## Elizabeth Riley

## Case Management Project 2

## Process Recording

Verbatim Dialogue	Identify Skill Used	Analysis/Self-Correction
"Beginning" Section 0:00 min3:00 min.		
Liz: Hello, what's your name?		
Susan: Hi, I'm Susan.	Introductions	
Liz: Hi Susan. My name is Elizabeth and I will be your social worker today. Do you know why you're here?		I feel that I should have made more of an effort to incorporate small talk here.
Susan: Honestly, no, I have no idea. I just got told to show up or I would go to court so I'm here.		
Liz: Before we get started, I'll	Clarification of how I work/	
go over everything. There was a confidentiality agreement that you signed outside that stated anything you say will stay between you and me unless you threaten to hurt yourself or someone else.	confidentiality	I'm satisfied with my clarification here.
That's the only time I would have to report anything. Anything else you say is going to stay between us. Anyway, why you're here, I'm sure you know that your neighbor contacted DCS recently. The actual report was that the children have		I feel like I rushed this a bit. I should have gradually led the client into the explanation of why we were meeting.
been coming to her house and asking her for food. She was concerned about what they		

<ul> <li>were wearing as well as the smell. She stated there was a strange smell coming from your home that has been happening on and off for several days and that there were several men coming in and out, so that was their primary concern and why DCS did an initial investigation. Just so that we are clear on that. But, do you have any comments?</li> <li>Susan: Well, I give my children food and if they don't like it they aren't going to eat. I'm not going to cater to them wanting pizza or whatever it is. There is food on the table for those children.</li> <li>Liz: Okay, can you tell me a little bit about your kids? How old are they?</li> <li>Susan: Jake is ten and the other is six.</li> <li>Liz: What are their names?</li> <li>Susan: Jake is ten and Samantha is six.</li> <li>Liz; Jake and Samantha. Okay, and they are in school?</li> <li>Susan: Yes</li> </ul>	Explaining the reason why the client is here/offering her a chance to speak her side of the story Attempting to connect with/ get to know the client	Here, I was attempting to connect with the client and get to know her situation. I feel that I did this well.
Susan: Yes		
Liz: And what grades are they in?		
Susan: I guess she's in sixth and he's in fourth? I don't know		

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Liz: Okay, and they are doing okay in school? Susan: As far as I know. I mean I haven't gotten a call or anything.		
Liz: Okay, and what are you doing for work right now? Susan: I'm kind of between jobs right now. Liz: okay, and is there a male in the household or is it just you and the kids?	Exploring where the client is in regard to a job/ home situation	I feel that I should have asked more in-depth questions here; for example: How involved is she in the kid's school activities? Are they making good grades? Have there been any live-in boyfriends within the last few motnhs?
Susan: Um, yeah, they both have different dads and neither of them are very helpful. They don't send child support or anything like they are supposed to. I mean I've gone on a few dates but not anything crazy. <i>"Middle" section: 11:12 min.</i>		
<ul> <li>to 14:12 min.</li> <li>Susan: I don't need to micromanage everything my kids do. They aren't babies.</li> <li>Liz: Right, so do you feel like this was an overreaction on your neighbor's part?</li> </ul>	Demonstrating empathy/ active listening skills	Here, I was attempting to empathize with the client about her feelings regarding the whole ordeal. I feel I did this well but that, once again, I could have asked more questions.
Susan: Totally, I'm frankly quite offended. She should have said something to me first.		
Liz: Okay. Do you have a relationship with her at all?		

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Susan: Not really. But if I thought something was up with the neighbor's kids I'm going to call them first. I'm not going to go straight to the law. That just makes everything more complicated, it burns bridges Liz: Right. Have you had any	Exploring the client's past	
substance abuse issues in the past?		
Susan: Yeah, I had one DUI. Um, it was like 10 years ago, before I was pregnant with Jake. I mean I drank, I drink but it isn't anything too bad. Like, when I come home, or when I came home, I don't right now because I don't have a job, but after work I would come home and have two or three glasses of wine. But it was nothing bad.		Here I was exploring the client's past, primarily potential substance abuse issues. I feel that I did this well.
Liz: Right, so you've never had any severe substance abuse problems in the past?	<i>Clarifying if client has had any</i> <i>previous substance abuse issues</i>	Several times throughout the session, I feel that I either didn't ask enough questions or that I threw too many questions at the client. I feel I did that here,
Susan: Um, no, I mean I used to smoke weed but everyone smokes weed in college.		without really offering an explanationand then proceeding to rush into the explanation of the court's main
Liz: Right. But no hard drugs? No history with that?		concern.
Susan: No.		
Liz: Alright, um, well I guess where we're going to gowhat the court is going to want you to do because of the situation is, their main concern is that you don't have	Clarifying the main concern of the court	

