

Elizabeth Riley

Case Management Project 2

Process Recording

Verbatim Dialogue	Identify Skill Used	Analysis/Self-Correction
<p><i>"Beginning" Section 0:00 min.-3:00 min.</i></p> <p>Liz: Hello, what's your name?</p> <p>Susan: Hi, I'm Susan.</p> <p>Liz: Hi Susan. My name is Elizabeth and I will be your social worker today. Do you know why you're here?</p> <p>Susan: Honestly, no, I have no idea. I just got told to show up or I would go to court so I'm here.</p> <p>Liz: Before we get started, I'll 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. 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 been coming to her house and asking her for food. She was concerned about what they</p>	<p><i>Introductions</i></p> <p><i>Clarification of how I work/ confidentiality</i></p>	<p>I feel that I should have made more of an effort to incorporate small talk here.</p> <p>I'm satisfied with my clarification here.</p> <p>I feel like I rushed this a bit. I should have gradually led the client into the explanation of why we were meeting.</p>

<p>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?</p> <p>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.</p> <p>Liz: Okay, can you tell me a little bit about your kids? How old are they?</p> <p>Susan: One is ten and the other is six.</p> <p>Liz: What are their names?</p> <p>Susan: Jake is ten and Samantha is six.</p> <p>Liz: Jake and Samantha. Okay, and they are in school?</p> <p>Susan: Yes</p> <p>Liz: And what grades are they in?</p> <p>Susan: I guess she's in sixth and he's in fourth? I don't know</p>	<p><i>Explaining the reason why the client is here/offering her a chance to speak her side of the story</i></p> <p><i>Attempting to connect with/ get to know the client</i></p>	<p>Here, I was attempting to connect with the client and get to know her situation. I feel that I did this well.</p>
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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 pay...but 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 fired for it and it was just absolutely ridiculous.

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.

<p>Liz: Okay. And did you try to file unemployment after that happened?</p> <p>Susan: Um, no, I didn't think I would be able to do that because I was fired.</p> <p>Liz: That is correct. How long ago was this?</p> <p>Susan: I think it's been about two months now.</p> <p><i>"End" Section: 27:13 min.-30:13 min.</i></p> <p>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?</p> <p>Susan: Um, I'm just so overwhelmed. I would say like a 7. I mean obviously I'm still functioning...I 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.</p> <p>Liz: Well, how have you coped with stress in the past? What have been your coping mechanisms with that?</p> <p>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.</p>	<p><i>Allowing the client to explain her job situation in her own words</i></p> <p><i>Exploring client's emotional state</i></p> <p><i>Demonstrating active listening skills</i></p> <p><i>Exploring client's coping mechanisms</i></p>	<p>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?"</p> <p>I think using the scale method here was a good idea as it allowed the client to explain her perspective.</p>
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<p>Liz: So has drinking always been your method of decompression, of relaxation, just easing your mind?</p> <p>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.</p> <p>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.</p> <p>Susan: I'm sure the court would like that.</p> <p>Liz: They would. I know we've gone over alot today and our time is running out. I</p>	<p><i>Exploring client's methods of decompression/relaxation</i></p> <p><i>Offering emotional support/alternate options for client</i></p> <p><i>Demonstrating empathy towards client's situation</i></p>	<p>My tone here came across as slightly accusatory. I need to be sure and watch my tone throughout interviews with future clients.</p> <p>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.</p>
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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 all...you 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.		
	<i>Clarifying/ offering reassurance to client</i>	The ending of the interview came across as a bit rushed and I feel that I slightly overloaded the client with information.
	<i>Summarizing</i>	