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**SELF-LEARNING
MATERIAL**



MA SOCIAL WORK

MASW 102 : WORKING WITH INDIVIDUALS

w.e.f Academic Session: 2024-25



**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

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MASTER OF SOCIAL WORK

Paper Title: WORKING WITH INDIVIDUALS

Course code: MASW 102

Credit - 02

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Self-Learning Material

Center for Distance and Online Education

University of Science and Technology Meghalaya

First Edition

Print August 2024

CDOE-USTM

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Printed and published on behalf of Center for Distance and Online Education, University of Science and Technology Meghalaya by Publication Cell, University of Science and Technology Meghalaya - 793101

COURSE INTRODUCTION :

This is the second paper of MA social work(MASW) programmed of first semester .

Unit 1 : This course provides an introduction to field of social work, exploring is fundamental concept of social case work , detailing its, importance in the social services, social case work , in general an over view of social case work , its scope and significance in helping individuals. Definitions of social case work various definition by notable scholars and practitioners in the field.

The primary goals and aims of social case work practice. Nature of social case work . The inherent characteristics and qualities that define social case work . Historical development of social case works the evolution and milestones in the history of social case work. Component of social case work , the person, the problem, the process, phases of case work, process diagnosis, types of diagnosis, information and data required for an accurate diagnosis, discussion on the foundational principles guiding social case work practice, exploring the dynamics of the relationship between the social case worker and he client, helping techniques in social case work , techniques and strategies for effective interviewing , role of social case worker the various roles and responsibilities of a social case worker in different context .

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Unit: 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 STRUCTURE

1.1 Learning Objectives

1.2. Introduction

1.3 Meaning, Definition, Objectives and Nature of Social Case work

1.3. 1. Social case work in general

1.3.2. Definitions of Social Case work

1.3.3. Objectives of social case work

1.3.4. Nature of social case work

1.3.5. Historical development of social case work

1.4 Components of Social Case work

1.4.1 The person

1.4.2 The problem

1.4.3 The place

1.4.4 The process

1.5 Phases of Case work

1.5.1 Intake

1.5.2 Study

1.5.3 Diagnosis

1.5.4 Treatment

1.6. Principles of Social case work

1.7 Theoretical of social case work

1.8. Case work relationship

1.9. Helping techniques in social case work

1.9.1 Interviewing in social case

1.9.2 Recording in social case

1.9.3 Referral

1.9.4 Home visits

1.10. Role of Social case worker

1.11. Let us sum up

. Key words

1.12 Answer to Question

1.13 Model Question

1.14 Activities

1.15 Reference

1.16 Further Reading

1.1 LEARNING OBJECTIVES :

- Understand the meaning and definition of social case work
- Comprehend the objectives and nature of social case work.
- Identify and describe the components of social case work.
- Recognize the phases of case work and their importance in practice.
- Apply the principles of social case work in real-life situations.
- Understand the dynamics of the case work relationship.
- Appreciate the diverse roles a social case worker plays in helping clients.

1.2 INTRODUCTION :

Social work, in its theoretical aspects, is grounded in understanding human relationships to solve psychosocial problems. Practically, it is a professional service rooted in scientific methods and skills. In social sciences, social work plays a critical role, addressing social problems that arise from numerous internal and external factors. Addressing individual problems requires understanding their experiences and reactions to those issues. Recognizing the individual is crucial for problem-solving. In social work, the primary task of the social worker is to foster self-direction and self-dependence in individuals. Social case work involves studying individuals, groups, situations, or phenomena as units, examining various aspects thoroughly. Social workers must integrate knowledge from psychology, sociology, and other social sciences to effectively address complex issues. They employ evidence-based practices to ensure interventions are both effective and ethical.

Social work also emphasizes advocacy and social justice, aiming to empower marginalized communities and promote systemic change. Its holistic approach ensures that both the immediate needs and long-term goals of individuals and communities are addressed.

1.3 Meaning, Definition, Objectives, and Nature of Social Case Work

1.3.1 Social Case Work in General :

Social case workers adhere to the principle of social justice, which provides everyone with equal rights. Social case work is based on the assumption of human welfare, offering help to every needy and disabled person. Its ultimate aim is to establish a harmonious relationship between the client and their society.

