INTRODUCTION
Methods of Social Work Practice

**Micro Practice** - deals with individual, group, & family - Mostly clinical in nature

**Macro Practice** - involves methods of professional changing (that target systems above the level of the individual, group, and family), i.e., organizations, communities. It includes the areas of community organization, social policy and administration." (Rothman & Tropman, 1987) and , Social Research.
CASE WORK - DEFINITIONS

Mary Richmond: (1922)

“Social Case Work consists of those processes which develop personality through adjustments consciously effected, individual by individual, between men and their Social Environment.” (Mary Ellen Richmond (1922) What is social case work? “ An Introductory Description, Russell Sage Foundation, New York, p. 98-99)

Hamilton Gordon:

Case Work is an individualized service in the field of Social Work in order to help the client to adjust with the environment.
Perlman: (1957)
Case Work is a process used by human welfare agencies to help the individuals to cope more effectively with their problem in Social Functioning.

Grace Mathew:
Case Work is a humanistic attempt for helping people who have difficulty in coping with the problems of daily living.
In short:
Social casework is a method of helping people to solve problems.
Mary Richmond:

- **1915**: help is provided to the people for their better adjustment.
- **1917**: Help is provided for individuals for better adjustment in social relationship.
- **1922**: She explained that casework is for change personality of the individual for proper social adjustment.
Hamilton Gordon:
Helping the client to adjust with the environment

Perlman(1957):
She discussed about the task of Case Workers and the essential components in Case Work.

1. **Task:** The Case Worker’s task is to **restore or re-inforce** the client’s ability to deal with the problem.

2. **Components:**
   1. The Person
   2. The Problem
   3. The Place
   4. The Process
Grace Mathew: Working with individuals those who are facing the problems or in distress in their daily living.

Watson: Emphasized the Ego Psychology (i.e. total personality)

Porter Lee: to change human personality.

Taylor: to understand the total personality of the individual.

Reynolds (1932): Introduced counselling in Case Work

Kelein: For helping the client for adjustment.
De-Schweinitz (1939): She talked the social Case Work with representatives of social agencies.

Swiefts: Developing the strength and capacity in the individual to solve his problems by himself

Strode: “Social case work uses social resources for helping the individual to obtain adjustment in social life.

Bowers: Explained about two *instruments of Case Work*. i.e. (i) Knowledge of the science of human relations and (ii) Skill in relationship.

These two instruments are used to strengthen the capacity for gaining purposeful adjustment.
OBJECTIVES OF CASE WORK

1. To understand and solve the internal problems of the individual

2. To strengthen his/her ego power

3. Prevention of problems in social functioning.

4. Remediation of problems in social functioning.

5. Development of resources to enhance social functioning.
PURPOSE OF CASE WORK

The General purpose:

To help an individual (client) to solve his psychosocial problems, so that he finds himself capable of dealing with these problems at present also may solve in future if such problems arise.

The specific purposes are:

i) To enable the client to adjust with the social situation.
ii) To facilitate the social relationship.
According to **Witmer**:
To help the individual to mobilize his capacity for the solution of the problems.
To make the client to meet the future difficulties with more effectively.

According to **Florence Hollis**
To bring about an adjustment between the individual and his situation or environment.

According to **Towle**:
The Case Work helps in promotion of the welfare of the individual in the interest of society, the proximate and is making available of certain special services in the areas of unmet needs.

According to **Bowers**
Case Work helps better adjustment in social relationship of the individual, and the development of individual personality.

According to **Perlman**
Case Work helps the client to achieve his previous level of functioning.
IMPORTANCE OF CASEWORK

- Social Disorganization
- Social Problems
- Social deviance
- Change to N.F. system – Delinquency
- Family disorganization – Crime
- Urbanization and Urban Problems
- Adjustment Problem, etc

Case Work helps to solve the problem of the people who have difficulty in coping with problems of daily living.
• It helps the client to **adjust with the environment** of the individual.

• It helps to **develop personality through adjustment** (i.e. between men & his social environment)

• Helps the individual to **cope more effectively with their problem in social functioning**.

• It helps the individuals to understand his **personality, behavior, and social relationships** and to assist him in working out a better social and personal adjustment.

• Helps to **adjusting personal relationship**.

• Helps to **change human attitudes**.

• It helps the individuals to **find solution to the problems**
NATURE OF CASE WORK

- Casework is methodology of helping clients through systematic way of assessing their problems and handling them.

- It is a mode of helping people on the basis of a person – to – person relationship.

- The studies on human behaviour brought to light the potentialities of the human personality for healthy adaptation to life’s stress.

- Later the focus shifted form the self of the individual to his continuous interactions with his significant others in social setting.

