UNIT II

Case Work Process

Compiled by

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I  Intake
II  Study
III Diagnosis / Assessment
IV Treatment / Intervention
V  Evaluation
VI  Termination and
VII Follow up
Case Work Process

I. INTAKE

**Meaning:**

- Intake means selecting a person (or)
- taking a person who is having problem (or)
- taking a person who is in distress (or)
- selecting an individual who is not able to cope with his problem
Intake - Steps

1. Referral
2. Identification & Information about the client (Personal Data)
3. Family background  and
4. Early family history.
A. REFERRAL

- Referral means the process by which: a client is made aware of another resource or service, and helped to make contact with that resource to receive a needed service.

- The process in which: a worker directs a client to another resource (agency) for help with an identified problem or need is called referral (O’NEIL M.J)

- It is an art of knowing where, when and how to make a referral. Time, Planning and processing are needed for an appropriate match between the client (system) in need and Agency (available resources)
Types of Referral

1. The case or problem should be referred by somebody [agency, institutions, family etc] (or)
2. Identified by the worker himself (or)
3. By the client himself to the worker or to an agency.
Stages of Referral

There are six stages; if any one stage is overlooked the referral may lead to fail.

i). Clarification or statement of the problem or need for
    Which, help is sought.

ii). Exploration of appropriate and available resources

iii). Discussion of options and selection of sources with
     the client

iv). Planning and contact with the selected resources
    i.e. initial contact, sending information, providing
    transportation, client – resource (Agency)
    meeting.

v). Meeting of client with resources.

vi). Follow up by the worker to see the goal is achieved.
B. IDENTIFICATION & INFORMATION

(Personal Data)

In order to identify the client’s problem. (for e.g. Alcoholism /absenteeism, etc) and the nature of problem, the following data should be noted:

- Personal Data like Name, Age, Sex, and all other personal, physical features whether he/she is handicapped, etc.
- History of the problem: (period from – to - having the problem),
- Situation: Attitude and socioeconomic conditions
C. FAMILY BACKGROUND

Information related to:
- Occupation, income, location of the residence (address) family members, no. of children, relationship with others, interpersonal relationship attachment with parents, position of the client duties and difficulties, treatment pattern in home etc.

D. EARLY FAMILY HISTORY

Information related to:
- Family relationship, socioeconomic status of the family, dislocation or disintegration of any (migration) sickness and other difficulties of the client.
Case Work Process
Stage II. STUDY

Study means - acquiring knowledge through various means / methods (books, senses, learning, discussions, observations, etc) or careful thoughts to understand about the problem of the clients

Tools used in the study process of case work

A. Interviewing with clients
B. Home visits,
C. Collateral contacts,
D. Relationship.
A. INTERVIEW – Meaning

i. Interview is a two way process to get information from the client and also to provide information to the client.

ii. In case work, interview refer to meeting of the case worker and the client in a face to face conversation. It is a professional activity on the part of caseworker.

iii. Interview is a channel of direct help even at a first contact between the caseworker and the client. E.g. Information about the agency, about the client, etc.

vi. In case work interviewing means meeting of the caseworker and the client for talk.

vi. Interview in case work means conversation between the worker, clients and client’s family and collateral.
After reviewing the previous interview of other clients or interview with the same client, the worker should make note of:

i. the gaps in information,

ii. the ambiguity, that needs clarification and

iii. one’s own lapse and shortcomings, that need to be replaced with the skills of handling, etc.

The next interview should be planned for collecting fresh data, clearing doubts, testing assumption, assessing facts and for using techniques appropriately.
Skills of Interviewing

1. Listening
2. Observing
3. Communicating (Verbal Communication is possible among the adults only. When children are not co-operate with us at that time, we should give them play materials like drawing, paintings etc.
4. Counselling

Techniques of Interviewing

1. Acceptance: Acceptance of client’s feelings- Sympathy, empathy.
2. Assurance: Regarding the authenticity of his feelings.
3. Facilitation’s of expression of feelings
4. Allaying feelings that are over powering (Stressful feeling can affect the clients thinking and acting, when a clients mind is filled with stress and strains emotions the case worker must try to reduce his stress and strains and emotions).
5. Accrediting & building of self-confidence: (i.e. giving credit to the clients performance, develop self confidence, financial support i.e. children’s education, family budget preparation etc.