In social case work, the individual client is treated as a total unit, considering internal and external forces to help them solve their problems. This method emphasizes the psychological aspects of assistance while also understanding various aspects of human behavior. Social workers establish a workable combination between available social services and psychological understanding. Consequently, social case work focuses on environmental reorganization to change the client's attitude and behavior. Although it may not completely eliminate a person's disabilities through social assistance, social case work can prevent and treat pathological problems under favorable circumstances.

Early intervention and addressing the root causes of issues before they escalate are key components of social case work. Social case workers collaborate with other professionals and community resources to provide comprehensive support to their clients, ensuring effective and well-rounded care. Furthermore, social case work aims to empower clients by enhancing their coping skills and resilience, promoting self-reliance and self-direction. This empowerment helps clients gain confidence and control over their lives, which is crucial for maintaining long-term stability and well-being.

1.3.2 Definitions of Social Case Work :

Richmond (1915): Social case work is the art of bringing about better adjustments in the social relationships of individuals.

Richmond (1917): Social case work means developing personality through adjustment, consciously affected, individual by individual, between people and their social environment.

Richmond (1922) : Social case work is the method of understanding the needs, resources,

and reactions of individuals.

Porter R. Lee : Social case work helps individuals find solutions to social adjustment problems that they cannot handle on their own.

Sanford: Social case work is the art of adjusting personal relationship

Queen: Social case work is the art of changing human attitudes.

Taft (1920) : Social case work involves understanding a maladjusted individual's personality, behavior, and social relationships and assisting them in achieving better social and personal adjustment.

Taylor (1926): Social case work is a process used by certain human welfare agencies to help individuals cope more effectively with their social functioning problems.

Perlman (1957) : Social case work is related to the psychosocial treatment of clients who seek help from case workers or problem-solving agencies. It involves establishing adjustments between individual capacities and resources, studying mental, emotional, and social factors.

These definitions highlight that social case work addresses the psychosocial treatment of clients, considering them as whole personalities and studying various aspects of their situations thoroughly.

1.3.3 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 finds himself. To achieve this goal efforts are made to bring effective changes in the client's environment or social living situations. According to Wither, 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 objectives 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 finds 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 :** This involves identify the root causes of the client's issues and addressing them through therapeutic interventions and support.
- **To strengthen his ego power :** Enhancing the client's self-esteem and confidence is crucial for enabling them to tackle their problems effectively and independently.
- **Remediation of problems in social functioning :** Addressing and resolving issues that hinder the client's ability to function socially ensuring they can interact positively within their community.
- **Prevention of problems in social functioning :** Implementing strategies to prevent the recurrence of issues, ensuring long- term stability and well-being for the client.
- **Development of resources to enhance social functioning:** Creating and utilizing resources within the community to support the client's social integration and personal growth.

Effective social case work requires continuous evaluation and adaptation of strategies to meet the evaluation and adaption of strategies to meet the evolving needs of the client. Social workers must remain flexible , empathetic , and resourceful, collaborating with other professionals and community organizations to provide comprehensive support .

1.3.4 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 attempt's 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.

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.

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 address on their own. 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 for 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.

Social case work is the product of differential treatment tailored to meet the unique needs and problems of each individual . Effective social case work requires an interdisciplinary approach, combining knowledge from psychology, sociology, and other social sciences. The ultimate goal of social case work is to empower clients by enhancing their coping skills and resilience, promoting self-reliance and self-direction. Social case workers collaborate with other professionals and community resources to provide comprehensive support, ensuring clients receive well-rounded care.

1.3.5 Historical development of social case work :

Social case work as practiced today a purely western model, owes 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 Organization 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. Mary Richmond's social diagnosis introduced systematic assessment and handling of client problems, laying the foundation for modern social case work". The shift from charity to professionalized social case work marked a significant evolution in how help was rendered to the poor and needy. Various definitions of case work in the 1920s under the influence of Freudian theory no more emphasized external factors. Freudian theory focusing on individuals' responsibility and coping mechanisms. 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. Gordon 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.

LET US KNOW :

Marry Ellen Richmond (1861-1928) was a pioneering social worker and one of the founders of professional social work . She is known for her contributions to development of social case work, particularly through her seminal works “Social Diagnosis” (1917) and “what is social case work ? (1922) Richmond emphasized the importance of systematic methods, individualized care, and client participation in social work practice. Richmond’s education was informal and largely self- directed, reflecting her keen intellect and commitment to learning. Her efforts laid the groundwork for the professionalization and formal education of social workers, making her a foundational figure in the field.

