**UNIT 1**

# SOCIAL CASE WORK

**1. Historical Development of Social Case Work:**

* Ancient times – individuals in every society have been helped by others to

solve their problems.

* Late 19th and early 20th century – it took professional shape.
* 1869 – Origin of Charity Organization Society in London.
* The main aim of the society was to find out ways and means of helping the

poor and needy and thus to organize used ‘volunteers’, called ‘friendly visitors’.

* They visited the homes of the poor for the purpose of assessing their need,

for rendering material assistance and for giving them guidance and advice.

* These friendly visitors were subsequently called ‘paid agents’.
* These paid helpers gradually developed systematic procedures in performing

their tasks; they collected data, helped them after assessing and also maintained records (personal data, type of help rendered).

* Case work gradually developed into a professional method.
* 1877 – Organized efforts were taken by the American Charity Organization

Society in U.S.A., similar to that in London.

* The ‘paid agents’ received training in investigation, diagnosis and treatment

for which the New York School of Philanthropy was established towards the end of the 19th century.

* 1895 – End of 19th century in England, a concept called ‘Almoners’ (outside

visitors) was introduced. Sir Charles Loch appointed Almoners to help hospitals to serve patients effectively. Almoners were similar to friendly visitors and paid agents.

* 1898 – The first School of Social Work was established in New York.
* 1911 – Case work had emerged in USA as an accepted formal technique.

Since the early social workers handled cases of families in need, they were called Case workers in USA.

* 1914 – 1917 – The first training programme for casework started at this time,

based more on the medical model – Summer training – started by many schools of social work – recognized by professionals.

* 1917 – Mary Richmond wrote her first book called ‘Social Diagnosis’ which set

forth a methodology of helping clients through systematic ways of assessing their problems and handling them. The book also introduced the principle of individualization and client’s right to self-determination.

* Impact of World War I – The First World War made a wide impact on social

case work. Psychiatry in this period became more important. The contribution of Freud and his followers influenced the method employed by the caseworkers in dealing with the individuals. CGC (Columbia University Global Center) movement and treatment, prevention of mental problems and delinquency strengthened the psychological orientation of this approach.

* 1920s - Various definitions of case work under the influence of Freudian

Theory (internal factors – individual responsible for his problems).Caseworkers realized that more responsibilities should be given to individuals to make decisions of their life. Professionals also began to move into other fields like prisons, schools, etc.

* 1930 – Economic depression – Case workers had to consider the economic

factors which were causing distress to clients, leading to emotional distress and breakdown. Focus shifted from individual to modification and manipulation of the client’s environment to enable him to adapt to his situations satisfactorily.

* After World War II, with the problems of morale, leadership, propaganda,

separation, communication, etc., social workers found social sciences more useful. There was increase in personal problems on the part of clients due to financial crisis.

* 1950s – This was an era of private practice. Professional agencies started

growing in this field. Case work started going into the community. Richmond (1922), Hamilton (1951) and Pearlman (1957) also emphasized on the problems of social functioning.

* 1960s – Lot of importance was given to research and social action. Heredity

vs. environment – casework method adopted new techniques and principles.

**2. Social Case Work**

Social Case Work, a primary method of social work, is concerned with the adjustment and development of individual towards more satisfying human relations. Better family life, improved schools, better housing, more hospitals and medical care facilities, protected economic conditions and better relations between religious groups help the individual in his adjustment and development. But his adjustment and development depend on the use of these resources by him. Sometimes due to certain factors, internal or external, he fails to avail existing facilities. In such situations, social caseworker helps him.

Every individual reacts differently to his social, economic and physical environments and as such problems of one individual are different from those of another.

The practice of casework is a humanistic attempt for helping people who have difficulty in coping with the problems of daily living. It’s one of the direct methods of social work which uses the case-by-case approach for dealing with individuals or families as regards their problems of social functioning.

**3. The Focus of Social Case Work Intervention**

The focus of social case work is on two points i.e.

-The needs of the person &

-The situation when a person got the problem

Now the question here is that what is a social problem?

Paul B. Horton defines **problem** as Social problem is a **situation** which exists anywhere, at anytime and affects any person. (*that* ***situation*** *leads the person to be social dysfunction*).

