MA SOCIAL WORK

MASW 102 : WORKING WITHINDIVIDUALS

w.e.f Academic Session: 2023-24

CENTRE FOR DISTANCE AND ONLINE EDUCATION
UNIVERSITY OF SCIENCE & TECHNOLOGY MEGHALAYA

nirf India Ranking-2023 (151-200)

Accredited 'A' Grade by NAAC

Techno City, 9th Mile, Baridua, Ri-Bhoi, Meghalaya, 793101

SELF-LEARNING MATERIAL

MA Social Work
MASW 102
WORKING WITH INDIVIDUAS
Academic Session: 2023-24

Unveiling Excellence

Centre for Distance and Online Education
UNIVERSITY OF SCIENCE & TECHNOLOGY MEGHALAYA

Accredited 'A' Grade by NAAC

UNIT-I

Social Case work

Meaning, Definition, Objectives and Nature of Social Case work. Components of Social Case work; The person, The problem, The place, The process. Phases of Case work; Intake, Study, Diagnosis, Treatment. Principles of Social case work. Case work relationship. Role of Social case worker.

UNIT-I

Social Case Work

1.0.   Objectives

1.1. Introduction

1.2. Meaning, Definition, Objectives and Nature of Social Case work

      1.2.1. Social case work in general

      1.2.2. Definitions of Social Case work

      1.2.3. Objectives of social case work

      1.2.4. Nature of social case work

      1.2.5. Historical development of Social case work

1.3. Components of Social Case work

      1.3.1. The person

      1.3.2. The problem

      1.3.3. The place

      1.3.4. The process

UNIT-I

Social Case Work

1.0. Objectives

After studying this unit you will be able to;

- Define social case work and understand its processes
- Analyze different principles of case work
- Understand the applications of different tools and techniques of social case work
- Relate social case work method with other methods of social work
- Articulate clearly about the role of social case worker

1.1. Introduction

Social work in its theoretical aspects is based on the knowledge of human relations with regard to the solution of psycho social problems. In its applied aspect, social work is a professional service based on scientific methods and skills. In the field of social sciences, social work occupies a very important role. Every social problem is the outcome of many external and internal factors. Therefore, when to deals with the individual problems, it is essential to deal with his experiences and reactions towards the problems. Besides, proper recognition of individual is also essential with regard to the solution of a problem. Therefore in the field of social work, the main task of social worker is to develop the self direction and self dependence of an individual. In social case work an individual, group, situation or phenomena is recognized as unit of study and various aspects of the units are studied properly.

1.2. Meaning, Definition, Objectives and Nature of Social Case work

1.2.1. Social case work in general

The social case worker is oriented towards the principle of social justice. Social justice provides everyone equal right to prowess. Therefore, social case work does not believe on the survival of the fittest. In other words, social case work is based on the assumption of human welfare. It provides help to every needy and disabled person. Its ultimate aim is to establish harmonious relationship between the client and the society to which he belongs.

Thus in the social case work individual client is treated as a total unit. Internal and external forces are motivated in such a manner so that he may solve his problems. Social case work covers the individual aspect of assistance as such; the method adopted in it is purely psychological. But side by, social worker has also to understand the various aspects of human behavior. He must establish workable combination between the available social services and the psychological understanding. Therefore, as a method, social case work gives much emphasis on environmental reorganization and thereby attempt to bring about a change on clients attitude and behavior. Social case work does not make a person entirely free from his disabilities through social assistance. Besides, in certain favorable circumstances social case work makes prevention and treatment of pathological problems.

1.2.2. Definitions of Social Case work

Social case work may be defined as the art of doing different things for and with different people by cooperating with them to achieve at one and the same time their own and society's betterment.

Richmond (1915)

Social case work is the art of bringing about the better adjustments in the social relationship of individual men or women or children.

Richmond (1917)

Social case work means those processes which develop personality through adjustment consciously affected, individual by individual, between men and their social environment.

Richmond (1922)

Social case work is the method of affecting the understanding of the needs, resources and reactions of individuals.

Porter R. Lee

Social case work is a method employed by social workers to help individuals find a solution to problems of social adjustment which they are unable to handle in a satisfactory way by their own effort.

Sanford

Social case work is the art of adjusting personal relationship.

Queen

Social case work is the art of changing human attitudes.

<center>Lee</center>

Social case work means Social treatment of a maladjusted individual involving an attempt to understand his personality, behavior and social relationships and to assist him in working out a better social and personal adjustment.

<center>Taft (1920)</center>

Social case work is a process concerned with the understanding of individuals as whole personalities and with the adjustment of these individuals to socially healthy lives.

<center>Taylor (1926)</center>

Social case work is process used by certain human welfare agencies to help individuals cope more effectively with their problems in social functioning.

<center>Perlman (1957)</center>

The above definitions reveal the fact that social case work is related to the psycho social treatment of the client who is in problem and seeks the help of case worker or problem solving agencies. Social case work establishes adjustments between individual capacities and resources. It consists of the study of mental, emotional and social factors. In social case work an individual, group situation or phenomena is recognized as unit of study and various units are studied properly.

1.2.3. Objectives of social case work

The basic purpose of social work is to enable the client to enjoy with some degree of permanency, more satisfying, effective and acceptable experiences in the social situations in which he find himself. To achieve this goal efforts are made to bring effective changes in the client's environment or social living situations. According to Witmer, the chief aim of social case work is that of helping people to mobilize their capacities for the solution of the problems that brought them to the attention of social agencies. Most of the writers of social work like Moffet and Hollis have emphasized that one of the main objective of social case work is to bring about an adjustment between the individual client and his situation or environment. Bowers mentioned two objectives: better adjustment in the social relationships of the individual and the development of individual personality. According to Perlman, within the boundaries of what the client wants, his capacities and the resources of skills and materials means of the agency and community, the specific goal is to help him achieve his previous level of functioning of which he is capable of this time.

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 find himself capable of dealings with these problems at present and also may solve in future if such problems arise. Thus social case work has the following objectives as mentioned by P.D.Mishra;

❖ To understand and solve the internal problems of the individuals

<center>5</center>

- ❖ To strengthen his ego power
- ❖ Remediation of problems in social functioning
- ❖ Prevention of problems in social functioning
- ❖ Development of resources to enhance social functioning.

1.2.4. Nature of social case work

Every individual child or adult in order to grow and develop has various needs like physical, psychological and social needs to fulfill. In this task, he has to interact with different types of people and face different environmental conditions. Very often, the person fails in his attempts filly or partially and sometimes he has to non helpful reactions of people around him. Lack of resources, non fulfillment of needs, unpleasant social reaction and unfavorable social conditions make human development and functioning difficult and sometimes impossible. An individual under the stressful conditions seeks help from the near and dear ones like parents siblings friends and sometime from the professionals like priest, teacher, lawyers, doctors, social workers etc. every professional help has two components. One is his professional skills and knowledge and the other one is his personal characteristics and experiences. These two components set the way the professional helper will move to help the needy individuals to meet his needs or solve his problems to live a full life.

There are many problems which are common to all individuals yet certain problems differ from individual to individual. Social case worker provides assistance to every individual in accordance to his problem and need. In other words social case work is the product of differential treatment. In this regard, Prof. Friedlander has made the following observations:

"In a society that draws strength from the respect and the consequent contributions of individually, it should not be surprising that a regard for the peculiar meaning with experience has for the individual has led to the development of unique process which has come to be known as social case work."

Besides this, all individuals in their social life are closely associated with each other. Every individual renders a certain type towards his fellow beings. For example, doctor, teacher, lawyer etc. render a particular type of service. Similarly social work is also a profession which helps to the needy people. Social case work involves the following ingredients.
(I)Social agencies

Social case work is performed through social agencies these agencies are organized in a large or small scale and often provide specialized services.

(II) Application

The process of social caser work starts after the application by a client for agency's assistance. Its success is based on the proper protection of client's interests.

(iii) Continuing Service

The problem confronting to a client, takes some time for solution. During this period, agency's service remains continuous.

(IV) The process of social case work ends at the stage when the client no longer requires agency's assistance. At this stage the problem before the client is solved and does not require further after care service and the process comes to an end.

Social case work enables an individual to obtain a higher level of social functioning through an interpersonal transaction or face to face or person to person encounter. The case worker helps the client to act in order to achieve some personal or social goals by utilizing the available resources in terms of strength of personality of the client, his social system or material provisions available in the community or agency. Case worker knowledge and expertise and material resources are used to inject strengths in the person or enable him to move more satisfying in the social situation he finds difficult to deal with.

Richmond, who gave a scientific status to case work, defines social case work as one consisting of those processes which develop personality through adjustments consciously effected individual by individual between man and their social environment. Richmond considers case work as a method of measuring against reality the client's capacity to deal with his problem while the worker helps him to clarify what the problem is and enables him to think of different ways to solve it. According to Bowers, social case work is an art in which knowledge of the science of human relations and skills in relationship are used to mobilize capacities in the individual and resources in the community appropriate for better adjustment between the client and all or any part of his total environment. Hamilton says that case work characterized by the objective to administer practical services and offer counseling in such a way as to arouse and conserve the psychological energies of the client actively involve him in the use of the service toward the solution of his dilemma. These definitions have attempted to focus on certain aspects of case work process only, and when these are taken and understood together, explain the nature of case work better.

