

Chapter 01

Multiple Choice

1. Which of the following is NOT identified as a reason for the underutilization of community services by culturally diverse clients?

- a. Mistrust of providers' abilities based on previous experiences
- b. Unfamiliarity with services available
- c. Lack of services designed for issues specific to an ethnic group
- d. Unwelcoming environments

ANSWER: c

2. In the context of culturally competent service provision, being unaware of differences in cultural style would be considered:

- a. discrimination.
- b. racism.
- c. cultural myopia.
- d. unsociability.

ANSWER: a

3. Which of the following best defines the term "racial group"?

- a. Any distinguishable people whose members share a common culture
- b. A biologically isolated, inbreeding population with a distinctive genetic heritage
- c. Non-Whites
- d. A group that shares a common culture and genetic heritage

ANSWER: b

4. The term White ethnics refers to:

- a. Whites who have recently immigrated to the United States from Latin America.
- b. non-White people who seek to "pass as White."
- c. dominant group members whose origins are not from Northern Europe.
- d. dominant group members who, despite Northern European origins, affiliate strongly with ethnic minority groups.

ANSWER: c

5. A helper working with a culturally diverse client needs information about all of the following demographic items EXCEPT:

- a. place of birth.
- b. number of generations in the United States.
- c. language spoken at home.
- d. All of these items are essential to the helper's knowledge.

ANSWER: d

6. The author believes that the surest indicator of cultural insensitivity is:

- a. the inability to create a welcoming environment for clients of color.

- b. the lack of understanding of cultural definitions regarding health and wellness.
- c. the inability to see one's own prejudices.
- d. the belief that all members of a particular group share all characteristics.

ANSWER: d

7. Many people in the United States hoped that the election of _____ as the 44th president marked the beginning of a new and more positive era of race relations.

- a. George H. W. Bush
- b. Bill Clinton
- c. Barack Obama
- d. Donald Trump

ANSWER: c

8. Which of the following terms refers to the act of human service providers supporting and encouraging their culturally diverse clients to become their own advocates?

- a. Empowerment
- b. Diversity
- c. Discrimination
- d. Ethnic (racial) identification

ANSWER: a

Essay

9. The textbook is written from a perspective that assumes there are certain psychological characteristics and experiences that all ethnically and culturally diverse clients share. Describe these characteristics and discuss the possible related issues that may be present in the helping process.

ANSWER: Answers will vary.

10. What issues might arise due to differences within ethnic groups? How might a provider assess these individual and cultural factors and understand their meaning?

ANSWER: Answers will vary.

11. The first task of any cross-cultural service provider is to carefully assess the client's demographic and cultural situation. What types of critical information is necessary when determining the needs of a culturally diverse client?

ANSWER: Answers will vary.