

**Competency 9: Evaluate Practice with Individuals, Families, Groups, Organizations, and  
Communities**

Andia Bernard

Alliance University

SWK 499 Integrated Seminar NA

Dr. DeVonne Allen

March 30, 2023

***How have I accomplished this competency through practice or practiced behavior?***

Competency Nine evaluates practice with individuals, families, groups, organizations, and communities. The reason why are numerous forms of thoughts, perspectives, preconceptions, and biases that could influence one's judgment about study and evaluation and are recognized by a generalist who demonstrates the depth of understanding. I've met this competency by maintaining a proactive professional commitment and improving evaluations. I've been more conscious of how I engage during my client evaluations during my field placement. For instance, I noticed one of the clients during my practicum seemed aloof and wasn't taking part in any of the activities. I asked the client if everything was alright. He initially hesitated and remained silent. I stepped away and checked on him later to see if things had changed, but he was still acting the same. This time, he told me what upset him. Following his disclosure, I led him in the proper direction and provided him with beneficial resources. The skills I've learned in my social work classes have made me more aware of how important things are.

***How has my thinking changed over time?***

Traumatic brain injury causes my clients' outbursts (TBI). I can often tell when someone is about to have one just by seeing that they are irritated. When that happens, I immediately put on a motivating activity to support the clients before the eruptions. I have learned how to assess and apply my critical thinking skills, which help me evaluate knowledge by objectively observing and discussing what is happening as it happens. Over time, I have also gained more knowledge, which has caused my thinking to change. Because I am more observant and can analyze actions as they occur throughout my practicum, reflecting on competency number 10, this has caused a significant shift in my perspective.

**What are the practice behaviors that indicate my competency in this area?**

My practice in this area involves interaction; social workers must treat their clients respectfully, kindly, and sincerely. Paying close attention to the client's behavior, listening empathetically, paraphrasing, reflecting feelings, clarifying, using open-ended and closed-ended inquiries, employing silence, and summarizing are essential when working with clients with TBI. To engage clients effectively, I have realized that as a new social worker working with TBI patients, I must establish a list of the client's requirements to evaluate them properly. Together with working with individuals, families, groups, and communities, I have also used assessment, intervention, and evaluation. I applied the treatment plan after analyzing the client and making process recordings, thanks to the knowledge I gained in SWK 416.

**What curriculum content areas (social policy, practice, etc.) relate to completing this competency?**

Social workers engage in daily practice. SWK 416, Generalist Practice; SWK 314/354, Human Behavior in Social Environments. My practicum fieldwork has assisted me with the knowledge I needed to complete this competency. I successfully applied this talent throughout my generalist practice class with individuals and families and my Human Behavior classes. Throughout the Human Behavior courses, I gained knowledge of many different theories, plans, and methodologies. I learned how to successfully incorporate interventions into client interaction during my generalist practice class. I gained the understanding and abilities necessary to interact with clients one-on-one, determine their requirements, and perform simple treatments because of putting a treatment strategy into practice.

**What learning experiences helped me to accomplish this competency?**

I learned how to accomplish this competency during my practicum experiences. While I engage with clients during our one-on-one meetings, I can ascertain and recognize their needs. I use case note recording and data-collection assessment methodologies to conduct a thorough analysis after identifying the client's needs. One of the learning opportunities that has helped me on my path is using SOAP notes, which document client information and session components. Once I had determined what was bothering the client, I informed my supervisor of the situation. We created several goals and objectives as a team to help the client accomplish their dreams. Also, I put into practice a specific intervention that I thought would benefit clients. I have instructed my client to immediately write in their respective journals the things they wish to do and to cross them off their lists when they do so because forgetfulness is one of the symptoms of TBI. SWK 416 is essential to my success in this competency.

