

Case Scenarios for Skills Demonstrations (IPR) / interviews:

George, a young father, seeks service because he and his wife have just given birth to a child with Down Syndrome. This is their first child. He reports that he and Sheila have a good relationship but he is worried about the future and what challenges may come for them and for their new baby son. He is a salesperson and often travels for business. The grandparents live a distance from them.

Desiree is a 21 year-old African American college student who reports feeling overwhelmed with the responsibilities of school, part-time work, and being away from home. She likes what she is studying but she misses her family. As the interview unfolds Desiree identifies that she feels hopeless and has moments when she thinks of hurting herself.

You meet Charles at the Juvenile Detention Center. Charles is a 15 year-old boy who admits to chasing his mother around the house with a knife. He states that he does not like living with his mother who is divorced from his father. He believes he should live with his father (even though he tried it for a while and was returned to live with his mother). Charles says he has no friends and that his mother just pesters him.

Howard is a 68 year old African American man. His wife of 46 years, recently died. Howard lives alone in an apartment building and his two sons check in on him periodically. While trying to cook for himself Howard has left the stove on twice, resulting in the smoke detectors being activated and neighbors calling. His sons have brought Howard to see you.

Martha is a 50 year-old woman who wants to set some boundaries with her 24-year-old daughter, Mary. They are currently living together, but Martha feels their relationship is too enmeshed. Mary relies on her mother for transportation so they end up doing a lot of activities together. Martha would like to develop more friendships with people her own age and not feel so lonely and dependent on her daughter.

Maria's family emigrated from Mexico when she was 4. She is now 16 years-old. She got involved with a group of teens who were using drugs and skipping school. Her parents moved her to a new school. She misses her old friends and is very angry with her father, who she says does not listen to her or treat her as a soon-to-be adult. She has been a good student but does not feel very motivated now.

Nadia is a 31 year-old woman who holds a professional degree and a full-time job. She and her boyfriend, Mark, a military veteran, have been dating for about a year. Nadia reports that she and Mark are very compatible and enjoy doing lots of similar activities, and spending time together. Over the weekend, Nadia states that they had an argument about one of her friends and it escalated to the point that Nadia found herself cowering and feeling fearful.

Jamala, aged 15, and her mother, Selima, are locked in a conflict about privileges and chores. Selima is a single mother and believes that Jamala should complete all of her daily cleaning chores to her satisfaction before going out with her friends. Previously, Selima had given Jamala a list of specific behaviors that needed to be changed so that she could regain privileges. Jamala ignored the list, and refused to talk to Selima. Jamala's behavior is another source of tension between the two. Selima sees Jamala's behavior as argumentative, headstrong and disrespectful.

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Kiana
Rene

CASE STUDY Vignettes

Lydia is a 21-year-old Asian American college student who reports feeling overwhelmed with the responsibilities of school, part-time work, and being away from home. She likes what she is studying but she misses her family. As the interview unfolds Lydia identifies that she feels hopeless and has moments when she thinks of hurting herself.

You meet Jason, who is white, at the Juvenile Detention Center. Charles is a 15-year-old boy who admits to chasing his mother around the house with a knife. He states that he does not like living with his mother who is divorced from his father. He believes he should live with his father (even though he tried it for a while and was returned to live with his mother). Jason says he has no friends and that his mother just pesters him.

Howard is a 68-year-old African American man. His wife of 46 years recently died. Howard lives alone in an apartment building and his two sons check in on him periodically. While trying to cook for himself Howard has left the stove on twice, resulting in the smoke detectors being activated and neighbors calling. His sons have brought Howard to see you. Howard seems a bit confused about the visit and tells you he is very lonely.

Client: Nadia (Keneel)
S.W: Lon

Skills Checklist for Interviewing IPR (OBSERVER)

During the IPR interview, the **observer's role** is to use the following checklist to track then share thoughts about the process that occurred between the social worker and client. Only give feedback regarding skills being used in the particular role play. Consider how to give thoughtful and substantive feedback.

Commented [WM1]: Instructors, consider posting the following worksheets to Blackboard so that students have access to them and so you don't need to copy them weekly.
Remind students to share the feedback with their small groups (e.g., on Blackboard or via Google docs, etc.).

SOCIAL WORK SKILL	EXAMPLE OF HOW THE SKILL WAS USED	EFFECT THE SKILL HAD ON THE CLIENT OR ON THE PROCESS
ENGAGEMENT PHASE		
introducing self and the organization / outlining limits to confidentiality		
building rapport / putting client at ease / conveying unconditional positive regard		
attending / active listening		
conveying empathy / genuineness / being authentic		
EXPLORATION AND ASSESSMENT PHASES		
"funneling technique": asking general questions to begin, then gradually prioritizing and targeting questions		
intentionally asking good quality questions	Asked good ques. But did not do alot of digging	
naming feelings	Nothing emotions But not seeking explanation	
reflecting / conveying understanding	Need more understanding of the client and relationships	
exploring / asking open-ended questions		
clarifying / seeking concreteness	Not alot of clarifying questions asked	
paraphrasing / summarizing		
focusing / guiding the helping process	Client led the conversation	

Why?
What made you feel away?
Handle what?