CHECKYOUR PROGRESS :

- 1.What are the main aspects of social work mentioned in the introduction ?
- 2.What is the ultimate aim of social case work ?

3. What are the two objectives of social case work mention by Bowers ?
4. What are the main components of professional help in social case work ?
5. What is the primary aim of social case work according to Richmond ?
6. What was the significance of Marry Richmond book “Social diagnosing the development of social case work ?
7. Who is the founder of case work ?
8. What is Mary Richmond’s full name ?

1.4 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 primary goals are facilitating an individual’s social adapting and to restore , reshape, or reinforce their function as a social being. 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 social emotional 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.

1.4.1 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 just 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 is 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 strive 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.

1.4.2 The problem

The problem within the purview of social case work is 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 sometimes 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 are 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 way, getting married or not staying to married, wanting to live, wanting to die etc. are many problems

1. **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.
2. **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 has. If a person has managed his needs to his resources, then he will be facing no economic problem.
3. **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.
4. **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 come 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.

1.4.3 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 member 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. These components together define the framework and operation of social case work .The concept of "three kinds of agencies" refer to various contexts depending on the field .

- I. 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 programmed and planning's are implemented by the professionals of social services who are government experts. Accountability for their expenditure is a feature , ensuring transparency and proper use of funds . Government agencies are accountable for their expenditure. The staffs are totally paid and professionally skilled persons. Their primary goal is serving the public interest and fulfill the mandates given by the government . There are three types of Governmental agency are regulatory agencies , service agencies, intelligence and security agency.....
- II. Regulatory Agencies :** Its mainly focus on laws and regulations, such as the environmental protection agency (EPA) or the food and drug administration .
- III. Service Agencies :** This agency provides public services, like the social security administration (SSA) or the department of Moto vehicles (DMV).
- IV. Intelligence and security :** Handle national security and intelligence such as the central intelligence agency (CIA) .
- V. Nongovernmental agency :**Nongovernmental organizations are fully supported by the public donation and often operate independently of government control. The programs

are planned and implemented by the professionals of social services, are government experts . Its staffs include more volunteers and less paid employees. Volunteers are the main force of NGOs.

VI. Semi-governmental agency :Semi-governmental organizations are those which are started by the people. The people realize a need for an organizational effort to lead a campaign against a social problem. The government gives them a little 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.

1.4.4. 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 people's normal problem- solving efforts. These would be:

- lack of material provision for it.
- Ignorance or misapprehension.

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

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.

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.

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.

CHECK YOUR PROGRESS :

9. Who is client in social case work ?
 10. What is the primary goal of social case work ?
 11. Define an intrapersonal problem with example ?
 12. What differentiates interpersonal problems from intrapersonal problems ?
 13. Name two types of problems that social workers help ?
 14. What is the primary source of funding for governmental agency ?
 15. Who typically implements the programs and plans of a governmental agency ?
 16. What are the three main types of government agencies
 17. How are nongovernmental organizations (NGO) typically funded ?
 18. What is the main workforce composition of Ngo's ?
 19. What is the funding ratio for semi- governmental organization ?
 20. What is the primary goal of the case work process in social work ?
 21. Name one common blockage in normal problem- solving efforts according to the case work process ?
-

1.5 . PHASES OF CASE WORK :

1.5.1 Intake

The intake phase is an administrative procedure that marks the beginning of the case work process. It involves admitting or enrolling a person into the agency as a client. This phase starts with the initial meeting and often includes a follow-up interview. Key aspects to explore during intake include:

The client's current problem, how they arrived at the agency, and their reasons for seeking help. The nature of their request and its relation to their problem. The client's adjustment in various social roles and their physical and mental health. Their personal and social resources, appearance, feelings, and defense mechanisms. The client's motivation, family dynamics, and the suitability of the caseworker.

1.5.2 Study

The study phase involves collecting comprehensive information about the client and their situation to guide intervention. The caseworker gathers data through various methods, such as interviews, observations, and records. This phase focuses on understanding the client's social, psychological, and biological factors. The data collected should be relevant, salient, and individualized to the client's needs.

1.5.3 Diagnosis

Diagnosis involves defining the nature and cause of the client's problem. It includes:

- **Gathering Data:** Collecting information from interviews, records, and other sources.
- **Diagnostic Study:** Identifying important problem areas for case work.
- **Evaluation:** Understanding the nature and impact of the problem through physical, psychological, and social factors.
- **Diagnostic Product:** Developing solutions based on identified problem areas and the client's capacity for change.

