

## DEPARTMENT OF SOCIAL WORK

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PAPER: MS-301 INTEGRATED SOCIAL WORK PRACTICE

### MODEL ANSWER

#### I. OBJECTIVE QUESTIONS:

1. Services rendered by Integrated Children and Youth Services Centers are  
**d. All of them**
2. Advantages of integrations for Service Unit are:  
**c. Both a & b**
3. Multi-context intervention, assessment & convenient to service users are the advantages of profession oriented integration (**True**).
4. Within one locality, different agencies or workers join together. e.g. agencies join together to respond to hot issues like indecent assault is known as **Locality Oriented Integration**.
5. It provides the service in order to meet the individual or family needs  
**c. Client oriented integration**
6. Integration is ideal to offer comprehensive services to the service users but in reality, the resource is not directly proportional to the increasing of services (**True**).
7. Locality-oriented integration responds to the hot issues which usually reflect the needs of people (**True**)
8. Re-deploying existing resources means:  
**d. All of them**
9. ICYSC means:  
**a) Integrated Children and Youth Service Centers**
10. Fragmentation of services means lacking communication among service units (**True**)

#### II- SHORT ANSWER QUESTIONS: (attempt any five write your answer in 200-250 Words)

1. Define service oriented integration?

Ans. Service/worker oriented Integration means different service units or workers join together. A worker is responsible to provide counseling service, holding groups and programs in different settings. For example in ICYSC- Integrated Children Youth Service Center different services are integrated as- children and youth centre services + outreaching social work + school social work services.

Advantage of service oriented integration:

#### For service unit

- More flexibility in deploying manpower and other resources
- reduce overlapping services
- under one management => increase accountability

Disadvantages:

## For service users

- Intergraded services => decrease services provided for their special needs (especially for those marginal youths)
- Workers discussing time increase => delay services implementation

### 2. Describe integration and mention its rationale?

Ans. Integration is combining two or more things together. Integration have two main categories, one is involved the change of quantity before the integration. Another is involved the change is quality before the integration. The change if quantity defined as accumulating different parties to form a bigger one. The change of quality defined as complicated changes that include the co-ordination to fulfil the change and entirely new function after integration.

Integration is to change the different parts into a new whole. During the integrating process, each of the different parts will have to have some adjustments in order to cope with the change. The quality of the new whole is totally different from the quality of the original parts. Why integration is done:

- Respond to the changing needs of clients and society.
- Repair the difficulty in Service Centre, e.g. overloaded and overstretched.
- Solve the problem on service delivery.
- Prevent duplication on service.
- Allow centre to allocate the recourse flexibly.
- Reduce the high expenses in social welfare agencies, *e.g. the salary of senior worker.*
- Social Workers are suggested to be generalist in all fields.

### The rationale of Integration approach:

**Coordination and Integration of the Service Delivery:** Provide clients with more convenient access to a wide range of services (e.g. One-stop service) and enable more flexible and cost-effective use of available resources. Different service units join together to work for the betterment of the clients.

**Holistic and Person-oriented approach:** The coverage of the service should include all groups in society and no group is being left out. (Comprehensive coverage)The services provided by agencies should base on the needs of clients and society. Clients can get comprehensive care. It allows the worker uses multi-content and multi-level approach to meet the needs of clients.

### 3. Explain social work intervention with individual?

Ans. Social work intervention with individual's main focus is to help individuals help themselves. Traditional methods are frequently combined in practice where the workers may work basically with individuals and families and set goals that may also include a group or community effort. It is individualized, scientific, and artistic. It helps individuals with personal as well as external and environmental matters. It is a method of helping through a relationship that taps personal and other resources for coping with problems.

**Study:** Contacts during the initial phase may be among the most dynamic of the entire process. Client is likely to feel most helpless and vulnerable and most available to the helping process. Sympathetic listening, demonstration of acceptance, reassurance, demonstration of confidence in

ability, and judicious stroking are powerful tools of the social worker and can be highly therapeutic.

**Assessment:** Provides a differential approach to treatment based on individual differences and needs. An individual's strengths need to be identified and utilized as part of the change process. It includes initial impressions that are confirmed, modified, or rejected in the light of additional information and includes judgment about the strength and limitations of the individual in coping with the situation. Treatment planning and treatment itself are guided by assessment. There is mutual agreement of the worker and the client in assessment. Goals must be congruent with the client's needs and the availability of services. These goals are respected, supported and reinforced.

**Intervention:** Intervention or treatment begins with the first contact. The study process is treatment when it helps the client to clarify the problem and to make changes from this understanding. The relationship is the mainspring of social work intervention. Skills in intervention include interviewing, recording, letter writing, referrals to other agencies and services, and helping the client to use personal and other resources. Efforts support and strengthen the client's ego through emotional catharsis, reassurance, clarification of the problem, and sympathetic listening.