6. Encouragement: While using encouragement the caseworker has to ensure that the situations are suitable for the exercise of those techniques.

7. Improvement of communication pattern and Communication gap must be filled up.

8. Interruptions should be avoided while interviewing.
Principles of Interviewing

1. Privacy
2. Local language
3. Simple sentences complex sentences should be avoided
4. Emotional questions should not be used.
5. Avoid lengthy questions

Purpose of Interviewing

i). Obtain and importing information
ii). Study and Assessment of the Client’s Situation
iii). Giving Help
Types of Interviewing

1. Direct
   With Client

2. Indirect
   With Family
   With collateral
B. HOME VISITS

According to Dictionary of social work (1987)

- In social case work, home visit is the act of going to clients home in order to provide professional social services.

- Some social workers make home visits, because their clients are handicapped or unable to come to the agency.

- Some do so because, they believe the helping process can be more effective and efficient if conducted in an environment familiar to the client.
• Other home visits occur because; the worker seeks to mobilize a neighbourhood towards social cause.

• In some instance, social workers are required to make such visits unexpected by to investigate the client’s normal living conditions.

• This is frequently done in order to ascertain if the client is as poor or as incapable of providing paying of required amount to the agency as has been claimed.
Importance of Home visits:

• Visiting the clients home helps to verify the facts collected from the clients with the family member the neighbours and environment in which the client lives.

• Home visits is a valuable one as it can gives important data not only about the clients physical environment but also the important areas of functioning of the clients at home.

• Home visits helps to understand the circumstances at the home where he (client) lives.

• It can also be useful in exploration to gain a view of family dynamics, physical and social life situation of the client. Thus home visit is a part of the process of fact-findings.

• Home visits helps to establish real friendly relationship and; it provides formal and discrete (separate/isolate) contact
C. COLLATERAL CONTACT

- Collaterals are those, who, because of their special association with the clients, in a position to furnish information to the caseworker about the client or to help the clients (in some way).

- Social case work makes use of document, case history, and agency reports, consultation with experts from other fields, tests and examination of all kinds as it requires an interdisciplinary approach. Further, the worker has to see that the clients gets possible treatment for his problems and to this end, work closely together with the “Collaterals” such as schools, hospitals, employees, unions social agencies friends, etc.,
Case Work Process
Stage III. SOCIAL DIAGNOSIS

- It means fact finding. It is a guide to treatment.
- Diagnosis means “The process of identifying a problem (social, mental, as well as medical) and its underlying causes and formulating a solution.
- In case work, Diagnosis means critical scrutinizing of client, his situation, and his problem, which help is sought or needed? for the purpose of understanding the nature of the difficulty with more detail and accuracy.
PURPOSE OF DIAGNOSIS

- **Purpose**: is to work out treatment programme
- In case work practice, understanding the inner and outer situation of the clients is very important, as that will be the basis for treatment – what can be changed or modified. This process of understanding the whole picture of problem – person – situation, for the purpose of helping the person is known as diagnosis/assessment.

MODELS OF DIAGNOSIS

- Thought Models of Diagnosis
- Problem Solving Model
THOUGHT MODELS OF DIAGNOSIS

• Thought Models of Diagnosis are those of any effort to identify and explain the nature of a given problem, appraise it within a framework (of given problem) to appraise it within a framework of particular interest of intensions and to use that appraisals as predictive guide to action

• In the course of Diagnosis the worker should be a talented and more experienced in:
  – The problem brought for solution,
  – The functioning and programme of the place to which it is brought
  – The goal and outcome

• What factors are to be subject to scrutinize and analysis in order to plan appropriate treatment?
PROBLEM SOLVING MODEL

The problem solving diagnosis has two major focuses:

i. One is the beginning and continues appraisal and reappraisal of the person’s motivation, capacity and opportunity to put him into working on the problem at hand.

ii. The second one is the finding and assessment of what factors and forces deter or thwart his motivation or his capacity or his opportunity.