• Past Relationship?
• Prev. Experience w/ abuse?

— Trying to diagnosis boyfriend

Client keep saying : Not my job / Too much

Pencee
(client)
Low
(social)

Session Rating Scale for IPR (SRS V.3.0) CLIENT

Name of Client: Pencee
Social Worker: Low
Date: 10/16

Client, please rate today's session by placing a mark on the line nearest to the description that best fits your experience:

I did not feel heard, understood, and respected.	Relationship -----○-----	I felt heard, understood, and respected.
We did not work on or talk about what I wanted to work on and talk about.	Goals and Topics -----○-----	We worked on and talked about what I wanted to work on and talk about.
The social worker's approach is not a good fit for me.	Approach or Method -----○-----	The social worker's approach is a good fit for me.
There was something missing in the session today.	Overall -----○-----	Overall, today's session was right for me.

NOTES: Why did you rate the session this way?

focused on boyfriend instead of how I (client) felt.
I wanted to express, rather than problem solve

Client Session Rating Scale (SRS V.3.0)

Name of Client: Desiree
Social Worker: Low
Date: 9/11/21

Client, please rate today's session by placing a mark on the line nearest to the description that best fits your experience:

I did not feel heard, understood, and respected.	Relationship -----	I felt heard, understood, and respected.
We did not work on or talk about what I wanted to work on and talk about.	Goals and Topics -----	We worked on and talked about what I wanted to work on and talk about.
The social worker's approach is not a good fit for me.	Approach or Method -----	The social worker's approach is a good fit for me.
There was something missing in the session today.	Overall -----	Overall, today's session was right for me.

NOTES: Why did you rate the session this way?

Sometimes we went too fast to solutions without really digging deeper or hearing my feelings first.

Skills Checklist for Interviewing / Skills Demonstration IPR

During the IPR interview, the observer's role is to use the following checklist to track then share thoughts about the process that occurred between the social worker and client. Consider skills for giving good quality feedback.

SOCIAL WORK SKILL	EXAMPLE OF HOW THE SKILL WAS USED	EFFECT THE SKILL HAD ON THE CLIENT OR ON THE PROCESS
ENGAGEMENT PHASE		
introducing self and the organization / outlining limits to confidentiality	Not sure a Intro. was used	
building rapport / putting client at ease / conveying unconditional positive regard	or that a rapport was established w/ the client	
attending / active listening ✓	Most of the convo. was led by client.	more selective hearing...
conveying empathy / genuineness / being authentic	provided empathy and genuineness but did not provide feedback...	
EXPLORATION AND ASSESSMENT PHASES		
"funneling technique": asking general questions to begin, then gradually prioritizing and targeting questions ✓	Completed quickly	
intentionally asking good quality questions	asked good questions	
naming feelings	N/A	
reflecting / conveying understanding	showed understanding but skipped over feelings kind of.	
exploring / asking open-ended questions x	explored different questions really quickly and didn't really prepare for follow up questions.	
clarifying / seeking concreteness	Sometimes about Mother Relationship	
paraphrasing / summarizing	? Not sure if this was completed	
focusing / guiding the helping process ✓	guided the process but left out the social worker from picture.	

skipped?

Social worker listened for

keywords and went from there

provided empathy and genuineness but did not provide feedback...

Completed quickly

asked good questions

N/A

showed understanding but skipped over feelings kind of.

explored different questions really quickly and didn't really prepare for follow up questions.

Sometimes about Mother Relationship

? Not sure if this was completed

guided the process but left out the social worker from picture.

straight to problem solving

Focusing on pushing the client away...

Client: Renee
social worker: LW

"Social Worker" Reflections on the Skills Demonstration IPR

Immediately following the skills demonstration, the **social worker** takes time to write brief answers to the following questions:

What was your expectation for this brief encounter?

To have the client figure out what option she have and to take the positive from the good day and apply to self when getting overwhelm

What do you think the client was trying to say? What do you think he/she wanted from you?

she needs to

What do you think the client was feeling during the session?

feeling overwhelm and wanting to communicate with mother for a moment

What thoughts were going through your mind?

I thought she needed to meet other student with similar issues

What were you feeling? Where were those feelings located physically in your body?

nervous, because the client did

Is there anything you wish you had said to the client? If you had the chance now, how might you tell him/her what you are thinking and feeling?

yes, that her feeling are genuine and somewhat normal since she was homeschooled and away from others.

What do you think the client's perceptions of you are?

a social worker with idea she may not be ready for yet.

How successful were you at applying today's course content to the client interview? Why?

I think there were area I need to improve in but overall, I think I gave her some options to consider,