

CONTENTS

| | | | |
|--------------------------------------|------|---|----|
| CONTENTS | v | <i>Interpenetrating Concepts</i> | 5 |
| PREFACE | xv | Diverse Approaches | 6 |
| Readers of Casework | xvi | A Brief Historical Background | 7 |
| Features of the Fifth Edition | xvi | <i>Mary Richmond: Pioneer</i> | 8 |
| <i>Organization</i> | xvi | <i>Psychology and Psychiatry Make</i> | |
| <i>Content Changes</i> | xix | <i>Their Mark</i> | 10 |
| Acknowledgments | xxii | Recent Developments | 14 |
| Tribute to Florence Hollis | | <i>Clinical Practice and the</i> | |
| January 30, 1907–July 3, 1987 | xxv | <i>Social Context</i> | 14 |
| | | <i>Private Practice</i> | 16 |
| | | <i>Practice Trends in Changing Times</i> | 17 |
| | | <i>Knowledge from Other Disciplines</i> | 21 |
| | | <i>The Incorporation</i> | |
| | | <i>of New Knowledge</i> | 22 |
| | | Education for Clinical Social | |
| | | Work Specialization | 22 |
| | | The Empirical Base | 24 |
| | | <i>Early History</i> | 24 |
| | | <i>Practitioners and Researchers</i> | |
| | | <i>Search for Answers</i> | 25 |
| | | <i>Current Research Issues</i> | 27 |
| | | <i>Research Moves into the 21st Century</i> | 30 |
| | | Notes | 30 |
| PART ONE | | | |
| THE THEORETICAL | | | |
| FRAMEWORK | | | |
| 1. CASEWORK: THEN | | | |
| AND NOW | 3 | | |
| Terminology and Overlapping | | | |
| Concepts | 4 | | |
| <i>Terminology</i> | 4 | | |

| | |
|--|-----------|
| 2. THE PSYCHOSOCIAL FRAME OF REFERENCE: AN OVERVIEW | 35 |
| Basic Values | 35 |
| <i>Acceptance</i> | 36 |
| <i>Self-Determination</i> | 36 |
| The Person-in-Situation | 38 |
| Systems Theory and the Ecological Perspective | 39 |
| <i>An Overview</i> | 39 |
| <i>Applications to Practice</i> | 40 |
| Personality and Social Functioning | 43 |
| The Personality System | 44 |
| <i>Freudian Theory Modified</i> | |
| <i>by Systems and Ego Theories</i> | 44 |
| <i>The Id</i> | 45 |
| <i>The Ego</i> | 46 |
| <i>The Superego / Ego Ideal</i> | 53 |
| <i>Personality Development</i> | 54 |
| Interactions between Individuals and Their Environments | 55 |
| <i>Contributions of Sociology</i> | |
| <i>and Anthropology</i> | 56 |
| <i>Diversity: Culture, Class,</i> | |
| <i>Religion, Gender, Sexuality</i> | 57 |
| <i>Role Theory</i> | 63 |
| <i>Communication Concepts</i> | 65 |
| Interacting Sources of Distress | 66 |
| <i>Major Factors</i> | 66 |
| <i>Ameliorating Person-in-Situation</i> | |
| <i>Stresses</i> | 68 |
| <i>Direct Work with the Individual</i> | 70 |
| The Balance of Forces | 71 |
| <i>Understanding the Balance</i> | 71 |
| <i>Modifying the Balance of Forces</i> | 72 |
| <i>A Case Example: The Balance Shifts</i> | 74 |
| Notes | 76 |
| 3. EXAMPLES OF CLINICAL SOCIAL WORK PRACTICE | 81 |
| Thoughts of Suicide | 83 |
| A Marital Crisis | 86 |

| | |
|---|------------|
| Some Problems of Aging | 90 |
| A Three-Generation "Multiproblem" Family | 94 |
| A Family in Crisis: Agencies Collaborate to Help | 97 |
| Early Deprivation | 102 |
| Notes | 110 |
| 4. THE HOLLIS CLASSIFICATION OF CASEWORK TREATMENT | 113 |
| Early Classifications | 115 |
| <i>A Brief History</i> | 115 |
| <i>Personality Changes</i> | |
| <i>and Treatment Techniques</i> | 116 |
| <i>Diverse Approaches</i> | |
| <i>to Changes in Personality</i> | 118 |
| Developing a Typology | 120 |
| <i>Value of the Typology</i> | 121 |
| The Main Divisions of the Hollis Classification | 122 |
| <i>Client-Worker Communications</i> | 122 |
| <i>Person-in-Situation or Environmental</i> | |
| <i>Interventions</i> | 124 |
| <i>Summary</i> | 127 |
| Notes | 128 |

