Intern: \_\_Kiara Johns\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_6/23/2024\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PR#\_\_\_\_1\_\_\_

*Western New Mexico University’s School of Social Work*

*BSW and MSW Program Foundation Year Process Recording Template*

1. **Client Pseudonym:** Michael Mouse
2. **Basic Demographics:**

Michael is a 69-year-old Caucasian male. He is retired military personnel who has served for over 20 years. During his time as army personnel, he went to war with some of his friends, where many of them lost their lives. Michael on the other hand, lost his hand and broke one of his legs, leaving him permanently disabled. The loss of his friends made him depressed, and later, he started abusing alcohol. He still has some nightmares about the incident. Michael lives with his only son. Michael feels like he is a burden to his son since his son helps to provide care to him, including personal care, preparing meals, making sure he is stable when ambulated with his walker and helping him get to and from his medical appointments. The fact that Michael cannot support his son financially makes him feel sad. Michael is afraid that his son cannot manage his family well due to him. Sometimes, Michael gets upset with his son when his son refuses to buy him alcohol. Michael will become verbally abusive towards his son.

Despite the emotional and physical issues, Michael is battling with type 2 diabetes and hypertension. Michael does not want to take his medication as prescribed, and he does not follow his diet.

In summary, this case is complex because Michael is dealing with not a single factor but a combination of physical disability, socioeconomic status, family dynamics and mental health challenges. Understanding his case will be important in understanding how to better serve Michael and get services places in his home that will benefit him as well as his son.

1. **Purpose of Interview or Meeting and Participants:**

The purpose of the interview was to conduct a preliminary assessment of Michael's wellbeing and to begin developing a plan to address his needs. The session of primary participants was Michael Mouse himself, the social worker intern. The interview aimed to collect information about Michael's current living situation, physical and mental health conditions, daily routines, and support systems. A key focus was to understand the challenges Michael faces due to his war trauma, physical limitations, and strained relationship with his son. The purpose was also to explore options and resources available to improve Michael's quality of life. This could include medication adherence support, mental health services, and connection to community resources for veterans or senior citizens. An essential aspect of the interview was establishing Rapport and building a trusting relationship with Michael. This would allow him to feel comfortable expressing his concerns and needs openly. Based on the information gathered, the purpose was to develop an initial plan for future interventions and support. This plan would likely be refined and adjusted as the social worker intern gained a more comprehensive understanding of Michael's situation.

1. **Observations:**

The assessment was held at Michael's home. Micheal appeared to be clean and groomed. Michael was appropriately dressed. Michael's home was slightly cluttered with boxes but had clear walking paths. Social worker intern observed food in the home and working utilities. Michael avoided making eye contact and fidgeted with his hands when social worker intern first arrived, giving off an anxious vibe. Michael's stance was bent, and his voice was quiet. Michael seemed more concerned with his lap than his surroundings. Michael's voice quivered a little when he spoke, and he frequently gave reluctant answers. Concern and a hint of optimism were visible in Michael's facial expressions.

1. **Content:**

See Attached Sheets.

1. **Post-Interview or Post-Meeting Assessment:**
* SWI will be to help Michael on community resources and provider agencies to access vital support services.
* SWI will provide follow up care to Michael in terms of quality-of-life issues, taking into account both the physical and emotional aspects.
* SWI is going to evaluate Michael’s basic needs and his feelings and needs will be monitored further.
* SWI will schedule home visits at least once a month to assess Michael’s progress and provide access to needed services.
* SWI will perform a more thorough analysis of Michael's coping strategies and sources of rage.
* SWI will refer Michael to agency's psychiatrist services to work on communication skills and relaxation strategies to help him better control his rage.
* SWI will examine possible sources of stress in Michael's life and will work with Michael to develop coping mechanisms for them.
* SWI will refer Michael to a diabetes education class.
* SWI will focus on motivating Michael to join any support groups or community programs where he can get additional support and resources.
* SWI will provide community resources to Michael and family to address their needs and improve their overall well-being.
1. **Assessment of Social Worker’s Roles and Skills:**

In my interaction with Michael, I assumed several critical social work roles:

* Assessor: I learned about Michael's past and present circumstances and difficulties by asking open-ended questions and actively listening.
* Instructor: I started teaching Michael the value of taking his medications as prescribed to treat his medical issues.
* Advocate: By locating and putting Michael in touch with the right resources, I, as the social worker, will stand up for his welfare.
* Collaborator: To create a thorough support plan, I will work with Michael's son, medical specialists, and other social service providers.