In short, the diagnosis in the problem solving model focus:

(1) What the person wants and how much he wants it (motivation) in relation to the problem to be worked out.

(2) Upon what capacities the person had (or has not) or can develop (or can’t) by which to cope with the problem – to – be worked;

(3) Upon what means there are (or are not) in the aids and services, the caseworker has on top – by which the problem to be worked or can be affected. Simultaneously it seeks to discern why, for what reason, the persons motivation and capacity opportunity is inadequate to enable him to cope.
TYPE OF DIAGNOSIS

- Dynamic diagnosis
- Etiological diagnosis
- Classificatory diagnosis
Dynamic diagnosis is a kind of cross sectional view of the forces interacting in the client’s problem situation (Helen Harris Perlman)

These forces are currently operating within the client himself, within his social situation and between him and his situation.

This diagnosis seeks to establish what trouble is, what psychological, physical and social factors contributing to (or cause) it. What effect it has on the individual’s wellbeing (and that of others). What solution is sought and what means exist with in the client, his situation and resources by which the problem may be solved (Helen Harris Perlman¹⁷¹).
In this type, we examine, how deferent aspects of the client’s personality interact to produce his total functioning.

This will help to understand how change in one part of system affects another part and how one system affects another.

The dynamics of family interaction are important here and form a large part of what is referred has a family diagnosis.
ETIOLOGICAL DIAGNOSIS

- Etiology means: The study of cause or reasons.

- This may be immediate cause or the beginnings and the life history of the problem; usually the problem lies in the client’s personality makeup or functioning (Helen Harris Perlman).

- Whether these etiological factors lie in the current interactions or in proceeding events, which still actively affect the present and are among the causes of client’s dilemma.

- This diagnosis helps to understand the nature of client’s situation.

- To understand the cause of the client’s problem from his situation.

- Understanding as causes i.e. whether the current events or proceeding events that still affects the client.
CLASSIFICATORY DIAGNOSIS: (CATEGORIZATION)

- Efforts should be made to classify various aspects of the events functioning.
- E.g. problem can be classified as – Social, economic, Psychological, etc.
- **Social Class**: includes caste, religion, health, education, housing, etc.
- **Economic Class**: includes occupation, income, expenditure, Indebtedness, etc.
- **Psychological Class**: adjustment – parent – child, husband & wife, learning problem of children, adjustment with environment, etc.
1. It is the **fourth stage** in the process of case work
2. It is a **conscious interference of own (client’s) affairs**.
3. In social work, the term **Intervention** is similar to the term **treatment**.
4. Many social workers prefer using “Intervention” because it includes treatment and also encompasses (cover) the other activities.
5. Social workers use to solve or prevent problems or achieve goals for social betterment.
6. Thus, intervention refers to psychotherapy, advocacy mediation, social planning, community organizing, finding and developing resources etc.
7. According to Hamilton Gordon (1956) “Treatment as a “furnishing a Service” or Behaviour towards some one”.
8. Treatment is a starting point. It is a means by which change is brought out and the ways in which diagnosis guides the worker [in his choice].

9. The treatment is directed to bring about a change.


11. Treatment begins in first interview itself. (i.e. non – specific treatment is involved even in the first interview).

12. The workers usually assess some form of sentiments and an opportunity for ventilation, which is of potential therapeutic value.

13. The worker encourages the client to reflect up on his situation and himself in order to understand the situation or himself or both.
GOALS OF TREATMENT

The goals of treatment in case work is to stabilise or to improve the functioning of the client in terms of social adaptation or adjustment, especially in the balance of inner and outer forces.

