

## **Social Casework**

Social casework is one of the primary method of social work.

### **Definition of Social Casework:**

Social Casework has been defined by different social scientist from different aspects. Such as —

#### **1. According to Warner Boehm**

“Social casework is method of social work which intervenes in the psycho–social aspects of a person’s life

→ to improve

→ to restore

→ to maintain

→ to enhance

his social functioning by improving his role performance.”

#### **2. According to Safrad**

“Social case work is a method employed by a social worker

→ to help individual

→ to find a solution

of their problem of social adjustment which they are enable to handle in a satisfactory way by their own efforts.”

#### **3. Mary Richmond says that**

“Social casework may be defined as the art of doing different thing with different people co-operating with them to achieve some of their own and society’s betterment.”

**4: Porter R. Lee**----Similarly according to Porter, “Social case work is the method of effecting the understanding of the needs, resources and reactions of individuals”.

“A PERSON with a PROBLEM comes to a PLACE where social worker helps him through a well-defined PROCESS.” – Perlman.

PERSON: man, woman, child, and aged, anyone with social emotional living.

PROBLEM: arise from some need /obstacle /accumulation of frustrations or maladjustments which threaten the adequacy of the person’s living situation or the effectiveness of his efforts to deal with it.

PLACE: social service agency, social welfare department.

PROCESS: progressive dealing between caseworker and client.

## **Study Material:**

### **Definitions of Social Case Work**

**Mary Richmond (1915) “Social Case Work may be defined as the Art of doing different things with different o people, co-operating with them to achieve some of their own & society’s betterment.”**

Mary Richmond (1917) M Social case work is the art of bringing about better adjustments in the social relationship of individual men or women or children.

Mary Richmond (1922) Social case work means, ‘those processes which develop personality through adjustment consciously affected, individual by individual, between men and their social environment’

Jarrett (1919) Social case work is “the art of bringing an individual who is in a condition of social disorder into the best possible relation with all parts of his environment’.

Taft (1920) Social case work means “social treatment of a maladjusted individual involving an attempt to understand his personality, behaviour and social relationships and to assist him in working out better social and personal adjustment”. Social Case Work is the art of untangling and restructuring the twisted personality in such a manner that the individual can adjust himself to his environment.

Queen (1932) Social case work is the art “of adjusting personal relationship”.

Lee (1923) Social case work is the art of changing human attitudes”

Taylor (1926) Social case work is a process concerned with the understanding of individuals as whole personalities and with the adjustments of these to socially healthy lives.

Reynolds (1935) Social case work is the processes of counseling with a client on a problem which are essentially his own, involving some difficulty in his social relationship.

Raynods (1935) Social case work is that form of social work which assists the individual which he suggests to relate himself to his family, his natural group , his community.

Klein (1938) Social case work is a technical method in social work.... A way of adjusting to the client to his personal problems.

Swift (1939) Social case work is the art of assisting the individual in developing and making use of his personal capacity to deal with problems which he faces in his life.

DeSchweinitz (1939) Case work means those processes involved in giving service, financial assistance, or personal counsel to individuals by the representatives of social agencies, according to policies established and with consideration of individual need.

Strode (1948) Social case work is the process of assisting the individual to best possible social adjustment through the use of social case study, social resources and knowledge from relative fields of learning.

Towle (1947) Social case work is one method ...by which certain social services are made available in areas of unmet needs.

**Bowers (1949) Social case work is an art in which knowledge of the sciences of human relations and skill 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.**

Hollis (1954) "Social Case work is a method employed by social worker to help individuals find solution to problems of social adjustment which they are unable to handle in satisfactory way by their own efforts."

Gordon Hamilton (1956) "Social case work (which is both a tool and area of work) consists of those processes which develop personality through adjustment consciously affected, individual by individual between man and his social environment." Gordon Hamilton In social case work the client is stimulated to participate in the study of his situation, to share plans, to make an effective effort to solve his problems, using his own resources and whatever community resources are available and appropriate.

**Perlman (1957) "Social Case work is a process used by certain human welfare agencies to help individuals to cope more effectively with their problems in social functioning."**

**Helen Harris Perlman says about element of social casework that**

**"A person with a problem comes to a place where a professional representative helps him by a given process."**

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## **SOCIAL CASE WORK VALUES:**

Social casework values have roots in the democratic social system. They are:

1. Every man has inherent worth and dignity.
2. Every individual has the right to self-determination.
3. Every individual is the primary concern of society, has potential for and the right to growth.
4. Every individual, in turn, has to contribute to the society's development by assuming his social responsibility.
5. The individual and society in which one lives are interdependent.
6. Basic human needs have to be met by services which are not dependent upon in accord either to moral behaviour or to race, nationality, caste, etc.

## **2. Philosophy of Social Case Work**

Given below are the philosophical assumptions that govern the practice of social case work. These are evolved based on the premise of human rights and social justice which are fundamental to social work practice.

- 3.1. Dignity:** It is the fundamental value of democracy. It is the belief in the capability of the individual to contribute to the society. Every individual has dignity and should be given due respect as a socially productive and personally gratifying individual.
- 3.2. Self- Determination:** It is the belief in the inherent capability of the individual to take decisions in life and the potential ability to change and cope with problems.
- 3.3. Problem-Solving process:** This refers to the procedural methodology employed to address the problems of a person. The caseworker does not imply his/her thoughts in working with the person but based on the scientific enquiry applies the relevant techniques, and travels along with the person through a process and builds his/her capabilities to cope with the demands of his /her social functioning.
- 3.4. Based on Needs:** Case work is a response to the deficiencies arising in the life of a person. All individuals have common, specific and unmet needs in their life space that cause distress to them. Social case work aims to work on these unfulfilled needs and finds alternatives to address them.
- 3.5 Problems:** The basic nature of a problem is that it is dynamic, varied, unique, multi-dimensional and ever growing.