**Termination:** The ending or limiting of a process that was commenced when the agency agreed to enter into the intervening process aimed at delivering a service to a client with a problem. Termination is a time when the client can look back with satisfaction on what has been accomplished. Signals that the worker has confidence in the client's ability to learn to cope with situations and grow.

#### 4. Define group? Mention different types of groups?

Ans. A group is a collection of two or more individuals who have developed a common social identity relating to some object of activity or two or more individuals interacting and interdependent, who have come together to achieve particular objectives.

#### **Elements of a Group:**

- Interaction among the members.
- Members are aware of their membership in the group.
- Member shares a common cause or interest.
- Organizational structure.

#### **Why people join group:**

- Security, Status, Self-esteem, Affiliation, Power & Goal Achievement

#### **Types of Group:**

- **Formal Group:** A designated work group defined by the organization's structure.
- **Informal Group:** A group that is neither formally structured nor organizationally determined; appears in response to the need for social contact.
- **Interest Group:** Those working together to attain a specific objective with which each is concerned.
- **Friendship Group:** Those brought together because they share one or more common characteristics.

- **Voluntary & Involuntary Group**
- **Reference group:** Important groups to which individuals belong or hope to belong and with whose norms individuals are likely to conform.

5. Discuss contract phase?

Ans. *Contract Phase includes assessment, negotiation of contract and problem solving*

**Assessment** is the exploration part through which the professional gets an understanding about the clients' problems, strengths, inter and intra personal as well as environmental factors that the client is living in. Goal setting and interventions largely depends on what is being assessed or has been assessed. The accuracy level of the assessment determines the practicality and success of goals and interventions. To bring in any clear and positive change there must have been an accurate and complete assessment done on the relevant subject.

**Negotiation of contract** Negotiation of Contract is the act of two or more parties discussing points of a potential partnership arrangement. The goal is for an agreement to be made that is beneficial to all involved parties.

**Problem solving includes these stages:**

**A. Assessment and evaluation**

- How are problems related to needs of client system?
- What factors contribute to the creating and maintaining of the problem?
- What resources and strengths does client have?
- What knowledge and principles could be applied from social work practice?
- How can the facts best be organized within a theoretical framework in order to resolve the problem

**B. Formulation of a plan of action**

- Set reachable goals
- Examine alternatives and their likely outcomes
- Determine appropriate method of service
- Identify focus of change efforts
- Clarify roles of worker and client

**C. Prognosis**—what is worker's hope for success?

6. What do you mean by negotiation of contract?

Ans. Negotiation is an interactive process between two or more parties seeking to find common ground on an issue or issues of mutual interest or dispute where the involved parties seek to make or find a mutually acceptable agreement that will be honored by all the parties concerned.

Negotiation of Contract is the act of two or more parties discussing points of a potential partnership arrangement. The goal is for an agreement to be made that is beneficial to all involved parties. Successful contract negotiation means that both sides look for positives that benefit both parties in every area while achieving a fair and equitable deal. A signed contract that

benefits both parties will provide a firm foundation to build a long lasting relationship with your client.

### Objectives of Contract Negotiations

- Explain clearly all essential prerequisites, terms and conditions
- Goods or services to be provided are unquestionably defined
- Compensation is clearly stated
- Acknowledgement of: Effective dates, completion/termination dates, renewal dates
- Identify and address potential risks and liabilities
- Define and set reasonable expectations for this relationship currently and into the future

### 7. Discuss method oriented integration?

Ans. Use all three social work practice methods to deal with the different levels of client's problem. *E.g. Case, Group, Community Work*. The rationale of the integration is to provide preventive, supportive and remedial services to the clients. For example: IFSC is integrated as family resources unit (preventive and educational), family support unit (supportive and empowerment) and family counseling unit (intensive counseling). Within these service units, it includes the practice of case, group and community work to intervene with client's needs.

### Advantages

- Actively respond to clients' needs: The model could provide initiative to client's needs. For example: FSC used to specialize in doing the case. The case was received passively. The center could not put the first aid and assess potential risk of the family. The support network is rather weak for those families in need. After integration, more preventive and supportive work would be done as to response to the needs of the client. Worker would go outreaching to identify potential clients.
- Easy to assessable: Before the integration, client needed to face geographic inconvenient. Different government departments would respond to their work individually. Case department and group department were different units that located in different areas. Client needed to refer to different departments when they undertook case or group intervention. Method integration which provides all three levels of practice would be undertaken in one single unit. Client no longer needed to refer to different departments to undertake different services.
- Person-centered: Person centered approach is likely applied as client could get comprehensive case within three aspects of intervention. Clients can obtain different intervention methods according to their needs.
- Simpler administration: One case file is used within the agency for each client when getting different services.

