

## **SUBJECT: SOCIAL WORK PRACTICE WITH INDIVIDUALS**

**SUB CODE: GSW12**

**CLASS: I MSW**

### **UNIT-5**

#### **APPROACHES IN CASEWORK**

##### **Problem Solving Approach**

This approach stands on the recognition that life is an ongoing problem encountering – and problem solving process. At any point of time, every person is involved in coping with his/her problems. Sometimes s/he is capable of coping and sometimes fails to resolve the crisis situation. Through problem solving process, the individual or the family is helped to cope with or resolve some difficulty that he / she is currently finding difficult to solve. Thus the primary goal of problem solving is to help a person to cope as effectively as possible with such problems in carrying social tasks. In the initial phase attempts are made to engage the client with his / her problems and to do something about it in a working relationship with the agency. The problem solving starts at once, from the first movement with treating the person. The client is not treated for his / her problem but he/she is treated for the purpose of helping him /her to know his/her that is strength and weaknesses and how to remove these weaknesses. In short, the problem solving approach involves the following steps:

1. It tries to release, energize and gives directions to the client's motivation for change.
2. It tries to release and exercise the client's mental, emotional and action capacities for coping with the problem.
3. It tries to find and make accessible to the client such aids and resources as are necessary to the solution of the problem.

##### **The Eclectic Approach**

It has been observed that no theoretical approach explains human behaviour in a conclusive manner. Therefore it is important to develop an eclectic approach, an approach that is characterized by a solid knowledge of many systems of theories and a skill for selecting useful concepts and techniques with reference to clients. Eclecticism does not mean that the social worker chooses casually a methodology of explanation. Eclecticism, on the other hand, means choosing a methodology purposefully with explainable reasons and with reference to a particular client, or clients. Every school of thought has its own strengths and limitations. The social worker's skill will be that of taking advantage of the strengths without ignoring the drawbacks in relation to the client. Cognitive theory has some things in common related to thinking and they are useful to client whose faculty of thinking can be activated. Those clients who hold some form of religious philosophy may be benefited from existential theory. By knowing the theories well and understanding the clients adequately, it is possible to use theories appropriately and effectively.

**PERSON-CENTRED APPROACHES** originated in the disability sector, and are now used within the areas of mental health, aged care services, schools, within the healthcare sector, and criminal justice system. Person-centred practices are used in teams and organisations to ensure that the focus is on what matters to the people receiving support and their families, and pays attention to how to support staff as well. Person-centred approaches ensure that we see people as unique individuals with valuable gifts and contributions. Person-centred practices can be seen as a ‘toolbox’ or variety of ways to listen to and gather information with people. There are various evidence based resources that enable people to choose their own pathways to success. As with any other tool they are only effective if the user has developed the skills to use them and continues to improve them through practice and feedback with others. Working in this way ensures that people are truly listened to and are kept at the heart of all decision-making; how a service is commissioned, provided and organised. People in planning roles will have clear responsibility to use person-centred practices to help people they’re supporting to figure out where they want to go and how to best get there. In order to ensure that plans are implemented, and that the person continues to be supported in ways that make sense to them, person-centred practices must be embedded in daily practice at all levels of organisations.

People that take a person-centred approach to their work ensure that the person is at the centre of all that happens. Human services however operate as systems, and all too often the work becomes system or service-centred rather person-centred. Understanding the difference between the two is helpful in defining person-centred approaches.

## **PSYCHO SOCIAL APPROACH**

Case Work deals with the people, their environment and the relationship between them (Person-in situation). What is psychosocial approach?

- ☐ Psychosocial Approach (Case Work) means “attention to ☐ both interpersonal system ( parent, child, husband and wife, family) and personality system (Id, ego and superego) of the individuals. It is one of the approaches adopted by the caseworkers to
- ☐ deal with the problems of the Individuals.

**Origin:** This approach is traced to Mary Richmond’s formulations. However, this approach changed and it was influenced by Socio Economic events of 1920s and 1930s as well as the growth of personality theory and social theory. Freudian Theory began to feed with this point of view in

- ☐ 1926. The early contributors of to this theory were Marion Ken Worthy, Betsely Libby, Hamilton Gordon, Bertha Reynolds, Charlotte Towle, Florenceday and others

## **FOUNDATION OF PSYCHO SOCIAL APPROACH**

Psycho-social approach has drawn from many sources.