**What "gaps" can I identify in my learning experience? What will I do about these "gaps"?**

There are many gaps in my learning experience, including my need for more expertise in how to use therapeutic interventions. I've used several tactics from different programs, and they've been helpful. I still need to improve my abilities in taking case notes (process recording), behavioral counseling, and interacting with my clients' families more effectively. I intend to continue practicing process recording to improve my awareness of the circumstances in which I might apply the interventions I have learned.

**In your professional growth plan, identify goals for continued personal and professional growth and discuss how you plan to reach these goals.**

My professional growth plan includes engaging more with families to evaluate. Networking, analyzing, and consuming information; seeing yourself from

the perspective of others and understanding the motivations for one's actions. I have realized that the environment and its physical or social components can influence human conduct. Their social and physical environments influence a person's behavior. No matter what level of the human system we work with in social work, we employ identical procedures. For me to reach my professional growth goals in this competency, I must stay objective. If I don't, my professional judgment could be skewed.

**Use a case to evaluate your interventions:**

The SOAP intervention was used in this case evaluation. 24-year-old Ms. Brown's monthly salary at a dry cleaner's is roughly \$1,800. She pays her uncle \$700 monthly to rent her a one-bedroom apartment. After her divorce, she never received child support for three years. She dropped out of a GED preparation program because of her employment schedule. She looks worried, and she bounces from topic to topic. Her mother neglected her when she was a child, which explains the four years she spent in foster care. Her two children are four and seven years old. The youngster attends Paxton School. A friend watches the kids when Ms. Brown is at work, but this friend is unreliable because she drinks.

**What evaluation of interventions did you do?**

SOAP evaluation and interventions were used. Subjective: Jane Brown is panicking because she can't pay her bills and is "frightened" that she will have to place her kids in foster care. In summary, she describes herself as "bewildered and embarrassed" by her financial situation. She was on welfare as a child and vowed to "never" return to it. She mentioned wanting to get her GED and eventually investigate technical training. During the intervention, I can listen attentively. I assisted her in creating plans to address her conflicting schedules. I

provide instances and stories of other mothers in her shoes who were forced to seek outside help and information for job training and GED programs.

**What type of evaluation is used by your placement agency to assess change? (e.g., team meetings, 6-month reviews, goal development)**

Zoom meetings are utilized in my placement to catch everyone up and learn what is happening with the clients so that we are all on the same page. We also have a behavior therapist on site when a significant issue arises. The therapist is on-site to provide prompt assistance. The clients are encouraged to try their hardest to achieve their monthly attainable goals by being offered them. After the month, the plans are examined to see if the client has achieved them and if further evaluation is required; if so, it is carried out accordingly.

**What research methods are utilized in evaluating progress with clients or program effectiveness in your agency?**

CBT is a well-known assessment form for those who have not just suffered a TBI. We use different scientific methods to evaluate our clients, such as the importance of physical and mental rest after a brain injury. Some consumers also need to go to rehab facilities. The rehabilitation procedure usually takes place as an inpatient program and lasts a few weeks to a few months. Thus, many professionals are needed.

**How effective do you think these are?**

Our client evaluation methodologies offer a range of advantages. For instance, rehab enables patients to resume their regular lives as soon as possible after an injury. The clients are advised to take a nap. It cannot be overstated how vital sleep is for cognitive health. The brain renews and repairs itself as we sleep, and toxins are cleaned up.

**Discuss how findings are applied to improve practice at your field agency.**

During my internship with AHRC Bronx TBI, I encountered several obstacles.

Collaboration among experts can lead to a great practice outcome. The meeting of the client's needs is facilitated through effective communication. The value of being honest with clients has become more evident to me as I have developed a better grasp of their level of openness. To better understand clients' perspectives when they have trouble expressing themselves, I remove them from the group and speak with them privately. I have a better understanding of the client due to reviewing and documenting the findings, and I am better equipped to handle any issues that may arise. The investigation results are shared with my supervisor and behavior therapists. Also, we discussed goals with numerous clients, and we talked about our plans and the purposes of the plans. As my internship goes on, I'll keep looking for ways and tools to help clients set and reach their goals and objectives more efficiently.