A person at every point of the day performs some role. All his functions are directed to fulfill some role. The case worker may mainly aim at restoring, maintaining or improving the person's functioning using his knowledge of human behavior, skills in communications and relationships and the available resources. It is presumed that any person who has some problem with his thinking, feeling or acting or their interaction will not be able to function properly and adequately in his social roles assigned to or achieved by him.

Social functioning means functioning in different roles one has achieved or has been assigned by society according to his position. Bartlett, defines social functioning as the interaction between the coping activity of people and the demand from the environment. The case worker does not offer help to the person only at his personal request but also when the person does not seek or resist help. In such case help is offered at the instance of his relatives, public agencies (police, Hospitals) etc. or community who feel concerned and are interested to help the person to live a socially and use full life. Caseworker, in addition to the person in need of help, may work with those people and also who are in some way or other important for

solution of the person's problem. The help is offered through a process. This process is usually termed as study, diagnosis, formulation of goals and planning treatment, evaluation and termination.

Thus, social case work as a helping process, tries to effect a change in the client's behavior systematically to enable him to achieve what he really needs and to realize his potentials foe living a personally satisfying and socially useful life. And in this process of helping the client, he offers concrete services including money and materials modifies his environment to provide an environment favorable to the required change in him, strengthens and augments his capacities, develops an attitude congenial for growth, effects the desired change in his lifestyle and maintains his emotional equilibrium.

1.2.5. Historical development of Social case work

Social case work as practiced today a purely western model, woes its history to work by individuals and organizations with the poor. The Association for Improving the Condition of the Poor (AICP) founded in 1843 in USA. Its emphasized self respect self dependence and relief suitable to their needs in its work with the poor. The approach behind this service by AICP had a clear departure from the earlier services to the poor in colonial America under Elizabeth Poor Law of 1601 which was based on the concept of charity. Though case work as a mode of helping people on the basis of a person to person relationship was present in every society from ancient times. One of the earliest organized efforts in USA to help the poor was the establishment of the American Charity Organisation Society in 1877. One of their aims was to find out ways and means of helping the poor and needy. The society used volunteers to visit the homes for the poor for purposes of assessing their needs, for rendering material assistance and for giving them guidance and advice. These friendly visitors were subsequently supplemented by paid agents who gradually developed systematic procedures in performing their tasks. They collected data of the needy individuals and families and helped them after assessing their need. They maintained records the case work developed gradually to a professional method in subsequent years. The term paid agents and the poor were supplanted by case workers and client respectively in the terminology of the help giving organizations and the office came to be known as the agency.

 Mary Richmond's book "social diagnosis" (1917), the first book in social case work, set forth a methodology of helping clients through systematic way of assessing their problems and handling them. Besides, the book introduced the principle of individualization and also acknowledged the client's right of self determination.

 Various definitions of case work in the 1920s under the influence of Freudian theory no more emphasized external factors. It held the individual responsible for his plight and it was he who was helped to cope with the social problems confronting him. During the same time social reforms and social problems received little attention compare to its earlier period when the emphasis was on correcting the social environment of the client. In 1920, under the Freudian

influence, case work was to untangle and reconstruct the twisted personality and change human attitudes so that the client could adjust to his environment and its influence.

During the 1940s, case workers were exposed to the formulations on ego psychology based on the observations of human beings as regards their differential coping and adapting ability in times of stress. The new studies of human behavior brought to light the potentialities of the human personalities for healthy adaptation to life's stresses.

American case work influenced India as the first professional social workers who did case work in the Indian settings were trained in the American Schools of Social Work. Case work was taught when the Sir Dorabji Tata Graduate School of Social Work currently known as the Tata Institute of Social Sciences was started in Bombay at 1936. It became a method of practice in helping people with their problems of social functioning.

Some social welfare agencies employed case workers particularly with the purpose of helping their clients in a one to one relationship. Currently the so called case workers are attached to some welfare agencies are not trained case workers and those professionally trained social workers who use the method of case work considerably in their work are not given the designation of case workers as they are likely to use other methods as well.

Social case work is primarily related with the psycho social problems. It consists of the study of mental, emotional and social factors. As according to Prof. Gordan Hamilton, A social case is a living event within which there are always economic, physical, mental, emotional and social factors in varying proportion. After the World War II, with the problems of morale, leadership, propaganda, separation, communication etc. social workers found social sciences more useful. Interest in social environment along with ego psychology received more attention. Many new trends are coming forth   and possibly no definition will ever be able to cover all the changes and trends emerging from time to time.

1.3. Components of Social Case work

The nucleus of the case work event is this- a person with a problem comes to a place where a professional representative helps him by a given process. The person is a man, woman, or child, anyone who finds himself, or is found to be in need of help in some respect of his socialemotional living, whether the need be for tangible provisions or counsel. As begins to receive such help, he is called a "client".

The problem arises from some heed or obstacle or accumulation of frustrations or maladjustments, and sometimes all of these together which threatens or has already attacked the adequacy of the person's living situation or the effectiveness of his efforts to deal with it.

The place is a social service agency or a social service department of another kind of human welfare agency. Its peculiarity lies on the fact it is set-up to deal not with social problems at large but with human beings who are experiencing such problems in the management of their own personal lives. Its purpose is to help individuals with the particular social handicaps which

hamper good personal or family living and with the problems created by faulty person-to person, person-to-group, or person-to-situation relationships.

The process named, "social work" to denote its center of attention and its individual aspect; is a progressive transaction between the professional helper (case worker) and the client. It consists of a series of problem-solving operations carried on within a meaningful relationship.

1.3.1. The person

The client of a social agency is like all the other persons we have ever known, but he is different too. But we find that; with all his general likeness to other, he is unique as his thumb print.

No one of us can ever know the whole of another person. The reason for this not only in the subtle dimensions and interlacing of any personality but also in the shift and recognition of new and old elements in the personality that takes place continuously jus t because the person is a live in a live environment and in interaction with it. Nevertheless, the person is a whole in any moment of his living. He operates as a physical, psychological and social entity. He si a product-in-process of his constitutional make up, his physical and social environment, his past experience, his present perception and reactions, and even his future aspirations. It is that he brings to every life-situation he encounters. The essence of social case work help is that it aims to facilitate the individual's social adaption, to restore, reshape, or reinforce his functioning as a social being. To do this is to affect a person's behavior.

The person's behavior has his purpose and meaning to gain satisfactions, to avoid or dissolve frustrations and to maintain his balance-in-movement. From the moment of his birth human being drive to gratify his felt needs. These grow from elementary to complex. The strength and the particular direction of the drive for satisfaction will differ from different people. Human beings strives by his behavior to achieve that internal sense of comfort or satisfaction which makes him feel in tune with his world, balanced, and open to new experiences.

1.3.2. The problem

The problem within the purview of social case work are those which vitally affect or are affected by a person's social functioning, e.g. some unmeant need of economic, medical, educational and recreational nature. In the process of development human being develops certain attitude, beliefs, ideas and ways of reacting and expressing in different situations. Sometimes he fails to cope up with his situation and find himself in problem and need the help of an outsider.

The problem is a situation, event or anything which impairs the normal functioning of the individual and makes him handicapped. Problems arise from some needs or accumulation of frustration or maladjustment, and some times all of these together. Paul B. Horton says that a problem is a situation which exists anywhere, any time and effects any person. When these hurdles are there, the individuals are become conscious of it and try to find out a solution. Sometimes the problems is solved by one's own efforts but sometime he needs external help. That external help is given by social worker at individual, group and community level.

The problem is two kinds, Intra personal and Inter personal.

Intrapersonal

The dictionary meaning of intrapersonal is in mind or relating to internal aspects of a person, especially the emotions. It is the problem which does not affect other people but the concerned person himself alone. For example, if a client has one kidney, she is blind from single eye etc, or if she is depressed and this depression is disturbing her, she is having an intra personal problem.

Interpersonal

The dictionary meaning of interpersonal is between persons or something concerned or involving the relationship between people. Interpersonal is that problem which affects more than one person. It affects others as well. For example, if a person is addicted to drugs, it not only affects him but other people around him as well. Crime, theft, burglary, delinquency are few examples of interpersonal problems. Jealousy is an intrapersonal problem but it is responded it becomes interpersonal problems.

Types of problem

There is probably no problem in human living that has not been brought to the social workers in agencies. Problem for hunger for food and hunger for love, seeking shelter and of wanting to run away, getting married or not staying to married, wanting to live, wanting to die etc are many problems

Physiological problem

This problem is related to physique of the person. All the physical disabilities of the body are this type of problems. Blindness, hearing impairment, speech impairment, organically handicapped, both internal and external are such kinds of problem.

Economic Problem

All individual in this earth is facing economic problem. Economically the society is divided into three class. Lower, Middle and upper. But we divide as "Haves and Have not" . Have means those people who have chances for development or getting to be developed. Have not means those people who are deprived from having the chances to develop themselves. Economic problem related to the management of needs and resources a person have. If a person has managed his needs to his resources then he will be facing no economic problem.

Psychological Problem

Psychology is the study of mind and behavior. It is the study of what we think and what we do. Psychological problem occurs when a person is disturbed by some external circumstances. Anxiety, Schizophrenia, depression, anger is some of the examples of psychological problem.

Relationship problem

Human being is a bio psycho social entity. Man lives in the society. He is engaged in different interpersonal relationship like family, neighbors, colleagues etc. sometimes there comes some problem in maintaining these relations. Divorce, family disturbances are the outcomes of all these problems. When a person is unable to solve this problem by his own he comes to the social worker in an agency and get helped by the [professionals.