PART TWO

TREATMENT: AN ANALYSIS OF PROCEDURES

| | |
|--|------------|
| 5. SUSTAINMENT, DIRECT INFLUENCE, AND EXPLORATION- DESCRIPTION- VENTILATION | 131 |
| Sustainment | 131 |
| <i>Acceptance</i> | 133 |
| <i>Reassurance</i> | 133 |
| <i>Encouragement</i> | 135 |
| <i>Reaching Out</i> | 136 |

| | | | |
|--|-----|--|-----|
| <i>Nonverbal Sustainment</i> | 137 | Reflection Concerning Dynamic | |
| <i>Secondary Sustainment</i> | 137 | Factors | 169 |
| <i>Sustainment and Conjoint Interviews</i> | 137 | <i>Ego Defenses</i> | 171 |
| Direct Influence | 137 | <i>Superego</i> | 172 |
| <i>Degrees of Directiveness</i> | 139 | <i>Ego Functioning</i> | 173 |
| <i>Risks in Advice Giving:</i> | | Developmental Understanding | 175 |
| <i>Moving to Reflection</i> | 141 | <i>Reflection versus</i> | |
| <i>Recommended Safeguards</i> | 141 | <i>Description–Ventilation</i> | 176 |
| <i>Sustainment and Direct Influence</i> | 144 | <i>Movement into Developmental</i> | |
| Exploration–Description– | | <i>Reflection</i> | 176 |
| Ventilation | 144 | <i>Relationship with the Worker</i> | 180 |
| <i>Anger, Hatred, and Ventilation</i> | 145 | Personality Disorders | |
| <i>Grief Reactions</i> | 145 | and Reflective Procedures | 181 |
| <i>Guilt Feelings</i> | 146 | Notes | 182 |
| <i>Anxiety</i> | 148 | | |
| <i>Contraindications for Ventilation</i> | 148 | 8. PSYCHOSOCIAL THERAPY | |
| <i>Ventilation in Joint</i> | | AND THE ENVIRONMENT | 185 |
| <i>and Family Interviews</i> | 149 | Environmental Change | |
| Notes | 150 | by Client or by Worker? | 188 |
| 6. REFLECTIVE DISCUSSION | | Types of Communication | |
| OF THE PERSON-SITUATION | | with Collaterals | 190 |
| CONFIGURATION | 153 | <i>Confidentiality</i> | 190 |
| Other People, Health, | | <i>Discussions with Collaterals</i> | 190 |
| and the Situation | 154 | <i>Sustainment</i> | 191 |
| Decisions, Consequences, | | <i>Direct Influence</i> | 191 |
| and Alternatives | 157 | <i>Exploration–Description–Ventilation</i> | 192 |
| Inwardly Directed Awareness | 159 | <i>Reflection</i> | 192 |
| Responses to Situational | | Type of Roles | 194 |
| Provocations and Stimuli | 161 | <i>Provider</i> | 194 |
| Self-Evaluation | 161 | <i>Locator</i> | 195 |
| Reactions to the Worker | | <i>Creator</i> | 195 |
| and to Treatment | 162 | <i>Interpreter</i> | 196 |
| Notes | 165 | <i>Mediator</i> | 197 |
| | | <i>Aggressive Intervenor</i> | 199 |
| | | <i>Case Advocacy and Social Advocacy</i> | 200 |
| 7. REFLECTIVE CONSIDERATION | | Types of Resources | 202 |
| OF PATTERN-DYNAMIC | | <i>Organization Where Worker</i> | |
| AND DEVELOPMENTAL | | <i>Is Employed</i> | 202 |
| FACTORS | 167 | <i>Organizations Where Worker</i> | |
| Understanding and Insight: | | <i>Is Not Employed</i> | 207 |
| The Conscious, Preconscious, | | <i>Independent Social Work</i> | |
| and Unconscious | 167 | <i>Practitioners</i> | 208 |
| | | <i>Individual Collaterals</i> | 209 |