- American Case Work did not influence the use of Case Work in India as the first social worker who did in the American Schools of Social Work.
SCOPE/ STATUS OF CASEWORK

1. Casework is projected in many settings in India but only in setting confined to urban areas.

2. Social Work agencies, which provide casework services to help people in distress or social service departments of hospital & clinics, family welfare service centres Residential institutions for children, child guidance clinics, community centres, correctional Institutions, Handicapped welfare & Rehabilitation centres.

3. In order to understand the case situation of Indian clients, it is useful to refer the factors like;
   (i) Lack of material resource,
   (ii) Misconception about situation and Lack of appropriate information,
   (iii) Illness or health related handicaps,
   (iv) Emotional distress resulting from family situations,
   (v) Personality feature, etc.
4. These factors place beyond people’s ability for problem solving. Most of the Case Work clients belong to lower socio economic strata. They bring problems, which fall with in the above five factors range and generally they bring more than one problem.

5. Most of them have the common difficulty like lack of material resources coupled with other predicament.

6. Case Workers are often overwhelmed by prevalence of large-scale poverty among their clients.

7. While working with a poor person, what the case workers can offer is a humane and understanding relationship and advocacy on his behalf to get necessary materials for the fulfilment of his basic needs.

8. This is a point of view that all social worker’s efforts should be geared to system change rather than to individuals. Such a stance can’t be accepted by the Case Worker whose first commitment is to the individual case workers is to deal with situations other than those created by economic needs.
9. It is to be noted that efforts by social workers alone can’t bring about change with in the social political and economic structure of Indian society.

10. Indian Case Work needs to develop indigenous literatures.

11. Case Workers have developed strategies of intervention suited to Indian clientele.

12. If they can abstract these from practice situations, conceptualize and build postulates around them, it will have considerable emotional and practice value.

13. Case Work, which is the oldest method in professional social work, has been the center of many controversies.

14. The main controversy has been around the question whether it is an effective way of dealing arguments for and against Case Work, without arriving any conclusion.
HISTORY OF CASE WORK

Social Case Work as a method of social work has emerged from the process of industrialization and its related urbanization.

Charity Organization Societies [COS] movement which was started in the year 1869 in UK and 1877 in USA.
Community Chest:

Fr. Vincent De- Paul (Father of Social Service)

He started society called parries society (community chest) in every Catholic Churches to serve the poor and needy people

As majority of the people exploited the services, Thomas Chalmers translated one of his core concepts into practice: to help the poor to help themselves

Thomas Chalmer (Founder of Scientific Social Work) adopted the Scientific method by Visiting the homes of the poor and needy people (Home Visits) and Contacted Friends and relatives (Collateral contacts) – to verify the actual needs/ conditions of the people to provide services which paved the way for Case Work later) Dr, Chalmers introduced his parochial system of charity in 1819 (Loch, 1910)
COS Movement

The Charity Organization Societies were founded in England in 1869 following the 'Goschen Minute' (Poor Law Board; 22nd Annual Report 1869–70). George Joachim Goschen was President of the Poor Law and was concerned to tighten up the Poor Law, which he believed had become too generous, and its administration too lax (Brown, 2010). In its methods the COS was a pioneering body that was of great significance in the development of professional social casework in the nineteenth century. From the 1890s, they produced training manuals for this purpose, for the use of their volunteers. The early leaders Charles Bosanquet, Edward Denison, Octavia Hill and above all Charles Stewart Loch,( Loch 1910) Sir Charles Loch, was considered as founder of Charity Organisation Society in London (Agnew, 2004).
The COS focus on the family, and upon a scientific approach provided a key foundation for the development of social work as profession in Britain.

The COS was renamed in 1946 as Family Welfare Association and still operates today as Family Action, a registered family support charity). The society claimed to use "scientific principles to root out scroungers and target relief where it was most needed.

Octavia Hill (1838-1912) She gives advice to the volunteers about helping the people to help themselves rather than doing out money (Octavia Hill`s motto: Help without alms). She was a radical, and pioneer of affordable housing movement in UK and can be seen as the founder of modern social work.
The society was mainly concerned with distinction between the deserving poor and undeserving poor.

The society believed that ‘giving out charity without investigating the problems behind poverty created a class of citizens that would always be dependent on alms giving’.
The first theoretical formulation of Social Case Work was associated with the publication of Mary Richmond’s book ‘Social Diagnosis’ in 1917. Case Work has gone through several stages.

- The exploratory or disciplinary stage.
- The sociological stage.
- The psychological stage.
- The synthetic or integrated stage.
STAGE- I  THE EXPLORATORY STAGE: Upto 1900

- Origin of Charity Organization Society Movements [COS] one of the earliest organized efforts in USA to help the poor was the establishment of the American Charity Organization Society in 1877.