1.3.3. The place

The place to which the person comes for help with his problems is known as a social agency. When it gives social work help it is known as a social work agency. The social agency is an organization fashioned to express the will of a society or of a group in the society as to social welfare.

Each social agency develops a program by which to meet the particular areas of need with which it sets to put to deal with the person's problems. The social agency has a structure by which it organizes and delegates its responsibilities and tasks, and governing policies and procedures by which it stabilizes and systematizes its operations. Every staff members in the agency speaks and act for some part of the agency's function, and the case worker represents the agency in its individualized problem solving help. The case worker while representing the agency is first and foremost representative of his profession.

There are three kinds of agencies,

Governmental agency

It is fully financially supported by the government. It does not take any aid from any other sources. Its source of funds is the government itself. Its programmes and plannings are implemented by the professionals of social services who are government experts. Government agencies are accountable for their expenditure. The staffs are totally paid and professionally skilled persons.

Nongovernmental agency

Non governmental organisations are fully supported by the public donation. The programme are planned and implemented by the people who has formed the NGO. Its staffs include more volunteers and less paid employees. Volunteers are the main force of NGOs.

Semi governmental agency

Semi governmental organisations are those which are started by the people. The people realize a need for an orgnisational effort to lead a campaign agianst a social problem. The

government gives them a littile financial support in the shape of grants. 30% by the government and 70% by the people. It has an accountability system. It is accountable to government. Its staff include more paid employee and less volunteers.

1.3.4. The process

The case work process is essentially one of problem solving. When persons encounter a problem that defies their copying efforts or that requires for its solution, some means that cannot command that they turn to persons whose perspectives, expertise or resources may be of help.

In order to understand what the case work process must include in the problem-solving help it is necessary to take stock first of the kinds of blockings which occur in peoples normal problem solving efforts. These would be:

i) lack of material provision for it. ii) Ignorance or misapprehension. iii) When the

person with problem is depleted or drained of emotional or physical energy.

iv) Some problems arouse high feelings in a person- emotions are so strong that they overpower his reason and defy his conscious controls. Sometimes these feelings are realistically called for as in the case of death of a dear one.

(v)   The problem may lie within the person, i.e, he may have become subject to, or victim of, emotions that chronically over a long time, have governed his thinking and action.

(vi)   Some people find problems difficult of solution because they have never developed systematic habits or orderly methods of thinking and planning.

The intent of the case work process is to engage the person himself, both in working on and in coping with the one or several problems that confront him and to do so by such means as may stand him in good stead as he goes forward in living.

1.4. Phases of Case work

1.4.1. Intake

Intake is an administrative procedure, and not a process of social case work, to take in the person with problem, i.e. admit him or enroll him as a client of the agency. This starts with first encounter and ends with usually the second interview with the social worker. This phase requires a very skillful probing into the client's problem, mopping up all the relevant areas of the person in his situation.
Areas for probing are (i) the stage of the problem at which the person, through whom and the reason because of which, comes to this agency; (ii) the nature of request and its relation to his problem, and the cause of his problem, as the client sees; (iii) does the request relate directly to his needs/problem; (iv) his adjustment to his social functions in job, family, etc.; (v)

the state of his physical and mental health; (vi) his appearance including dress etc, in the first meeting; (vii) his personal and social resources including material and financial positions; (viii) appropriateness and intensity of feelings; (ix) nature of defense mechanisms he frequently uses; (x) level of motivation, i,e, that is how quickly he wants to get rid of his problems, the efforts he did in the past to solve it, sufferings because of the problems h had to face, and what efforts he is thinking to undertake to solve his problems; (xi) nature of family, its status, values, relationship pattern within family etc.; and (xii) reactions of the worker and seeking help from the agency and sex of caseworker who will be suitable to help the person.

The client in need of help come to the agency for professional help through case worker. A relationship between these two persons of unequal position and power is developed. The case worker accepts the client as a person who is in a very stressful situation. He respects the client's personality and helps him resolve his problem. In other words, pick him up form a stressful situation and regain a personal and social balance that is satisfying and enduring.

1.4.2. Study

According to Richmond (1917), the case worker must secure all and every fact that taken together, through logical and inferential reasoning, would reveal the clients personality and his situation for appropriate intervention (treatment). An exhaustive collection of facts about the cliebt and his situation is called study- the first step (process) in the continuum. I will prefer to use the word study because it communicates the real and complete nature of activities undertaken during this phase.

In the course of studying the client in his situation the case worker is able to make initial assessment for diagnosis of the client's current, relevant past and possible future modes of adaptation to stressful situations and to related normal living situations. It requires the analysis of social, psychological and biological determinants of the client's current stressful situation. Obtaining data on these determinants the case worker develops hypothesis for understanding the client in his situation. It may seek to include historical data on related past life experiences and facts responsible. These are some methods of data collection for study; they are questionnaire observation, interview and recording.

In casework the primary source of information is the client. One must learn when to go beyond personal report and seek data from collaterals, experts, significant others, documents, records, psychological tests and so forth. One must t be careful to carry out the search acting in full respect for the client, maintaining confidentiality, and without violating the right of the client to participate in so far as it is possible.

Investing gain more time in study has been found to be frustrating to the client who seeks immediately help with the presenting problem. In any case facts are needed to plan the treatment. While collecting data one must see that it is relevant salient and individualized.

Relevant means, facts bearing upon or properly applying to the case in hand of a nature to afford evidence tending to prove or disapprove the matters or issue. It then implies that the

ways in which the problems is presented and defined treatment modalities and resources available etc. will determine which data are relevant and which parts need more exploration and observation. It follows then the study need not in any case cover each and every part of the person and situation. Salient implies prominence that is anything which is conspicuous and noticeable. Similarly individualized data means the data should be collected for a particular client having particular needs or problems in a particular situation.

1.4.3. Diagnosis

The dictionary meaning of dignosis is the identifying nature of cause of something. After a complete and through study of the client and his problem., the worker then diagnose and assess the problem. Diagnosis is an attempt to arrive at an exact definition as possible of the social situation and personality of a client. It is a search for the causes of the problems which brings the client to the worker for help. Diagnosis is; I. An explanation formulated in the light of known facts ii. An explanation made in the knowledge of other possible explanations

iii. Subject to change or revision whenever subsequent material warrants a different explanation.

Therefore diagnosis is concerned understanding both the psychological or personality factors which bear a causal relation to the client difficulty and the social or environmental factors which tend to sustain it.

1.4.3.1.Process of diagnosis

The diagnosis process has been broken up into number of stages known as gathering data, diagnostic study, evaluation and the diagnostic product.

Gathering data
Data are gathered of the interview of the client, agency's record reports, from other members of the team, other agencies, schools, relatives. Home visit is an important source of data collection. The accuracy of data depends on the skills of interviewing, individualization, acceptance, communication and involvement.

Diagnostic study

The study attempt to identify the problem areas which are important for social case work involvement.

Evaluation

This means finding the nature of the problem, its organization and extent and who is going to be affected. Factors responsible for the problem may be one or more than one of the following;

- Physical illness or disability, how the sufferer feels, how his family and others feel. Effect of physical illness—dependent, tired, irritable, depressed, self image lowering, distort relationship, disrupt communication.
- Psychological – the assessment is made of the quality of libidinal relationship, dependency, narcissistic tendencies, sexual identification quality of aggressiveness, channelization of aggressiveness, nature of super ego, consistency of ego and super ego, reality perception, slef-analysis, self critism, judgement, defence used, degree of discomfort the problem causes him, the nature of desire to change it, the effect that change may have upon other members.
- Social – the following facets of social environment generally come within the diagnosis.

  1. Income level – High, low, consistent, uncertain, effect on the present problem.
  2. Housing – Loan taken, rented, adjustment with landlord/tenant, overcrowding, basic facilities, lacking/sufficient.
  3. Neighborhood – Tolerant/intolerant/supportive/conflict, views toward client etc.
  4. Employment – Job availability, prospects, remuneration, level, security, status, condition of work, job satisfaction.
  5. Religion – beliefs in values, offering support, consolation, expressive outlets, sublimation, reinforcing problems – guilt, tension.
  6. Availability/quality/attitude and attitudes (client) to social organization and services, medical facilities, courts, credit organizations, legal advice centers, post-office, social security.
  7. Prejudice, tension etc.
  8. Educational problems.

Diagnostic product

After identification of the problem areas and the factors relating to them, the attempts are made towards possible solution. But before determining the solution we need to think about the potential contribution to solutions of the client, others the agency and the worker. The clients work ability (capacity and motivation) is the base for further determining the treatment techniques and procedures. Perlman discusses this capacity under three headings:

Emotional – ability to relate others, ability to feel, experiencing, containing, etc.

Social intelligence Capacity – how much the client has left over work on problem solving.

1.4.3.2. Types of Diagnosis

Perlman has described three types of diagnosis that is carried on ini social case work process. These are : dynamic diagnosis, clinical diagnosis and etiological diagnosis.

1. *Dynamic Diagnosis*

Dynamic diagnosis gives an understanding of the current problem of the client and the forces currently operating within the client, within social environment and between his/her environment. It gives the answers to the questions. What is the trouble? What psychological, physical and social factors are contributing to it? What solution is sought? What are the means available within the client, his environment? What are organized service and resources by which the problem may be affected? The nature of such diagnosis changeable because it is the beginning phase of social case work practice.

