

Field Education Program/Case Note Recordings

Carolyn Cuevas

Department of Social Work, NYACK College

SWK 516/416: Generalist Social Work Practice I

Professor: Patrice Barnes

Semester of Fall 2020

Nyack College
SOCIAL WORK DEPARTMENT
FIELD EDUCATION PROGRAM

PROCESS RECORDING

Student:

The major purposes of process recording are the following:

- 1) To structure thinking about professional practice--whether critical, community organization, group work, or social administration.
- 2) To conceptualize what happens in the transactions between the social work and the client systems.
- 3) To heighten your awareness of yourself in action and as part of the transaction.
- 4) To separate facts from judgments.
- 5) To practice identifying the specific social work skills that are most effective in certain types of transactions.

Client System (Client's first name, age, gender, race, ethnicity, occupation, etc.)

-  A, L, Resident is male who is 83 years of age, African American and he retired from his job. He has a daughter who is following up with his care and she is in contact
- I.** with the social worker to get his home clean before his discharged. Resident's daughter is also involved in his care and the process of having home services for her father. Client has his pension established and his insurance will be covering his services completely.

- II. Presenting problem/situation or background relevant to intervention.**

 A, L is getting ready to go back home bur he needs home assistant living services

once he is discharged. He still pending to accomplish more progressed progress from his medical condition (dementia). Client could do certain activities by himself such as showering, dressing, using the bathroom, eat and walk by himself. Patient will need assistance with cleaning, medication, prepare meals, follow up with appointments, etc.

Purpose and objectives for transaction (interview, meeting, conference, etc.)



Social worker discussed with daughter via phone that she is conducting the last steps to arrange the homes services for Mr. A, L before he is transferred home with assistant living. Social worker informed daughter that APS was contacted to conduct the cleaning services to Mr. A, L apartment for his placed to be clean before he is fully discharged home from the facility. Social work confirmed to daughter that he rather had made incredibly good progress and that he was also informed he will be going home soon.

III.

IV. Description of the transaction(s) - Content and Reaction

A. Record factual occurrences. Record the words you said and the words your client said. Record what actually took place, how the meeting or interview began, what was done and said (including by you), omit feelings and judgments about these actions.

B. Record observations about the client system, yourself in action, the environment.

C. Describe the feeling content or tone of the transaction(s), on the part of both the client and yourself.

SK- Social worker spoke to Mr. A, L and informed him that he is doing very well and that she is working on his discharged for him to home soon.

RRESIDENT- Mr. A, L stated he really wants to go home, and he does not want to be in the facility any longer.

SW- Social worker explained to Mr. A,L that he is soon to go home , but his places has to be clean, his home services are in the final steps to be completed and that has to be fully established before he is discharged. Social Worker reminded patient that he is progressing well and that his daughter was informed about his discharged process. Worker called with the client present and spoke to daughter about the process. Worker also informed daughter the progress that was made with the home services and cleaning arrangements with APS.

RESIDENT- Mr. A, L reassure that he understands the process, but he is ready to go home.

SW – Social worker discussed with student that patient tried to elope before and she feels that reminding him that he will go home soon also soothes his anxiety to leave the facility. Worker informed resident will be getting discharged in a few weeks and everything is getting finalized for his discharged.

V. Skills Used

A. Identify the social work skill that you used.

B. If you used more than one skill, record them all.

Social worker conducted active listening and educated resident about what he should be expecting to happen next in his case. Social worker involved the client and family as active member in the case. Worker guided the process for the patient respecting the client's rights and decisions. Family and client had self- determination on the process, and they are aware of how it is going to take place before and after client is discharged from the facility. Worker kept on redirecting resident that will be getting discharged, but a few necessary things must

take place before. Social workers use the resident’s progress and his desire to go home as a strength for resident to keep calm and adhered to treatment (medication, therapy, etc.).

VI. Reaction Thoughts/Feelings

A. When you are talking, describe the subjective reactions (thoughts, feelings, sensations) that you experienced when you expressed these words.

B. When you client is talking, describe your subjective reactions to the client’s verbal and nonverbal communications.

Social worker was happy to inform patient that his is progress has been good and he will be discharged soon.

I felt that the resident was a little anxious and he repeated a few times that is ready to go. When social worker explained the process and the progress that was made, resident understood even though he still stated he wants to go home. Resident tried to elope before and I believe social worker is trying to keep resident involve in the case and believes that it can help client to be less anxious. Social worker and the team were discussing his case and they are observant to make sure he does not try to elope again before getting discharge.

Content for Sections IV, V, VI should be placed in a table as provided in the example below.

