1. Explain the process of social casework.

Ans: Social casework is an ongoing process of exploration (study), assessment (diagnosis), formulation of goals and treatment planning, intervention (treatment), evaluation and termination (disengagement). Fern Lowry (1936) described this process as similar in form to a rope woven of multiple strands. When one cuts the rope at any point, all the component strands are exposed.

In the same way, examination of social casework at any point of time reveals fact-finding, assessment (diagnosis) and intervention (treatment) taking place concurrently. The first three of the processes, viz., fact-finding (study), assessment and planning for intervention, represent simply the empirical methods of a science applied to a human problem in a social work context.

This method involves seeking and ordering information and determining the nature and strength of the evidence which supports it. The caseworker then makes inferences based on the information, theoretical knowledge, and the experience of himself and others.

There are three phases of social case work process: Intake and psycho-social study, social diagnosis, treatment, and termination.

Intake:
- Intake is an administrative procedure and not a process of social case work to take in the person with problem for example admit him or enroll him as a client of the agency. After this phase the case worker is able to assess the needs and problems of applicant person and how and where his needs can be best met.

Psycho-Social Study:
- Social investigation is a psycho-social process. It is the initial phase in which the worker gains his first understanding of the kind of help his clients needs. The worker must understand what the client sees his problem as, what he think can be done about it, what he himself/herself tried to do about it, and what are the reasons the client has identified for his present difficulty.

Perlman has given the following contents of the case work study in the beginning phase:
1. The nature of the problem
2. The significance of this problem
3. The causes of the problem
4. The efforts made to cope with problem solving
5. The nature of the solutions or ends sought from the case work agency.
6. The actual nature of the agency and its problem solving means in relation the client and his problems.

Method:
- Perlman has suggested four methods for operating in the beginning phase:
  1. Relating to the client
  2. Helping the client to talk about his troubles
  3. Focusing and partializing
  4. Helping the client to engage with the agency

Tools and Techniques in the beginning phase:
1. Interview
2. Objective observation
3. Examination of records and documents
4. Collection of information for collateral and family sources
5. Special examination of test

Social Diagnosis (Assessment)
- On the basis of the study of the problem in its past, present and future setting and the clients positive and negative reactions and interactions, the internal pressure and environmental factors the case worker assess or diagnose the clients problematic situation. Diagnosis is an explanation formulated in the light of known fact.

Content of the social diagnosis
- The content of the case work diagnosis fall into the triangular pattern. It consist of
  1. The nature of the problem brought and the goals set by the client, in their relationship to;
  2. The nature of the person who bears the problem (his social and psychological situation and functioning) and who seek (or needs) help with his problem, in relation to;
  3. The nature and purpose of the agency and the kind of help it can offer and/or make available

Types of diagnosis
- Perlman has described three types of diagnosis that is carried on in social case work process.
  These are:
  Dynamic Diagnostic;
  Clinical diagnosis;
  Etiological diagnosis