TYPES OF GOALS

- **Ultimate goals are Vague and General.**

- **Proximate goals are Clear & Specific.**
  For E.g. While setting goals, attention should be given both interpersonal systems [Family: Husband – Wife – Children – Parent – Children) and the personality system (Id, Ego & Super Ego)

- **Ultimate goal and Proximate goal**
  For e.g. Family communication is the main reason for family disfunctioning. Improvement in communication should be a specific goal of treatment.
• Change in communication requires change in perceptions and changes in individual personality system.
• The worker should clear in his mind about the treatment process to be adopted. i.e. we are dealing with the human beings not with the static entities.
• Hence, goals and procedures proposed for treatment must be subject to constant revision.
• The communication between the worker and the client should be open and clear.
• The worker should be constantly alert, perceptive and responsible to client’s reactions and his desires.
OBJECTIVES OF TREATMENT

A). To change or to improve the person’s situation / environment. Either by supplying a social resources such as financial and or change the environment.

B). To help a person to change his attitudes or behaviour with in the social situation either by environmental manipulation or change the environment or direct interviewing treatment or

C). The combination of both

D). Alleviating the clients distress and decreasing the malfunctioning in the person – situation system.

E). To change the client’s comfort, satisfaction and self – realization.
TREATMENT PRINCIPLE

- According to crisis Intervention model
- Relief of symptoms.
- Restoration to the optimal level of functioning.
- Understanding the relevant precipitating events
- Identification of remediable measures.
- Recognise the current stress and their origins in the part like experience and conflict.
- Initiate new method of perceiving & thinking.
TYPES / APPROACHES / TECHNIQUES OF TREATMENT

- **Supportive Techniques** (Indirect Influence) Or Indirect Treatment Or Environmental manipulation.
- **Reflective Techniques** [Enhancing Resources or Administration of practical help or material help]
- **Counselling Techniques** (Direct Influence or Direct treatment.)
**Supportive Techniques (Indirect Treatment or Environmental manipulation)**

Treatment directed towards bringing changes in the human environment. i.e. changes in family member’s – children’s – their parent’s – children’s – school atmosphere.

It is a strategy to bring out a change in a client social functioning.

**Environmental manipulation**

All attempts to correct or improve the situation in order to reduce strain and pressure and all modification of the living experience, to offer opportunities for growth or change may be recorded as **environmental manipulation**.

**Environmental manipulation.** sometime referred as **indirect treatment**. After listening to and observing the clients, we may use our understanding of his personality structure, his pattern, his needs and conflicts and his differences, in order to manipulate those configurations (composition).
2. **Reflective Techniques** (Administration of practical help or material helps):

- This is the oldest and best known of the case work types of treatment.
- In the simplest form, the worker assist the client to choose and to use of social resources afforded by the community.
Counselling Techniques (Direct Treatment):

- It means “influence of mind up on mind”

- It means worker – client interaction or counselling therapy
  It means ‘use of common sense in an uncommon situation’

- According to social work dictionary Counselling means:

- A group of intervention procedures used in social case work in which the worker seeks to implement specific changes or improvement through personal contact with the client.

- The term was first used by MARY RICHMOND to designate a social workers’ face to face interactions with individual/clients as distinguished from indirect treatment in the environment.
Counselling is a process of helping the individual to know himself; and the world.

i) Process: is based on investigation
This method is based on psychology.
Three important areas of psychology.
- Perception - Self perception/ Insight/ Awareness
- Learning - Knowledge/ Education
- Motivation - Stimulus
ii) To know about himself & the world, by modify his behaviour both in mind & soul.

iii) Help

- Prevention
- curative
- Remedial
Exploratory process in which understanding of the client – situation,
Ventilation of by the client,

Reflective discussions on various aspects of client – situation,

Parent dynamic and early life reflections
For example:
  Problem related to a person’s marriage, his parenthood, his work, etc., the treatment may be counselling.

The direct treatment is meant for a series of interviews carried on with the purpose of inducing or reinforcing attitudes favourable to maintenance of emotional equilibrium to make constructive decisions and to grow or change.
INSIGHT DEVELOPMENT

Insights:

• A recalling of those sentiments in the observer’s life, which appear to characterise the observed behaviour of other.
• It is important that the caseworker develops insight into a client’s personality and problems.
• The client may benefit from increased sensitivity to himself and the relationship he forms. This is termed as insights.
• A/C. to Dictionary of Social Work,
• In sight means self understanding and awareness of one’s feelings, motivations, and problems.
• In social casework, it refers to raising awareness of a or illuminating the clients inner conflicts and their orgies, areas, that had previously not been well understood.
According to FRENCH, there are 3 kinds of insights.

a. **Introspective insights**, 
b. **Problem solving insights** and 
c. **Practical understanding insights**.

a). **Introspective:**
Occurs when a person becomes aware of a previously repressed washer fear.

b). **Problem Solving:**
Refers to what a person needs to know in order to solve a problem or reach goal.

c). **Practical understanding:**
Is what a person actually known, through he may not be consciously aware of doing so.
Motivation & Resistance

- There are two aspects in engaging the client in treatment. One is motivation and another one is resistance.