| | | | |
|---|------------|--|------------|
| Person-Environment Gestalt: Assessment and Intervention | 213 | <i>Treatment Procedures and the Therapeutic Relationship</i> | 254 |
| <i>Environmental Resources and Deficits</i> | 213 | <i>The Client's Identification with the Worker</i> | 257 |
| <i>Environmental Interventions</i> | 214 | <i>Diagnosis Factors</i> | 258 |
| Case Management | 216 | <i>Dynamic and Developmental Reflection and Transference Reactions</i> | 258 |
| Examples of Innovative, Coordinated Practice | 218 | A Further Word on Client-Worker Mutuality | 259 |
| <i>Integration of Services for HIV-Positive and AIDS Patients</i> | 218 | Notes | 261 |
| <i>A Creative Linkage Program: One Social Worker's Initiative</i> | 219 | | |
| <i>Women Getting Ready for Work: A New Program Succeeds</i> | 221 | | |
| Notes | 223 | | |
| 9. THE CLIENT-WORKER RELATIONSHIP | 229 | PART THREE | |
| Realistic Attitudes and Responses | 230 | DIAGNOSTIC UNDERSTANDING AND THE TREATMENT PROCESS | |
| <i>Client Reactions</i> | 230 | | |
| <i>Worker Reactions</i> | 234 | | |
| Unrealistic Attitudes and Responses | 238 | 10. INITIAL INTERVIEWS AND THE PSYCHOSOCIAL STUDY | 267 |
| <i>Transference</i> | 238 | The Initial Interview | 268 |
| <i>Countertransference</i> | 240 | <i>Anticipatory Preparation</i> | 268 |
| <i>Worker Burnout</i> | 241 | <i>The Meeting Begins</i> | 270 |
| Problems of Communication between Client and Worker | 242 | <i>Initial Decisions</i> | 270 |
| <i>Specific Barriers to Effective Communication</i> | 242 | <i>Deciding on the Length of Treatment</i> | 272 |
| Mutual Agreement and Collaboration | 246 | <i>Locating the Problem</i> | 273 |
| Worker Self-Disclosure | 250 | <i>Precipitating Factors</i> | 274 |
| <i>The Worker's Reactions to the Client</i> | 250 | <i>Identifying Strengths</i> | 275 |
| <i>Workers' Statements about Their Own Personal Matters or Past History</i> | 251 | <i>Differences between Worker and Client</i> | 276 |
| <i>Summary on Worker Self-Disclosure</i> | 252 | <i>Who Is to Be Seen?</i> | 277 |
| The Client-Worker Relationship in the Dynamics of Treatment | 253 | <i>Observation and Deduction</i> | 278 |
| <i>The Basic Therapeutic Relationship</i> | 253 | <i>Gains in the First Interview</i> | 278 |
| | | <i>A Case of Family Violence: Presenting Issues Evolve</i> | 279 |
| | | The Exploratory Period and the Fact-Gathering Process | 280 |
| | | <i>The Social Study Continues</i> | 280 |
| | | <i>Decisions about Explorations</i> | 281 |
| | | <i>The Client's Involvement in the Problem</i> | 282 |

