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Effectively working with challenging clients who receive hunger service assistance: Case examples and eight recommended guidelines

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Abstract

Those who provide services for people who experience food insecurity come into contact with people who do not always present themselves courteously and favorably. Using case examples from the food bank industry, the authors of this paper will: (1) discuss why people sometimes behave discourteously when seeking assistance from human services professionals; (2) give case examples of how social workers could properly respond to these situations and, (3) give recommendations for effectively working with this client population.

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