2. *Clinical Diagnosis*

Under clinical diagnosis, the case worker attempts to classify the client by the nature of his sickness/problem. He identifies certain forms and client's personality maladptation and malfunction in his behavior. The clinical diagnosis describes both the nature of the problem and its relation to the client and the helping means goals. Such type of diagnosis is useful only when it becomes apparent that a disorder of personality accompanies the social disorder, creating and complicating it.

3. *Etiological Diagnosis*

Etiological diagnosis is concerned with the explanation of the beginnings and life-history of problem of the client, basically that problem that lies in the client's personality make up or functioning. The history of his development as a problem encountering problem-solving human being may provide the case worker with an understanding of what his client suffers from and what the extent of his coping ability is likely to be. Etiological diagnosis is more useful in explaining the rigid reactions. When in spite of the fact that the client present problems are in the center of attention, the client's response are not in accordance with the past history and its appraisal in the light of treatment. This type of diagnosis contributes to understanding the nature of the problem to be dealt with the person who has the problem and the ways and means that can be anticipated as helpful.

1.4.3.3.Data for Diagnosis

The data for diagnosis can be collected by at least three primary means:

1. Interviews

Interview guides are used for collecting information. There are a number of standard guides prepared by psychologists but most recent guide is of Goldfried and Davison having the categories of information: clients behavior during the interview and physical description, presenting problems nature of problems, historical settings, events, current situation determinants, relevant organizmic variables, dimension of the problem, consequences of the problem): targets for modification recommended treatment

motivation for treatment, prognosis, priority for treatment client expectations; other information, comments, or observation.

2. Checklists and Inventories

The following inventories may be used: The fear Survey Schedule (of Wolpe), questionnaire on client's perception of himself (Goldstein), family functioning (Stuart and Stourt) martial functioning (Knox), sexual functioning (Annon) and instruments for assessing environments (Moos)

3. Direct Observation

Observation in those situation in which the behavior actually occurs, e.g, or place of work makes the work of diagnosing very easy.

Steps in Diagnosis

The following steps are taken while diagnosing a problem:

1.   The worker begins to focus on problematic behaviors. He begins with the survey of both functional and disfucntional behaviors in the environment. He classifies the various comaplaints and problems in terms of excess and deficits. He evaluates clients personal strength as well as of his environment.

2.   He specifies the target behaviors. This involves an attempt of breaking down complex behaviors into their component parts, being as clear and precise as possible about them.

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 ande as a way of beginning to establish objectives of treatment.

5.   Selecting priorities for treatment is the final step of the diagnosis. Concentration on one problem at one time makes treatment process more manageable ane allows both client and worker to channel their energies into one area. It is the best of handling and proper use of available resources.

1.4.4. Treatment

According to Hamilton, treatment is the sum total of all activities and services directed towards helping an individual with a problem. The focus is the relieving of the

immediate problem and, if feasible, modify any basic difficulties which precipitated it.

The objective of the social case work treatment are as follows:

1. To prevent social breakdown.

2. To conserve client's strength.

3. To restore social functioning.

4. To provide happy experiences to the client.

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.

Thus the objective of social case work treatment is to alleviate the client's distress and decrease the malfunctioning in the person-situation system. It is to enhance the client's comfort, satisfaction, and self-realization. This may require enhancing the adaptive skills of his ego and the functioning of the person-situation system.

Social Case Work Treatment Process

Social case work treatment process begins with the initial contact with the client. The process of treatment passes through many phases, i.e, (i) initial phase, (ii) motivation and role induction, (iii) primary contact, (iv) diagnosis and assessment, (v) establishing treatment goods, (vi) developing treatment plan, (vii) preparation for actual treatment, (viii) treatment in practice, (ix) monitoring and evaluating the effects of treatment, and (x) planning of follow-up termination of therapeutic relationship.

I. Initial Phase

The main task of social case worker in the initial phase is to examine how the problem was brought to his attention. He would attempt to focus on various aspects of the problem that seem fit to case work treatment. Here the decisions of the worker are tentative. The initial phase of social case work treatment will be though to be completed when the case worker meets the following conditions.

1. The issues have been sufficiently identified so as to substantiate that they are appropriate to the purposes and goals of the service.

2. The participants understand the nature and meaning of the problem enough with explicitness to permit engagement and participation.

3. The problem is appropriate to program, resources and serviced of the setting.

4. The problem fits the practitioner's skill and capabilities

II. Motivation

One of the most important tasks of social case worker at the beginning of the treatment process is to build and develop the therapeutic relationship between himself and the client. Workers empathy, warmth and genuine feelings are highly motivating force for the client to take part in the treatment process. At this phase the case worker explores clients perception of why he is involved in the treatment and hwo he feels about being in the agency. He also encourages the client to specify his expectations of treatment and feelings about seeking help. He attempts to clarify the roles and responsibilities of both himself and the client.

III. Primary Contract

The objective of this phase is to develop a preliminary contact with the client. By making psychological contract or relationships the case worker sets the stage to move towards more formal assessment.

IV. Diagnosis and Assessment

Diagnosis and Assessment process are ongoing throughout the entire treatment. Social case worker provides detail information about the problem situation that will help in establishing the treatment goal, strategy of treatment. The case worker assesses the client's ego strength, skillfulness, capabilities and capacities in relation to his problem. He assess whether the client needs advise, counseling behavior modification, crisis intervention or consultancies services like teaching, consultation, interpretation, supervision or provision of material help etc.

V. Establishing treatment goals

After diagnosis the social case worker establishes goals for the solution of the problem. Though the client has the major say in deciding on goals the case worker plays and important role by clarifying a variety of alternative goals for his consideration.

Vi. Developing Treatment Plan

Treatment planning involves three major dimensions that is:

- Formulating of a strategy
- Selection of specific treatment procedures
- Developing a method for evaluating the impact of the treatment program.

Vii. Preparation for Actual treatment

This phase involves several specific steps such as:

- Collecting all possible information, formation of action system, preparation of mediators if needed, change of significant elements in the clients environment to increase the probability of getting desired result.

Viii. Application of Treatment Methods

The following methods of social treatment are followed in order to achieve the goals set by the case worker.

1. Administration of practical services.
2. Indirect treatment
3. Direct treatment

Administration of practical services means to help the client in such a way that he could use and select the resources available in the community. Social case worker helps the client for an adequate knowledge of available resources through the techniques of discussion, information, clarification and direction. The use of services is essential to solve any kind of problem and if the problem is of social nature than it becomes more essential for the worker to help the client in this direction. These services take the form of treatment as they satisfy his needs and give satisfaction. Money, medical care, nursery schools, scholarship, legal aid etc are such type of services that any person may need in order to resolve a given problem in his daily living.

Indirect treatment is also called environmental manipulation which means to change the social condition of the client so that he may be relieved from excessive stress. The case worker plans with the client as to his emotional, professional and recreational activities. He gives an appropriate advice to members of his environment and modifies their attitude favourably. When social resources and systemized social conditions are used as main sources for the solution of problem it becomes social treatment. Home services, camps, group activities, training and livelihood employment are such types of programme. The purpose of such activities is always to minimize the tension of the client.

Direct treatment is given through counseling, therapeutic interviewing, clarification and interpretation to an insight. **Counseling** is a personal help directed towards the solution of the problem which a person find that he cannot solve it by himself and therefore seeks the help of a skilled person whose knowledge, experience and general orientation can be brought into play in an attempt to solve the problem. It is a psychological help in which information and clarification are used for making the client aware about the problem. It is always used for some particular purposes like marriage counseling, family counseling etc. Counseling is not possible without rapport and effective communication. Counseling enables the counselee to solve his future problem on his own. The counselor like the case worker work with the counselee to adjust to the situation though he never tries to change the situation of the counselee. The counselor neither undertakes home visits nor renders concrete services to the client as the social case worker does.

Professional representatives

The proffessional representative in case work is the person whose services are hired by the social service agencies. He is the person having scientific skillsand knowledge about human behaviour and human psychology. He has the knowledge about the social problems of the client. He is there in the agency to help the client by his skills and experiences. This professional representative is known as Social worker.

1.5. Principles of Social case work

Principle of Acceptance

Social caseworker accepts the client as he is and with all his/her limitations. He/she believes that acceptance is the crux of all help. It embraces two basic ideas --- one negative and one positive. He/she does not condemn or feel hostile towards a client because his/her behaviour differs from the approved one. Later on, he/ she tries to modify his/her behaviour step by step. Acceptance implies liking the client irrespective of his negative qualities and conduct. It is an expression of good will towards the client and criticisms if any are done out of goodwill. It is conveying deep concern and active understanding to the client who is liked by the worker in spite of his problem—behavior for which he is hated or punished by the society. No effective relationship is possible without accepting the client. Unless we are really accept the client we cannot work out his problem. When disliked by us, we may behave to keep him off from ourselves and no positive relationships will be possible. Acceptance involves observance of common courtesies and respect for his ideas and treating him as equal to self; for example leaving chair, wishing him, moving forward to receive, or see him off, respecting appointments, etc., are indicators of acceptance.

