

Programme: Master in Social Work,
Dept. of Sociology, Patna University
 CC-5: Social Case Work

Content:

Process of Social Case Work

Social case work is a primary method of professional social work practices. It is deal with particular case, individuals and phenomena.

Definition of Social Case Work

“Social case work is a process which is used by certain human welfare agencies to help individual to cope more effectively with their problems in social functioning.”

Process of Case Work:

1. Intake sheet (Through interview entire history of person)
2. Study (Study the problem, situation, Phenomena, symptoms)
3. Diagnosis (Fact finding)
4. Treatment (Management & Solutions)
5. Evaluation (improvement of treatment)
6. Termination
7. Follow up.

INTAKE SHEET

- Name & Address:
- Age:
- Sex:
- Education
- Occupation
- Religion: Caste:
- Martial states:
- Socio economic condition: low class / middle / high.
- Nature of the family: joint / nuclear.
- He / She belongs to urban / rural background:
- Referred by whom & Why?
- Family History:

Positive Relationship

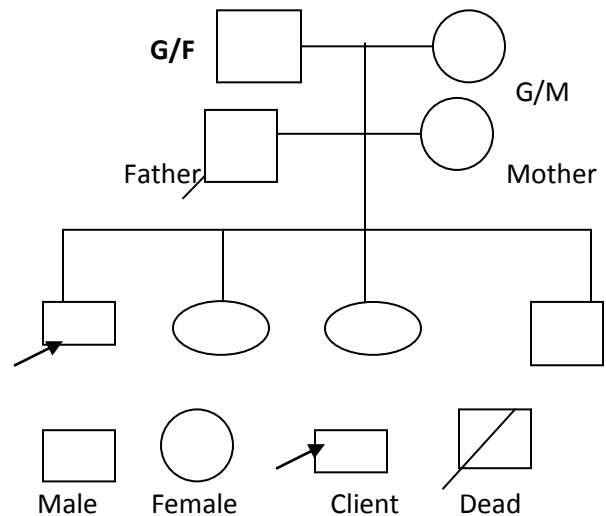
Strong Relationship

Strained Relationship

Negative Relationship

Remarks: (H/O): Addiction, diseases, criminal, etc.

FAMILY GENOGRAM:



CASE STUDY RECORD:

1. Personal history: Childhood, School & College, Occupational, Factors affecting client, marital, Social, Personality traits.
2. Nature of problem & need of the client.
3. Agencies limitations for helping client.
4. Identify where the disfunctioning lies physical, psychological & social, etc.
5. Diagnose the problem & study.
6. Treatment plan.

PERSONAL HISTORY:

Childhood:

- Relationship of family member with client.
- Strong relationship or negative relationship.
- Emotional & behavior problems in childhood.

- If separation from parents & reactions to it.

School & college:

- Achievement or progress.
- Relation with schoolmate & teacher.
- Initiate (Participation) tendency, leadership quality, hobbies, etc.

Occupation: Not applicable for children.

For young: Nature of job, duration of work, reasons for change, attitude towards work experience, satisfaction, financial states or expectations, etc.

Factors affecting clients: e.g. physical factors, mental, environmental or social relationship, outside the family, work place, external pressure, excessive demands, etc.

Marital history: Age of duration of marriage, nature of marriage (inters caste, love marriage or arrange, Age difference between both of them, interest). Information of marital relationship in case of divorce, separated, the detail reason should be recorded.

Social history: Housing, financial facts, home atmosphere, relationship with neighbor, relatives, general positioned.

Personality traits: Quick tempered, frank, Impulsive, over confident, poor active, apathetic, egoistic, suspicious, day dreaming, passive, excessive dependency.

Nature of Problem and Need of the Client:

- Request for the service, onset (start) of the problem, history of the problem, factors contributing the problem, needs of the client. (physical, psychological environmental)
- Client's attitude towards the problem, previous attempts made by the client to fulfill the need.

- Client's responsibility towards the family, work place, etc.
- Client's ideas, interests, and plans those are relevant to solve the problem.
- Identify the client's capacity to cope for a change, identify the client's internal resources for change.
- What are the factors that affect client's motivation and capacity for change?
- Record what is the nature of stress factor?

STUDY:

It is second step in case work process. It plays a significant role in whole case work process. When client comes to social work agency caseworker accepts him & intakes with his problem. But doing this only will not solved problem for that case worker has to explorer and should do study on client with his problem. Social Case worker collect social history of clients through various means by interviewing with client & others namely parent, relatives, employer, teachers, friends, neighbors, etc. It is not compulsory to indirect with all. Home visits also are done while studying if needed. Study constituents gathering of facts & information of situation. Personal data of client is more necessary for case worker to do case work process. Proper attention to client is very essential while doing study.

DIAGNOSIS:

It is very essential to do proper diagnosis of a case in order to give effective treatment & to achieve positive result of case work process of discovering pattern of significance in the information directly obtained or informed. It is used to hold some sort of conference with the worker from different disciplines to discuss the person and his problem and tentative diagnosis is worked out, Making out the actual problem in the client through collected information means diagnosis.

Based on collected data caseworker has to do diagnosis. It is ant lectured activity depending on his scientific knowledge. The value & knowledge with client & caseworker is having various from each other. While doing diagnosis caseworker should be very conscious & should see the validity & feasibility of treatment given to his client. The given treatment should be valuable & also should be feasible to client otherwise it won't help client to cope with his problem.

In diagnosis the caseworker attempts to understand the client's actual inner & outer situation in order to answer to the question.

Three Things are Included in Diagnosis,

1. Analysis & interpretation of facts or data.
2. Evaluation & several values of systems.
3. Comparison of validity & feasibility of various solutions.

TREATMENT: Case worker after understanding study & doing diagnosis helps his client to overcome the faced problem of his client, which helps client to adjust with the problem due to which he is disfunctioning. Such helping process in casework is known as "Treatment".

The main goal of caseworker is to stabilize the clients functioning and to improve the clients functioning with his environment. He enables his clients to deal with difficulties. Social adaptation & adjustment of client is required to be established. There should be proper behavior in inner & outer forces. Adopting refers to proper adjustments to the situation & it adaptation is not proper then problem will arise & social functioning may disturb. Treatment is very essential part in case work process on which the success of casework is depends. Caseworker through various interviews helps client to understand his difficulties & problem and once client come to

know about his difficulties half of the problem is solved.

EVALUATION:

It is very significant part of the casework. At the end of casework process evaluation is done on the whole case. After completing intake, study, diagnosis & treatment part caseworker goes for the evaluation. All the experiences which case worker experience an essential to consider in evaluation. It may either good and also bad.

Evaluation is very helpful to worker in his future while dealing with next case. Caseworker understands the loopholes of casework process through various experiences, which he gets; worker can see the mistakes done by him should not be repeated. He gets knowledge how to deal with the various kinds of client in different situation. It helps to improve self and assist worker to keep casework records. Trainee caseworker calms plenty of think from consider in evaluation. There is no specific format for it. It depends on the worker, client's problem & also environment.

TERMINATION: Ending phase of case work.

FOLLOW UP: Report to agency, home visits for knowing the condition whether it is important or not.

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