**Chapter 5: Engagement and Relationship-Building Skills**

[Family Engagement: Social Work Home Visit with Ms. Smith](https://www.youtube.com/watch?v=mwKnqvIGLaI)

This role play demonstrates an effective and complete client meeting utilizing family engagement strategies.

• How did the social worker build rapport with Ms. Smith? Why did the social worker ask questions for clarification of the client's responses? Can you identify several systems the client has been involved with?

• What are "scaling questions"? Can you describe the scaling questions the social worker asked Ms. Smith?

• Describe "mapping" as a family engagement strategy this social worker demonstrated with Ms. Smith. Did the client appear to be responsive and engaged in this strategy?

[An Individualized, Strengths-Based Approach in Public Child Welfare Driven Systems of Care](https://www.childwelfare.gov/pubs/acloserlook/strengthsbased/)

U.S. Department of Health and Human Services - Administration for Children and Families

"Among the strategies that are critical for increasing the safety, permanency, and well-being of children and families involved with child welfare is tailoring services to unique needs by building upon strengths. As child welfare agency administrators and policy-makers continually strive to improve services and outcomes for children and families, establishing child welfare policies and practices that promote and facilitate an individualized, strengths-based approach is essential. Policy is crucial to sustaining strengths-based practices, because without it such practices may be inconsistently applied and diminish with staff turnover."

• Define an individualized, strengths-based approach in child welfare. Is the partnership with family sustainable when using this approach?

• How do the child and family benefit in the strengths-based process?

• What are some challenges experienced by the social worker when employing this approach?

• What are challenges the client system may experience when assessing for strengths?

[Cultural Competence for LGBT Individuals](http://www.sageusa.org/issues/cultural.cfm)

"Research suggests that LGBT older adults are less likely than their heterosexual peers to access aging services and to reach out to providers, senior centers, meal programs and other entitlement programs because they fear discrimination or harassment if their sexual orientations or gender identities become known." As social workers, we recognize that the needs of LGBT adults become more challenging due to the stigma of their sexual orientation or gender identities.

• Discuss some key facts this population faces as they age.

• Identify national and regional resources available for individuals, agencies, and communities that target the needs of LGBT adults.

• How did [Services & Advocacy for GLBT Elders](http://www.lgbtagingcenter.org/) develop? Which social work values intersect with the center’s philosophy and administration of services?