## **Basic Assumptions of Social case Work**

The basic assumptions of social case work are based on humanitarian philosophy. Its chief aim is to enable an individual in solving his problem through self-efforts. In this regard, the social worker provides him adequate help and guidance. The chief assumptions behind such assistance are as noted below:

- (i) Individual and society are complementary to each other. They are interdependent.
- (ii) There are various forces operative in society. These forces influence to the human behaviour and attitudes.
- (iii) Every problem is not psychological in nature. Many problems relating to the social case work are interpersonal in nature. These problems involve more than one individual.
- (iv) During the process of social case work, conscious and controlled relations are established between the social worker and his client. These relations are oriented towards achieving the aims of treatment.
- (v) During the process of social case work, the social worker acquaints the client with his internal capacities so as to enable him in solving the problem. Therefore, the energy and capacity of client are diverted towards the solution of a problem.
- (vi) The social case worker is oriented towards the principle of social justice. Social justice provides every one equal right. Therefore, social case work does not believe on the survival of the fittest. In other words social case work is based on the assumption of human welfare. It provides help to every needy and disabled person. Its ultimate aim is to establish harmonious relationship between the client and the society to which he belongs.

Thus in the social case work individual client is treated as a total unit. His internal and external forces are motivated in such a manner so that he may solve his problem. Social worker has also to understand the various aspects of human behaviors. He must establish a workable combination between the available social services and the psychological understanding. Therefore, as a method, social case work gives much emphasis on environmental reorganization and thereby attempt to bring about a change in clients attitude and behaviour. Social case work does not make a person entirely free from his disabilities but helps to face the disabilities through social assistance.

## **Reading Material**

### **Values:**

Social casework (or social work) values have roots in the democratic social system. These contain certain ideas which are valuable to anyone engaged in social work practice. core values of social case work are as under etc.

### **The values are:**

**1. Every man has inherent worth and dignity.** This is a fundamental value of democracy, therefore, of social work too. He or she is worth caring for the simple reason that he/she is an individual, a human being capable of contributing to the growth of society. It is because of this value that social workers attend to every person's need without any consideration of class, caste or creed etc., and serve anyone and everyone without any discrimination. They recognise the fact that every member, whatever be his handicap, has worth; therefore, he deserves to be respected and he is a dignified member of the society like anyone of the society. He had to be respected so that he can get all possible help and facilities to live a socially productive and personally gratifying life.

**2. From this it follows that individual has right to self- determination,** taking decisions about all the matters related to self as long as it does not interfere with the rights of others. One is considered to be capable of taking decisions about one's own future and the helper is only to tell him the pros and cons of his decisions to enable him to choose his own future course of action.

**3. Every individual is the primary concern of society,** has potential for and the right to growth and it is the responsibility of the society to provide equal opportunities to everyone to actualize his self.

**4. Every individual, in turn, has to contribute to the society's development** by assuming his social responsibility, settling his functions honestly and acting properly and adequately in his social roles.

**5. The individual society in and which one lives are interdependent.** Neither the individual nor the society can be think of without each other.

**6. Basic human needs have to be met by suitable services.**Basic human needs have to be met by services which are not dependent upon traditional Values either to moral behaviour or to race, nationality, religion, caste, etc.

### **Assumptions of social casework**

The practice of social case work is based on certain assumptions. The purpose underlying these assumptions is to enable the client in solving his problem through self effort. In this regard, the social case worker provides him adequate help and guidance. The main assumptions are given bellow.

1: Perfect adjustment between an individual and his environment is hardly possible and a temporary maladjustment can usually be corrected by the person himself. But once such dislocation becomes serious in nature and the person finds himself unable to overcome the problem, case work services are needed for removing this mal-functioning. Such persons are called the 'cases' or 'clients' of social case workers

2: Every problem is not psychological nature. Many problems relating to social case work are interpersonal-in nature. These problems involve more than one individual. Though individuals are the main concern of the case workers but they are not treated as isolated persons, He is approached, studied and assisted against a well-defined social framework and his problem is tackled keeping in view all aspects or dimensions.

3: In social case work no room is given for creating the feelings of dependency and inferiority on the part of the client. The social case worker acquaints the client with his internal capacities so as to enable him in solving the problem. The energy and capacity of the client are diverted towards solution of his problem.

4: Basic to the theory and practice of case work is the belief that the client himself must be responsible for developing insight into his problems and whatever improvement he makes is self-directed. The social case worker is functioning as a guide and helper of his client, one who assists him to solve his problems.

5: Case work involves a professional relationship between the worker and the client who is seeking help. The relationship is positive and purposeful unlike friendly relationship or casual acquaintance. The relationship is terminated after it has served its purpose. Hence, it is a disciplined and controlled relationship, always keeping the objective to help the client resolve his problem.

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## **HISTORICAL DEVELOPMENT OF SOCIAL CASE WORK:**

- Ancient times – individuals in every society have been helped by others to solve their problems.
- The Association for Improving the Conditions of the Poor (AICP) founded in 1843 in USA, emphasised 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 charity services to the poor.
- 1869 – Origin of Charity Organization Society in London.
- The main aim of the society was to find out ways and means of helping the poor and needy and thus to organize used ‘volunteers’, called ‘friendly visitors’.
- They visited the homes of the poor for the purpose of assessing their need, for rendering material assistance and for giving them guidance and advice.
- These friendly visitors were subsequently called ‘paid agents’.
- These paid helpers gradually developed systematic procedures in performing their tasks; they collected data, helped them after assessing and also maintained records (personal data, type of help rendered).
- Case work gradually developed into a professional method.
- 1877 – Organized efforts were taken by the American Charity Organization Society in U.S.A., similar to that in London.
- The ‘paid agents’ received training in investigation, diagnosis and treatment for which the New York School of Philanthropy was established towards the end of the 19<sup>th</sup> century.
- 1895 – End of 19<sup>th</sup> century in England, a concept called ‘Almoners’ (outside visitors) was introduced. Sir Charles Loch appointed Almoners to help hospitals to serve patients effectively. Almoners were similar to friendly visitors and paid agents.
- 1898 – The first School of Social Work was established in New York.
- 1911 – Case work had emerged in USA as an accepted formal technique. Since the early social workers handled cases of families in need, they were called caseworkers in USA.
- 1914 – 1917 – The first training programme for casework started at this time, based more on the medical model as Summer training. It was started by many schools of social work recognized by professionals.
- 1917 – Mary Richmond wrote her first book called ‘ Social Diagnosis’ which set forth a methodology of helping clients through systematic ways



of assessing their problems and handling them. The book also introduced the principle of individualization and client's right to self-determination.

