**Do’s and Don’ts of Case Management**

**Do’s**

* Respect your families.
* Arrive on time.
* Call if you are going to be late.
* Be flexible.
* Be understanding.
* Be willing to listen.
* Be prepared.
* Do what you say you are going to do when you say are going to do it.
* Have knowledge of the population you are serving.
* Be willing to admit your mistakes and take responsibility for your actions.
* Take the time to build a relationship with the family.

**Don’ts**

* Talk down to the parents you are working with.
* Discipline their children.
* Avoid the tough talks.
* Limit your availability.
* Have rigid thinking.
* Insult the family or their ability.
* Think you know what the family needs more than they do.
* Come in to the families lives with guns a blazing thinking you are going to rescue them.
* Be forceful in your expectations.
* Get angry if the family does not follow through.
* Expect change to happen overnight.