

Toeligting van gevallestudie aan die hand van 'n Voorbeeld

'n Oproep van die polisie om Maatskaplike Werkster te versoek om mnr. D. by die hof te gaan sien. Vorige dag arresteer en verskyn nou op aanklag van diefstal. Sy emosionele toestand baar onrus en hy dreig om selfmoord te pleeg (aanmelding).

Onderhoud met mnr. D. by hofselle. Netjies gekleed, goed versorgde voorkoms, lyk misplaas in huidige omgewing, maar toon duidelike tekens van emosionele ontwrigting. Stug, terughoudend en onseker. Bekendstelling vind plaas. Toon belangstelling as hy hoopvol vra of maatskaplike werkster hom behulpsaam kan wees om uit sy huidige penarie uit te kom. As die doelstellings en taak van maatskaplike werkster aan hom verduidelik word, onttrek hy homself egter en die kontak word hier deur werkster beëindig. Sy saak word uitgestel. (Dink maatskaplike werkster kan nie aan verwagtings voldoen.)

Toe hy weer verskyn, word die maatskaplike werkster op sy eie versoek geskakel. Ontlading vind plaas en 'n professionele werker-kliënt verhouding ontwikkel. Hieruit word dit duidelik dat hy huweliksprobleme het wat hy nie die hoof kan bied nie, en as gevolg van sy onbekwaamhede in die opsig, wou hy kompenseer deur finansiële vrygewighede teenoor sy vrou. Hy kon dit egter nie bekostig nie.

Nou volg 'n tydperk van rekonstruksiedienste deur middel van onderhoude met beskuldigde in gevangenis en eggenote tuis. (Hoewel dit eerste oortreder is, is daar nie aansoek om borg gedoen nie vanwee emosionele toestand en probleme in die huisgesin.) (Klem val hier op motivering en opheldering).

Nadat mnr. D. gevonnissen is (12 maande gevangenisstraf), word hy gereeld in gevangenis besoek, en nou word die behandelingstegnieke toegespits op heraanpassing, her-sosialisering, dit is, 'n positiewe benadering ten opsigte van sy probleme.

(e) Evaluation

In spite of original indifference after introduction, by means of support and motivation the client is enabled to gain insight into his own problem-situation and his active participation in the therapeutical process, is obtained.

In this Case Study Method, where services were rendered continually from arrest to release, success could be achieved and a positive foundation for aftercare established. The purpose of aftercare is to enable the client to strengthen and improve his Social Functioning after his release.....

GROEPWERK BY DIE GENERAAL KLOPPER HOSTEL
EN DIE ROL VAN DIE VRYWILLIGE WERKKRAGTE

'n Toespraak gelewer deur Mev. B.D.M. Oelofsen, B.A.(M.W.)

by geleentheid van die JAARVERGADERING van
MAATSKAPLIKE DIENSTE-VERENIGING VAN SUID-AFRIKA

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Groepwerk is een van die metodes van die Maatskaplike Werk wat in die Republiek van Suid-Afrika gedurende die afgelope aantal jare 'n plek inneem naas gevallewerk en gemeenskapsorganisasie.

Die definisie wat algemeen aanvaar word as die beste vir hierdie metode is dié van Konopka:- "Social Groupwork is a method of Social Work which helps individuals to enhance their social functioning through purposeful group experiences and to cope more effectively with their personal group or community problems."

In Groepwerk word gekonsentreer op die hantering van die interaksie in die groep wat informeel verkeer en is die aandag nie toegespits op die aktiwiteit soos in groepsorg die geval is nie.

Groepwerk beteken ook "being surrounded by others in the same boat, by equals, by being not only a client, but also a member. It allows for a feeling of identification that is impossible to achieve on an individual basis with even the most accepting social caseworker."

Die basis van groepwerk is die groepprosesse wat deur die groepwerker hanteer word tot voordeel van die groeplede. Hierdie prosesse kom in elke groep voor waar die lede in interaksie met mekaar verkeer, maar dit is eers wanneer die genoemde prosesse doelgerig deur 'n groepwerker hanteer word dat daar sprake van groepwerkprosesse is en gevolglik vakkundige optrede.

