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Analysis Paper

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During this 30-minute interview done with a pseudo-client, there were many things I noticed were demonstrated well but also things that could have been done better or changed to present a better representation of the goal of the session. I felt that the relationship between the client and the future social worker was positive and encouraged open communication. The energy between the two was fairly neutral, however there were a couple times where the energy on the side of the future social worker could have been heightened slightly to meet the client's energy. One time this could have happened is at the beginning of the interview (Min 0:28) where the client expressed that she had really been looking forward to meeting and talking together once again. The response given was simply "yeah", however, a more energetic response such as "I'm glad that last week seemed to be helpful for you and I'm encouraged that you were looking forward to our meeting today" could have been more engaging. As the interview went on, I felt that the communication became more natural and flowed more easily. I felt that I encouraged a warmer environment than in previous interviews by my tone of voice and overall demeanor. I was intentional about using paraphrasing, reflection, and empathy as I struggle with those skills. I used quite a bit of paraphrasing although I still need to be intentional about rephrasing what the client says instead of parroting what they tell me. My non-verbal language seemed relaxed and as far as I noticed seemed to match what I was saying and trying to portray. I still say "um" a lot in spite of my intentional efforts to stop that, however, the whole interview felt more relaxed than previous interviews.

The purpose of this interview was to connect my client to resources to help her and her family process the traumatic events they have just experienced and help my client get some goals established. After reviewing the video, I felt that the purpose of the interview was pretty clear. I

noticed that I was concerned about making sure the client had all the resources that she needed to survive and also the resources she needed to take the next steps and move forward in the next phase of her life. The first part of the interview flowed pretty smoothly as I had planned to make a goal with my client, however, I underestimated how little time it would take to establish this goal. After the one goal was established, I felt the interview did not flow as smoothly and jumped around somewhat while I was trying to find another goal to form with my client. While I felt the purpose was still clear, it was not as clear as in the first goal that was formed.

At the beginning of the session, the client did not state what she was hoping to get out of this specific session, however, some of the questions I asked helped me establish what some of her needs were and how we could fulfill those needs. Since my client had just lost her home and property to a hurricane, there were certain necessities that I wanted to make sure my client had that had been taken away from her in the traumatic event. I asked questions to see if she still had adequate housing, food, clothes, supplies, as well as seeing about job opportunities for my client and schooling for her children. Mental health was also a concern of mine because of the stress hurricanes bring, therefore, I asked questions to see how she and her kids were coping with this big change in their lives and what had been helpful in the past to see what they might be able to do again to help them adjust to this change.

The client and her family had just lost their house and property to a hurricane in their town. While this did not happen when my client was a child, it is still a significant event that impacts the problem my client is facing. She comes from a split home where she is not close to either of her parents. While she did not disclose what happened to make her parents split or why she keeps away from both of her parents, this could be an area that could be an area to explore further in future sessions. While this was not disclosed in the interview, my client is divorced

from an abusive husband and has experienced abuse as a child. This contributes to the situation she is in now because she was revictimized in her marriage and her financial situation is strained because she is now a single parent of three kids. An area of exploration that was not focused on in my interview is the support systems my client has around her to help her through hard times. This could be explored more in future sessions with the help of an echo-map.

During the assessment of my client, even though this was not shared in the interview, there were some social justice and cultural implications that impacted the situation my client was in. After the hurricane destroyed my client's house, she applied to FEMA and was denied. Many other individuals and families in the same neighborhood as my client also applied to FEMA and received help. My client felt that she was denied help from FEMA as well as neighbors because she is poor and because she is a single mother. The neighborhood that she lives in is very big on the wholeness of families and my client has always felt judged and singled out since she has no husband. My client was oppressed in her community because she is a single mother and therefore had to leave the only home and environment her children knew to seek help from a friend that accepted her and was willing to help. My client was also discriminated against and judged by those who came to offer help after the hurricane because she was a single mother. The extent to which she was discriminated against made it impossible for her and her family to stay in their home town. Upon moving to this area, she as felt more accepted but is still very cautious because of the hurt she has experienced.

Throughout getting to know my client, she shows many resiliencies that have helped her remain strong throughout the situations she has been put through. My client is very focused on making sure her kids are cared for and in school above her own needs or wants. She looks for the positive in every situation and wants her kids lives to turn out better than hers has. Because of

the trauma of her parents divorcing when she was a child, she has developed a strong independence which has come in handy being a single mother. She has developed confidence and determination through the hardships of becoming a single mother and wanting the best for her kids. I am sure there are more resiliencies that I would continue to find in working with my client more.