- Impact of I World War – The First World War made a wide impact on social case work. Psychiatry in this period became more important. The contribution of Freud and his followers influenced the method employed by the caseworkers in dealing with the individuals. It emphasizes on treatment, prevention of mental problems and psychological orientation of this problem.
- 1920s - Various definitions of case work under the influence of Freudian theory (internal factors – individual responsible for his problems).caseworkers realized that more responsibilities should be given to individuals to make decisions of their life. Professionals also began to move into other fields like prisons, schools, etc.
- 1930 – Economic depression – Case workers had to consider the economic factors which were causing distress to clients, leading to emotional distress and breakdown. Focus shifted from individual to modification and manipulation of the client's environment to enable him to adapt to his situations satisfactorily.
- After World War II, with the problems of morale, leadership, propaganda, separation, communication, etc., social workers found social sciences more useful. There was increase in personal problems on the part of clients due to financial crises.
- 1950s – This was an era of private practice. Professional agencies started growing in this field. Case work started going into the community. Richmond(1922), Hamilton (1951) and Pearlman (1957) also emphasized on the problems of social functioning.
- 1960s – Lot of importance was given to research and social action. Heredity vs. environment – casework method adopted new techniques and principles
- Late 19<sup>th</sup> and early 20<sup>th</sup> century – it took professional shape

### **Reading material:**

- **History of Social Casework:**

- The poor, from the very beginning of the civilised society, have been the concern of humanists, philanthropists and socio- religious activists. Its description is found in the Vedic literature and of course much later in the western countries. Casework as practised today, a purely western (predominantly USA) model, too owes its history to work by individuals and organisations with the poor.
- The Association for Improving the Conditions of the Poor (AICP) founded in 1843 in USA, emphasised 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 Elizabethan Poor Law of 1601, etc., which was based on the concept of charity. Seeds of social casework seems to have been shown with the individualised services of Thomas Chalmers (1780-1847) followed by the Charity Organisation Society (COS) of 1869 (London) and 1877 (USA) respectively.
- Their work involved investigation to determine clients' needs, central registration, recording, relief giving and use of volunteer, i.e., friendly visitor. Friendly visitors of COS (USA) discovered that all the poor were—not alike and that they should be treated differently. Papers presented at the National Conference of Charities and Corrections enunciated and emphasised the principle of individualisation.
- COS was asked to reach the individual and restore his function without bothering for detection of imposters on relief. Thus, the concept of scientific charity came into practice and it was recognised that “the poor, and those in trouble worse than poverty, have not, in common, any type of physical, intellectual or moral development which would warrant an attempt to group them as a class”.
- Friendly visitors at a later stage received training in investigation, diagnosis and treatment for which the New York School of Philanthropy was established towards the end of 19th century (Bruno, 1957) and it was during this time that term ‘casework’ appeared in a paper read at a national conference. The COS movement gave birth to Family Welfare Association in 1905.
- In England, around the end of the 19th century, outside visitor (called almoner) at the instance of Sir Charles Loch came to help hospitals to serve their patients effectively. The almoner, like paid agents and friendly visitor of USA, can be said to be the

forerunner of caseworker. The almoner's original assignment was seen as the prevention of abuse of hospital treatment.

- By 1911, social casework had emerged in USA as an accepted formal technique though the first book on social casework was published in 1917 by an American, Marry Richmond. Various definitions of casework in the 1920s under the influence of Freudian theory no more emphasised external factors. 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 compared to its earlier period when the emphasis was on correcting the social environment of the client. In 1920s, under the Freudian influence, casework was to “untangle and reconstruct the twisted personality” and change human attitudes so that the client could adjust to his environment and its influence.
  - In contrast to the trend in 1920s, caseworkers shifted their focus in 1930s from individual to modification and manipulation of the client's environment to enable him to adapt to his situations satisfactorily. This change was because of acceptance of the idea by Americans that social and economic variables influenced man's behaviour meaningfully.
  - After 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 and the definition of Richmond (1922) that casework consists of “those processes which develop personality through adjustments consciously effected, individual by individual, between man and their social environment” was considered to be the best by Hamilton (1951). Perlman (1957) also emphasised on the problems of social functioning.
  - Though many may not agree, I personally think that the latest thinking in casework is more or less fully contained in the definition by Boehm (1958) which emphasises both external and internal factors, and uses the concepts of social functioning, social role, malfunctioning, and, of resources. 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.
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### **Principles of Social Casework:**

Social case worker has to deal with persons having problems of varying nature, different personalities, different behaviors and different situations. Due to the dynamic nature of human behavior, he has to use different approaches & methods for the solution of problems. However, there are some well-recognized general principles which serve as guidance to every case worker. These principles are as under:

#### **Principle of Request:**

This principle is mostly used in western countries in case work method. In actual practice, social case work is started through the usage of this principle. Request from client side for solution of his problem is first contact between case worker and client. We can understand this principle in such a way that when an individual having some problems fails to solve his problems by his own efforts, he goes to an agency or case worker for solution of his problems. He requests through application or through vocal discussion. In cases of emergency, this principle is not followed by case worker.

#### **Principle of acceptance:**

Acceptance means consent to accept. Under this principle- a caseworker must be accept an individual as a person of worth & dignity not treat as a problem person and always accept one's positive & negative feelings. When the client meets with the caseworker for the first time, he feels fear & anxieties about the new person. For this reason, the caseworker should accept client friendly. in response of which client will also accept the worker and will trust him. So he will share his all problems. This mutual acceptance is called rapport. In the flow chart this rapport is-

Worker→Acceptance→Client

#### **Principle of communication:**

Communication means exchange of information. But in social casework practice, it is the exchange of views & ideas, feelings & thoughts regarding the problems between client & social worker. By the communication, a caseworker can realize & explain the client's present situation.