**Skills**

During the interview, you utilized a variety of social work skills:

* Active Listening: I showed this ability by paying close attention to Michael's nonverbal and verbal clues, which made him feel heard and understood.
* Establishing Rapport: For Michael to feel comfortable discussing his experiences, I tried to build a trustworthy relationship with him.
* Open-Ended Questioning: Michael was prompted to expound on his circumstances and provide me with a better knowledge of his needs when I asked open-ended questions.
* Assessment Skills: An essential social work skill is the capacity to compile data and evaluate Michael's circumstances.
* Critical Thinking: Critical thinking was essential to creating a successful intervention as I evaluated Michael's requirements and the resources available.
1. **Plan for Next Session:**

For the next session, the SWI will schedule Michael’s follow-up in four weeks. SWI will work on developing a plan to help Michael address his concerns. This involves helping him heal from the post-traumatic event, reduce depression, appreciate his son, and start taking his medication on time. SWI will put in a referral to MHMR psychiatrist. SWI will speak with Michael’s provider nurse about possibility getting Michael medications put in pill planners. SWI will speak with Michael’s provider RN and Case manager about increasing nursing assessments. SWI will make a referral to Handi-Tran to help Michael’s son with transported Michael to and from doctor visits. SWI will make a referral for a home health aide to help Michael with things around the home such as assistance with eating and cleaning.

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| Dialogue | Skills used | Feelings | Thoughts | Course Instructor Comments |
| SWI: Hello Michael, how are you? My name is Kiara Allen and I am a social worker intern. | Introduction | Neutral | Curious about the life of Michael |  |
| Michael: Hello, thank you for having me. I am great. | Building Rapport | Humble | Optimal about the session. |  |
| SWI: I’m so glad you agreed to meet with me. How are you feeling today? | Building Rapport | Friendly | Curios about clients' wellbeing. |  |
| Michael: I can say that everything is fine, nothing new | Active Listening | Humble | Answers question asked with ease. |  |
| SWI: That's great to know. This is a safe space, so feel free to talk and ask any questions. | Clarification | Cautious | Wondering if the client will open up. |  |
| Michael: Thank you so much. | Appreciative | Neutral | I am still determining if this feels like it is a safe space. |  |
| SWI: Can you tell me about yourself? Where are you from? What do you do…? | Active Listening | Persuasive | Optimistic that the Michael will open up a bit. |  |
| Michael: I am a 69-year-old divorced male with three children and five grandchildren. I was born in the North Carolina but ended up in Texas after the military.  | Providing Information | Easy to talk to. | The client is willing to speak. |  |
| SWI: That is great to hear. Have you faced any challenges while growing up? | Listening | Concerned | Looking to understand the history of the client. |  |
| Michael: Being in the military was very challenging but I have never shied away from a challenge.  | Providing Information | Frustrated | Showing the potential of speaking up. |  |
| SWI: I can understand that. You must have been a hard worker. | Motivating | Highlighting Strengths | The client is easy to speak to. |  |
| Michael: (smiling) Being in the military is not easy. Only the strong can persevere. | Providing Information | Open | Shows signs of being cooperative in the session. |  |
| SWI: Wow. You must have liked your job? | Inquiry | Friendly | Hoping to get the client to provide more background information. |  |
| Michael: I did it out of passion. I had always wanted to be in the military, even as a child. I enjoyed going to war with my brothers.  | Providing Information. | Open | Hoping to get the client to speak about his trauma. |  |

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| Dialogue | Skills used | Feelings | Thoughts | Course Instructor Comments |
| SWI: That’s wonderful that you were able to accomplish a goal of yours, you must be proud of yourself! | Motivating | Happy | Hoping the client feels important. |  |
| Michael: shakes their hand while giggling. | Cooperative | Friendly | A friendly and open space is created. |  |
| SWI: So, Michael what seems to be a challenge for you right now? | Inquiry | Open | Hoping the client speaks about his current issues.  |  |
| Michael: As you can see, I have to use a walker to get around, and my left hand is missing. It’s challenging for me to do lots of things.  | Providing Information | Reflective | Hoping the client provides more information. |  |
| SWI: I can see that; can you tell me more about how you sustained your injuries? | Inquiry | Open | Hoping to get more information. |  |
| Michael: We were bombed at war with my unit (looks at his hand and clicks). I lost my hand, and my leg was crushed leaving me unable to do my job anymore. I also lost two of my best friends in the bombing. | Providing Information | Reflective | Hoping the information is helpful. |  |
| SWI: I’m so sorry that happened to you. I’m sure you still really miss your friends.  | Active Listening | Empathy | Hoping to make the client feel safe speaking with me.  |  |
| Michael: I think about them every day. I don’t understand why I got to live and they did not.  | Providing Information | Reflective | Hoping the information given will help when planning a solution. |  |
| SWI: This can be a challenging thought to have. Have your ever spoken with someone about what you experienced? | Inquiry | Open | Hoping to get more information.  |  |
| Michael: What will talking do? I will still feel like a burden to my son each day.  | Reflective | Frustrated | Gathering that the client is not hopeful about change.  |  |
| SWI: Michael you are not a burden; your son cares for your out of love.  | Encouraging | Motivating | Hoping to boost the client’s morale.  |  |
| Michael: I even yell at him when he’s just trying to help. What kind of father those that? | Inquiry | Angry | The client believes he’s hurting his son. |  |
| SWI: What do you yell at your son about? | Inquiry | Active listening  | Hoping to get the client to provide more information. |  |
| Michael: I get upset at him when he does not want to buy me alcohol.  | Providing information | Reflective | Hoping to get more information.  |  |