### Disadvantages

- The quality of work: Dealing with all different methods may introduce much more workload and pressure to workers. Different methods may require skills to handle the tasks; the worker may not familiar with all the methods and thus have pressure when they are requested to provide services that they are not good at.
- Use of the resources: The resources may be reduced after method integration. One service center is used to capture the work of case, group and community work. However, the

resources may not be enough to provide all three aspects. Center has to balance the resources and provide a fixed amount of group work and community work project. The resources may not be flexible enough in response to client's needs.

- The quality of worker: The worker used to specialize in doing one field unit, however, after integration; worker would require being skillful in both group work, case work and community work. Workers may not be able to master the demands of all the methods they would not handle the work properly as lack of skill training.
- Complicated administrative procedures: Different methods may associate with different administration procedures, providing all these methods by a single agency may make the overall administration complicated. Even though having the same case file, different services may still be provided by different workers

### **III- LONG ANSWER QUESTIONS: (Attempt any Two) 10x2 = 20**

1. What Programs could be Included in an Integrated Social Services Model?

Ans. Integrated Social Services Model includes following programs:

- (1) Programs that provide basic income and other economic supports e.g. Temporary Assistance for Needy Families (TANF), and Child Support
- (2) Programs and funding streams that provide services to meet the other basic needs most families have e.g. Medicaid, State Children's Health Insurance Program (SCHIP), and the Child Care and Development Fund (CCDF)
- (3) Programs that provide more specialized services and supports to families who need them e.g. the Substance Abuse Prevention and Treatment Grant (Substance Abuse Grant); the Mental Health Services Grant (Mental Health Grant); the Family Violence Prevention and Services grant (Family Violence Grant); the Child Abuse Prevention and Treatment Act grants (CAPTA Grants); the Child Welfare Services grant (Child Welfare Services Grant); the Promoting Safe and Stable Families grant (PSSF Grant) and the Foster Care and Adoption Assistance program (Foster Care and Adoption Grants)]; and
- (4) Funding streams that provide a wide range of services and can often serve as "glue money" in patching together a comprehensive set of services for a family e.g. the Community Services Grant (CSG) and the Social Services Grant (SSG).

2. Explain the Environmental approach?

Ans. Environmental theory states that the environment in which a person lives has a great impact on his/ her life and environment plays a significant role in solution of a problem of the client. Social workers use theories as a basis for gathering and interpreting data. Theories guide research as well as practice in social work. A variety of theories exist to help social workers develop a comprehensive assessment, treatment recommendations and goals. Some theories are more widely accepted than others. Most social workers use a variety of theories to guide their practice. Urie Brofenbrenner's widely accepted framework describes the relationship between various ecological systems. This theory describes how ecological systems influence development. For example, the neighborhood where a child resides, the school she attends and her relationships with extended family members influence a child's well-being and development. Social workers utilize this theory by taking into account a

person's environment when conducting an assessment, establishing a diagnosis and formulating treatment plans

This theory includes: micro, exo, mezzo, macro and chrono level study and analysis for understanding and designing program or solution of a problem.

3. Discuss the agency oriented integration model?

Ans. Agencies Oriented Integration: integrating different services of different agencies working on any particular issue or area for solution of clients, group or community problem as- DECC (district elderly community center) Integration of Social Welfare Department, DECC, NEC, Non-Governmental Organization elderly centres, home services, care & attention home, nursing home, the leisure and cultural service department and Hospital Authority. Agency oriented Integration increase the resources & utilize the strengths among different agencies

#### **Advantages:**

- **Re-deploying existing resources:** Different agencies join in the service can manipulate the resource more efficiency. The flexibility of the service can be increase due to the more resources in used. Service become more faultless which is benefit to our service users?
- **Injection of new resources:** Different kind of service provided wide range of resource. It solved the problem which is lack of resources, knowledge and professional. It expands the function to provide a wide range services to the services users.
- **Increase agencies communication and cooperation:** Agencies oriented integration highlight the issue about cooperating between different agencies. The information, knowledge were interchange within agencies. Due to the cooperation increase, service become diversely and gives more choice to service users. Resources saving with integration that reduce the repetition expenditure on the same resources.
- Save some NGO's life and retain them in the community Resources, manpower supported by different agencies save some NGO's life. They can have more chance to provided service and maintain their competitiveness in the community.
- Joins professional workers together: such as social worker, psychologist, elderly assessment workers, doctors...etc. therefore, they could provide one stop-service to service users.

Some of the disadvantages of it are:

- More complicated cooperation that may take a long time to work with other departments.
- Takes more time to communicate and cooperate with all the departments and centres.
- More difficult to allocate resources because there may lack of manpower to proceed the service render provided by the different departments. (Explain it in detail).