In this interview, I demonstrated multiple ethical values, principles, and standards. The standards of informed consent and privacy and confidentiality were shown at the beginning of the interview when I reminded her of confidentiality and asked if she had any questions about it (min 1:05). Self-determination was demonstrated at the end of my video when asking if my client wanted to schedule another meeting or not. Throughout the entire interview, I showed respect towards the client and gave her resources to many different sources. I also showed dignity and worth of a person throughout the interview by demonstrating active listening skills and allowing my client to say what she wanted and be intentional about making sure my client felt heard and valued. The principle of competence was demonstrated by knowing what resources the Samaritan Center offered and being able to direct her to those resources that would help her in her situation. I offered her resources such as life coaching and job opportunities as well as making her aware of other resources the Samaritan Center offered such as clothing, food, and supplies. I did not engage in any relationship, sexual or romantic, with my client.

My client was a white female single mother with three kids. I noticed within the first 10 seconds of our session that my client was okay with eye contact, and with me leaning forward slightly and therefore, I practiced these open posture skills. If I noticed at any time that she was reacting differently to the posture I had, I would have reassessed and figured out what she was comfortable with. This showed attention to diversity because each culture is different with how

they act and expect to be treated. Being careful to notice what my client was not comfortable with helped me better connect with her and learn more about the diverse culture she came from. Being that she came from a background of being very judged, I was intentional about not using a judgmental tone of voice or word choice so that my client would not feel threatened and feel the need to defend herself or build up walls. My client had just endured a great trauma and I was sensitive to that and was open to letting her continue processing the events if needed. Our last session had been dedicated to processing what she and her family had experienced and as this session progressed, I did not feel that she wanted to keep processing but rather work towards a solution. At min 3:26, I asked her what was better since the last time we had talked. This was a way for me to see how she was doing and see if she wanted to spend more time processing or if she was ready to begin working towards a solution. Being aware of the great trauma she had been through allowed me to assess and determine what she needed most. This was all a part of trauma informed care.

While at first, I could not think of any personal biases and values that impacted how I interacted with this client, I realized after that because I didn't know what happened to make her a single mother, I made assumptions about her lifestyle and questioned her ability to keep a good job or secure housing. I think the reason my mind jumped to her having never been married was because she never mentioned or made hints about a man in her life. While I do not have any personal history that would make this client hard for me to deal with, it would make me less confident that my client would be able to keep in a stable place. This is purely based on a stereotype of women with children that have never been married. However, I had no indication of what happened to make her a single mother of three kids. To keep this from happening again, I plan to be intentional about the assumptions I place on clients and will strive to leave my

perceptions out of the client's story. While I will have to consistently remind myself of this, I believe that with continuous practice, I will be able to leave my perceptions and opinions out of working with a client and focus solely on what the client shares with me.

My peer expressed in my peer feedback form that I did well with keeping a calm presence and voice when communicating with the client. She also mentioned that I asked good open and close-ended questions that focused on the clients concerns and within my responses, I focused on the client's strengths. Something that she mentioned I might want to improve on is explaining the purpose of the session at the beginning of the interview. I agree with her that it would be helpful to the client to know what was going to happen during the session before we started talking. I was nervous at the beginning of the interview and I forgot to mention how the session would work after I talked about confidentiality. In future interviews, I will be intentional about explaining more at the beginning to put my client at ease and allow them to ask questions about what is coming. I will also continue to work on asking good open and close-ended questions to determine more of what my client wants and focus on those strengths that my client has. I really appreciated the feedback my peer gave me and will be intentional about working and continuing those skills.

Throughout the course of this semester and the videos that have been completed during that time, I have noticed a change in the confidence level of my skills. While outwardly it may seem that there has been little change, inwardly there has been much improvement and a big change in confidence. On a scale of 1-10 where 1 means I have no confidence at all in my skills and 10 means I am fully confident or highly secure in my skills, I would rate myself a 6. While I know I will never be at a 10, I feel that I have greatly improved and have much more confidence in the skills that I have learned. Looking back at the first video I did for this class, I rated myself

at a 3.5 for confidence level. I feel that my improvement is somewhat noticeably outwardly, however, inwardly I have obtained a great level of confidence when interviewing or interacting with a client. I am more comfortable with using the skills that I have learned and have learned to relax and just focus on the client. Yes, I still make many mistakes in my interviews and I will never be perfect, but I am more comfortable with relaxing and showing warmth towards my client. I feel that I have also improved with paraphrasing and reflecting the client's feelings and thoughts. I still struggle with parroting what the client says but I feel that I have even improved with that during this semester. Throughout this interview, I stumbled over my words quite a bit at the beginning and also towards the end because I was nervous and worried about the time. I also caught myself asking some judgmental sounding questions as well as assuming information my client had not disclosed to me. I also felt that the way I gave connected her with resources was dismissive and could have been handled better. If I were the client, I would have felt overwhelmed and somewhat lost if the social worker just handed me a list of numbers at the end and failed to explain them to me. Because of these mistakes but also because of how my confidence has grown throughout the course of this semester, this is why I gave myself a rating of 6 for my overall confidence and security level of my skills. With continued practice, my skills will improve, and I will be better able to serve clients when I get to that point of life.