Die groep moet in sekere opsigte homogeen wees, d.w.s. die lede moet met mekaar kan kommunikeer soos bv. almal moet oud-gevangene wees. Dit is belangrik dat daar lewendige interaksie sal kan plaasvind want dit is eintlik die lewensbloed van groepswerk.

Die vernaamste doelstellings van groepwerk is om vir die lede van waarde te wees, om basiese behoeftes te bevredig soos bv. om bevredigend met die medemens om te gaan, om sekere persoonlikheidshoedanighede tuis te bring, soos bv. om in staat te wees om te gee en te neem.

Die genoemde doelstellings word volgens die erkende beginsels in die maatskaplike werk nagestreef waarvan selfbeslissing, individualisasie, aanvaarding en ontmoeting op eie vlak waarskynlik van die belangrikste is. Om groepwerk tot sy reg te laat kom is dit nodig dat die groepwerker oor bedrewendhede soos evaluasie, verslagskrywing en waarneming sal beskik. Ten einde groepwerk suksesvol te laat verloop, het die groepwerker hulpmiddels tot sy beskikking waarvan sy eie persoonlikheid die belangrikste is. Ander hulpmiddels is die hantering van die interaksie, die program, leierskap binne dié groep en supervisie.

Samevattend, kan die waarde van groepwerk gesê word:-

- (a) Die geleentheid om verskillende probleme, menings, persoonlike geskiedenis en gevoelens te vergelyk, maak dit vir sommige kliënte makliker om hulle probleme te begryp en objektief waar te neem.
- (b) In 'n groep voel die kliënt veiliger. Hy voel minder bedreig en minder gespanne soos met 'n individuele onderhoud kan gebeur. Hy kan as't ware by die groep skuiling en troos vind.

- (c) Die groep maak dit moontlik om die kliënt te beskou in 'n situasie wat verwant is aan die werklike lewe. Binne die groep word die kliënt se karaktereienskappe en lewenswyse openbaar wat deur die kliënt self of die groep of groepleier waargeneem kan word.
- (d) In 'n groep kan die kliënt ware ondervinding opdoen met betrekking tot sy optrede teen andere, kommunikasie met andere en bo alles om homself te wees (nie wat hy dink wat mense van hom moet dink nie). Hy sal leer dat ander ook net so alleen en afgesonderd soos hy voel. Dat hulle ook gevoelens van aggressie, woede, skuld en berou het. Algaande kan hy meer en meer van homself openbaar. Hy sal vind dat alhoewel hy gekritiseer word, hy nie beledig, verwerp of verkleineer word nie. Hy hoef homself nie meer te verdedig nie, en kan homself en andere realisties waarneem.

Wanneer hy in staat is om hierdie belewenis realisties te verwerk, dan word die vernaamste terapeutiese doel bereik.

Groepwerk by die Generaal H.B. Klopper deurganghostel as deel van die Nasorgprogram

As deel van die nasorgprogram is daar gedurende Februarie van hierdie jaar begin met groepbyeenkomste by die Hostel. Hierdie byeenkomste word eenmaal per week gehou onder leiding van dr. D. Botha, dosent in Maatskaplike Werk aan die Universiteit van Pretoria. Die aantal persone teenwoordig by so 'n groepbyeenkoms wissel van twee tot ses inwoners.

Dit is verpligtend vir alle inwoners om die groepbyeenkomste by te woon. Die gevallerekords van die kliënte word met die groepwerker bespreek en dit is baie belangrik dat die groepwerker nou saamwerk met die Maatskaplike Werkster en ander werkkragte, ten einde 'n goed geïntegreerde diens te lewer.

Onderwerpe waaroor die inwoners al gesels het is:-

(1) Die doel van reëls in die tehuis en in die gemeenskap; (2) hulle houding teenoor hulle gevangenisstraf en die gevangenispersoneel; (3) hulle houding teenoor die inwonende personeellid; (4) die maatskaplike werkster; (5) die Sielkundige; (6) hulle rehabilitasie; (7) hulle inskakeling by die werk; (8) hulle plek in die gemeenskap; (9) verhouding tot bure; (10) die gebruik van sterk drank en verdowingsmiddels; (11) verhoudingsmet die teenorgestelde geslag; (12) Godsdiens; (13) die betekenis van die lewe, en wat die beste is om in die lewe na te streef.