Principle of Confidentiality

Confidentiality is based upon the basic right of the client; it is an ethical obligation of case worker and is necessary for effective case work service. Everyone prefers to keep his things to himself and saves it from leaking out unless It's divulge is more beneficial to the person. Once the worker imbibes the value of worth and dignity of an individual, he will refrain from encroaching upon the client's privacy and maintain the confidence repose in him. Once the client loses confidence in him, he will not believe the worker and the while process of communication will break down, and impossible will be the task to assist the helpee in his problems or in fulfillment of his needs. Maintaining confidentiality for all the transactions, that take place between the case worker and client in correctional settings or other places where law needs information for justice purpose, is very difficult or impossible. In all such situations, the client must be made aware of these limitations. Concept of confidentiality in western society is much different than what it is I India. In our country wife and husband have minimum things to hide from each other as compared to their counterparts in the western, especially American, society. In majority of Indian families wife cannot be interviewed without explicit

permission of the husband or the in-laws. Its roots lie in our culture beliefs and values (like seven vows taken during the Hindu marriage), norm and systems like joint family etc. Our society is more group oriented as compared to individual-oriented western society. Our society is more group oriented as compared to individual oriented western society. Our society's group orientation emphasizes on one's duty to others around us. It is these factors that limit the use of use of principles of confidentiality in our practice.

Principle of relationship

Relationship is the basis of all help. The relationship should develop around the act of helping the client. Helping the client is the purpose for which interaction takes place between the worker and client which is affected by their experiences of relating with people in the past, their expectations from each other and anxieties about the situation, values that governing their lives, norms of behavior , knowledge and experience about the subject matter of interaction. Necessary to develop relationship is the worker's training in and mastery of inter personal skills like active awareness, building trust, communicating, listening and expression of feelings etc. relationship is an emotional bond which works as a transmitting belt between client and the case worker.

Principle of Resource utilization

Services are provided to the individual in recognition of his contributions to the society. It is only because of this that the government takes care of those who are not cared by any one. Example: orphans, destitute, handicapped etc. Therefore all the personal resources and resources available within the community or agency and with relatives of the client should be utilized to help the client. Resources may be in terms of money, material, power and influence, capabilities etc.

Principle of individualization

No two persons are alike in all qualities and traits. Their problems may be the same but the cause of the problem, the perception towards the problem and ego strength differs in every individual. Therefore, each individual client should be treated as a separate entity and complete information is required to establish close relations in order to solve his/her problem from root. Individualization is the recognition and understanding of each client's unique qualities and the differential use of principles and methods in assisting each toward a better adjustment. Individualization is based upon the right of human beings to be individuals and to be treated not just as a human being but as this human being with his own personal differences.

Purposeful expression of feelings

Purposeful expression of feelings is the recognition of the client's need to express his/her feelings freely, especially his/her negative feelings. The caseworker listens purposefully, neither discouraging nor condemning the expression of those feelings. Sometimes he/she even stimulates and encourages them when the expression is of therapeutic nature. It is to recognize the client's feeling and express it freely before the case worker, especially his negative feelings. The case worker listens purposefully, neither discouraging nor condemning the expression of these feelings sometimes even actively stimulating and encouraging them when they are therapeutically useful as a part of the case work service.

Principle of controlled emotional involvement

The case worker must not be emotionally involved with the client during the case work process, when the client communicates his/ her feelings or problems with the case worker. The case worker has to respond to all feelings of the client with his knowledge and understanding. The social caseworker tries to understand the client's feelings and emotions but he/she himself/herself does not involve emotionally in his/her problems.

Principle of communication

Communication is a two-way process. There must be proper communication between caseworker and the client, which helps, in proper understanding of each other. It is the road to the identification of the client's problem. The function of social caseworker is primarily to create an environment in which the client will feel comfortable in giving expression to his/her feelings. It depends on a proper communication.

Principle of self determination

It is the practical recognition of the rights and need of the client to have freedom in making his own choice and decision in the case work process. Social responsibility, emotional adjustment and personality development are possible only when the person exercise his freedom and choice and decision. Case workers have to give this right to the client so that he can decide and take best possible action in his self interest. This is reasonable also because he knows himself better than others. And the case worker is only an enabler who helps him through his expertise to take the best possible decision and action in the circumstances. The case worker should understand that these rights are limited and not an absolute one. There are client who are unable to take proper decisions by themselves. For ex: Child, immature adults, mentally retarded and they should not be given this right to harm themselves. The client's selfdetermination is the practical recognition of the right and need of clients to

freedom in making his/her own choices and decisions. But this right is limited by the client's capacity for positive and constructive decision making.

Schools of Social Casework

In the beginning the aim of social work was to help but later on due to influence of psychology and psychiatry, personality and behaviour treatment have also been added as the objective of social casework. Basic orientation of social caseworkers are of different kinds and with the result diagnostic and functional schools appear in the practice of social casework.

Diagnostic School

The diagnostic school is basically founded on the Freudian theory of psychoanalysis. Mary Richmond gave shape to these thoughts in the form of a school. She wrote first book on social casework i.e. Social Diagnosis in 1917. The other contributors of this school were Marion Kenworthy (New York School of Social Work), Betsey Libbey (Family Society of Philadelphia), Gordon Hamilton, Bertha Reynolds, Charlotte Towle, Florence Day and Annette Garrett. The Diagnostic school is based on the following main foundations.

Principles of Diagnosis

Social casework help is based on the understanding of each client individually and his/her problems. It is essential because it gives a realistic basis for differentiation, and a base for the improvement of the client's social situation and personal satisfaction and adjustment. The diagnosis is based on the following principles:

1)   The diagnostic process consists of a critical study of a client and his/her situation and the trouble concerning which help is sought or needed for the purpose of understanding the nature of the difficulty with increasing details and accuracy.

2)   Diagnosis is based on the knowledge of the worker about the interplay of social and psychological factors affecting the client.

3)The knowledge of interaction between inner and outer forces influencing the client makes the process of diagnosis helpful and therapeutic.

4) Every problem of the individual should be understood in the light of multiple factors theory.

5) In the initial stage also, relieving of pressure of stresses and strains on the client, helps the caseworker to arrive at a proper diagnosis.

6) The initial appraisal of personality and motivations and their significance in the development of client's problem provides the basis for planning the treatment of the client's problems.

7) For the solution of the problem of the client, it is of utmost importance to gain some knowledge of his/ her current capacity to work and to recognize the motivating forces in his/her behaviour.

8) The understanding of the psycho-dynamics and the pathological symptoms of the personality of the client provides the basis of determining the kind of help that can be appropriately offered.

Principles of Treatment

The main objective of the treatment is of alleviating the client's distress and decreasing the malfunctioning in the person situation system. The above objective is achieved by enhancing the adaptive skills of his/her ego and functioning of the person situation system. It is based on certain principles :

1) The forces of the discussion in the interview is centred on the problem and ways of resolving it. Attention is paid to know the obstacles both situational and behavioural that stand in the way of solution.

2) Nature and extent of both social and psychological factors differ in each situation.

3) Treatment goals and techniques are planned after a careful study of the particular needs of the client.

4) The success of the treatment programme is based on the utilization of the relationship purposefully.

5) Social therapy and psychotherapy are the two broad classifications of social casework treatment.

Use of Techniques

The techniques include encouraging, emotional discharge, reassurance, support, suggestion, guidance and direction, provision of new experiences, clarification, interpretation, etc.

Use of Relationship

The relationship is the medium of treatment through which client is enabled to find new ways of perceiving his/her problems and of handling himself.

Functional School

The functional approach to social casework practice was developed by the Faculty Members of the School of the University of Pennsylvania. This approach is based on the personality theory of Otto Rank. According to Functional School social casework is a method of helping people through special services given by social agencies in such way that the experience of

using such services may be psychologically constructive. Thus the functional school of social casework has two inseparable aspects:

1)   Potentials for help to a person is inherent in the existence of service. Inspite of the differences in the clients and ways of using of agencies services, the kind of service an agency gives and their purposes remain the same.

2)   The use of agency service gives psychological experience that differs from the form of another kind of service regardless of the similarity of problem in the people using the two services.

Diagnosis

The diagnosis is most effective which is related to the need for some specific service and which is developed in the course of giving the service. This school does not recognize the significance of understanding the total situation of the client. Functional diagnosis recognizes that people cannot be categorized and a plan with a specific kind of service may deny potential growth and change. In establishing a diagnostic conclusion each individual makes his/her own diagnosis of himself. Diagnosis is a way of engaging in a human relationship process, which frees the help seeker to determine his/ her own goal for himself/herself. The client is the centre for change capable of continuous growth and development.

Treatment

Functional school prefers to use the term helping process, rather than treatment. Social caseworker is not responsible for treating someone who is the passive recipient of treatment because the school believes that the centre for change resides in the client itself. Social casework through the agency service seeks to release power for improved social functioning. The process of establishing and using a diagnosis serves as the part of casework helping. Total social casework process includes three stages or three time phases:beginning, middle and ending.

In the beginning phase, the caseworker establishes relationship by removing all the hindrances that come in the way of understanding the client or by the client to the caseworker. He/she also tries to understand the client's needs, desires, motives, interests and hopes for future. He/she also divides the problem of the client and put them in order of priority. The client starts to take services from the agency. In the middle stage the responsibility of the client increases and the relation becomes more close. The last stage is of separation of client from the caseworker. It is a difficult process. Sometimes client does not like to terminate the service due to emotional touch with the worker. The social caseworker with all his/her abilities and capacities tries on one hand not to harm his/her feelings and on the other hand the client may go happily. Caseworker gives him/her a chance to become conscious of his/her readiness to leave, so that he/she can leave the agency without and fear.