Example				
	Content/Description of Transaction	Skill Used	Reaction Thoughts/Feelings	Supervisor’s Comments
Worker	How are you feeling during this difficult time?	Open probe	Resident is doing good, he has made good progress, he is able to walk and take care of himself.	
Client	I am ready to go home.		I can see patient is a little	

			anxious about going home. He is focus on leaving the facility as soon as possible.	
Worker	I understand, but services must be established, and your home must be clean before discharged.	Reflecting feelings	Mr. A, L is focus on going home, expected for him not to try to elope before discharged as previously intended.	

	Content/Description of Transaction	Skill Used	Reaction Thoughts/Feelings	Supervisor's Comments
--	------------------------------------	------------	----------------------------	-----------------------

Add Row 

VII. Overall Assessment of the Interview

A. Reflecting on the interview as a whole, how effective were you in achieving your purpose?

 I believe social worker was successful on obtaining the information and client's attention to be focus on the progress he has made. Patient is looking forward to being discharged home and he is working progressively to get home. Worker was able to get in contact with APS, agency for home services and residents' family member to discusses care plan and patient possible discharged date.

B. What techniques and skills were successful?

 I believe social worker was reinforcing resident about his progress and his soon to come discharge which helped him soothes. He also looks more clam once he was informed that his daughter is aware about his discharged. I believe social worker tried to enhance client's motivation and was aware of verbal and nonverbal communication. She also used good communication skills with resident and family.

C. What specific skills should you emphasize in the future?

 I believe social worker did a good approach for the resident and taking into account that she is using his discharged as a way to motivate and to strength resident through is health progress and to be patient while his discharge is fully completed.

D. What specific lessons have you learned that you will take into consideration in your next interview with this client and/or other clients?

 I believe finding more strengths to have the resident to focus on will be good to help him cope with anxiety while he gets his services in place and eventually get discharged.

VIII. Plan/Contract for future intervention

A. What have you and client system decided to work on at this point?

 As per social worker conversation with resident, he has make a lot of progress and she did not disclosed any other goals beside getting resident discharged with home services for him to have the necessary care and assistance at home.

B. Indicate next steps as you see them

 the next steps are

- Getting home services established
- Getting home clean before discharged
- Keeping family informed about the client progress, discharged process and services status.

Narrative Approach

Social Worker: Mr. Guzman, how are you today and how can I help you?

Mr. Guzman: I am here because I want to change my life... I want to see my kids and a restriction order was placed against me from my domestic partner and she is denying my rights to see the kids.

Social worker: Mr. Guzman could you tell me a little bit more about you and how the relationship looks like with your domestic partner now.

Mr. Guzman: My family is all I had, I did not have a father or a mother, all I have is my wife and kids and she no longer wants me in her or my children's life. It makes me feel depress.

Social Worker: How does the environment at home looks like before the restriction order?

Mr. Guzman: She was a good wife and mother, she did all for me. She always wanted me to leave the streets and the gangs. I got away from the gangs and the streets for a while, but I went back to that type of life again. My addiction to marijuana and alcohol was always a problem... it always ended up with a fight and arguments. I always worked and support my family, but I did not care about the time that spent away from home.

Social Worker: you mentioned that you left the streets and addiction for a while, how did that look and for how long?

Mr. Guzman: I was really messed up and I did not want to lose my family. I decided to join a Christian Ministry for youth with substance abuse because I did not want to see my family suffering for my actions. I was at the program for almost a year then I dropped out because I did not want to be there anymore. Once I left the program I went back to drugs, gangs, and alcohol.

Eventually I started to be violent and aggressive again and she decided to place a restriction order against me, and I cannot see my kids anymore either.

Social Worker: When you mentioned being violent and aggressive how does that look like?

Mr. Guzman: Well ... I could say that I love her, and I want to fight for my family, but I thought I about hurting her once because she told me she was seeing another man.

Social Worker: how were you thinking on hurting her?

Mr. Guzman: I got home that day and she was telling I was a piece of S***** and worthless. She said I was disgusting. She stated she was seeing another man that was better than me and that she did not wanted a piece of trash like me next to her kids. I begged her not to leave or to take my kids away from me. She kept on insulting me ... I felt like trash that day. I thought about throwing her through the window and getting rid of all this chaos. I felt worthless and alone that day, I felt like nothing... I will never forget that day. While I was walking to her... I felt it was not the right thing to do. Her insults made me remember that I was alone and how miserable I was. I decided to go back to the program and this time I want to do it right.

Social Worker: How is the program coming along?