Communication is a two-way process. There must be proper communication between caseworker and the client, which helps, in proper understanding of each other. It is the road to the identification of the client's problem. The function of social caseworker is primarily to create an environment in which the client will feel comfortable in giving expression to his/her feelings. It depends on a proper communication.

#### **Principle of participation:**

Social case work is oriented towards the establishment of adjustment between a client and his social environment. In this process, the participation of client is very essential. The client should participate in the efforts which are undertaken with regards to the solution of his problem. Thus, the principle

of participation gives the due recognition to client's individual efforts. Problem is faced by client and he knows better about reasons so his participation in throughout process is very essential. The primary goal of problem solving process also can possible through the active participation of the client. It increases client's self determination, capacity of decision making regarding the different elements of the stressful situation.

### **Principle of self-determination:**

The principle of self determination provides the right of freedom of the client in making his choice & decision in the problem solving process with the help of case worker. The client's self-determination is the practical recognition of the right and need of clients to freedom in making his/her own choices and decisions. But this right is not limitless. It is limited by client's capacity to make decision

- by the law
- by the moral code of conduct
- by the agency.

Under this principle, a caseworker-

- help the client to see the problem clearly.
- help the client to activate own resources.
- create a favorable environment in which the client feels free.
- not manipulate any decision directly.
- not urge the client to accept his decision.

### **Principle of confidentiality:**

In the process of social case work, the client discloses many of his secret facts. These facts are very useful for his treatment. But the revealed secrets should always be treated as confidential. In the other words, the client must have a firm faith that the facts disclosed by him will remain confidential. Confidentiality, in case work can be considered from two points of view, as an item in the professional code of ethics and as an element of the case work relationship.

### **Principle of individualization:**

Individualization means analyze an individual not from a single aspect but from various aspects. No two persons are alike in all qualities and traits. All clients do not face similar problems and circumstances. Besides in same cases, the problems of clients are similar, but the factors involved in their causation entirely differ from each other. Similarly, the individual capacity of a client requires a differential treatment. In fact, a common and general treatment is not sufficient for all types of clients. Thus the principle of individualization is based on the treatment of each client as an

individual. So, a case worker should treat with his client as an individual with different thinking, feeling and emotions.

According to W.A.Friedlander

**“Individualization is the recognition & understanding of each clients unique qualities & the differential use of principles & methods in assisting each towards a better adjustment”**

**Principle of self awareness:**

The principle of self awareness requires that the caseworker should be aware of his own self, his strength & weakness. Like a client, the social case worker himself is a product of a particular environment. He has his own faiths, beliefs, attitudes and emotions. Therefore, the social worker should not be guided by his own emotions and attitudes. The principle of self-awareness is thus based on the assumption that case worker should be aware about his own conviction. In dealing with the client's problem, his approach should be objective. Without the knowledge of his own prejudices, his own hates, his biases he may easily impose his picture on the client's personality. This ability is weakened if the caseworker is influenced by emotions, prejudices, bias & sensitivity.

**Principle of Growth & Change:**

Every individual has the potential for growth and change. The greatest help that any one can offer is to enable another person to realize his own potentiality for growth and change. A person is motivated to change in the hope of getting some satisfaction. So the case worker has to motivate the client to change in the hope of attaining greater satisfaction.

**Principle of Purposeful Expression of Feelings:**

One of the greatest challenges in human living is to keep the emotions well ordered. If the basic psychological needs are deprived of expression, frustration results and this may lead to unhealthy mechanism. Purposeful expression of feelings is the recognition of the client's need to express his feelings freely, especially his negative feelings. The case worker listens purposefully neither discouraging nor condemning the expression of these feelings.

**Principle of Controlled Emotional Involvement:**

The case worker must not be emotionally involved with the client during the case work process, when the client communicates his feelings or problems with the case worker. He should avoid to mix his emotions with the emotions of client who is with a problem.

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### **Elements of social casework**

About the elements of social casework, Helen Harris Perlman says that,

**“A person with a problem comes to a place where a professional representative helps him by a given process”**

It is known as the 5P's theory. According to this definition, there are five elements of social casework. These are –

1. Person
2. Problem
3. Place
4. Professional representative
5. Process

#### **Person:**

The person is known as Client in the professional language of SCW. The person can be a man, woman, a young, child or aged or anyone who finds himself, or is found to be in need of help in some aspect of his social emotional living. Here client means the special person who has some problem. Every person in this world faces problems. Like common people the client is also a human being having likes and dislikes. These likes and dislikes creates strengths and weaknesses in the personality of the client. So he got the problem due to the weaknesses. Or in a psychoanalytical perspective when his ego is unable to make the decisions between right and wrong, good and bad so then he becomes under stresses and got the problem. The first effort is to solve the problem by his own efforts. But when the problems do not seem to be solved by his personal efforts then he needs external support for its solution. This external support is given to him professionally by the social worker.

The caseworker should be so polite & patient that he should listen to the full comments of the client. Whatever he is saying about his self, his family, friends, work-mates his environment, every comment should very carefully be listened. In professional language a problematic person is called “problem suffering person”. When a workers deals with the client, his attitude should be so polite and friendly that the client considers him as his great support.

#### **Nature of Person Behaviour**

- The persons behaviour has this purpose and meaning: to gain satisfactions, to avoid or dissolve frustration and to maintain his balance-in-movement.

- Whether a person's behaviour is or is not effective in promoting his well-being depends in large part upon the functioning of his personality structure.
- The structure and functioning of personality are the products of inherited and constitutional equipment in continuous interaction with the physical, psychological and social environment the person experiences.
- A person at any stage of his life – not only is a product of nature and nurture but is also and always in process of being in the present and becoming in the future.
- The person's being and becoming behaviour is both shaped and judged by the expectations he and his culture have invested in the social role he carries and the major
- The person who comes as a client to a social agency is always under stress.

To understand human behavior and individual difference, Grace Mathew has given the following propositions:

1. An individual's behaviour is conditioned by his/her environment and his/her experiences. Behaviour refers to reacting, feeling, thinking, etc. the conditions and influences surrounding the person constitutes the environment.