Types of Diagnosis :

- **Dynamic Diagnosis:** Examines current problems and contributing factors.
- **Clinical Diagnosis:** Classifies the client's problem and its impact on their behavior.
- **Etiological Diagnosis:** Looks at the origins and development of the client's issues.

1.5.4 Treatment

Treatment involves activities aimed at helping the client resolve their problem. Objectives include preventing breakdowns, conserving strengths, restoring social functioning, and increasing self-direction. The treatment process includes:

- **Initial Phase:** Identifying the problem and determining if it fits the service goals.
- **Motivation:** Building a therapeutic relationship and clarifying roles and expectations.
- **Primary Contact:** Establishing a preliminary relationship to move towards formal assessment.
- **Diagnosis and Assessment:** Ongoing assessment to guide treatment.

- **Establishing Treatment Goals:** Collaborating with the client to set goals.
- **Developing Treatment Plan:** Formulating strategies and selecting procedures.
- **Preparation for Actual Treatment:** Collecting information and preparing for intervention.

Application of Treatment Methods :

- ❖ **Practical Services:** Helping clients access community resources.
- ❖ **Indirect Treatment:** Modifying the client's environment to reduce stress.
- ❖ **Direct Treatment:** Providing counseling and therapeutic interventions. Professional to address specific client issues.

The social worker, as a professional representative, uses their expertise to assist clients by applying their knowledge of human behavior and psychology to address social problems.

CHECH YOUR PROGRESS :

21. What is intake in social case work ?
22. What are the areas for probing during intake ?
23. Define 'study' in social case work according to Richmond (1917) ?
24. What is diagnosis in social case work
25. List the types of diagnosis in social case work according to Perlman
26. What is the objective of social case work treatment ?
27. Name the phases in the social case work treatment process ?
28. What are the types of treatment methods used in social case work ?

1.6 PRINCIPLE OF SOCIAL CASE WORK :

Principle of Acceptance: A caseworker must accept clients as they are, without judgment. Acceptance involves recognizing the client's worth and working towards behavior modification gradually, emphasizing respect and good will.

1.Principle of Confidentiality: Confidentiality is crucial, respecting the client's right to privacy. While maintaining this is a professional duty, certain legal or situational

exceptions may apply, and cultural differences can influence confidentiality practices. Principle of Relationship: The relationship between caseworker and client is foundational to effective help. It should be built on trust, empathy, and open communication, with the worker utilizing interpersonal skills to foster this bond.

2.Principle of Resource Utilization: All available resources, including personal, community, and agency resources, should be leveraged to support the client, recognizing the client's contributions and needs.

3.Principle of Individualization: Each client is unique, and their problems should be understood in their specific context. Treatment should be tailored to the individual, considering their personal differences and needs.

4.Principle of Purposeful Expression of Feelings: Clients should be encouraged to express their feelings, particularly negative ones, as this can be therapeutic. The caseworker listens and supports this expression without discouragement.

5.Principle of Controlled Emotional Involvement: The caseworker must maintain professional boundaries, avoiding emotional entanglement with the client while providing support and understanding.

6.Principle of Communication: Effective communication is essential for understanding the client's issues and facilitating a successful casework process. It involves creating an environment where the client feels comfortable sharing their feelings.

7.Principle of Self-Determination: Clients have the right to make their own decisions and choices. Caseworkers should empower clients to act in their own best interest, while recognizing that some clients may need guidance due to their capacity.

8.Schools of Social Casework : Diagnostic School: Rooted in Freudian psychoanalysis, this approach focuses on understanding and treating clients based on their psychological dynamics. It emphasizes diagnosing problems through understanding internal and external factors affecting the client, with treatment aimed at alleviating distress and improving adaptive skills.

Functional School: Developed from Otto Rank's theories, this approach views casework as a method of helping individuals through agency services that provide psychological benefits. It focuses on how the use of services can lead to psychological growth and the client's active role in their own change process.

CHECK YOUR PROGRESS :

30. What theoretical foundation is the diagnostic school based on ?
31. Name two principles of diagnosis according to the diagnostic school ?
32. What are two broad classifications of social case work treatment in diagnostic school
33. List three techniques used by the diagnostic school in social case work ?
34. On what theory is the functional school's approach to social casework practice based ?
35. What Who wrote the first book on social case work and is its title?
36. are the two inseparable aspects of the functional school of social case work ?
37. How does the functional school view diagnosis in the context of social case work ?
38. what term does the functional school prefer to use instead of treatment ?
39. Describe the three stages of the social case work process according to the functional school?