Motivation:
- Motivation has to do with how much the client wants to change and how willing he is to contribute to bring about change. When the client lacks adequate information, this should be clarified.

- The other side is resistance – A person with low motivation to be sure will be resistant to help but it can also happen that both motivation and resistance are high.

- Resistance depends on anxiety about what is involved in taking help and what is involved in change.
• Resistance will be higher when the client is not Self – referred.
• It will be higher, still, if the client does not know about the agency or
• about the nature of case work or
• if he has negative impression of the agency from his own previous experience or
• because of what he has heard from others.

Resistance
• It means power of opposing force, power of withstanding force i.e. passive resistance.
• The name resistance has been used to describe “Problems that arise when clients, for one reasons or another, are not able to meet the worker’s expectations.
• Resistance often used to describe an active force within clients that prevents the clients from learning the true, but threatening cause of their problems or from accepting the “Truth” being voiced by the worker (GOLDSTEIN)
EGO STRENGTHENING:

What is Ego?

Ego is one among the three elements of human personality. The other two are Id and Super Ego.

What is personality?
In personality Freud deals with elements of personality system.

Human body is consist of different parts / or systems like respiratory, reproductive etc. Each system working with different nature of functions. Like wise the human personality consist of three systems – the “Id”, “Ego” and “Super Ego” and perform different set of functions.

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**ID:**
The id is the unorganized part of the personality structure which contains the basic drive
Id means ‘It’ - **Biological** – pleasure principle
For Example New Born Infant is activated purely on biological urges.

Eg. Hunger, Thrust, Sleep, Sex

Pleasure Principles

Id is fulfilment of biological needs operates through pleasure principles, when a person is hungry his ‘id’ is activated in the sense, that he is driven to make efforts to get food.

The biological needs continue throughout the life. Thus ‘Id’ is ever-present ingredient of personality.
EGO:

- Ego is Psychological – Reality Principles

- The growth of infant soon learned to react to various aspects of its outer environment. As this ‘Growth’ continuous, the expression of ‘Id’ becomes modified as the infant learns to consider reality.

- Through the reality principles, behaviour become less blind and less naïve and it was the beginning of life and Ego emerges.

- The ego maintains the balance between the ‘id’ and super ego in relation to the demands of the environment. When a person is hungry he satisfies his hunger through socially approved ways and not by stealing food.

- The ego is part of personality that mediates the demands of the id and the superego.

- The ego maintains the balance between the “id” and super ego in relation to the demands of the environment.
The **SUPER EGO** – Social forces

That is

- Values
- Norms
- Ethics

- Super Ego constitutes the individuals values, moral codes and considerations of what is wrong and what is right.
SUPER EGO: Social forces

In reacting to his social environment, the child eventually, acquires values and social standards from his parents and other elders. Collectively this aspect of personality is known as super ego.

The super ego constitutes the individual’s values, moral codes and considerations of what is wrong and what is right
How to Strengthen Ego?

1. Impulse of control.
   Function of controlling the “Id” impulses in relation to reality and direct the ego to get need in a socially approved ways.

2. Tolerance of frustration

3. Postponement of gratification (Satisfaction)

4. Tension management
   E.g. Awaiting exam result is under tension. It he is not able to eat sleep and to do his day to day activities it means that his ego is week.

5. Reality testing
   Assessing the reality pertaining to one self and the environment and taking appropriate action to deal with reality.