2. For human growth and development it is essential that certain basic needs should be met. (Maslow's hierarchy of needs)

3. Emotional needs are real and they cannot be met or removed through intellectual reasoning.

4. Behaviour is purposeful and is in response to the individual's physical and emotional needs.

5. Other people's behaviour can be understood only in terms of ones own emotional and intellectual comprehension.

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## **PROBLEM**

The problem is the situation which disturbs the normal social functioning of any individual from the approved culturally set norms. A problem is a situation which is the outcome of the circumstances. A problem is a situation, event, or anything which impairs the normal functioning of the individual and makes him handicapped.

Problem arises from some need or accumulation of frustrations or maladjustment, and sometimes all of these together. Paul B. Horton says that a problem is a situation which exists anywhere anytime and affects any person. It creates Hurdles in the life of a person. When these hurdles are there, the individuals become conscious of it and try to find out a solution. Sometimes the problem is solved by one's own efforts but sometimes he needs External Help. That external help is given to him/her by social worker at individual, group and community level.

The problem has two kinds "*Intra Personal Problem*" and "*Inter Personal Problem*".

***Intrapersonal:*** The dictionary meaning of intrapersonal is "in mind, or relating to internal aspects of a person, especially the emotions." Intrapersonal is that problem which is related to one's own personality or self. It is the problem which does not affect other people but the concerned person himself alone. For example, if a client has only one kidney, s/he is blind from a single eye etc, or if s/he is depressed and this depression is disturbing him/her, it means that s/he is having an intrapersonal problem. Likewise, a very simple example is that if a student has to write down the lecture in the class, but he has no pen to write, it is his problem and it is affecting him only.

***Interpersonal:*** The dictionary meaning of interpersonal is "between persons, or something concerning 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, or if somebody discriminates between people, or if a child is hated and bullied by his peers. These are examples of interpersonal problems. Similarly, crime, theft and delinquency are a few more examples of interpersonal problems. More simply if in the classroom during the lecture, someone's mobile ring raises then the attention of all the students is diverted to that ring. The person whose ring was raised is also affected and disturbed by this and all other class fellows and their teacher too. Jealousy is an intrapersonal problem, but when responded, it becomes an interpersonal problem.

## **Nature of Problem**

- The problems within the view of social casework are those which vitally affect or are affected by a person's social functioning.
- The multifaceted and dynamic nature of the clients problem makes necessary the selection by caseworker and client some part of it as the unit for work. The choice of problem depends on
  - (1) whether the problem is the client's problem
  - (2) leadership given by case worker depends upon the professional knowledge and judgment
  - (3) Agency's function e.g. hospital, etc.
- Problems in any part of a human being's living tend to have chain reactions. ....> cause > effect > cause..
- Any problem which a person encounters has both an objective and subjective significance – quality and intensity of our feelings.
- Not only do the external (objective) and internal (subjective) aspects of the problem co-exist, but either may be the cause of the other.
- Whatever the nature of the problem the person brings to social agency; it is always accompanied and often complicated by the problem of being a client.

**Problems can be categorized as follows (Grace Mathew):**

1. Problems related to illness and disabilities
2. Problems due to lack of material resources.
3. School related problems.
4. Problems related to institutionalization.
5. Behaviour problems.
6. Problems of marital discord.
7. Problem situations needing a follow-up service.
8. Needs related to rehabilitation of people.
9. Clients caught up in social problems like gambling, prostitution, alcoholism, drug addiction and unmarried motherhood.

***Types of problems***

There is probably no problem in human living that has not been brought to social workers in social agencies. Problem of hunger for food and hunger for love, of seeking shelter and of wanting to

run away, of getting to married and of staying to married, of needing money and of wasting money, of not wanting to live and of not wanting to die, of making enemies and of needing friends, of wanting and not wanting medications. In the heave of the so many problems, it seems to me important to differentiate or categorize the different problems, so to understand them easily.

i. **Physiological Problem:** Physiological problems are related to the physique of the person, i.e. the bodily impaired functioning problems. e.g. all the disabilities of the body, problem of weak eyesight, hearing impairment, speech impairment, organically handicapped both internal as heart, kidney, lung, intestine, appetite, nausea etc or external as no leg or one leg, hand, blind, deaf, dumb etc.

ii. **Economic problems:** Every individual in this world is facing economic problems. Economically the society is divided into three groups. Each of them is further divided into three sub-groups; Upper Class, Middle Class, Lower Class

□ **Upper** Upper-Middle-Middle-Lower-Lower

□ **Middle** Upper-Middle Middle-Middle Lower-Middle

□ **Lower** Upper-Lower, Middle-Lower Lower-Lower

But we divide them into two groups only, namely; “*Haves*” and “*Have-Nots*”. Haves mean those people who have chances for development or getting to be developed. Have--nots mean those people who are deprived of having the chances for developing themselves or who have not found the chances for development. Now all these groups have the economic problems. The haves will try to get more and more financial rewards to buy a new BMW car or other latest model which no other person has as a property. The have-nots simply want more and more money

because they really need economic assistance. They are in the want of money, so that they can fulfill their needs. Economic problems are related to the management of needs and resources a person has. If a person has managed his needs to his resource, then he will be facing no economic problem.

iii. **Psychological Problems:** Psychology is the study of mind and behavior. It is the study of what we think and what we do. Psychological problems occur when a person is disturbed by some external circumstances. Psychological problem is the outcome of environment and circumstances. Anxiety, depression, schizophrenia, frustration, and anger are the examples of the psychological problems.

iv. **Relationship problems:** Human being is a bio-psycho-social entity. Man, lives in the society. He is engaged in different interpersonal relationships, e.g. relationship between a buyer and seller, teacher and student, parent and sibling, brother and sister, husband and wife etc. Sometimes there comes some problem in maintaining these relations, e.g. anger between husband

and wife which leads to divorce or problem of a person who cannot face the peoples, i.e. a phobic person. When a person encounters these problems he then comes to an agency where he is given helped by social worker or other professionals.

