behavior to the cultural needs of others.

Shifting from Problem Focused to Solution Focused

MOTIVATIONAL INTERVIEWING

Stages of Change

The diagram consists of five overlapping circles arranged in a circular pattern. The circles are labeled with the stages of change: Precontemplation (top), Contemplation (right), Preparation (bottom right), Action (bottom left), and Maintenance (left). The circles are shaded in a gradient from light gray to white, with Precontemplation being the darkest and Action being the lightest.

PRECONTEMPLATION

MAINTENANCE

CONTEMPLATION

ACTION

PREPARATION

OARS

Open-Ended Questions

Affirmations

Reflection

Summary

OARS: Open-Ended Questions

Can you tell me what happened that day from beginning to end?

Why did you react that way?

Who else is aware? How do they respond...?

How often does this happen? How does it usually unfold?

What could have been different to prevent this from happening?

Where are you now that everything has happened? What kind of support do you need?

SOLUTION FOCUSED INQUIRY

Position Questions

If your children were here, what might they say about how they feel when ___?

At your upcoming court hearing, what changes or progress do you think the judge will expect from you?

How do you think your loved ones would react if you were able to make the changes that you want to make?

Exception Questions

Are there times when the problem does not happen or is less serious? When? How does this happen?

Have there been times in the last couple of weeks when the problem did not happen or was less severe?

How was it that you were able to make this exception happen?

What was different about that day?

Scaling Questions

On a scale of 1-10, with 10 representing the best it can be and one the worst, where would you say you are today?

On a scale of 0 to 10, with 0 being not serious at all and 10 being the most serious, how serious do you think the problem is now?

On a scale of 0 to 10, with 0 being no confidence and 10 being very confident, how confident are you that this problem can be solved?

Follow-Up Question:

Why a four and not a five?

Has there been a time when you were at a 6? What was different about that time?

What's the most important thing you have to do to keep things at a 7 or 8?

Coping Questions

What have you found that is helpful in managing this situation?

What have you done to stay afloat?

You say that you're not sure that you want to continue working on your goals. What is it that has helped you to work on them up to now?

Miracle Questions

Suppose tonight you go to bed and go to sleep as usual. And during the night, a miracle happens. And the problem vanishes. And the issues that concern you are resolved, but you're still asleep. Therefore, you don't know that the miracle has happened. When you wake up tomorrow, what will be the first things that will tell you that the miracle has happened? How will you know that the transformation has occurred?

Follow-Up Questions:

How will you know the miracle happened?

What will be the first thing you notice that would tell you that a miracle occurred?

What else would tell you that things are different?

What might others see that would tell them that the miracle has happened?

Culturally Responsive Actions

Think about the rapport you've built and how you can call families in when you have concerns.

Elicit the family's reasoning and try to understand the cultural implications.

Acknowledge the issues that Latinx families face (i.e. acculturation, language barriers, culture shock, inadequate translation services, inaccessibility to Spanish-speaking providers, etc.

Ask for clarification. Ask yourself if this is really an issue of child abuse and neglect. This is your assessment.

Shifting from problem to solution-focused inquiry.

Ask questions one at a time and in a slow paced manner. Ask the translator to repeat what they said and feel comfortable to let them know when you feel something is missing.