In hierdie stadium kan ons reeds getuig dat groepwerk as wesenlike deel van die rehabilitasieprogram van die oud-gevangene in 'n groot behoefte voorsien by die Generaal H. B. Klopper Deurganghostel.

Daar is nog 'n groter veld wat gedek kan word ten opsigte van groepwerkdienste in die rehabilitasieprogram van 'n gevangene, deur reeds met gevangenissetting daarmee 'n aanvang te maak.

Waar 'n gevangene of oud-gevangene nog in 'n gesinsverband staan, kan diesulkes ook in groepe betrek word.

Vrywillige Werkkragte en hoe ons hulle by die Hostel gebruik.

Mev. L. W. Ackerman omskrywe vrywillige werkkragte as volg:- „Onder vrywillige werkkrag word verstaan 'n lid van die gemeenskap wat sy dienste deelyds of voltyds aan 'n bepaalde vereniging wat vrywillige maatskaplike werk onderneem, aanbied. So 'n persoon het geen erkende opleiding in maatskaplike werk, en ontvang geen beloning vir die dienste wat hy lewer nie.”

Onder sulke vrywillige werkers kan daar egter persone wees wat vakkundiges in ander rigtings is, bv. in geneeskunde, sielkunde, onderwys, ens. Sommige vrywillige werkers is wel in maatskaplike werk opgelei maar is nie praktiserende maatskaplike werkers nie, bv. huisvroue wat hulle dienste aanbied.

Mary Morris skryf: "The simple answer to the question, 'Who are voluntary workers?' is, you and I and our neighbours - young and old - for there are few of us who do not at some time in our lives perform some unpaid service for the community."

Dit is nodig dat die vrywillige werkkrag net soos die opgeleide werker gekeur moet word. Die vrywillige werkkrag moet oor sekere hoedanighede beskik soos:-

- 1) om met mense kontak te maak;
- 2) positiewe motivering;
- 3) soepelheid.

Daar moet toegesien word dat elke lid gebruik word waarvoor hy die beste geskik is. M.a.w. hy moet sy lede selekteer en klassifiseer.

Verder is dit belangrik dat daar 'n goeie verhouding, wedersydse vertroue, openhartigheid en respek tussen opgeleide en vrywillige werkers heers. Hulle dienste moet aanvullend wees. Om die vrywillige werkkrag doeltreffend te gebruik is dit nodig dat hy praktykleiding sal ontvang sodat hy weet wat van hom verwag word en sodat hy doeltreffend funksioneer.

Wat die waarde van vrywillige werkkragte regtig sal inhou, sal afhang van die gereedheid van werkers en organisasies om volle aandag daaraan te gee en die vrywillige werkkrag se rol en gebied te omskryf.

As praktiese voorbeelde van die taak van die vrywillige werkkrag kan die volgende mees belangrike genoem word:-

- 1) Vervoer van kliënte
- 2) Reëlings by funksies
- 3) Administratiewe werk
- 4) Publisiteit
- 5) Fondsinsameling

By die Generaal Klopper Deurganghostel word daar van die volgende vrywillige werkkragte gebruik gemaak:

- 1) Mnr. Swanepoel, sielkundige verbonde aan die Departement Kriminologie, Universiteit van Suid-Afrika, wat elke nuwe inwoner toets en 'n verslag met aanbeveling verstrekk.
- 2) Dr. D. Botha die groepleier by die groepbyeenkomste, dosent in groepwerk - Universiteit van Pretoria.
- 3) Komiteelede. Hulle lewer die volgende dienste:-
 - a) Generaal Klopper Sub-komitee. Hierdie komiteelede lewer dienste t.o.v. instandhouding, meubilering, fondsinsameling en propaganda.
 - b) Naweekdienste. Komiteelede neem beurte om gedurende naweke by die hostel op diens te wees. Hulle besoek die hostel, gesels met die inwoners en neem hulle op uitstappies en vorder soms ook losiesgelde in.

Die taak van die vrywillige werkkrag lê veral op die gebied van sosiale herinskakeling van die hostelinwoners in die gemeenskap.