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## **PLACE**

In Social Casework context, a place is any agency which offers social services. Or, it is the department of any agency which is built for social services. It is a particular kind of social services agency in that it does not deal with social problems at large but the individual level problems, i.e. the individuals who are facing the management problems of their lives. Its purpose is to help those individuals whose normal functioning in daily life is disturbed i.e. his person-to-person, person-to-family, person-to-group and person-to-situation relationships. There are three (3) kind of agencies;

**a. The social services agencies are of three kinds;**

**b. Government agency or organization**

**c. Non-Governmental Agency or organization**

***Governmental Agency:*** Government agencies are fully financially supported by the government. It does not take aid from any other source. Its source of funds is the government itself. Secondly its programs are planned and implemented by the professionals of social services i.e. by the government experts. Thirdly it has an accountability system. Government agencies are held accountable for their expenditures. Fourthly its staff is totally paid staff and professionally skilled persons are given jobs in government agencies.

***Non-Governmental Organizations:*** Non-governmental Organizations (NGOs) are fully financially supported by the public donations. Secondly, its programs are planned and implemented by the people who have established that NGO. The programs may be planned by professional or non-professionals. Thirdly, it has no accountability for its fund expenditures i.e. no check and balance. No one is authorized; even government cannot check their accounts. Fourthly, its staff includes more volunteers and less paid employees. Volunteers are the main force of NGOs. The examples of NGOs in Pakistan are Aurat Foundation, Bunyad Foundation, Agahi Foundation etc.

***Semi-Government Organizations:*** Semi-governmental Organizations are those which are started by the people. Firstly, the people realize a need for an organizational effort to lead a campaign against a social problem. Secondly, the government gives them a little

financial support in the shape of grants, i.e. 30% government and 70% the organization itself. Thirdly, it has an accountability system. It is accountable to the government. Fourthly, its staff includes more paid employees and less volunteers. The examples of Semi-Government like Child Protection and Welfare Units. The case work services are offered in all the three kinds of agencies.

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## PROCESS

The dictionary meaning of process is “A series of actions directed toward a specific aim, or gradual change that leads toward a particular result.” The process of the casework is like the process of a medical doctor . Process in casework means an organized (systematic and step-by-step) method of helping people to let them out of trouble.

The idea of casework process starts from a natural process in human being, i.e. problem-solving-process. It is a natural process through which individuals continuously try to adjust themselves to the environment or adapt the environment to them, so as to achieve maximum satisfaction.

This process is concerned with two kinds of problems; replacing discomfort or dissatisfaction with comfort or satisfaction, or/and seeking to achieve greater or more satisfaction.

The case work process always requires the full involvement and participation of the client himself. The caseworker stimulates and encourages the person as a feeling, thinking and doing person. To stimulate a person to feel and think about his problem, a professional must have a clear idea of the overall process of doing so.

The process of casework as given by H.H. Pearlman has three phases;

- a. Study
- b. Diagnoses
- c. Treatment

Some people have given five phases of casework which includes the following;

`Study, Assessment, Intervention, Treatment, Follow-up.

Some other Different stages in case work process are:

- Study/Case study /Social Investigation / Psycho Social Study/intake
- Social Diagnosis/Assessment/Social Diagnosis
- Treatment/Social Treatment/Intervention / Treatment (Problem-solving process):
- Follow-up.

we will process here with the simple process given by Ms. Pearlman.

i. **Study**: - the dictionary meaning of study is “*to learn about a particular subject by reading and researching.*”

Study in social casework refers to the process of collecting information regarding the

client and his problem. The information is mostly collected through the interviews. The first source of the information is the client himself, but when the client is unable to give the information then the caseworker turns over to the secondary resources, which can be his family, friends or relatives. The focus of the initial interview is to collect the information about the identification of the client (e.g. name, age, gender, marital status, occupation, DOB, and religion etc), current complaints of the client and the view about the complaint, the facts about the problem, previous mental problems, medical history, personality (e.g. reaction pattern, diseases, sickness, emotional problems, eating sleeping habits, his behavior, etc.), family information, environment of the family, friends, workplace etc. It means that a complete sketch of the history and the present situation of the client, his strengths and weaknesses, potentials and capabilities, i.e. his internal and external environment are made in the study phase of the problem-solving-process.

*ii. **Diagnosis:*** - the dictionary meaning of diagnosis is “the identifying of the nature or cause of something, especially a problem or fault.” e.g. the doctor’s diagnoses flue. After a complete and thorough study of the client and his problem, the worker then diagnose and asses the problem. How the problems which have been identified by the client and his family are affecting the client or his family, what is the problem and what the client needs to do?

The worker find out the extent of the problem i.e. whether it is an intra-personal or inter-personal problem. He also tries to find out the major factors operating in this situation. When the assessment is completed, the worker reaches to the actual fact.

That is, **what is the actual problem?** And how all of them are looking upon it. Then the worker tells the client and his family or friends that this is their real problem.

*iii. **Treatment:*** - dictionary meaning of treatment is “the techniques or actions customarily applied in a specified situation.”

Now that we have completed the study and we also have found the actual problem, there is a need of the client to solve this problem. The worker, in this phase of the process of social casework, finds out different solutions of the problem and provides the alternative ways to the client. On the basis of the study and assessment, the caseworker makes an action plan for the client. The focus of the plan is to enable the client himself to solve the problem, to feel the actual problem, to think about it and choose an alternative or solution for it.

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## **Professional Representative**

The professional representative in casework is the person whose services are hired by the social services agency. He is the person who has the scientific skills and knowledge about human behavior and human psychology. He has the knowledge about the social problems of the individuals. He is there in the agency to help the individuals, using his skills and experiences, out of the problem. Professional representative is called “caseworker”. In Pakistan and other countries of the world, a Master in Social work degree is required for the professional level worker.

## **Essential Skills for a Social Case Worker**

Social Case Worker requires professional skills in dealing with the client and enabling him to secure satisfactory social and personal balance. It is believed that the following factors are essential for the development of skills in Social Case Worker:

### **1) Skill in Application of knowledge of Human Growth and Development**

Social Case Worker deals with the individuals “a human being”. Unless the worker understands how the individual grows, develop and changes and he reacts to life stresses—both normal and abnormal—it is impossible for him to deal with the individual, so social case worker should possess the skill to apply the knowledge of human growth.