Difference between Diagnostic and Functional School

1)   Diagnostic School follows the theory of personality developed by Sigmund Freud whereas functional school is based on the theory of 'will' developed by Otto Rank.

2)   Diagnostic School believes that personality is a composite of many interacting forces, reacting not only in each other but also influences the social environment favourably or unfavourably. The strength and the nature of balance of these forces are the result of individual's experiences primarily of his/her relationship to parents and the other person. The functional school also believes that the process of development of personality takes place within the interaction of inner needs and environmental experiences, but such an interaction takes place and is directed by the human beings inborn will to individual development and autonomy.

3)   According to diagnostic school, the ego is the chief of psychic energy, the strength of which is determined largely by the favourable or unfavourable course of one's psycho-social environment. But according to functional school the ego (self) is the result of the creative use of inner and outer experience through the 'will' and is not the product of interaction of inner and outer forces.

4)   In the diagnostic view, the goal of treatment is to increase the individual's ego capacity whereas functional school tends to direct his/her effort toward helping the client to release his/her inner capacity of feeling, organising and acting.

5)   Total information about the client's ego functions, total personality, motivating forces, reality pressures and his/her current feelings is essential according to diagnostic view for enabling the client to take part in the therapeutic relationship. Functional school gives emphasis on the client's feelings in the immediate situation which includes both his/her problem and the casework relationship through which he/she may solve the problem, other information are secondary.

6)   Diagnostic School believes in doing planned and goal directed help to the client –both psychological and social. Functional school gives full freedom to the client to give direction to his/her own process of change. Agency services are made available.

7)   The Diagnostic School accepts responsibility for apprising client's capacities and weakness and for organising and arranging measures for self development. The functional school believes in the client's right for choices and goals because of the constructive value of the use of self.

Theories of Social Casework

Theories or models give the direction to the caseworker to handle the client in a way which is suited according to the client's need and social conditions.

I) Psycho-social Theory

Psycho-social theory was propounded by Hamilton. She published an article on "The Underlying Philosophy of Social Case Work" in 1941 in which the word 'diagnostic' was used to express psycho-social problems. In this approach, diagnosis and treatment are directed toward person in situation. The client is seen in the context of his/her interactions and transactions with the outer world. For proper diagnosis and treatment client's social context must be understood and mobilized. Treatment must be differentiated according to the need of the client. Three stages are involved in psycho-social approach.

Psycho-social Study

Social Caseworker starts his/her work with the knowledge of the needs of the client. He/she on the basis of the needs, assesses what kind of help his/her needs. He/she also finds out the perception of the client about his/her own problem, and his/her desires about the kind of assistance to be provided. He/she, then, himself/herself tries to arrive at his/her own understanding of what the client's trouble is, what factors contribute to it and what type of service is needed to improve his/her ego strength and adaptability.

Diagnosis

On the basis of the collected data and available material social caseworker tries to assess the nature of client's trouble contributing factors and where changes can be brought in his/her behaviour without much efforts. Treatment Social Caseworker gives much emphasis on indirect treatment or environmental modification. He/she intervenes actively in the environment and provides necessary concrete help to the client. He/she provides financial help by locating such agency, proper health care and also educational resources. Direct treatment is also provided for the ventilation of the client to accept concrete help. Psychological support, counselling, suggestions, etc. techniques are used to establish close relations with the client.

II) Behaviour Modification Theory

Behaviour modification theory is based upon the principles of learning and conditioning propounded by Pavlov and Thorndike. The researches of B.F. Skinner helped to develop the behaviour modification approach further. The behaviouristic theory viewed problem as essentially the result of a failure to learn necessary adaptive behaviours and competencies and/or the learning of ineffective and maladaptive behaviours. It may happen due to conflicting situations that require the individual to make discriminations or decisions of which he/she feels incapable. The maladjusted person has learned faulty coping patterns, which are being maintained by some kind of reinforcement, and he/ she has failed to learn needed competencies for coping with the problem of living.

Techniques of Behaviour Modification

The following techniques are used for behavior modification:

Simple Extinction

In this technique, the reinforcement is removed to eliminate a maladaptive pattern of behaviour. This is especially helpful where maladaptive behaviour is being reinforced unknowingly by others. Through this technique, learned behaviour patterns are made weaker and disappear overtime.

Systematic Desensitization

It is a technique to deal with a wide variety of maladaptive emotional behaviours, particularly involving anxiety, irrational fears and phobias and other forms of dysfunctions i.e. neurotic tendencies. There are five basic steps in systematic desensitization: (1) assessment, (2) construction of anxiety hierarchies, (3) training in muscle relaxation, (4) imaginary training, and (5) implementation.

Impulsive Therapy

In this technique, instead of banishing anxiety, the social caseworker attempts to elicit a massive flood of anxiety. With repeated exposure in a safe setting where no harm is felt by the client, the stimulus loses its strength to elicit anxiety.

Assertive Therapy

It is needed to develop more effective coping mechanism. In such therapy, the opportunity is given to the client for role-playing.

Aversion Therapy

This technique is used for the modification of undesirable behaviour by the method of punishment. Punishment may involve either the removal of positive reinforcements or the use of aversive stimuli.

Family Therapy

Family is a system which is composed of three sub systems : marriage, parenthood and siblings. There are continuous interactions and transactions among these sub systems. It is quite often observed that sometimes relations may not be harmonious and at that time outside help is required to bring the family on proper track. Family therapy is based on the assumption that marital relationship system influences the family adjustment and therefore it is necessary to understand the nature of marriage. It is also true that the nature of the marital equilibrium affects all family members but its effect differ on each of the member. The development of children are affected also by the nature of the marital equilibrium because they interject the parents as models and guides. Further each developmental phase in the family has stressful situation which requires new relationship.

Family therapy is significant because whenever one member of a family is in trouble, all are in trouble. Communication in the family is the channel through which members of the family interact. Whenever there is problem in the family communication become faulty or dysfunctional. In family therapy, the diagnosis is confirmed on the basis of various types of interviews with the client and family. The social caseworker tries to know family structure, and the processes in the family responsibilities, roles patterns of daily living, role performance, role relationship, dependency, separateness, independence level, capacity, tolerance and control of feelings, intimacy, anxiety, regression, taboo, etc. He/she records the family history and analyses its contents.

The social caseworker uses most of the techniques in one to one treatment, such as guidance, advice, education, suggestion, clarification, and interpretations. Self-control and Self Management Therapy Helping clients to help themselves is an old casework phrase. Self-control refers to the ability of individuals to change behavioural patterns that they or others perceive as harmful. The role of social caseworker in this process is to help the client to develop the knowledge about how, when and where to use strategies for change. The worker acts as an instigator and motivator to help the client to start the programme and have motivating force to complete it. A multi-step guide has been presented by Watson and Tharp to develop a selfcontrol plan.

1) List a current dissatisfaction.
2) Select one particular problem of behaviour that occurs in a particular situation.
3) Describe the effect of problem on behaviour.
4) Be as precise as possible in stating the behaviour that occurs and the situation in which they occur.
5) Gather baseline data. Count every instance of target behaviour and keep a record of count.
6) Catalogue enforcements. Answer three questions for each potential reinforcer.

 (a) Is it a reinforcement or specially formed, (b) Is it a strong reinforcer ? (c) Is it accessible?

7)List and attempt to verify through observation possible antecedents to problem behaviours. Devise a plan for intervention for altering
antecedents.
8) Identify the emotional components of the problem and plan for desensitization.
9) Select one of the plans that you have developed.
10) Continue to collect data on the problem behaviour. Make a graph of the data to determine that the intervention plan is working.
11) If the plan is successful, consider termination of relationship.

The Problem Solving Theory
This theory was propounded by Helen Harris Perlman in the book "Social Case Work : A Problem Solving

Process". This model stands firmly upon the recognitionthat life is an outgoing problem encountering – problem solving process. Every person is involved every time in coping with his/her problems. Sometimes he/she is capable of coping and sometimes fails to resolve the crisis situation. Through problem solving process individual or family is helped to cope with or resolve some difficulty that he/she is currently finding difficult to solve. Thus the primary goal of problem solving model is to help a person cope as effectively as possible with such problems in carrying social tasks. In the initial phase the attempts are made to engage the client with his/her problems and to do something about it in a working relationship with the agency. The problem solving process starts at once, from the first movement with treating the person. The client is not treated for his/her problem but he is treated for the purpose of helping him/her to know himself/herself i.e strength and weaknesses and how to remove those weaknesses.

In short, the problem- solving casework process involves the following steps:
1) It tries to release, energize and gives directions to the client's motivation for change. 2) It tries to release and exercise the client's mental, emotional and action capacities for coping with the problem.
3) It tries to find and make accessible to the client such aids and resources as are necessary to the solution of the problem.

Role Theory
Role is mainly behavioural concept. Role may be seen as a product of an interplay between (i) individual
member's needs and resources, (ii) the solution in the social network, and (iii) the forces acting on the social network from the environment. When there are internal or external difficulties, which are beyond the capacity of an individual, he/she feels the problem and fails to perform his/her role. Social Caseworker with such clients suggests new ideas and ways of facing the problem and suggests solution for a difficulty that the external factors have encountered. He/she offers facts, which relate to his/ her own experience for understanding the problem. He/ she gives suggestions in terms of examples, and tries to explain how suggestion would work if followed by the client. He/she mediates between other members, attempts to reconcile disagreements, and relieves tension in conflict situation. His/her efforts are also directed to keep communication channels open by encouraging others to participate in the business of the client.