| | | | |
|--|------------|--|------------|
| <i>Reactions to the Worker</i> | 283 | <i>The Influence of Hope</i> | 329 |
| <i>Physical and Emotional Illness</i> | 283 | <i>Other Factors Affecting</i> | |
| <i>Early History</i> | 286 | <i>Motivation</i> | 330 |
| <i>Additional Sources of Information</i> | 286 | <i>Motivation and Values</i> | 331 |
| <i>In Conclusion</i> | 288 | Resistance and Objectives | 332 |
| Notes | 289 | Short-Term or Intermediate Objectives | 334 |
| 11. ASSESSMENT AND DIAGNOSTIC UNDERSTANDING | 293 | <i>The Presenting Problem and Intermediate Objectives</i> | 335 |
| <i>Client-Worker Participation</i> | 294 | <i>Intermediate Objectives and Systems Considerations</i> | 336 |
| <i>The Assessment Process and Dynamic Understanding</i> | 296 | <i>Clinical Diagnosis</i> | 338 |
| <i>What Is Needed for Clients to Engage in Treatment?</i> | 297 | Intervening Variables | 340 |
| <i>Symptoms</i> | 298 | <i>Needs of Family Members and Others</i> | 340 |
| <i>The Situation and Expectations</i> | 299 | <i>Peripheral Factors</i> | 341 |
| <i>The Personality System</i> | 300 | Notes | 343 |
| <i>Family Systems Theory, Complementarity, and Communication</i> | 305 | 13. CHOICE OF TREATMENT PROCEDURES | 345 |
| <i>Use of the Past</i> | 307 | Environmental Change | 346 |
| <i>The Client's Own Assessments</i> | 308 | Interpersonal Relationships, Internal Change, and Person-Situation Reflection | 346 |
| Classification | 308 | <i>The Anxiety Factor in Early Interviews</i> | 347 |
| <i>Health</i> | 309 | <i>Personality Factors and Choice of Treatment Procedures</i> | 348 |
| <i>Problem</i> | 309 | <i>Dynamic Assessment and Treatment Procedures</i> | 353 |
| <i>Clinical Diagnosis</i> | 312 | <i>Situational and Ethnic Factors</i> | 354 |
| <i>Value of Clinical Diagnosis</i> | 317 | Pattern-Dynamic and Developmental Reflection | 354 |
| <i>Hazards and Misuse of Clinical Diagnosis</i> | 319 | <i>Motivation</i> | 355 |
| The Time Factor | 321 | <i>Widespread Use</i> | 355 |
| Notes | 322 | Anxiety and Guilt | 356 |
| 12. CHOICE OF TREATMENT OBJECTIVES | 325 | <i>Observation of Anxiety</i> | 356 |
| <i>Ultimate or Long-Range Objectives</i> | 326 | <i>Anxiety and the Treatment Process</i> | 357 |
| <i>Clients' Planned Changes Impact on Other Systems</i> | 326 | <i>Anxiety Reduction</i> | 361 |
| <i>Ultimate Goals Often Shift or Evolve</i> | 327 | <i>Worker Style and Client Anxiety</i> | 361 |
| <i>External Pressures</i> | 328 | <i>Balancing Anxiety and Movement</i> | 362 |
| <i>Narrow and Broad Goals</i> | 328 | Notes | 365 |
| Motivation and Objectives | 329 | | |
| <i>Reluctant Clients</i> | 329 | | |
| <i>Mandated Clients</i> | 329 | | |