### **2) Skill in Use of Worker-Client Relationship**

Mere knowledge unaccompanied by the skill in relationship is inadequate and almost useless. The worker-client relationship is as the channel of the entire case work process. It is through this relationship that flows the mobilization of the capacities of the client, resources, of the community and the agency; through it flows the skills in interviewing, study and diagnosis and treatment.

### **3) Skill in Interpersonal Relations.**

The Worker-Client relationship is only one part of the entire interpersonal Relationship. There is net work of close relationship between the individual (client) and others with whom he lives. The natural interrelationships between husband and wife, parent and child have great influence on the personality growth of the individual. If the Case Worker is to understand the client in his entirety he must have of the interpersonal relationship and also the skill to apply this knowledge.

### **4) Skill in Interviewing Process**

Development of skills in Social Case Work practice requires knowledge in the interviewing process. It is through the interviewing that the Worker can get first-hand knowledge about the client and his problem, either from the client or his associates. It is through the interviewing that the case worker can go beyond the external behaviour of the client and enter into his inner life. If he is a successful interviewer, he can know many things about the client's problem and his reaction to it by analyzing his mode of talking, answering, gestures and even silence at particular points.

#### **5) Skill in Use of Resources**

The development of skill in social case worker about how to utilize resources of the client, of the agency and of the community at large.

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# Study

## Intake (First Interview) Rapport Building

Some writer considers it as first step and some take it as part of the study phase

- ☐ Client comes to an agency for professional help through a Case worker.
- ☐ Relationship between two persons of unequal positions and power is developed.
- ☐ Accept client as a person in a stressful situation
- ☐ Respect the client's personality and help him resolve.

Some social scientist consider it as part of study phase some consider it as separate step.

**Study:** - The dictionary meaning of study is *“to learn about a particular subject by reading and researching.”*

Study in social casework refers to the process of collecting information regarding the client and his problem. The information is mostly collected through the interviews. The first source of the information is the client himself, but when the client is unable to give the information then the caseworker turns over to the secondary resources, which can be his family, friends or relatives. The focus of the initial interview is to collect the information about the identification of the client (e.g. name, age, gender, marital status, occupation, DOB, and religion etc), current complaints of the client and the view about the complaint, the facts about the problem, previous mental problems, medical history, personality (e.g. reaction pattern, diseases, sickness, emotional problems, eating sleeping habits, his behavior, etc.), family information, environment of the family, friends, workplace etc. It means that a complete sketch of the history and the present situation of the client, his strengths and weaknesses, potentials and capabilities, i.e. his internal and external environment are made in the study phase of the problem-solving-process.

- In the study phase, the client is engaged in presenting the problem.
- The key is engagement.
- Client makes the important decision of whether to enter treatment.
- Emphasis on the interaction is on the here-and-now and on the problem not as might be perceived by the worker, but as experienced at the moment by the client.
- Data gathering and history taking concentrate on relevance.
- Contacts during the initial phase may be among the most dynamic of the entire process.

- Client is likely to feel most helpless and vulnerable and most available to the helping process.
- Sympathetic listening, demonstration of acceptance, reassurance, demonstration of confidence in ability, and sensible stroking are powerful tools of the social worker and can be highly therapeutic.

### **Means to Conduct Study:**

The first step in the case work is to collect the social history of the client. This could be done in various ways. These are:

1. Interview with the client
2. Interview with the relatives, employer, teacher and friends of the client.
3. Visiting the neighborhood and environment in which the client lives.

All these visits will help the worker to know the client in his environment and collect all the data in respect of the client and his environment i.e. his family, neighborhood, friendship circle, employer, teacher, etc. as a matter of fact it is not possible to separate the three stages of case work service i.e. social history, diagnosis and treatment. During the course of interview, the worker may be able to diagnose and even suggest treatment to the client but where the problem is very acute; it is necessary to consider the diagnosis in relation to his own history.

### **Content of the Case History**

1. The picture of the problem
2. Client's feelings & Reactions
3. Client's efforts to solve problems
4. Social conditions
5. Psycho-social development of the client

### **Perlman has given the following contents of the case work study**

1. The nature of the presenting problem
  2. The significance of the problem.
  3. The cause(s), onset and precipitants of the problem.
  4. The efforts made to cope with problem-solving.
  5. The nature of the solution or ends sought from the case work agency.
  6. The actual nature of the agency and its problem solving means in relation to the client and his problem.
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## **Diagnosis**

The dictionary meaning of diagnosis is “the identifying of the nature or cause of something, especially a problem or fault.” e.g. the doctor’s diagnoses flue. After a complete and thorough study of the client and his problem, the worker then diagnose and asses the problem. How the problems which have been identified by the client and his family are affecting the client or his family, what is the problem and what the client needs to do?

Social diagnosis is an attempt to arrive at an exact definition as possible of the social situation and personality of a given client. It is a search for the causes of the problem which brings the client to the worker for help. Diagnosis, is therefore, is concerned with understanding both the psychological or personality factors which bear a casual relationship to the client’s difficulty and the social or environmental factors which tend to sustain it.

- Provides a differential approach to treatment based on individual differences and needs.
- An individual’s strengths need to be identified and utilized as part of the change process.
- Assessment is fluid and dynamic.
- Assessment begins with a statement of the problem by the client.
- Results in an understanding of the problem.
- It includes initial impressions that are confirmed, modified, or rejected in the light of additional information.
- It includes judgment about the strength and limitations of the individual in coping with the situation.
- Treatment planning and treatment itself are guided by assessment.
- There is mutual agreement of the worker and the client in assessment.
- Goals must be consistent with the client’s needs and the availability of services. These goals are respected, supported and reinforced.