- ☐ From practice
- ☐ Ideas from Gestalt psychology
- ☐ Contributions of psychoanalysis
- ☐ Social Sciences influences.
- ☐ Cultural anthropology:

## **Characteristics of Psycho Social Approach**

This approach is an open system of thought, which

- ☐ constantly changes. It grows as new data become available and as new
- ☐ proposition concepts, hypothesis, and theories emerge.

## **Objectives of Psycho Social Case Work**

- To alleviate the clients distress and decreasing the mal – functioning in the person situation systems.
- To enhance the clients comfort, satisfaction and self realization.
- This may enhance the adoptive skills of client's ego and the functioning of the person – situation system. Change may be needed in either the person or his situation or in both. I.e. In what aspects a person and (or) his situation need changes or improvement. Attentions to both inter personal system (parent – child husband
- wise, family and the personality system (Id, Ego, and Super Ego).

## **Stages of the approach**

**PHASE I** Arriving at an understanding with the client of why the contact is taking place  
Establishing a relationship with the client which will enable him to use the workers help.  
Encourage the client in treatment. Beginning the treatment from the initial phase itself. Gathering information needed for the psycho-social diagnosis and the guidance in treatment.

## **PHASE - II ASSESSMENT OF THE CLIENT (IN HIS SITUATION)**

This phase is otherwise known as diagnostic period helpful

- ☐ to assess the strength as well as the weakness of the client What is diagnosis? (It is a guide to treatment)
- ☐ According to Webster : Diagnosis means recognizing disease from its symptoms. It is a scientific determination critical scrutiny or its resulting judgment.

In Case Work – Diagnosis means: Critical scrutiny of client, his situation and his trouble, which help is needed for the purpose of understanding the nature of the difficulty with more detail and accuracy.

## **PHASE – III TREATMENT**

According to Hamilton Garden “Treatment as a “furnishing a Service” or Behaviour towards someone”. Its nature and intensity depends upon both the clients might involve meeting deficiencies with social resources, programs modification or resource adjustment as well as counselling or therapy.

Treatment is a starting point “Means by which change is brought about and the ways in which diagnosis guides the worker [in his choice]. The treatment is directed to bring about a change. In treatment process communication plays vital role–ie client – worker, client – collateral, client – client and worker – collateral. Treatment begins in first interview itself. (i.e. non – specific treatment is involved even in the first interview). The worker usually assesses some form of sentiments and an opportunity for ventilation which is of potential therapeutic value. He encourages the client to reflect up on his situation and himself in order to understand the situation or himself or both.

## **PHASE – IV TARGET**

This approach is widely used in family settings medical settings,

- ☐ Psychiatric settings, schools and other child welfare settings. This approach is adopted to solve the environmental problems and
- ☐ The problems those of interpersonal nature. This approach is widely used in clinical settings as well as in social settings. This approach has depends upon the motivation of clients and the
- ☐ Voluntary nature of treatment relationship. Hence adoptions are therefore necessary –
- ☐ Where motivation is low or non-existent.
- ☐ With those with sever character disorders
- ☐ Alcoholics
- ☐ Drug addicts
- ☐ Delinquents and
- ☐ Mental patients, who are ill, seriously regressed.

## **CRISIS INTERVENTION THEORY**

Crises can be defined as “an upset in a steady State”.

### **Intervention:**

- It is a specific action by a worker in relation to human systems or a process in order to induce change. The action is guided by knowledge, and professional values as well as by skilfulness of the worker (Luise C. Johnson)
- Conscious interference of the worker into the client’s affairs in order to move the client/group towards its goal or to introduce clarification, enlighten or a change in direction.
- It is a procedural activity directed towards the inducement of changing personality and social system. Essentially the interventions are purposeful, goal oriented and situational. They may change structural, cultural and functional pattern of individual.