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THE OUTGOING APPROACH IN AFTERCARE

A paper presented by Mrs. J.B. Coates, B.A. (Soc.Sc.)

on the occasion of the ANNUAL MEETING of
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The outgoing approach or so-called aggressive casework pervades current social work literature. It is represented by a reaching out to the client and spending more time with the client in the community than in the office. It is a re-assessment of the idea that you can only help clients who want to be helped and of the social work principle of the clients right to self-determination. It also involves use of "caretaker" figures in the community such as landladies, employers or foremen, etc.

The reason that this approach is considered to be of value in aftercare is that so many of the clients who come to Social Services need help but don't want help and these clients are often isolated from the community.

This type of casework was mooted by Alice Overton, in the fifties. This is not to say that it has never been used before or that social workers with insight have not employed these techniques, but many client needs have been highlighted by this work. Overton has challenged the idea that you can only help clients who want to be helped and says that it is a professional responsibility to follow up difficult and resistive clients. She says furthermore that with such clients, social workers often tend to close the case with the words, "not motivated for treatment", which really amounts to rejection which has been the client's usual fate.

This approach is possibly best illustrated by examples. The following case shows a client who resisted aftercare and obviously needed an outgoing approach.

Mr. C. was aged 34, he had two convictions for theft and one for fraud and called at the agency on release from his last sentence. He was very pleasant but indicated that he could handle his own problems but needed a little "help". This help meant material assistance but a man who needed a jacket, bus fare and his birth certificate obviously needed assistance to consider his circumstances. However, Mr. C. was determined to keep the social worker at a distance. He was a short contact client and soon disappeared from the agency's orbit.

The contact started in 1964 and this man was not seen again until 1966. At this time the writer was engaged in some research involving previous clients: Mr. C. was in the sample that had to be contacted. He was contacted in circumstances that showed he was certainly not adjusted. The writer was en route to work, walking across a park, and saw a man rising from his slumbers - he was obviously on the "outers"; he turned out to be Mr. C. After exchanging "Good Mornings", Mr. C. was invited to come to the office, he was told of the research project and it was indicated that if service was to be improved the opinions of clients must be sought. Mr. C. then made a most significant remark. He said, "You people have cars, you should check up on us to see whether we are getting ourselves organized and getting work". Later, the writer thought about this man's reactions during the contact. He had certainly needed help and resisted help. When he came to the office he was always in a hurry, he seldom took time to sit down and the writer, who had handled the client, did not "reach out" to this man. In other words, this man's symptoms were not dealt with. These actions could possibly be justified on the basis that the worker was respecting the client's right to self-determination. Overton has said that this could be viewed as a rationalization on the part of a worker and that it amounts to rejection which has been the client's usual fate in his life.

The late Bertha Fantl, an obviously talented social worker and psycho-analytically oriented, after experience in a "lower, lower" class district in San Francisco, put forward a type of outgoing approach which she referred to as Preventative Intervention. This approach also consists of a "reaching out" to prospective clients and community figures in order to stop deterioration and aid reconstruction in extant conditions. It was mooted as an approach to "hard to reach people" but is seen to have a wide application. Fantl too urged a re-assessment of the casework principle of the client's right to self-determination. Another writer has suggested that self-determination be looked on as a method and not a principle, which would allow and encourage some flexibility.

The following examples show some suggested usages of this approach in practice.

1. Mr. D.G. was a man in the early fifties when released from prison after serving 6 years of a 5 - 8 year sentence. He was very pleasant and his manner was "social". It was as if he always had to assure the social worker that everything was all right. He had no difficulty in getting employment as he was a tradesman and he got accommodation in an inexpensive rooming house. A week after the initial contact the worker telephoned to enquire about his progress from the landlady (the agency had arranged the accommodation) and she reported that he was drinking a little and going around the building telling tales on people and "scandaling". A further week went by and the landlady reported that G. had told her that he was put off work on account of his health - he was affected by heights - his work involved climbing. The next contact the worker had with this man was in the grille at Court. It was a relatively minor charge and the charge was withdrawn.