## **Steps in Diagnosis**

1. The worker begins to focus on problematic behaviors. Both functional and dysfunctional behaviors in the client's environment are surveyed. The client's personal strength as well as of his environment are evaluated.
2. He specifies the target behaviors. Break down complex behaviors into clear and precise component parts.
3. Baseline data are collected to specify those events that appear to be currently controlling the problematic behaviors.
4. The collected information is summarized in an attempt to anticipate any major problem in treatment and as a way of beginning to establish objectives for treatment.
5. Selecting priorities for treatment is the final step of the diagnosis

### **Types of diagnosis**

#### **Dynamic Diagnosis**

Dynamic diagnosis gives an understanding of the current problem of the client and the forces currently operating within the client, within social environment and between him/his environment. The nature of such diagnosis is changeable because it is the beginning phase of the social case work practice

#### **Clinical Diagnosis**

Clinical diagnosis is an attempt to classify the client by the nature of his/her sickness / problem. It identifies the client's personality maladaptation & malfunctioning. It is useful only when it becomes apparent that a disorder of personality accompanies the social disorder, creating & complicating it

#### **Etiological Diagnosis**

This diagnosis is concerned with the explanation of the life history of the client's problem. When the client's responses are not in accordance with the problem, the past history and its appraisal helps to understand the rigid reactions of the client and make appropriate treatment plan

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**Treatment:** - Dictionary meaning of treatment is “the techniques or actions customarily applied in a specified situation. ”Now that we have completed the study and we also have found the actual problem, there is a need of the client to solve this problem. The worker, in this phase of the process of social casework, finds out different solutions of the problem and provides the alternative ways to the client. On the basis of the study and assessment, the caseworker makes an action plan for the client. The focus of the plan is to enable the client himself to solve the problem, to feel the actual problem, to think about it and choose an alternative or solution for it.

### **Treatment plan / Intervention phase**

According to Hamilton, “Treatment is the sum total of all the activities and services directed towards helping the individual with solution of their problems.” The treatment is the main part of social case work with different steps and techniques. The case worker should plan about the treatment in different way thoroughly. The treatment plan is different in different case works according to the change of the client, problem, situation etc. The focus in treatment should be given to the immediate problems.

Total social casework process includes three stages or three phases they are the beginning middle and ending. While treatment or intervention process different techniques are used for the identification and eradication of their problem. The techniques used in the treatment are as follows:

In order to deal with active goals set by the worker, conventionally the following methods of social intervention have been mentioned

- (1) Direct Method
- (2) Environment Modification
- (3) Administration of Practical Service

**(1) Direct Method:** Direct method of intervention is used to promote specific behaviour on the part of the client. According to Perlman it is a systematic intervention through which client can work over his problems and possible solutions. Here, the case worker applies his influence directly on the client. The techniques of direct intervention used where the clients needs direction because of his/her ignorance, anxiety and weakness of his/her strength. Direct intervention is given through

counseling, therapeutic interviewing, clarification and interpretation, leading to an insight. Supportive intervention is provided through guidance, externalization of interests, re-assurance, suggestion, persuasion and advice.

**1. Psychological Support:** Psychological support is useful in decreasing tension and guilt, increasing self-confidence, encouraging healthy functioning that maintains the clients a balance and in helping him to build up enough strength and satisfaction. The case worker accepts him and his feeling and shows keep interest in him. He clarifies the problem and encourages him to take his own decision- The social case worker helps him to strengthen clients' ego through the techniques of guidance, reassurance, persuasion and psychological support. Social case worker should give total support to the client to improve his weak personality. In this process social case worker tries to make good and strong relationship with [client](#).

**2. Clarification:** It is the process through which clarification about the client himself, his environment and the public with whom he is associated is made. Clarification may consist of information given to the client so that he becomes capable of understanding himself, his environment and his social network, which he does not possess and without which he cannot see clearly what step he ought to take.

**3. Insight:** The social case worker tries to find out the actual cause of the client's problem. He goes deep into to the client's mind and find out the root causes of his problems. This is possible only with the help of the client and family members near and dear ones.

**4. Identification:** Here the social case worker will identify the client's total personality, his problems, strength, weakness etc. This will help the client to get rid of his problems.

**5. Therapeutic Interviewing :-** Therapeutic interview is used where intra-psychic conflict is present in the environment. The purpose of such interview is that of psychotherapy which aims at personality, competence and self actualizations. For the analysis of the unconscious, social case worker applies the techniques of free association, dream interpretation, analysis of resistance and transference. For behaviour modification, social case worker makes use of the techniques of positive enforcement, negative enforcement, positive punishment, negative punishment, systematic desensitization and covert desensitization.



**6. Counselling :-** It is direct intervention towards the solution of a problem in which a person find that he cannot solve the problem himself, therefore seeks the help if a skilled person whose knowledge, experience and expertise could be used to solve the problem. It is a psychological technique in which information and clarification are used for making the client aware of the problem.

**2. Modification of environment:** Means to bring change in the social as well as physical conditions of the client so that he may be relieved from excessive stresses and strains. The case worker suggest positive steps to client to cope better with his problems. He plans with him emotional, professional and recreational activities. He gives appropriate advice to member of his environment and modifies their attitude favorably. Sometime after solving problems there may be a chance that problem may arise again so the case worker should make the client's environment suitable for his personality group. (e.g., In case of drug addiction and alcoholism the family members will not accept and behave with client properly.) Thus, the social case worker must provide counseling service to the client's family to change or modify as environment for the client to overcome from his personal problem.

### **(3) Administration of Practical Service**

According to Hamilton administration of practical service is the oldest and best known case work method of intervention. Administration of practical services means to help the client in such a way that he could select and use the resources available in the community in this process social case worker helps the client for adequate knowledge of available resource through the techniques of discussion information classification and direction.

Its one part is Resource utilization. In which Social case worker should use all the resources available to improve the progress of client like yoga, meditation etc. Some case worker tries to find out good jobs for the client if he is unemployed one or help client to get loan to start his own business.

**4.Evaluation:** After completing all the above techniques, the caseworker should record his work with the client, so that he can evaluate his work easily. During evaluation if the caseworker finds his work not satisfactory, he can make further correction. Thus, his evaluations also help for the better follow up process.