a job. So you don't have a reliable income. And you said the fathers of your children are not paying child support is that correct? Susan: Yes Liz: Okay. And were they court-ordered to pay child support and it just never happened or Susan: As far as I know, but the court hasn't really forced them to paybut honestly I don't even know where they are staying or anything about them. Liz: Okay. Well the court's main concern is the children. They just want to know that they are getting adequate care. They want to see that you are at least employed or looking for a job. So what is your job history? What was the last job you had? Susan: Well, I was working at Wendy's and this stupid person came in. It was just this whole thing and I got fired because they were treating me really badly and I wouldn't tolerate it. I spoke my mind to them and I tried to be tactful about it because they are the customer but it ended up really bad and I got	Exploring the client's current financial situation Clarifying the court's expectations	I became slightly repetitive here and appeared to struggle to articulate clearly. I should have taken a moment to slow down and watched to be sure I didn't continually repeat myself.
to be tactful about it because they are the customer but it		

<ul> <li>Liz: Okay. And did you try to file unemployment after that happened?</li> <li>Susan: Um, no, I didn't think I would be able to do that because I was fired.</li> <li>Liz: That is correct. How long ago was this?</li> <li>Susan: I think it's been about two months now.</li> <li><i>"End" Section: 27:13 min30:13 min.</i></li> </ul>	Allowing the client to explain her job situation in her own words	Though my objective was to allow the client to explain her job situation in her own words, I feel I asked unnecessary questions when instead I should have asked questions such as "what kind of job would you be interested in working?"
Liz: On a scale of 1-10, how would you say this is affecting you emotionally? With 1 being not so bad and 10 being terrible? Susan: Um, I'm just so overwhelmed. I would say like a 7. I mean obviously I'm still functioningI can still get up and shower and do this whole thing but it's still just so overwhelming and it's so much stuff and I'm just at a loss. I'm definitely not happy and I'm so stressed out. Liz: Well, how have you coped with stress in the past? What have been your coping mechanisms with that? Susan: Well, in the past I would just come home and have a drink or two in front of the TV after I made the kids dinner and just relax.	Exploring client's emotional state Demonstrating active listening skills Exploring client's coping mechanisms	I think using the scale method here was a good idea as it allowed the client to explain her perspective.

Liz: So has drinking always been your method of decompression, of relaxation, just easing your mind? Susan: I mean, yeah I guess. I mean I don't get drunk I just have like two drinks and that's not getting drunk. And I don't do it every day. It just helps me to relax.	Exploring client's methods of decompression/relaxation	My tone here came across as slightly accusatory. I need to be sure and watch my tone throughout interviews with future clients.
Liz: Alright, I understand. However I did want to let you know that we do have a class here for single parents. It's kind of just a place where you can come once a week to decompress and they go over several techniques you can use for that, just relaxation and to ease your mind. Um I know they've talked about yoga and meditation and that kind of thing. They kind of just give you a lot of options regarding that and I think the camaraderie of being with other single parents who've been through what you're going through. That just kind of helps alot, having that support. And being led by someone who knows what they are doing kind of instructing and helping you to find these new, healthy coping mechanisms. Susan: I'm sure the court would like that. Liz: They would. I know we've gone over alot today and our time is running out. I	Offering emotional support/ alternate options for client Demonstrating empathy towards client's situation	Though my intentions were to comfort the client, I feel I offered an overwhelming amount of information here without really giving the client a chance to respond.

do want to reiterate that we are definitely going to look into tenn-care for you, definitely going to look into the food stamps. And this is allyou can do the tenn-care at the health department and we can give you all the paperwork for the food stamps here at the office today to fill out. So we can go ahead and get the ball rolling on that. And like I said, with the classes here that can help you with methods of decompression and easing your mind because like I said, I know it's been alot. And as our sessions continue we will talk about job options and see where that road takes us. Like I said, we are here to help and we do, like I said, we don't want to take your babies away we just want to ensure they are in a safe environment.	Clarifying/ offering reassurance to client Summarizing	The ending of the interview came across as a bit rushed and I feel that I slightly overloaded the client with information.