1.7 THORIES OF SOCIAL CASE WORK :

Psycho-Social Theory: Proposed by Hamilton, this theory examines clients within their social contexts and interactions. It involves understanding clients' needs and providing tailored treatment that considers their social environment.

- a. Behavior Modification Theory:** Based on learning principles, this theory addresses maladaptive behaviors through techniques like extinction and desensitization, focusing on changing learned behaviors and reinforcing new, adaptive ones.

Family Therapy: This approach deals with family dynamics and communication issues. It recognizes the interdependence of family members and aims to resolve conflicts and improve relationships within the family system.

- b. Problem-Solving Theory:** Introduced by Helen Harris Perlman, this theory views casework as a problem-solving process. It helps clients develop skills to manage their problems effectively through self-understanding and resource mobilization.
- Role Theory:** This theory examines how individuals' roles within their social networks impact their ability to cope with problems. It focuses on mediating and suggesting solutions for role-related difficulties.
- c. Rational Emotive Therapy:** This approach helps clients modify irrational beliefs that lead to emotional and behavioral issues. It involves presenting rational alternatives to these beliefs and guiding clients in changing their thought patterns.

These principles and theories guide caseworkers in providing effective, personalized support to clients, addressing both their individual needs and the broader social context.

CHECK YOUR PROGRESS :

40. What is the theoretical basis of the diagnostic schools ?
41. According to the functional school, what drives the development of personality
42. What is the goal of treatment in the diagnostic school ?
43. What is the theoretical basis of the diagnostic schools ?
44. According to the functional school, what drives the development of personality ?
45. What is the goal of treatment in the diagnostic school ?
46. How does the functional school view the ego ?

1.8 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 being'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. "The success of case work relationships is fundamentally tied to the social worker's ability to maintain professional boundaries while exhibiting empathy, warmth, genuineness, and appropriate authority. "Effective case work requires continuous self-reflection and supervision to manage personal biases and counter transference, ensuring objective and client-centered support. "Home visits provide a holistic understanding of the client's environment, crucial for accurate assessment and tailored intervention strategies. 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 possesses 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 inappropriately with excessive or distorted feelings towards the case worker. As seen in many case work relationships, the client often remarks 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 nonverbal 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 uncalled 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.

- I. understanding the transference
- II. Utilizing the transference
- III. 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 needs 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.

1.9 HELPING TECHNIQUES IN SOCIAL CASE WORK :

Purpose of interview :

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

Types of interviews :

(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 are some gradual influences of some social and psychological process on the subject pertaining to the problem. The questions may be repeated again and again.

1.9.1 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 enters 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.

1.9.2 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 programmed 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, Summary recording and Abstract.

1.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 behavior and social situations, if his reactions to the client's verbal and nonverbal 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.

2.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.

3.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.

4.Summary recording: Summary 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 includes 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. Summary recordings save time and labor when process recording comparatively is very time consuming.

5.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 summary recording.

1.9.3. 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.

1.9.4. 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.

1.10 ROLE OF SOCIAL CASE WORK :

The case worker has three major roles:

Clinical \behavioral change 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/behavioral change role, the case worker focuses his attention on those aspects of the client’s behavior 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 from 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-centered services. In addition to this task, the case worker of today has to be involved in system centered 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.

CHECK YOUR PROGRESS :

46. What is the primary goal of a case work relationship?
47. How does empathy differ from sympathy in case work?
48. How does empathy differ from sympathy in case work ?
49. Why are home visits considered important in social case work?
50. Define social case work and discuss its nature ?
51. What are the objectives of social case work ?
52. Shortly elaborate the case work process .
53. What are the techniques and skills required in various phases of case work practice
54. Write note on helping technique ?
55. What is the importance of case recording ?
56. What are the different types of records used in case workers studies ?
57. Write a short note on case worker relationship ?
58. What is the role of social case worker in case work process ?

1.11 LET 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. Social case work emphasizes a personalized approach, tailoring interventions to the unique needs and circumstances of each client to foster meaningful change."