6. Object relations & integration and synthesis:
   i.e. forming relationship at different levels.
TRANSFERENCE AND COUNTER TRANSFERENCE

Transference
Transfer of feelings by the client to the case worker is known as transference.
(It is one of the concepts of psycho analytical theory)

There are **two types** of Transference:
The transfer of affectionate feelings to the worker is known as **positive transference** and that of hostile feelings as **negative transference**. (SWD. P. 166).
Counter Transference
It is also a concept taken from psychoanalytic theory in order to deepen their idea of professional relationship.

A/C Fordham:
- Counter transference consisted of unconsciously motivated reactions in the worker evoked by client’s transference.

EMPATHY
-Empathy means understanding others feelings
- Empathy means an imaginative projection of one’s own consciousness in to another being.
- In case work empathy means curing of client’s feelings.
- That is, “Feel with clients. Not like the client (it means the worker should not emotionally attached with the clients) e.g. Film Acting.
Self-Disclosure

In social work interviews the worker’s revelation of personal information, values, and behaviour to the client.

The profession does not decide that such revelation should or should not be made. In certain circumstances it may be considered useful.

However, there is some consensus that is should not occur unless it serves a therapeutic purpose, or is designed to help achieve the client’s goal.

Self-disclosure is not simply providing information to another person. Instead, scholars define self-disclosure as sharing information with others that they would not normally know or discover. Self-disclosure involves risk and vulnerability on the part of the person sharing the information
**Catharsis /Ventilation**
Catharsis means, release of pent up feelings/emotions

A/C to dictionary of social work (NASW, 1987) catharsis means ventilation of ideas, fears, significant events and connections, the expected result of which is release of anxiety or tension resulting in improved functioning. Also called ventilation.

**Ventilation:-**
In the worker – client therapeutic relationship, the process of permitting the client to express feelings during the description of the problem situation. According to psychological theorist this releases or discharges emotions that rave build up and cause the individual to have internal stress and conflicts. It is also referred to catharsis.
Models of Treatment

i). Crisis intervention treatment model.

ii). Short-term treatment model.

iii). Hard – to reach treatment model.
i) Crisis model: (Problem solving during the state of crisis)

To facilitate the problem solving during the crisis state, the following are to be followed

a). Clarification of the problem
b). Expansion & management of feelings.
c). Use of both interpersonal and institutional resources.
ii). Short term model treatment:

- Short term treatment of interpersonal problems yield more progress than long continued services.
- For planned short terms treatment the following points are to be considered.
  c). Realistic circumscribed (restricted) and limited Goals.
  d). Focus upon the problems of interpersonal rather than the intra psychic (instinctive) problems.
  e). Clear definition of possible choices of action on the clients part.
  f). Exercise of the client’s decision-making capacity with the limits of his reality
iii). Hard – to – Reach – Treatment model

This model of treatment focus on problem identification, participation and its goal of finding some immediate rewards, enhance the limited motivations and capacities that after characterize the clients who for whatever reasons, is hard – to – reach or hard to engage in using agency help.
Meaning:

WEBSTER’S DICTIONARY:
• Evaluation means, “to determine the worth of, to find the amount or value of, to appraise”.

Evaluation is knowing about what is not known and above what is worth knowing.

It means – ascertaining something and determination the merits & demerits of a programme, assessing the achievement of a programme.
According to CHARLES MARTIN:

- Evaluation is concerned with the progress of the project in meeting principle objectives.

- Evaluation means periodical assessment of the appropriateness of services provided under social casework services and to continue or terminate them as appropriate accordingly.
Purpose / Objectives of Evaluation

- The main purpose / objectives is
- To provide an objective, systematic and comprehensive assessment of the degree to which the programme achieved and
- The degree to which it produced other unanticipated consequences.
- Concerned with bringing all – around improvements.
- Aims at comparing the assessment of performance of the clients in achieving the total objectives.
- To highlight the reasons for variations if any
TYPES OF EVALUATION

1. **FORMATIVE**: (Early Evaluation) Reducing problems & suggest modifications during the period of programme pried to its actual implementation. i.e. it is a state of pre preparedness.