- The first charity organization was started in New York, USA by Josephine Shaw Lowell [founder], which was called as New York Charity Organization Society.

OBJECTIVES of COS:

- To find out the ways and means of helping the poor and needy.
- To organize individualized services geared to their purpose.
- The society used volunteers who were called friendly visitors, to visit the homes of the poor for the purpose of assessing their needs, to guide and advice them.
The **paid agents** subsequently supplemented the friendly visitors. These paid agents gradually developed systematic procedures in performing their tasks.

They collected data about the individuals and the family and helped them after assessing their needs. They also maintained the records in which they kept all the information like personal data as well as help rendered to them. Their collective experience of the poor families and their problems and concurrent studies on poverty by social scientist broadened the understanding of human services.

Later the **“paid agents”** and **“the poor”** were supplemented by **“Case Worker”** and **“the clients”** respectively. The help giving organization (and the office of the organization) came to be known as **“the agency”** (In 1900: Educator Simon N. Patten coins the term "social workers" and applies it to friendly visitors and settlement house residences)
STAGE – II  SOCIOLOGICAL STAGE:

- In 1901, Mary Richmond presented a Chart on environmental forces influencing the family and argued for the analysis of social situation before providing any help.

- In 1917 Mary Richmond published a first book on Case Work called “Social Diagnosis” which reflects the sociological point of view of social case work.

- In 1922 she published another book “What is Social Case Work?”

- The first training program on caseworkers was introduced in the form of summer course.

- The need for the more training was found necessary and schools of social work attached to agencies came into existence when these schools attain certain recognition in the community, they were recognized as professional under the authority of Universities.
STAGE – III - PSYCHO SOCIAL STAGE

- World war I was a major turning point for the practice of Social Case Work and Freudian psychology, which emerged in 1920, had a strong impact on Case Work.

- The influence of Freudian concept, the Social Case Work became Psychodynamic Case Work during this stage. Valuable contributions were made by Towle, Bibring, Turner, Austin, Baudler, Florence Hollis, Samalley, Jarrett, etc.

- Ms. Robinson – wrote a book on “A Changing psychology in Social Case Work” and Taft who wrote a book “A Functional Approach to Family Case Work” was some of the contributions during this period.
The Milford conference in 1925 appointed a committee under the chairmanship of Porter Lee to define the nature of generic social work.

The recommendations of the Porter Lee committee:
- The use of norms is essential in the process of Case Work.
- Social history of the client is significant.
- Purpose of Case Work is to assist the individual to develop his capacity to organize his own normal social activities.

Due to the publication of Milford Conference Report in 1929, numbers of books on social work theory and practice have been published. Some of the important publications are as follows.

- In 1939 “Halls” wrote a book “Social Case Work Practice” and

In this phase the following contributions were made to the philosophy and practice of Social Case Work:

1. Interest in the **causes of human distress** conceived of as deriving from the social situation or physical environment.

2. Interest in the **family as the social unit** having maximum importance in the development of human adjustment, but with little appreciation of the nature of psychological interaction within the family.

3. Efforts were made to find the **scientific way of doing things** and the development of a **methodology for social diagnosis**.

4. Belief that most of the **people will make adjustment to life if their environment is favorable**. It is unfavorable, the Case Worker has the function of removing or of having removed the distributing condition.

5. Interest in the efforts of **Social Environment upon human personality** but **without much understanding of causation and mechanism as of behaviour**.

6. Belief in the values of **friendly contact** and their **efforts up on personality**.
STAGE – IV SYNTHETIC / INTEGRATION STAGE

- In 1930s – during the “Economic Depression” Case Work had to consider the economic factor. Which were causing distress to clients – which leads to economic and public assistance programs. Which enabled the Case Workers to devote more time in dealing with client’s inter personal problems.

- In 1940s Case Workers were exposed to the formulation on Ego Psychology – based on the observations of human beings as regards their differential coping and adapting abilities in times of stress.

- During 1950s and 1960s some Case Work theoretician began to examine the sociological concepts like “Social Role (Behaviour expected of individual social functioning)”, “Social System”, Social Class, etc. with reference to their applicability to case work situations. The result was shifting the focus from the self of the individual to his continuous interaction with others in social settings/environment.

- In India, in 1936 Sir Dorabji Tata Graduate School of Social Work was started and latter it was renamed as Tata Institute of Social Sciences. A Book on Case Work was written by Grace Mathew is a first of its kind in India.
VALUES OF CASE WORK

- Every profession of human behavior have some values and on the basis of these values it achieves its objectives.
- The worth and dignity of man.
- The capacity of human nature to achieve full human potential.
- Tolerance of difference.
- Satisfaction of basic human needs.
- Liberty.
- Self – direction.
- Non – Judgmental altitude.
- Construction of social co-operation.
- Importance of work and constructive use of leisure.
- Protection of one’s existence from the dangers caused by man and nature.
According to KONOPKA:

- Respect for every person and the rights of each person to the fullest development of his / her potential.
- Mutual dependence of individuals and responsibility towards each other according to their ability.