### **Goals of Intervention:**

The goal is the restoration of Social Functioning and enhancement of Coping Capacity

### **Characteristic of crisis theory:**

- This theory is useful in dealing with individuals and families in situation of urgency and stress. It is useful to both clinical and primary prevention strategy in mental health  
Played vital role in behavioral and personality change
- It is eclectic in nature
- Factors responsible for the state of Crisis: One or series of hazards events which leads to some threats
- In ability to respond with adequate coping mechanism a Threat to current and past events

### **Factors responsible for the state of Crisis:**

- One or series of hazards events which leads to some threats
- In ability to respond with adequate coping mechanism
- Threat to current and past events

## **Assessment of the client in situation( Diagnosis)**

Assessing the clients –

- A way of diagnosing acute situational stress, A way of classifying hazardous events & people reaction to them. The understanding the process of personality functioning- i.e. How ego processes function in transaction with the external and internal state. Appraisal of basic personality structure and identification of basic defenses as well as habitual adaptive patterns is relevant and important in crisis intervention. Ability to understand the personality structure of the client.
- Systematic investigations of clients history (vertical & horizontal) – i.e. scanning of development emotional, and social functioning, manifestation of psycho pathology etc. Knowledge on how people behave and try to cope in crisis situation etc.

## **Treatment Principles & Methods**

- Relief of symptoms.
- Restoration to the optimal level of functioning
- Understanding the relevant precipitating events
- Identification of remediable measures.

## **Intervention Strategies:**

- Increasing or developing new desired behaviour
- In decreasing undesired behaviours
- Changing Cognitive Patterns

## **Behaviour Modification:**

- Increasing or developing new desired behaviour
- Procedure for increased Desired Behaviour.

## **Positive Reinforcement:**

- ✓ Shaping
- ✓ Covert Reinforcement

## **Negative Reinforcement:**

- ✚ Coaching or Promoting Fading (Vanishing)
- ✚ Role Playing:- [Behaviour Rehearsal]

## **Procedure for Decreasing Undesired Behaviour:**

- a). Negative Practice
- b). Positive Punishment
- c). Negative Punishment
- d). Time Out.
- e) Extinction (destruction)
- f). Systematic Decentralization
- g). Substitution of sexual for anxiety response
- h). Aversive counter conditioning
- i). Covert sensitization

- j). Contact desensitization
- k). Thought stopping

**Complex Procedure:**

- a). Differential reinforcement
- b). Discrimination Training
- c). Assertive Training
- d). Modelling

**Indirect or Environmental Modification**

It includes human environment of the client both taking in what he needs, and can use and what he must interest of his growth.

**PROBLEM IN SOCIAL CASE WORK**

Problem, according to the America Heritage dictionary is a “question or situation that presents uncertainty, perplexity or difficulty”. This definition is rather

inadequate without elaboration for defining in this chapter.

- 1) When does a situation become problematic?
- 2) When does a problematic situation become appropriate for social work concern?

Clarification of the term becomes somewhat easier if one looks at a problem in terms of both need and social functioning,. Concern for and need of human systems is the basis of the social work response. When the need is seen as mitigating a block to social functioning, a problem of concern to social work is said to exist. This concern should be understood also to include potential blocks to human functioning so as to include preventive as well as ameliorative concerns. The perplexing situation is then related to removal of the obstacle that blocks need fulfillment. For problem solution, goals are related to need fulfillment.

In order to work out a problem, one must first understand it, comprehend it and be oriented too In the attempt to understand any problem, there must be some analysis of it, some translation into other familiar terms, some sets of associations which can be brought to it. This is the way case worker function when they are confronted with a problem. They must come to the point where they can see through it. The frame of reference which is used in seeing through the problem may vary, but the necessity to understand, it is universal. Moreover, one must understand not only the nature of the problem, as a social, economic or psychological entity but also the personal context of the problem, in other words the personalities which are involved in it. No service can be administered effectively without such understanding.

**Dimensions of how a problem arises:**

1. The problem arises from some need 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/her efforts to deal with it.

2. The social-functioning problem may rest in interpersonal relationships; for example, the inability of a parent to understand an adolescent child's need and thus, is so strict that the relationship between parent and child is at the point where there is open rebellion and an inability to discuss the situation.

3. The problem may rest in an inability to negotiate with systems in the environment for e.g., a patient in a hospital is unable to ask the doctor the questions that are bothering the patient or to make his/her concerns known to the doctor.

4. The problem may rest in inadequate or inappropriate role performance; for example, the parent does not meet the nutritional needs of the child or maintain a suitable home for that child. May be one of deficiency; that is, an individual does not have either the material resources or the personal capacity.

(temporary or permanent) to carry out the task needed for coping with a situation. An older person with a limited income and limited physical capacity may not be able to maintain a home or fix nutritious meals.