1. This **situation** creates **hurdles** in the life of the person. When these hurdles are there.

2. The people became conscious of it and tries to find out the solution.

3. Sometimes the problem is solved by one’s own efforts but sometimes he needs external help.

**5. Purpose of Social Case Work:**

* *In general, the purpose of social case work is to help an individual client to*

*solve his psycho-social problems in such a way so that he finds himself capable of dealing with these problems at present and also may solve in future if such problems arise.*

**6. Objectives of Social Case Work:**

1. To make **good rapport** with the common people.

2. To find-out, understand & solve the internal problems of an individual.

3. To strengthen ones ego power.

4. To prevent problem in social functioning.

5. To develop internal resources to enhance social functioning.

**7. Nature of Case Work:**

1. Relationship arise out of shared & emotionally charged situation.

2. Relationship contains elements of acceptance, expectation, support &

stimulation.

3. Client & case worker are interdependent.

4. Case work relationship may have several therapeutic values.

5. Improvement of condition.

6. More adjustment within the society.

7. Development of personality.

8. Capacity building.

9. Relationship needs outside help.

10. Case worker too has relationship reactions and part of one’s professional

skills in their management.

**8. Characteristics of Social Case Work:**

1. It is a method of social work, seeks to help individuals in a systematic way based on knowledge of human behaviour and various tested approaches.

2. Consumers of these services are individuals and their families.

3. CWer’s knowledge, expertise and available material resources are used to inject strength in the person.

4. Person to person relationship, face to face, interpersonal transaction.

5. Deals with the adjustment of the individual towards more satisfying human relations, CWer helps the total individual, i.e., with every aspect of his life (psychological and environmental - social & physical factors).

6. CWer provides assistance to every individual in accordance to his problem and need.

7. Problems differ from individuals to individuals.

8. Process used by certain human welfare agencies to help individuals cope more effectively with their problems in social functioning.

9. SCW involves the following ingredients:

*1. Social Agencies:* offering specialized services.

*2. Application:* client applies for agency’s assistance.

*3. Continuing service:* agency’s service remains continuous until solution.

*4. End of the process:* when client no longer requires agency’s assistance;

when client develops effectiveness in coping with his problem and resolves the problem.

**9. Social Case Work Values:**

Social casework values have roots in the democratic social system. They are:

1. Every man has inherent worth and dignity.

2. Every individual has the right to self-determination.

3. Every individual is the primary concern of society, has potential for and

the right to growth.

4. Every individual, in turn, has to contribute to the society’s development

by assuming his social responsibility.

5. The individual and society in which one lives are interdependent.

6. Basic human needs have to be met by services which are not dependent upon in accord either to moral behaviour or to race, nationality, caste, etc.

**10. Basic Assumptions of Social Case Work:**

1. Man is a bio-psycho-social being who is in constant interaction with his environment.

2. All problems in social functioning are psycho-social in nature and most are interpersonal as well.

3. Within certain limits, man can be understood and helped.

4. Man can grow and change limited only by his inherent capacities and potentials.

Every person is unique as well as similar to others.

**11. Elements of case work:**

1) Purpose & concern for the Cling system  
 A purpose to find-out internal problems & try to solve it and a concern to make good rapport, feel, one’s feelings and aims at individualized service.

2) Expectation at three level

-Expectation of the case worker from the client, how the case worker

feels about the client’s ability & what extend client support anybody.

-Expectation of the client from the Case worker.

-Positive result in the period of interaction.

3) Accuracy of Empathy and clear communication

- Think positively in others point of view.

- What extent you are sympathetic.

- Ability to perceive & communicate accurately & feel.

- Case worker should be sensitive to express feelings towards client by

voice, posture and good communication.

4) Non Possessive warmth or unconditional positive regard for the client (accepting the client as a person with human potentialities)

Give respect, acceptance, liking, caring and concern for the client in a non- dominating way.

5) Genuineness and acceptance   
 Case worker must be practical in nature. He must be a person of genuineness being real, honest in their approach and never go beyond her/his limit.

6) Authority

Case worker must have a capacity to handle any situation, being resourceful

and helpful Having knowledge, attitude, experience and a position to identify and solve internal problem of client.