By combining evidence-based methods with empathetic care, social case work effectively connects theory with practice, providing meaningful support to clients. The success of social case work depends on ongoing learning and adaptability, as social workers must remain up-to-date with advancements in human behavior and social policies. Effective case work also requires collaboration with other professionals and community resources to address the complex issues clients face comprehensively. Ethical practice is central to social case work, ensuring that social workers uphold client autonomy, confidentiality, and dignity throughout the process.

In summary, social case work is a crucial approach in social work that addresses both psychological and social aspects of individuals. It strives to build a supportive environment, advance social justice, and empower clients to improve their quality of life.

Key words

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

.1.12 ANSWER TO QUESTION :

1. Main aspects of social work mentioned in the introduction: Social work involves helping individuals, groups, and communities to enhance their well-being through various methods such as casework, group work, and community organization.

2. Ultimate aim of social case work: The ultimate aim is to help clients achieve effective personal and social functioning.

3. Two objectives of social case work by Bowers:

(a) To understand the client's situation and problem.

(b) To help the client solve or manage their problems effectively.

4. Main components of professional help in social case work: Understanding the client's needs, building a therapeutic relationship, and providing appropriate interventions.

5. Primary aim of social case work according to Richmond: To help individuals adjust to their environment and achieve personal growth.

6. Significance of Mary Richmond's book "Social Diagnosis": It laid the foundation for social casework by establishing systematic methods for understanding and addressing client problems.

7. Founder of case work: Mary Ellen Richmond.

8. Mary Richmond's full name: Mary Ellen Richmond.

9. Client in social case work: An individual, group, or community receiving professional help to solve social or personal problems.

10. Primary goal of social case work: To assist clients in achieving optimal functioning and resolving their issues.

11. Intrapersonal problem definition with example: A problem within an individual, such as low self-esteem. Example: A person struggling with anxiety about their self-worth.

12. Difference between interpersonal and intrapersonal problems: Intrapersonal problems occur within an individual, while interpersonal problems occur between individuals.

13. Two types of problems that social workers help: Intrapersonal (e.g., mental health issues) and interpersonal (e.g., family conflicts).

14. Primary sources of funding for governmental agency: Governmental budgets funded by taxes.

15. Typical implementer of governmental agency programs: Trained professionals,

including social workers and other staff.

16. Three main types of government agencies: Central government, state government, and local government agencies.

17. Funding for NGOs: Typically funded through donations, grants, and fundraising activities.

18. Main workforce composition of NGOs: A mix of paid staff, volunteers, and professionals.

19. Funding ratios for semi-governmental organization: These organizations are often funded partly by the government and partly by private sources or revenue generation.

20. Primary goal of the case work process in social work: To help clients resolve their problems and improve their well-being.

21. One common blockage in problem-solving: Denial of the problem by the client.

22. Intake in social case work: The initial stage where the client's problems are identified and basic information is collected.

23. Areas for probing during intake: Client's background, presenting problem, social environment, and current situation.

24. Study in social case work according to Richmond (1917): The process of gathering and analyzing information about the client's situation to understand their needs.

25. Diagnosis in social case work: The process of identifying the nature of the client's problems and their causes.

26. Types of diagnosis in social case work according to Perlman: Etiological diagnosis (focuses on causes) and dynamic diagnosis (focuses on the interaction of factors affecting the client).

27. Objective of social case work treatment: To bring about positive change in the client's situation and functioning.

28. Phases in the social case work treatment process: Study, diagnosis, treatment, and evaluation.

29. Types of treatment methods used in social case work: Supportive treatment, counseling, and behavioral interventions.

30. Theoretical foundation of the diagnostic school: Based on psychoanalytic theory, focusing on the client's past experiences and unconscious motivations.

31. Two principles of diagnosis according to the diagnostic school: The principle of individualization and the principle of acceptance.

