

## Case Examples (Determine the Phase of the Helping Skills Model)

Instructions:

1. Read the case assigned to your group.
2. Determine which phase of the Helping Skills Model is being described—both for the worker and for the family/case, which may be different.
3. What are some of the tasks that the caseworker needs to do next?
4. What skills will he/she be using?

**Example #1:** Jim was recently hired as a new caseworker in the General Protective Services Unit. He has been assigned to work with the Thompson family, who has been receiving GPS services for lack of supervision of their pre-school children for the past two years. Another referral was received over the weekend alleging that there is no food in the house. Jim needs to go out to the house to verify the food supply and to meet the family for the first time.

**Example #2:** The Moreno family has been receiving post-adoption services for the past 18 months, since finalizing the adoption of a sibling group of three teen children. During this time, there has been no indication of emotional distress in any of the children. Mr. & Mrs. Moreno express continuing delight about the progress the children are making in school and their physical development. You are the worker who has been working with the family since the children were placed in their home.

**Example #3:** The Ying family has met with you on one other occasion. You went to their home to assess whether or not General Protective Services would be needed to assist them in meeting the special needs of their newborn, who was diagnosed with Down's Syndrome. The hospital had referred the family after Mr. Ying expressed regret that the child was "defective" and a girl. He had been hoping that his first-born would be a son. The Ying's have been living in your community for only a few months, having come to the county through a Hmong resettlement program. Mr. Ying assured you that his family did not need services and that he would take care of any problems. He agreed to call the local Office of Mental Retardation to enroll the baby in infant stimulation services, but a check with that office, four weeks after the visit, indicated that no call had yet been received. A check with the local medical clinic indicated that the Yings also missed the first well-baby check-up last week.

**Example #4:** You have been working with the Diminster family since you began as a General Protective Services caseworker in your agency three months ago. They are quite welcoming when you visit them, although they have not followed through on attending the parenting skills classes indicated on their Family Service Plan. Mrs. Diminster says it is just too hard to get all of the four children ready after dinner and ready to be picked up by the van. She is concerned that the late bedtime after the nine p.m. end of class and the half hour ride home creates too late a bedtime for Jimmy, the five year old who attends morning kindergarten.

## Case Examples (continued) (Determine the Phase of the Helping Skills Model)

**Example #5:** As a new caseworker in the Placement Unit, you have been assigned to work with the Alexander family. Your supervisor tells you that the Alexander family has two children in kinship care, living with their maternal aunt. They have been in care for the past 11 months. The parents continue to struggle with maintaining their sobriety and meeting the objectives on their Child Permanency Plan. Mr. Alexander recently lost his job after his third DUI arrest caused him to lose his license and he could not find a ride to work. Mrs. Alexander has been attending Alcoholics Anonymous meetings and keeping all of her appointments with her rehab counselor. She has been sober for three months, but recently, her anxiety has increased and she was arrested for disorderly conduct after fighting with the manager of the apartment complex when he threatened to evict them for being behind on their rent. She expresses anger at Mr. Alexander for continuing to drink and for his recent arrest. She has threatened to leave him and to try to create a more stable environment so the children can come home, but she has not made any steps in this direction. The aunt has stated that she would be willing to provide a stable home for her sister's children, but she is not interested in adopting them. Your supervisor asked you to contact the Senior Adoption Worker to arrange a home visit to discuss permanency planning with the Alexander's.

**Example #6:** You've been a Child Welfare Professional for two years in the General Protective Service Unit. You are going to make a home visit to the Miller family today. The family has been on your caseload since you started with the agency. They continue to struggle with general neglect issues. Each time they seem to be successful in achieving the objectives on their Family Service Plan and maintaining adequate care of the children for six months to a year, something seems to happen, causing the physical standards of their home to slip just below acceptable community standards. Yesterday someone called the agency to report that the children are without food, that the electricity has been shut off and that the children were seen to be playing outside unsupervised at dusk and in the street where they could be hit by passing cars. They have missed their last three weekly appointments with the Parent Aide who has been trying to work with them on budgeting and parenting skills.

