

UNIT 4

PROCESS OF SOCIAL CASE WORK

PROCESS OF SOCIAL CASE WORK: Intake (First Interview) Rapport Building, Case study/Social Investigation / Psycho-Social study (Exploration / Investigation), Psycho - Social diagnosis / Social diagnosis (Assessment), Intervention / Treatment/Casework treatment (Problem-solving process), Monitoring and Evaluation, Follow-up and Termination.

Different stages in Process of Social Case Work are:

I. Intake (First Interview) Rapport Building:

II. Case study/Social Investigation / Psycho-Social study (Exploration/ Investigation):

III. Psycho - Social diagnosis / Social diagnosis (Assessment):

IV. Intervention / Treatment/Casework treatment (Problem-solving process):

V. Monitoring and Evaluation:

VI. Follow-up and Termination:

Conceptually, they are different and separate stages but they do not make a neat progression always with one stage following the other in sequence. Sometimes, two or more stages proceed simultaneously. Diagnosis may also change with the gathering of more data about the situation or with changes taking place in the situation itself. Case work help cannot be postponed till the completion of the social study or of the formulation of a social diagnosis. Some kind of help may have to be rendered even at the first worker-client contact. The skilful way the case worker conducts the interview may be of help to the client in terms of the concern, hope, warmth and interest conveyed to the client, which in turn start a process, sooner or later, within him activating him to mobilize his inner resources for problem solving. In casework intervention the individual client is not considered in isolation from the family, but as a part of the family, since the family forms the most important human environment for the client with its network of emotional relationships. Therefore, other members of the family are also involved in the casework process. Also, home visits are made by the Case worker to get an understanding of the environment as for other reasons.

I. Intake (First Interview) Rapport Building:

- Client comes to an agency for professional help through a Case worker.
- Relationship between two persons of unequal positions and power is developed.
- Accept client as a person in a stressful situation.
- Respect the client's personality and help him resolve.

Interviewing in Casework

By interviewing, we mean a meeting or conference (may be formal or informal) between two or more persons for specific purpose. It is an art which is used in every situation for better understanding and better relationships between the interviewer and the interview. Interviewing is the foundation on which theory and practice of social case work is based because without interview, the worker cannot get all the possible information about the client nor can the client gain any confidence in the worker. The purpose of an interview is, therefore:

- To obtain knowledge of the situation.
- To understand another person.
- To make the person understand you.

The areas for probing are:

1. The stage of the problem at which the person, through whom, and the reasons because of which, comes to this agency.
2. The nature of request and its relation to his problem, and the cause of his problem, as the client see.
3. Does the request relate directly to his needs/ problems?
4. His adjustment to his social functions in job, family, etc.
5. The state of his physical and mental health.
6. His appearance including dress, etc. in his first meeting.
7. His personal and social resources including material and financial position.
8. Appropriateness and intensity of feelings.
9. Nature of defense mechanisms he frequently uses.
10. Level of motivation, how quickly he wants to get rid of his problems.

11. Nature of family, its status, values, relationship pattern within the family, etc.

12. Reactions to the worker and seeking help from the agency and sex of caseworker who will be suitable to help the person.

II. Case study/Social Investigation/Psycho-Social study (Exploration/ Investigation):

“Psycho–Social study is the initial assessment of client’s current, relevant past and possible future modes of adaptation to stressful situations and normal living situations.”

Social Case History:

The first step in the case work is to collect the social history of the client. This could be done in various ways. These are:

- ✓ Interview with the client
- ✓ Interview with the relatives, employer, teacher and friends of the client.
- ✓ Visiting the neighborhood and environment in which the client lives.

All these visits will help the worker to know the client in his environment and collect all the data in respect of the client and his environment i.e. his family, neighborhood, friendship circle, employer, teacher, etc. as a matter of fact it is not possible to separate the three stages of case work service i.e. social history, diagnosis and treatment. During the course of interview, the worker may be able to diagnose and even suggest treatment to the client but where the problem is very acute; it is necessary to consider the diagnosis in relation this own history.