Rational Emotive Therapy
This technique is used in the area of modifying irrational elements control over the self. Some of the irrational ideas at the core of emotional and behavioural problems are as under :

1) It is dire necessity for an adult to be loved by everyone for everything he/she does.
2) Certain acts are awful or wicked, and people who perform such acts should be severely punished.
3) It is horrible when things are not the way one would like them to be.
4) It is easier to avoid rather than face life's difficulties and self-responsibilities.

5) One needs something stronger or greater than one self on which to rely.

6) Human happiness can be achieved by inertia and inaction.

7) One has virtually no control over one's emotions and one can not help feeling certain things.

Rational Emotive Therapy includes four stages:

1. Presentation of Rationale

The worker attempts to elicit the problems or significance of self-statements in general without mentioning the client's problems. 2) Overview of Irrational Assumption

The worker presents a number of irrational self- statements before the client and tries to makes the client realize that his/her statements are irrational.

3) Analysis of Client's Problem

In Rational Emotive Terms Client is made aware of his/her problem rationally and is provided with the knowledge of how he/she has labeled the event.

4) Teaching the Client to Modify Internal Statement

In this stage the client is taught to change his/her opinions and attitudes which are anxiety provoking.

1.6. Case work relationship

As the social animal, human beings cannot exist without the web of relationship. Growth and development of an individual largely depends on his/her relationships with others. Human relationships are indeed known for their warmth, comfort, security, nurture and emotions. Relationship is catalyst, an enabling dynamism in the support, nurture and freeing of people's energies and motivation towards problem solving and the use of help. Vital relationships between people arise out of shared and emotionally charged situations. According to Helen Harris Perlman, relationship is a human b

eing's feeling or sense of emotional bonding with one another. It leaps into being like an electronic current or it emerges and develops cautiously when emotion is aroused by and invested in someone or something and that someone or something connects back responsively. We feel related when we feel at one with another in some heartfelt way. Relationship may be good or bad brief or enduring, complex and heartfelt or superficial and skin deep, swift and spontaneous or carefully built. But whatever its nature and substance, its dynamics are the presence, recognition, deposit, reception and responsiveness of emotion between individuals or between a person and an object or activity by which he/ she has been moved. The emotions and felt and shared may be joy as well as anguish, gratifications well as deprivation, hope and despair. It is remembered that any relationship that seeks to enable a person, child or adult to feel secure and move forward, to risk new learning and new

experiences combines a warm acceptance of the person in his/ her uniqueness as a human being.

Case work relationship goes much beyond merely a friendly relationship between the case worker and the client. Clients bring into the case work relationship their feelings, attitudes and behavior which they have experienced with others. The client therefore tends to react to the case work situation in a manner derived from his/ her personal experiences. Case work focuses on understanding the client, his/her psychosocial needs and making a contact to build the relationship. If this contact is to of any value at all, the client must have confidence in the worker's good faith and the worker must have respect for the client as an individual. It is the responsibility of the case worker to establish this relationship. The professional relationship is formed with the purpose of developing in the client personally satisfying and socially useful life. It is the individualized purpose which is unique to every relationship and is set to be achieved in each case. The conscious purposive and deliberate efforts to develop a helping relationship comprises of the following attributes:

Empathy-empathy means feeling with and into another person, being able to get into the other person's shoes. It may occur spontaneously or may be a carefully learnt listening with the third ear and responding in tune to another person. Empathy involves looking at a situation/case from another person's perspective. Through empathy the case worker is able to convey to the client his/ her understanding of client's problem with accuracy and oneness. Empathy is different from sympathy which gives a bond of feeling of being helped by another person. The case worker conveys sympathy by saying statements such as "I understand how you feel', 'I can feel that you are feeling sad and upset'. By feeling caseworker's empathy, the client feels understood and important. It may be noted here that empathy does not mean the loss of objectivity. Case worker in a professional relationship with the client, remains objective by being aware of his/ her own emotional and reactive responses to persons and situations.

Warmth-By exhibiting an open warm attitude, the case worker is able to convey to the client his or her openness and concern to understand the client's problem, client's attitudes and sharing of experiences. Warmth is demonstrated by the worker when he/ she attends to the client with attention, listens patiently, gives confidence and conveys an understanding of the client's problem.

Genuineness -Genuineness is the product of life experiences that make it possible to be self observant, self aware and self accepting of strength and limitations. A genuine relationship consists of a consistent and honest openness and behavior matching with the verbalized intentions and values of social work.

Authority- Authority is an essential element of case worker client relationship. It does not mean domination or willful imposition. Client has the sole right to accept, reject or modify the advice given by the worker. Having authority does not make the worker superior to the client. It rather implies that the case worker possess the expertise in understanding, assessing and dealing with the problem faced by the client. Client goes to the worker and

seeks help from him who has the authority of knowledge and skills someone who knows more than him/her.

Transference in case work

Transference is a form of displacement in which the individual unconsciously displaces on to a current object with those drives, defenses, attitudes, feelings and responses which were experienced or developed in relationship with earlier persons in the individual's life. These transferred elements could be affection, attraction or repulsion, yearning or defensiveness, liking or dislike and may occur at any point in helping relationship. Transference is said to have taken place when the client reacts in appropriately with excessive or distorted feelings towards the case worker. As seen in many case work relationships, the client often remark to the worker, you are like a father, mother to me or may say let us be friends. Transference may also manifest itself in the way the client reacts towards the worker by being very obedient, helpless and approval seeking. The worker has to recognize these non verbal cues. The effort in the case work relationship is to maintain reality and to keep the client and the worker aware of their joint objective, their separate and realistic identities and their focus upon working some better adaptation between the client and his/her current problem.

Counter Transference

The case worker may also be expected to unconsciously transfer into the professional relationship, certain positive or negative reactions that are realistically un called for, for example, distrust, hostility or strong feelings of attachment. This phenomenon is called counter transference. Counter transference that is, transference on the part of the helping person. Any subjective involvement on the part of the case worker with the client or client's problem may be part of a real counter transference or it may represent only a single instance of loss of professional objectivity. To illustrate, let us take up the case of a medical social worker who worked at the emergency ward of the hospital and was handling a man who had brought his wife to the hospital in a critical condition from the road accident. The man was in a tension state of emotional trauma while narrating about the love for his wife and how the accident had taken place. The worker so moved with the details of the case that she began to identify with the man and somewhere related to his life with her own. Finally when his wife died, both the client as well as the worker sobbed. In this case the worker got involved with her own personal feelings and lost the objectivity. She had unable to provide the professional help that she ought to. The case worker must remain objective throughout the helping relationship and be aware of his/ her feelings. If at all they do crop up, they must be handled and controlled.

Significance of transference and counter transference

In case work practice, there are three stages in dealing and using transference in social work.
1.
Understanding the transference 2. Utilizing the transference

3. Interpreting the transference

Understanding of the transference is essential for the worker as it helps to understand the behavior of the client and to recognize the significance in his development process. It also explains the present unconscious need of the client. Utilization of the transference depends on the understanding of the case worker of the phenomena. It explains many cures and treatments of emotional disturbances by life situations and by fortune relationship with other persons. The recognition of transference need permits for the establishment of a relationship between a case worker and a client which allows for the utilizations of such techniques as suggestions, advise, counseling and education

Relationship is the basis of all help. Therefore, the relationship does and should develop around the act of helping the client. Helping the client is the purpose of for which interaction takes place between the worker and client which is affected by their experiences of relating with people in the past, their expectations from each other and anxieties about the situation, values and principle governing their lives, likings and norms of behavior, knowledge and experience about the subject matter of interaction. If we know and remain aware of these, our interaction will be more realistic.

1.7. Helping Techniques in Social Case work

1.7.1. Interviewing in social case work

Interview is the communication between two persons with a conscious purpose. According to P.V.Young "interview may be regarded as a systematic method by which a person enter more or less imaginatively with the   life of comparative strangers. It is to secure information from the client in a systematic way. It is an art which is used by the case worker for better understanding between him and the client and make the case worker process easier. It is the foundation of the case work as without interview the worker cannot get all the possible information about the client nor can the client gain any confidence in the worker.

Purpose of interview

- To obtain knowledge of the situation
- To understand other person
- To be understood by the other person
- For securing some information which cannot be gathered from any other source

Types of interview

(a) Structural interview

The structural interview is known as controlled, guided or directed interview. The interviewer is asked to get information for certain specific questions only. He cannot go beyond the questions and add on anything from his side.

b) Unstructured interview

In this type of interview no direct questions are asked to the subject concerning the problem. The interviewer initiates the conversation regarding topic and the client starts narrating all the happenings with his feelings and reactions pointing to the event. The case worker listens carefully to the client and find out the relevant information useful for the case work process.

(c) Focused interview

In this type of interview the client is shown a film or made to listen to a radio broadcast which is somehow related to his problem. The client is asked to express his feelings, reactions and attitude towards this problem. The film or broadcasting influences the mind of the client, which provokes the inner motivation, feelings and emotion. Such interview brings out more factual information and helps the case work process effective.

