



Knowing Families and Their Culture

Build the cultural competence of your staff by getting to know the cultures of program families. Examine the strategies below and personalize them for your particular situation.

Strategy	Personalization
Provide time in program orientation meetings at the beginning of the year for families to get to know one another and connect with staff.	
Find a way to understand parents' expectations regarding school.	
Clarify expectations for the academic aspect of your program.	
Create a policy for any cultural misunderstandings that might occur	
Set aside program space for families to use to meet, talk, and support one another.	
Learn about families by talking to program youth.	
Plan projects that encourage youth to talk with family members about their culture, upbringing, and dreams for the future.	
Visit the neighborhoods, popular meeting places, and other important locations of your program families.	
Make families feel comfortable visiting and helping out with the program by consistently providing opportunities for them to do so.	
Learn about and honor the cultures of program families and youth.	
Do home visits if possible.	
Go to sporting events and music- and art-related performances for program youth.	
Create or improve your parent/family handbook.	
Gather information and feedback on your engagement efforts to revise accordingly.	
Find big (family nights, program orientation, etc.) and small (phone calls, chatting with families when they pick up youth, etc.) ways to better know and understand families.	
Learn and teach words in other languages spoken by program families.	
Find translators and use translated materials whenever necessary.	
Other:	