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| Dialogue | Skills used | Feelings | Thoughts | Course Instructor Comments |
| SWI: What causes you to drink? | Inquiry | Non-judgmental | Creating a safe space for the client. |  |
| Michael: I started drinking after the bombing. It helped me to cope with things and took the pain away.  | Active Listening | Supportive | Hoping the client feels safe to speak with me.  |  |
| SWI: Has drinking led to any other health issues? | Inquiry | Active Listening | Hoping to get more information. |  |
| Michael: (become emotional) I have Type 2 diabetes and hypertension. The medication and foods needed to sustain to diagnosis are too expensive.  | Providing Information | Open | Thinking of possible resources for Michael.  |  |
| SWI: I understand your frustration. There are resources available to help with this, such as SNAP benefits and Medicaid. What do you think about us exploring those options? | Advising | Supportive | Hoping to get the client to agree to resources.  |  |
| Michael: (nodding) Yes, I am open to anything that can help.  | Active Listening | Responsive | Happy that the client agreed to help.  |  |
| SWI: Are there any other issues that you may be having that you would like to address? | Active Listening, Inquiry | Attentive | Showing interest in helping the client. |  |
| Michael: I feel like a burden to my son because he has to transport me around everywhere. I don’t like taking him away from his own family and responsibilities.  | Providing Information | Active Listening | Happy that the client is opening up more.  |  |
| SWI: I can have your PCP write a referral for a service we offered called the Handi-Tran. You will be able to get free rides back and forth to your medical appointments.  | Educating | Supportive | Happy there are resources available to help Michael.  |  |
| Michael: (very ecstatic) I would love being able to alleviate some of the burden off my son. Please sign me up! | Appreciative | Grateful | Happy that Michael is pleased with recommended services.  |  |
| SWI: I believe you may qualify for home health services as well. Would you like for me to look into that? | Inquiry | Curious | Exploring potential community resources. |  |
| Michael: The more help, the better. Yes, I would love for you to look into home health services for me.  | Appreciative | Grateful | Happy that Michael has started to trust SWI.  |  |
| SWI: Perfect. I will create a plan to get you the services discussed. I would like to see you again next month as well.  | Planning | Hopeful | Demonstrating willingness to come up with an effective plan |  |
| Micheal: Thank you for all of your help. | Active Listening | Appreciative | Happy that client is please with services.  |  |

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| Dialogue | Skills used | Feelings | Thoughts | Course Instructor Comments |
| SWI: It was my pleasure. I look forward to speaking with you again next month.  | Supportive | Receptive | Offering assistance and support. |  |
| SWI: Please do not hesitate to call me if you are in need of anything before our meeting next month! | Advising | Supportive | Continuing to build rapport with Michael.  |  |
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**Summary:**

Michael is a very complex patient who needs care. Therefore, different strategies will be used to learn, understand, and develop a plan to make him emotionally fit. At our next meeting, I will be using the cognitive theory to understand his behavior while I am prioritizing building rapport with Michael and establishing a safe space for him to express his concerns. I will explore his feelings about his health and medication regimen using motivational interviewing techniques. One of the main concerns in motivational counselling is getting clients involved in changing their behavior. A lot of people show resistance to changing one's skills. As a result, social workers need to be persuasive and supportive when leading patients through the phases of behavior change, which range from pre-contemplation to relapse.

Additionally, social workers must be proficient in crucial patient involvement techniques promoting successful behavior modification. Gaining the patient's trust and laying a solid foundation for future change mainly involves demonstrating empathy. It is about expressing empathy and treating the client's issues with respect. When a client in motivational counselling comes clean and admits to misusing drugs, for example, the counsellor's job is to reassure them that there is hope for their problem and that they shouldn't be held accountable for their bad behavior. Demonstrating empathy tells the client, "Don't be scared; I will not judge you. I will also gather information about his support system and preferred coping mechanisms. Additionally, I will discuss the possibility of involving his son in future meeting, with his consent, to facilitate communication and explore family support options.