Mr. Guzman: This time I want to do it right, I would like to go through my process. I want to know more about Jesus, and I want to be the man and father she expects me to be. I am not sure if things will be the same, but I want to start a new chapter in my life. Sometimes I wonder if I will be able to have my family again, but I want to change my life before requesting an opportunity form my family.

Social Worker: how do you feel about the progress you had made at the program?

Mr. Guzman: I feel that I had accomplished a lot, but there is still more progress to do. I recognized my value even though most of my life was suffering, hardship, abandonment, and violence. Today I feel I have a purpose and I want to find it.

Social worker: Had you thought about hurting yourself?

Mr. Guzman: Many times, before, but I do not think about anymore... it is not a choice!

Social worker: Mr. Guzman the process could be challenging, but it will build you up. You can accomplish all that you had explained, but you must remain focus. I believe committing to the Christian ministry program could help a lot. I believe you will benefit from CBT and DBT services to help you cope with behavioral and traumatic experience. You could also get much benefit from DV program and psychotherapy what do you think Mr. Guzman.

Mr. Guzman: I am willing to do it all that I need to change my life. All I want is to have the opportunity to change my life.

Social worker: That is the correct attitude Mr. Guzman, I would like to get in contact with the Christian Ministry Program you are part of now. Do you have the contact information for it with you?

Mr. Guzman: Yes, I will give you the contact information for you to speak to them.

SOAP Notes

Subjective: Mr. Guzman describe situation as difficult and that he never wanted to hurt his wife or kids, but he was hurt with all the insults his wife said to him. He felt that everything his wife said to him made him feel abandon again and those insults triggered his depression. Patient has hope of recuperating his family and go back home. Mr. Guzman really want to make a change in his life, and he regret his actions.

Objective: Patient has been hurt by wife, but he also has had plans to hurt her due to the atmosphere at home. I believe Mr. Guzman has a depressive feeling and seems to be afraid of being alone in life because it triggers the abandonment, he had experience throughout his life. Client is focus and optimistic about the program he is at. He expects to come out of the program and to have the opportunity to have his family back, but he is not considering that his wife might not want him back. I believe that Mr. Guzman should be reinforced to complete the program and to received other services.

Assessment: Mr. Guzman is undocumented with no family other than his wife and kids. He is anxiety is cause by fear to be alone which is a reviving experience from his childhood. Client will need therapy to cope with his depression and to overcome feelings of abandonment. He will need CBT to get the help he needs to overcome traumatic experiences. DBT therapy could also be of great help to assist Mr. Guzman to deal with depression and behavioral issue. Substance abuse program will be of great help for client to overcome addiction as well. Psychotherapy will assist him to buildup his self-esteem and morale. DV services could be of great assistance to help Mr. Guzman with anger management.

Plan: Will assist Mr. Guzman with services on CBT therapy to help him to cope with traumatic experience. Client will also be referred to get DBT services to support patient with depression and anxiety which could help patient with behavioral issues. Psychotherapy for addiction and human development support to help Mr. Guzman with processed of detoxification and starting a life free from substance influence. Client will be referred to DV program for anger management. Social worker will follow up closely with the Christian Ministry Program his is part of now.

POR Notes

Establishment of Database:

Mr. Guzman came in today because he is facing restriction order from his wife and he is not allowed to see his children. Client stated he has been depressed, anxious and has a history of substance abuse. He disclosed that he has been abusive towards his wife and that at least once he thought about killing her. Patient is going to a program for substance abuse, but he wants to change his life to rebuild himself and recuperate his family.

Specific problems:

1. Restriction order from his family (wife and children) 10/20----- Remained inactive and there is no range of time for issue to be resolved now.
2. Depressions and anxiety 10/30----- Client was referred for services 11/15
3. Substance abuse 10/30-----Client was referred for services11/20

4. Domestic violence 10/30-----Client was enrolled for DV program11/10
5. Psychotherapy10/30-----Client was referred for therapy11/27

Action Plan:

Social worker will discuss with Mr. Guzman the parameter the process he has to submit to comply with restriction order and to conduct the needed services to get supervise visits with his children. Client will be referred for DBT therapy to help him depression and anxious behaviors. He will be referred for CBT therapy to assist client on coping with traumatic experience that he had experience. He will be receiving services for DV programs for anger management and psychotherapy to build self-esteem and values of the client.

Implementation of the plan:

Mr. Guzman was referred for his services and he will be starting them soon. We will be reunited weekly for the moment to follow up on how the different program and therapies are progressing. During this time social worker and client will be reviewing the different goal and accomplishment to evaluate the improvement and change or add more services as per client's need. Services will be managed as client progress is met.