(d) Repetitive interview

This type of interview is repetitive in nature when it is asked. There is some gradual influences of some social and psychological process on the subject pertaining to the problem. The questions may be repeated again and again.

1.7.2. Recording in social case work

Recording has always been given considerable importance in social work. It is because the case worker has to know many clients intimately and it is essential that interviews and details should be recorded in a way that recalls the particular client with all his/her individual differences. The records serve various **purposes** and some of them are as follows:

- ❖ Documentation of social work activity: case records provide an ongoing picture of the nature of social work involvement with the client, progress in achieving social work goals and outcome.
- ❖ Continuity of Service: when a client contacts the social work agency, the service is provided by the entire setting. In case an individual staff member is not available the agency must be able to pick up where he or she left up. This would be possible with the help of record only.
- ❖ Quality control: The quality and quantity of services being provided could be known by reviewing written records that present a picture of social work activity. Record review is also a means of assessing the kind and quality of services being provided by the caseworker identifies the areas of strength and weaknesses where staff needs in service training to upgrade their skills.
- ❖ Statistical reporting: Case records are periodically used by social work agencies as sources of data to justify agency's activities, to seek and maintain funding, to substantiate the need for additional staff or to do programme planning.
- ❖ Organizing the worker's thought: recordings provide factual data and observations which could lead to more in-depth diagnostic assessment and treatment planning.

- ❖ Inter disciplinary Communication: Recording is means to communicate social diagnostic information and recommendations for consideration by other professionals who may be involved with the client in a team approach to treatment.
- ❖ Teaching and research: Properly maintained case records could be a mechanism for mutual assessment of practice skills and the teaching of new techniques. Case records contain a wealth of information for the professional researcher seeking to gather data on various categories of clients, problems faced by them.
- ❖ A therapeutic tool: recording can be used as a therapeutic tool with the client to help him to respond to treatment.

Types of recording

Records can be written in different ways. Those are **Process recording, Narrative recording, Role recording, Summery recording and Abstract.**

Process recording: Process is continuous development involving many changes. It is a series of actions, changes or functions that bring about an end result. Process recording tries to record these development and actions. These developments are directly or meaningfully related to understanding of the person in situation and the intervention process. It is selective in its recording. Interactions, which have direct bearing or meaning for intervention are recorded and the rest of the details of interactions are discarded. The focus is not on the development of the events as such but on the development related to understanding of and intervening in the person's psycho social life. In process recording the process of helping is recorded which includes the relevant conversations, observations and reaction of the worker in the developmental sequence. It gives an idea to the supervisor if the case worker has used his knowledge of human behaviour and social situations, if his reactions to the client's verbal and non verbal communications are appropriate and if planning for future is consistent with the presenting situation. The usefulness of the process recording depends to a considerable extent to the ability of the worker to recall exactly what had happened, and in what order and to look at the facts in an objective manner in order to get at underlying feelings and meanings. Process recording is time consuming, so should be used carefully.

Narrative recording: In narrative recording everything that has happened is recorded as it has happened whether it is positive or negative. It consists of all the statements, observations and comments of the worker. It is the narration of all the happenings and detailed accounts of all the events which go in the narrative recording. The attempt of narrative recording is to reproduce all the situations.

Role recording: It is the refined version of process recording. It is highly selective in its approach and focuses on the role of the case worker in his interaction with client from time to time.

Summary recording: Summery records are short and easy to use when considering the total service process. It tries to summarize the main events and avoid the details of all events. It

include entry data , social history, a plan of action, periodic summaries of significant information, action taken by the worker and a statement of what was accomplished as the case gets closed. Summery recordings save time and labour when process recording comparatively is very time consuming.

Abstract: It is the basic ideas of the case or action plan and does not provide the detail information. So it is a condensed form of summery recording.

1.7.3. Referral

In the case work process it is not possible always to solve the client's problem in the same agency and by the same worker. Therefore sometimes cases are transferred or referred to another agency for rendering expertise help to the client. The helping process does not end in referral but it is the contact with a particular case worker or agency who will take over the case. Referral is done for various considerations, when a different type of worker/ therapy is required to achieve the finally formulated goals of treatment and when the worker and client find it difficult to move to or assume new responsibility. The case may be referred to some other agency if at some point it decided that the client cannot be helped in this agency for some reasons. Referral involves preparation of a referral note which gives a very brief summary of the problem and the efforts undertaken to solve the problem along with psycho social diagnosis.

Preparation for referral should be done in the way preparation for termination is undertaken through referral stage is not the final stage. Preparation involves explaining the reasons of referral, talking of the positive and negative feelings involved in a referral process, tackling separation anxiety in one or two sessions, handling the question factually and preparing the client for new contact. When referral is done for availing of some concrete or specialized services, the case worker may, if required also assume the role of an advocate or liaison worker. The case worker links the client with the needed services. Advocacy may be required when the agency does not offer its services to the client. The social case worker tries to interpret the rules, looks for expectations and pleads for services to the client. While assuming either of these two roles, the case worker must assess the risk and the time involved. In this process, efforts can also be made to help the client to secure these services on his own with social, administrative and political pressures. If this is possible the social worker can work as an enabler. In all cases of referral consent of the client is important to help him to use the available services for his problems.

1.7.4. Home visits

Home visit is an important technique used by the case worker to make the treatment process much effective. Bernard (1964) states that by making home visits one sees that the environment in which the client lives, observes family and other relevant social interactions at first hand and develops a fuller diagnostic understanding of the patient for appropriate treatment planning. Home visit is   thus an important tool in total intervention process.

According to Cameron, "in a few minutes in home, an experienced observer can gain more pertinent information about the client and his environment, which can be gained during hours of probing in an office.

The main purposes of home visits are:

- Getting detailed information about the client and his family
- Persuading the client to utilize the services to the maximum extent
- Educating the family members in matters of the client
- Strengthening the relationship between the client, agency and the family ☐ Facilitating rehabilitation of the discharged clients from institutions ☐ Family care and after care services to the discharged client.

1.8. Role of Social case worker

The case worker has three major roles:

Clinical/behavioural change role;

Role of the consultant/educator,

and

The broker/advocate role.

Some aspects of these roles have already been referred to in the previous paragraphs.

In the clinical/behavioural change role, the case worker focuses his attention on those aspects of the clients behaviour which cause stress to himself or others. As an educator, the case worker may impart information, transmit knowledge, give advice, correct perception or explain situational factors which are hidden from the client's view. The case worker may be required to give consultation to other social workers and professionals from other disciplines and to provide social work practice instruction to students of social work. The advocate/broker role is of two types. The first aspect, that is, the case worker commitment to the individual client or family as regards locating resources and services for meeting urgent material needs has been mentioned earlier. The second aspect of this role is with reference to groups of clients who have the same kind of problem or handicap. Here the case worker task is to help them to organize themselves around their problem and to activate them for collective action to find solutions to their common problem. For example, a case worker may have a number of mentally retarded children in his case load who do not derive any benefit from the educational and other services provided for normal children. He may help the parents of these retarded children to organize themselves in order to get specialized services for their retarded children. Here the case worker goes beyond the case-by case approach to the application of community organization methods for helping clients groups. Since many of the case work

clients are form the lower socio-economic levels who are plagued by problems of poor housing unemployment, and inadequacy of medical and educational services, the advocacy role becomes important. Traditionally the case worker has been delivering the person centred services. In addition to this task, the case worker of today has to be involved in system centred activities or activities related to the impact of various social systems on the lives of many clients. It implies that only a part of case work service is confined to the office and the rest is community based. The case worker must know the community he serves its demographic characteristics, its power structure and problems. He must be able to identify the needs of the community and work with the community to develop resources.

1.9. Let us sum up

Social case work involves helping individuals with their problems in social functioning through a systematic approach. Knowledge of human behavior and social situation and skills in human relationship is basic to its practice. It is an art when it uses various ways to effect change in human behavior and a science when it uses knowledge of human behavior and social situations. Social case work can thus be said to be scientific art to help an individual to live a socially productive and individually satisfying life limited by his capacities and social realities.

1.10. Key words

Case work, client, individualization, counseling, treatment, relationship, confidentiality, case work process,

1.11. Check your progress

1. Define Social Case work and discuss its nature.

2. What are the objectives of social case work?

3. Elaborate the case work process. What are the techniques and skills required in various phases of case work practice?

4. Write a note on helping technique.

5. What is the importance of case recording? What are the different types of records used in case work studies?

6. Write a short note on Case work relationship.
7. What is the role of Social case worker in case work process?

8. Can case work proceed without an agency? Explain.

1.12. References

Mishra P. D., Social Work- Philosophy and Methods , Inter-India Publications

Mishra P. D., Social Work- Profession in India, New Royal Book Company

Singh Surendra & Soodan, K. S. (eds.), Horizons of Social Work , Jyotsna Publications, Lucknow.

Singh D. K. & Bhartiya, A. K., Social Work- Concepts & Methods, New Royal Book Company, Lucknow.

Mathew G., Case Work in Encyclopedia of Social Work in India, Ministry of Social Welfare, Delhi, 1987.

Sanjay Bhattacharya, Social Work An integrated Approach, Deep & Deep Publication, New Delhi

Techno City, Khanapara, Kling Road, Baridua, 9th Mile,
Ri-Bhoi, Meghalaya-793101
Phone: 9508 444 000, Web : www.ustm.ac.in