Perlman has given the following contents of the case work study

1. The nature of the presenting problem.
2. The significance of the problem.
3. The cause(s), onset and precipitants of the problem.
4. The efforts made to cope with problem-solving.
5. The nature of the solution or ends sought from the case work agency.
6. The actual nature of the agency and its problem solving means in relation to the client and his problem.

Tools of study

The tools used by the case worker for collecting the relevant information are:

1. Interview guide and schedule.
2. Life chart.
3. Video recording of family interaction.
4. Tape recorded interview.

The Format of Interview Schedule

1. History of the problem.
2. Personal history.
3. Family history.
4. Problematic areas.
5. Treatment Plan

III. Psycho - Social diagnosis / Social diagnosis (Assessment):

According to Perlman (1957)

- “Diagnosis helps in determining the focus of treatment, further collection of facts and deciding the best course of action to solve the problem.”
- “Social diagnosis is the attempt to arrive at an exact definition as possible of the social situation and personality of a given client.”
- “Social diagnosis is a search for the causes of the problem which brings the client to the worker for help.”
- “Diagnosis is concerned with understanding both the psychological or personality factors which bear a causal relation to the client’s difficulty and the social or environmental factors which tend to sustain it.”
- “Diagnosis may be viewed as the fluid, constantly changing assessment of the client, their problems, life situations and important relationships.”

Content of the Social Diagnosis:

1. The nature of the problem brought and the goals sought by the client, in their relationship to.

2. The nature of the person who bears the problem and who seeks or needs help with the problem, in relation to.

3. The nature and purpose of the agency and the kind of help it can offer and/or make available.

Process of making diagnosis

- Shifting the relevant from irrelevant data
- Organizing the facts and getting them into relatedness
- Grasping the way in which the factors fit together
- Preparing the meaning as a whole.

Data for Diagnosis

1. Interviews
2. Checklist and Inventories
3. Direct Observation

Steps in Diagnosis

1. The worker begins to focus on problematic behaviors. Both functional and dysfunctional behaviors in the client's environment are surveyed. The client's personal strength as well as of his environment are evaluated.

2. He specifies the target behaviors. Break down complex behaviors into clear and precise component parts.

3. Baseline data are collected to specify those events that appear to be currently controlling the problematic behaviors.

4. The collected information is summarized in an attempt to anticipate any major problem in treatment and as a way of beginning to establish objectives for treatment.

5. Selecting priorities for treatment is the final step of the diagnosis.

Types of diagnosis

1. Clinical
 - ✓ The person is described by the nature of the illness. E.g. schizophrenia, psychopath, typhoid, etc.

- ✓ Used in medical practice.
- ✓ Use is minimum in casework practice. - Importance in medical and psychiatry.

2. Etiological

- ✓ Tries to delineate the causes and development of presenting difficulty.
- ✓ History of the person.

3. Dynamic

- ✓ Proper evaluation of the client's current problem as he is experiencing it now.
- ✓ Role of psychological, biological, social and environmental factors in the

causation of the problem.

- ✓ No attempt to dig life history.
- ✓ Case worker and client engage inappropriate corrective action or treatment.
- ✓ These developments may lead to modifications in the goals for treatment

IV. Intervention / Treatment/Casework treatment (Problem-solving process):

Social Treatment

According to Hamilton,-“Social treatment or treatment in case work is the sum total of all activities and services directed towards helping an individual or the client with a problem. The focus is to relieve the immediate problem and, if feasible, modify any basic difficulties which precipitated it.”Strictly speaking, everything that has been discussed so far is part of treatment.

Generally, two types of efforts are required for social adjustment environmental modification and or change in behavior modification. Early case work treatment was placed on modification through the environment. Later on the development of ego psychology helped social case workers to use intensive and direct treatment techniques. The interviews in all these process are every important and unless the interviews are conducted properly, it is not possible to expect results. The case worker has, therefore, not only to understand the theory of interview but also have sufficient training and experience in interviewing, if he/she wants to be successful in providing service to the client.

The objectives of Social case work treatment

1. To prevent social breakdown.
2. To conserve client's strength.
3. To restore social functioning.
4. To provide happy experiences to the client or to provide positive reinforcement.
5. To create opportunities for growth and development.
6. To compensate psychological damage.
7. To increase capacity for self-direction.
8. To increase his social contribution.