According to Perlman, the social functioning focus of social work began to emerge when problems were seen not as pathological but as part of life. Problems are frequent and unexpected in the human situation, and solutions are usually found without professional help. The concern of social work narrowed to those problems in which persons cannot readily unblock the fulfillment of need with their own resources. Problem in social work usage refers to a social-functioning situation in which need fulfillment of any of the persons or systems involved is blocked or has a significant potential of blockage, and in which the person involved cannot by themselves remove the block to need fulfillment.

### **CHARACTERISTICS OF A CLIENT'S PROBLEM:**

1. The problems within the purview of social case work are those which vitally affect or are affected by a person's social functioning. The problem may be some unmet needs-economic, medical, educational, recreational-which hampers or undermines an person's adequate living. Or it may be one of stress psychological, social, physical- which causes the person to be ineffective or disturbed in carrying his/ her social roles.

2. The multifaceted and dynamic nature of the client's problem makes necessary the selection by the case worker and client of some part of it as the unit for work.

Three main considerations enter into the choice of problem focus:

1) what the client wants

2) what the case worker's professional judgment's points to as possible and desirable solutions and

3) What the agency is for and can offer.

3. Problems in any part of a human beings living tend to have "chain reaction." This is because while in the study of a person he/she may be compartmentalized and analyzed as a biological or psychological or social entity, a person lives a dynamic interrelated whole, reacting to and upon

the dynamic whole of his/her environment. Whatever hurts one parts of his/her living will have its impact in other parts.

4. Any problem which a person encounters has both an objective and a subjective significance. A problem may be seen and understood by an onlooker; it is felt by its carrier, and it is experienced with the particularity of individual difference. Two aged men unable to work and needs money. This is a simple problem for which there is a ready solution in the form of age old assistance, yet it may not feel simple for the two. One may feel depressed by the problem itself-that he is old, is found useless, and is dumped by employers and so on.

The other may accept his ageing and feels he has a right to be “given a hand”, but his anger and anxiety are aroused by the solution proffered-he cannot see why he must prove residence in his state or how he is expected to manage on so little money. Case worker must elicit and often deal with such feelings so that they may implement rather than obstruct the client’s work on his/her problem.

5 Not only do the external (objective) and internal (subjective) aspects of the problem co-exist, but either one may be the cause of the other. Everyone encounters situations in ones social living that, by his/her own momentary or chronic inability to deal with them, create internal problem in oneself. Case work help in problem solving, provides other things, an intervention which breaks or modifies the cause effect chain of difficulties. Since this intervention may in itself prove problematic to the client, the social case work must seek to understand his/her means and processes as astutely as is possible so that he/she may facilitate rather than complicate the client’s problem solving efforts.

### **At The End Let’s Discuss**

- ☐ what Do You Mean by Problem in Social Case Work
- ☐ discuss The Different Dimensions of Problem
- ☐ what Are the Characteristics of Problem
- ☐ what Do You Mean by Internal and External Problem

### **LIMITATIONS OF SOCIAL CASE WORK IN INDIA:**

- Borrowed the methodology from the West.
- Lack of indigenous literature.
- Lack of recognition to the field of social work.
- More focus on urban settings and silent on its relevance to the rural areas.
- It is time consuming.

### **Role of Social case worker**

The case worker has three major roles:

Clinical/behavioral change role;

Role of the consultant/educator, and



The broker/advocate role.

Some aspects of these roles have already been referred to in the previous paragraphs. In the clinical/behavioral change role, the case worker focuses his attention on those aspects of the clients behaviour which cause stress to himself or others. As an educator, the case worker may impart information, transmit knowledge, give advice, correct perception or explain situational factors which are hidden from the client's view.

The case worker may be required to give consultation to other social workers and professionals from other disciplines and to provide social work practice instruction to students of social work. The advocate/broker role is of two types. The first aspect, that is, the case worker commitment to the individual client or family as regards locating resources and services for meeting urgent material needs has been mentioned earlier. The second aspect of this role is with reference to groups of clients who have the same kind of problem or handicap. Here the case worker task is to help them to organize themselves around their problem and to activate them for collective action to find solutions to their common problem.

For example, a case worker may have a number of mentally retarded children in his case load who do not derive any benefit from the educational and other services provided for normal children. He may help the parents of these retarded children to organize themselves in order to get specialized services for their retarded children. Here the case worker goes beyond the case-by case approach to the application of community organization methods for helping clients groups. Since many of the case work clients are 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.