32. Two broad classifications of social case work treatment in diagnostic school: Supportive treatment and reconstructive treatment.
33. Three techniques used by the diagnostic school in social case work: Interviewing, observation, and psychological testing.
34. Theory behind the functional school's approach : Based on the principles of pragmatism and social systems theory.
35. First book on social case work and its title: "Social Diagnosis" by Mary Ellen Richmond.
36. Two inseparable aspects of the functional school of social case work: Process and content.
37. The functional school views diagnosis : Diagnosis is seen as an ongoing process rather than a one-time event.
38. Preferred term for treatment by the functional school: "Helping process" or "problem-solving process."
39. Three stages of the social case work process according to the functional school: Exploration, understanding, and action.
40. Theoretical bases of the diagnostic school : Psychoanalytic theory.
41. Drives personality development according to the functional school : Social interactions and experiences.
42. Goal of treatment in the diagnostic school : To address deep-seated psychological issues and bring about change.
43. Theoretical bases of the diagnostic school : Psychoanalytic and psychodynamic theories.
44. Personality development according to the functional school : Driven by the individual's ability to adapt to social roles and environments.
45. Goal of treatment in the diagnostic school : To uncover and address underlying psychological conflicts.
46. The functional school views the ego: As an active, dynamic part of the personality that helps individuals navigate their environment.
47. Primary goal of a case work relationship : To establish a trusting and supportive connection that facilitates client change.
48. Difference between empathy and sympathy in case work: Empathy involves understanding the client's feelings, while sympathy involves sharing or feeling sorry for

them.

49. Difference between empathy and sympathy in case work : Empathy is about understanding and connecting with the client's emotions, while sympathy is about feeling pity or compassion for the client's situation.

50. Home visits are important in social case work : They provide insight into the client's living conditions, family dynamics, and environment, which are crucial for effective intervention.

51. Define social case work and discuss its nature: Social case work is a method of social work that involves one-on-one interaction with individuals to help them solve personal and social problems. Its nature is individualized, focusing on the client's needs, environment, and resources, and it involves a structured process of study, diagnosis, and treatment.

52. Objectives of social case work: The objectives include helping individuals solve their personal and social problems, improving their social functioning, and enhancing their ability to cope with life challenges.

53. Elaborate the case work process and required techniques: The case work process involves stages like intake, study, diagnosis, treatment, and evaluation. Techniques include active listening, interviewing, observation, and empathy, while skills like communication, analytical thinking, and problem-solving are essential in each phase.

54. Helping techniques in social case work involve establishing a supportive relationship, using counseling methods, and providing resources or referrals. These techniques aim to empower clients to overcome their challenges.

55. Importance of case recording and types of records : Case recording is vital for documenting the client's progress, ensuring continuity of care, and providing evidence for further interventions.

56. Types of records include narrative recordings, process recordings, and summary recordings.

57. The case worker-client relationship is central to the case work process. It is built on trust, confidentiality, and empathy, and serves as a foundation for effective intervention.

58. Role of social case worker in the case work process: The social case worker assesses the client's needs, develops a treatment plan, provides support, and facilitates the client's problem-solving process. They also act as advocates and coordinators of services.

1.13 MODEL QUESTION :

- 1.Explained the nature and objectives of social case work and discuss how social case work and discuss how social case workers utilize their knowledge and skills to assist individuals in achieving better social functioning . understand your answer with examples of different interventions used in social case work ? .
- 2.Discuss the objectives of social case work as outline by various scholars . How do these objectives aim to enhance the overall functioning and wellbeing of client ? Provide examples of how social workers can implement these objectives in their practice ?
- 3.Elaborate the case work process. What are the techniques and skills required in various phases of case work practice?
- 4.Discuss the historical development of social case work, highlighting key milestones and the influence of various theories and practices, how did the transition from Charity-based approaches to professionalized social case work shapes the field ? Provide examples of significant contributions from individuals and organizations ?
- 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.
Principle of relationship and its importance explain ?
- 7.Discuss the differences between the diagnostic and function schools of social case work focusing on their theoretical foundations, concepts of personality views on the ego and treatment goals .
- 8.Discuss the role of transference and counter transference in social case work and their significance in the therapeutic process ?

1.14 ACTIVITIES [Any two] :

- 1.What is the significance of social case work in social work practice ?
- 2.Discuss its impact on client outcomes in real world scenarios?
- 3.How is social case work defined by various scholars ? provide examples from your field experiences that align with these definitions ?
- 4.Discuss the importance of the person in social case work . Share a case study where understanding the person was crucial to the intervention ?
- 5.Describe the treatment phase in social case work . Share an example of an intervention you have implemented ?

1.15 REFERENCE :

“Social Case Work: A Problem-Solving Process” By Grace Mathew

“Social Case Work: Principles and Practice” by P. D. Misra

“Social Work: An Introduction to Fields of Practice” By Sanjay Bhatt

“Social Work: Theory and Practice” by Subhedar I. S.

1.16 FURTHER READING :

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