2. **INTERIM EVALUATIONS** (On Going Evaluation) Reducing the effects after it has stabilized over a give period with the twin objectives of; Mid – course corrections of programs on a large scale Interim analysis of program effects. But not necessarily resulting in any changes.

3. **SUMMATIVE** (Summary Evaluation) Evaluation of overall effects for purpose of future program planning
METHODS OF EVALUATION / TECHNIQUES/ INSTRUMENTS:

• First hand information:
  Get first hand information about progress, performance, problem areas etc. of a program from the project, field staff, and other specialties.

• Formal / In formal Periodic Report
  Evaluation could be carried out by medium of formal & informal reports.

• Graphic Presentation
  Through display of charts, graph, pictures illustrations etc. (more visible / understandable / facilitate companies / etc.

• Standing Evaluation Review Committees
  Consist of host experts, specialists, -who are meet regularly during the course of meeting. The problems, which require urgent attention, can be identified, alternative opportunities can be explored, and remedial measures can be suggested.
Case Work Process

VI. TERMINATION

- Termination is a process, which allots withdrawal of commitment by the clients.
- Termination means the ending of contacts between a worker and the clients.
- Termination comprises the time taken and the process used when a worker and a client begin to plan the ending of their contacts with each other.
- Termination is the last phase of the casework process, when the emphasis is on disengagement, stabilisation of change, and evaluation.
The defences and reactions of a client during termination may fall within in five stages.

- Denial
- Anger
- Bargaining
- Depression
- Acceptance
• Denial:
The client may ignore what worker is saying or avoid any discussion of termination.

• Anger:
There may be outbursts or verbal or physical assaults.

• Bargaining:
The client tries to negotiate an extension of time.

• Depression:
The client manifests restlessness, little energy, withdrawal, helplessness, despair, no motivation to go on.

• Acceptance:
With the acceptance of the termination there is an increase in energy. The client is able to talk about the good and the bad times and to think about the future.
DECISION TO TERMINATE

- Review his supervisors.
- Observing & talking with the clients.
- Talking with other knowledgeable sources about the termination of the client.
1. As soon as possible, an ending date for final contact between worker and the client should be set.

2. Both the worker and the client should mutually agree up on the date. Meeting between the worker and client may be gradually tapering off until the closing date.

3. For an effective termination, a plan has to be articulated, understood, and implemented.

4. It is apparent that a client is ready to terminate with a worker but will need additional supports or services, the process of referral or transfer should be included as essential dimensions of the termination plan.
According to MUNSON, CARLTON E

1. Follow up relates to gathering information about the client’s functioning at a given interval at several intervals after treatment is completed. The expectation and importance of follow up should be made clear as part of termination to avoid client feelings.

2. Follow-up can be **Informal** – through a telephone call letter from the worker. Or **formal** – through a brief, mailed questioner to the client. The nature and form of the follow up should be made clear at the time of termination.
SKILLS OF SOCIAL CASE WORKER

According to Marry E. Richmond, there are two types of skills needed for a case worker for social treatment:

1. **Insights:**
   - An understanding of individuality and personal characteristics
   - An understanding of the environment

2. **Acts:**
   - Direction action upon the mind and
   - Indirection action upon the mind
3. Insight into individuality and personal characteristics

4. Insight into the resources, dangers and influence of the social environment.

5. Direct action of mind upon mind – strengthen the relationship with a client,

6. Indirect action upon the mind through the social environment. - through other persons, through organisations, agencies, through material things
Skills and interventions
These include the generalist practice and interventional skills described in this text:

- Planning and preparing for the interview
- Creating a rapport and establishing a relationship
- Welcoming skills
- Empathy and sympathy
- The role of self-knowledge and intuition
- Open questions
- Closed questions
- What’ questions
• Circular questions
• Paraphrasing
• Clarifying
• Summarising
• Giving and receiving feedback
• Sticking to the point and purpose of the interview
• Prompting
• Probing
• Allowing and using silences
• Using self-disclosure
• Ending an interview
• Closing the case and ending the relationship
• Providing information
• Providing explanations
• Offering encouragement and validation
• Providing reassurance
• Using persuasion and being directive
• Providing practical and material assistance
• Providing support
References


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