Methods of Social treatment

1. Administration of concrete and practical services. E.g. money, medical care, scholarships, legal aid, etc.
2. Indirect treatment (modification of environment/Environmental Manipulation, both physical and social).- E.g. camps, group experience activities, training programs, etc.
3. Direct treatment

Direct Treatment

Providing help to the client to choose and use the social resources afforded by the community. Money, medical care, legal aid, helping to get job or admission in educational institutions, aged homes, foster homes, recreational facilities are such type of services that any person in problem may need in order to resolve a given problem in his daily living Environmental manipulation means changing the social conditions of the client so that he/she may be relieved from excessive stresses and strains. For example attempts to change the attitude of the parents, teachers, spouse, employer, friends and relatives, training and employment for livelihood, group experience in accordance with the needs of the client. Environmental modification is undertaken by the case worker only when environmental pressures upon the client are beyond the client's control but can be modified by the case worker. In this the case worker exerts influence directly on the client. It is used when the client needs direction because of his ignorance, anxiety and weakness of his ego strength. Direct treatment is given through counseling,

therapeutic interviewing, clarification and interpretation leading to an insight.

- A. Counseling-marriage, occupational, family, school, etc.
- B. Therapeutic Interviewing-family and marital therapy.
- C. Clarification
- D. Interpretation and Insight
- E. Psychological support.
- F. Resource utilization
- G. Environment modification.

V. Monitoring and Evaluation:

Monitoring provides crucial feedback to case worker and the client regarding

1. Whether the treatment program is succeeding as desired.
2. Whether established goals have been achieved.
3. Whether modifications in the program are necessary.
4. Whether the client is being helped in real sense.

Importance of Monitoring and Evaluation

✚ The purpose of Evaluation is to see if the efforts of the case worker are yielding any result or not, if the techniques used are serving the purpose, and if the goals are being achieved.

✚ Evaluation is the process of attaching a value to the social work practice. It is the method of knowing what the outcomes are.

✚ It is a continuous process.

✚ Evaluation of the approach used and result should be taken up with the client so that the efforts are meaningfully utilized.

✚ Evaluation will further strengthen the relationship between the caseworker and client and motivate the client to work towards his goal.

✚ Casework practices need to be evaluated from time to time. The subject needs to be tested and researched and most importantly needs ongoing validation. They need to be proved to the public that they are effective and beneficial to the clients.

✚ Casework practice should be subjected to critical review. Workers need to be held accountable for what they do and for their social work competence. Workers need to win approval for their programs.

✚ They may sometimes have to be told that their services are overlapping and ineffective.

✚ Workers have to enhance their own image and also of the agency to develop

✚ public relations. The clients need to give a feedback on the effectiveness of the services.

VI. Follow-up and Termination:

❖ At the end, i.e. termination, the worker should discuss the original as well as revised goals and objectives, achievements during the helping period, factors helpful or obstructive in achieving the objectives, and the efforts needed to maintain the level of achievement and the feelings aroused by disengagement.

❖ It is neither wise nor necessary for the termination to be an abrupt one.

❖ It is best to discuss termination and its ramifications (implications) several times before the final interview.

❖ The frequency and amount of contacts should be gradually decreased.

❖ Termination of the helping process brings up in both the case worker and Client many feelings both positive and negative which must be verbalized and discussed.

❖ Follow-up is done to help client maintain the improvement.

❖ During follow-up, the client is helped to discuss the problems he faces in maintaining the improvement.

❖ Work is done with the people significant for his improved social functioning.

❖ If required, he is referred to the proper source for needed services and help.

❖ The follow-up should be planned on a diminishing basis after two weeks, then a month, then three months, six months and a year following the termination of the formal program.

Social Case Work Process in brief

The case work process consists of:

- ❖ I. Intake (First Interview) Rapport Building
- ❖ II. Case study/Social Investigation/Psycho-Social study (Exploration/
Investigation)
- ❖ III. Psycho - Social diagnosis / Social diagnosis (Assessment)
- ❖ IV. Intervention / Treatment/Casework treatment (Problem-solving process)
- ❖ V. Monitoring and Evaluation
- ❖ VI. Follow-up and Termination