According to FRIEDLANDER:

- Conviction of the inherent worth, the integrity and the dignity of the individual.
- The right to determine himself, what his needs are and how they should be met.
- Firm belief in equal opportunity for all
- Social responsibility towards himself, his family and his society.
According to Council of Social Work Education

- Importance of the individual – interdependence of all individuals all times.
- Consideration for and acceptance of difference.
- Self-determination right to select our life style.
- Self-help.
- Acceptance of every person.
- Common needs of man.
- Right to equal participation.
- Right to protection of body and intellect.
- Freedom
- Change – process – growth
- Validate knowledge.
PRINCIPLES OF CASE WORK

1. The worker should believe in social reality i.e. we should identify the client.

2. The personality of the client is to be respected. (What ever may the problem irrespective of 3. Age, Sex, Caste, Religion etc., the worker should due respect to the clients).

3. Believe in the ability of human being to change and grow. (The worker should always have believed in the ability of the human being to change and grow. Every human being having some skills and the worker should try to identify the skill of the clients)

4. The worker has also to look into the interest of the family, community and the agency and as such he has to help the client to adjust with the family and community.

5. The worker should start from the level at which the client is and for this purpose the worker should reach the level at which the client
Principles of Case Work According to Noel Timms

1. Confidentiality of information
2. Personalizing the help and partializing the problem
3. Client involvement in defining and solving problems
4. Recognizing the importance of feelings
CONCEPTS OF ADJUSTMENT

What do you mean by Adjustment?

The dictionary meaning of the word ‘adjustment’ is, to make suitable, adapt, arrange, modify, harmonize or make correspondent.

The term adjustment refers to the extent to which an individual's personality functions effectively in the world of people.
Adjustment is the relationship which comes to be established between the individual and the environment.

It refers to the harmonious relationship between the person and the environment. In other words, it is the relationship that comes among the organisms, the environment and the personality.

Every individual plays certain position in his social relations. He is trained to play his role in such a way that his maximum needs will be fulfilled. So, he should play his role properly and get maximum satisfaction. If he does not play his role according to standards and training Home Environment received his needs may not be fulfilled and he may get frustrated.

A well adjusted personality is well prepared to play the roles which are expected of the status assigned to him with in given environment. His needs will be satisfied in accordance with the social needs.
MALADJUSTMENT

- Maladjustment means problem behavior or popularly speaking abnormal adjustment.

- Maladjustment takes place when the relationship between an individual and his environment is not according to established standards or norms. A delinquent child adjusts with his environment but he is a maladjusted child because he is violating certain moral codes.
COMPONENTS OF CASE WORK

There are 4/5 P’s

- Person (client)
- Problem
- Place (Agency) and
- Process
- Professional representative (Case Worker)
1. PERSON

- Person means Human being.

In case work situation:

a). The individuals who are facing the problem.
b). The individual who are in distress.
c). An individual who is not able to cope up with his problem
d). An individual who is not able to adjust with the environment (situation)
e). An individual who is not able to cope more effectively with the problem in social functioning or daily living.
In case work, **person** means help seeking person. May be a man, woman, or child or any one who are in need of help in some aspects of social living (Perlman).

**Client:** In case work situation (process) a person is technically termed as client.

**Client** means one who has either sought help from a Case Worker or is served by an agency employing a social worker.
2. THE PROBLEM

• Problem means **difficult situation**.

• The difficulty faced by the individual or persons, that is in the centre of concern at any given time – is felt by or carried by and experienced by the help seeking person.

• The problem arises from some need or obstacle, accumulation of frustration, maladjustment some times all of these together which affects the individuals. (Perlman)
3. THE PLACE

The place is a social service agency or any social welfare department /Institution which deals with the social problems (Perlman).
4. THE PROCESS


- It means “the transaction between the case worker and the client”.

- The end of the process is to develop the effectiveness in coping with the problem or to resolve the problem by the client. (Perlman).

- In case work process, the following steps are involved - Intake, Study, Diagnosis/Assessment, Treatment/Intervention, Termination and Follow-up
5. PROFESSIONAL REPRESENTATIVE

- Professional Representative means a person who is hired or employed by the agency to help the client for **better adjustment in social relationship**, **change personality** of the individual for proper **social adjustment**, to help the client to **adjust with the environment** and or to **restore or reinforce** the client’s ability to deal with the problem.

- Here **professional representative** means **Case Worker**

- The concept of professional representative is recently appeared in case work literatures