G. had not been seen by the worker during this period as he had been working throughout the week and it had been arranged that worker would phone the landlady. G. then disappeared for two weeks. When he reappeared he was again pleasant and charming and dismissed the previous occurrences as spite on the part of some people. He said that he had been down the coast in connection with employment but had not found anything. Before long he again got a job which was residential. A week later G. reappeared to say that he had injured his arm and was off for a few days. He reported that he was going back to work only to reappear a few days later to say that his job had been taken by someone else. At this point it was felt that too many things had seemed to have gone wrong in this man's adjustment attempts and that a "reaching out" was necessary. This was put to G. and worker said that the next occasion on which difficulties arose a round table conference would be arranged with the community figures concerned as it was essential to see the "outside" views. G. agreed. He was at this time staying at a Men's hostel and apparently well accepted there. One morning G. rushed in saying that he would never go back to "that place", that someone had stolen his jacket - he was furious about this. The client was very excited and tense and decided to go down the coast for the night, sleep in the station waiting-room and call in the morning. The next day G. appeared and he was reminded of the arrangement of a round table conference should things go wrong again, he agreed and the arrangements were made with the superintendent of the hostel. The conference confronted G. with his behaviour on the previous day, it appeared that he had come in without a jacket and been drunk, it was put to him that he had sold his jacket. After this conference, G. was much more amenable to considering the past in order to plan adequately for the future, he was generally more realistic about his actions and their repercussions in his life and the community.

2. This example is an approach suggested for an important area of after-care work, employment. Some clients who come to the agency are not prepared for work in that they are unskilled, have a low standard of education and may have a 'chip on their shoulder' about having been in prison. Other clients are certainly able to cope. It is suggested that the latter be used to help others in a group situation. The social worker can gather 4 or 5 clients and arrange to take them around by car to seek work. It is suggested that the group be helped to plan where they will go and how to approach the various places before setting out. A group will certainly be formed and the more competent probably assist the less competent - advice and guidance is usually more acceptable from one's peer group. The social worker's role would be to keep the clients' attention focused on the purpose of the outing and to ensure that they were constantly positively oriented - negative approaches to be firmly discouraged. This action by the social worker cannot be considered as "spoon-feeding" as many clients have difficulty in approaching people and need the ego support that this help may afford. It is also a practical demonstration of the worker's willingness to help. Overton has said that in an initial contact this is much more important than exploring feelings. It is the experience of the writer that in some clients, motivation has to be established for they have experienced so much rejection that they expect nothing and trust no one.

3. This example is concerned with leisure time activities of clients an area which it is considered to be generally neglected. In her Pre-release Notes, Miss Slater has described so well the fate of many ex-prisoners who may have a job and adequate accommodation but lacking ideas of how to fill their leisure time, relapse into crime.

The main problem is usually lack of adequate community resources in that there may be difficulty of finding suitable clubs or activities to which clients can be directed in addition to the client's ineptitude in this direction. It is suggested that an approach to this question could be that a social worker work a 2 to 9 "shift" once a month or oftener, if necessary, to seek out clubs or individuals who could assist in helping clients get established in leisure time activities and also to introduce clients to extant clubs. It is felt that it is usually of little use merely to direct a person to a particular address where a club is situated, it is necessary to introduce the person to key members of the club or activity personally. Again this is a practical demonstration of the worker's willingness to help and as such ego-strengthening.

The question of a club for ex-prisoners has been considered, but there is the danger of such a club deteriorating into a mere congregation of ex-prisoners and as such lose status with the very group that one wishes to reach. It however appears that a club for ex-prisoners is a very practical possibility and such a club is described by Mrs. G. Bishop in her extremely useful book about release problems of ex-prisoners. In a personal letter, Mrs. Bishop explained about the formation and operation of a club for ex-prisoners in Leicester, England. She has recruited a group of volunteers to man the club. These volunteers come from different church groups which she approached, they are ordinary men and women - she says the sort the client does not usually meet - and they are hand-picked. Every night of the week about five or six volunteers are present at the club, she says that many of the members have been asked out to the volunteers' homes and have found friendships. Further, she mentions that after a time the members are "pushed" out into other things following their interest. This club has been in operation for six years, so it appears that this type of venture is a practical possibility.

The outgoing approach or aggressive casework had been roundly criticised by Professor Miller, Professor of Social Work at the University of California. He suggests that the individual should be given the choice of being maladaptive, adding that society does demand a price for deviance. It is felt that the individual may be helped to avoid the price of deviance and that this can be done without great harm to the individual's dignity. Professor Miller feels so strongly about this type of intervention that he says, "God is dead but we have 50,000 social workers". It is felt that Professor Miller gives little credit to the training of social workers in making this statement, as few would rush in with no regard for the client's dignity.

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