| | | | |
|--|------------|--|------------|
| 14. FAMILY THERAPY AND PSYCHOSOCIAL CASEWORK: A THEORETICAL SYNTHESIS | 367 | <i>Family Concepts</i> | 418 |
| <i>The Changing Family</i> | 367 | <i>Family Strengths</i> | 420 |
| <i>Family Group Treatment and the Social Casework Tradition</i> | 369 | <i>On Diagnosis, Goals, and the Healthy Family</i> | 420 |
| <i>Change, Stress, and Family Adaptation</i> | 371 | <i>Assessing the Family</i> | 420 |
| <i>Challenges to Families</i> | 371 | <i>The Healthy Family</i> | 422 |
| <i>Function and Dysfunction</i> | 371 | <i>The Hollis Typology and Family Therapy</i> | 422 |
| <i>Basic Concepts of Family Treatment</i> | 372 | <i>Special Emphases in Psychosocial Family Therapy</i> | 424 |
| <i>The Family as a System</i> | 373 | <i>Postscript: The Russo Family</i> | 427 |
| <i>Relatedness, Differentiation, and Boundaries</i> | 376 | <i>Transference and Countertransference in Family Therapy</i> | 429 |
| <i>Family Roles</i> | 383 | <i>Transference</i> | 429 |
| <i>Communication Concepts</i> | 389 | <i>Countertransference</i> | 430 |
| <i>The Psychosocial Framework and Family Therapy</i> | 392 | <i>Resistance and Family Therapy</i> | 432 |
| <i>The Person-in-Situation</i> | 393 | <i>Single-Parent Families</i> | 434 |
| <i>The Personality System</i> | 394 | <i>Assessment</i> | 434 |
| <i>Notes</i> | 398 | <i>Special Treatment Considerations</i> | 436 |
| 15. THE CLINICAL PRACTICE OF FAMILY THERAPY | 401 | <i>Treatment Emphases</i> | 437 |
| <i>An Intake Request:</i> | | <i>Stepfamilies</i> | 438 |
| <i>The Russo Family</i> | 402 | <i>Special Issues</i> | 439 |
| <i>Indications for Considering Family Treatment</i> | 404 | <i>Treatment Considerations</i> | 441 |
| <i>Contraindications for Family Therapy</i> | 408 | <i>Related Issues</i> | 443 |
| <i>Advantages of Family Therapy</i> | 410 | <i>Notes</i> | 444 |
| <i>Family Therapy for the Russo Family</i> | 412 | 16. COUPLE TREATMENT: PROBLEMS IN RELATIONSHIPS | 449 |
| <i>Making Decisions</i> | 412 | <i>The Evolution of the Psychosocial Approach to Marital Therapy</i> | 450 |
| <i>The Initial Interview</i> | 413 | <i>Multilevel Assessment</i> | 451 |
| <i>The Initial Interview: Guidelines and "Ground Rules"</i> | 416 | <i>The Power of the Marital Bond</i> | 451 |
| <i>Assessment and the Russo Family</i> | 418 | <i>Enduring Personality Characteristics</i> | 452 |
| | | <i>Special Assessment Concerns</i> | 453 |
| | | <i>Marital and Individual Dynamics Interact</i> | 453 |
| | | <i>An Analysis of Cases of Phobias</i> | 454 |
| | | <i>A Case Example: Phobic Symptoms and Couple Treatment</i> | 455 |

| | | | |
|--|------------|--|------------|
| A Typology of Couple Relationships and Problems | 457 | 18. CRISIS INTERVENTION AND BRIEF TREATMENT | 513 |
| “Nontraditional” Couples | 466 | Crisis Intervention | 513 |
| <i>Premarital Relationships</i> | 466 | <i>Categories of Crises</i> | 514 |
| <i>Unmarried Couples Living Together</i> | 468 | <i>The Crisis State</i> | 514 |
| <i>Cross-Cultural Relationships</i> | 469 | <i>Outcomes of Crisis</i> | 515 |
| <i>Gay and Lesbian Couples</i> | 472 | <i>Preventive Intervention</i> | 516 |
| Gender Issues: Women in Couples | 476 | <i>Generic Stages: Do They Occur in Reaction to Crisis?</i> | |
| <i>Women’s Roles and Denial of Self</i> | 476 | <i>What about Time-Limited Tasks and Interventions?</i> | 517 |
| <i>Men’s Roles</i> | 477 | <i>Crisis and the Assessment Process</i> | 519 |
| <i>Gender Inequality</i> | 477 | <i>Individualized Crisis Treatment</i> | 521 |
| <i>Gender Issues and Couples of Color</i> | 478 | <i>Crisis Intervention: A Case Example</i> | 523 |
| <i>Special Treatment Emphases</i> | 479 | <i>“Crisis-Prone” Clients</i> | 527 |
| Extramarital Relationships | 480 | Other Brief Treatments | 527 |
| Notes | 482 | <i>The Advent of Managed Care</i> | 528 |
| 17. COUPLE TREATMENT: CLINICAL ISSUES AND TECHNIQUES | 487 | <i>Basic Features of Short-Term Treatment</i> | 529 |
| Tom and Kathy Brent | 488 | <i>Selection of Clients</i> | 532 |
| <i>Tom’s History</i> | 488 | <i>Characteristics and Benefits of Brief Therapies</i> | 534 |
| <i>Kathy’s History</i> | 490 | <i>Further Comments on Brief and Extended Treatment</i> | 537 |
| <i>Interactional Patterns</i> | 490 | Notes | 539 |
| <i>Reluctance to Change</i> | 491 | | |
| How Do We Intervene? | 492 | 19. TERMINATION | 543 |
| <i>Responses to Treatment:</i> | | Special Features of Termination | 544 |
| <i>The Question of Time</i> | 492 | Assessment of Client Reactions to Termination | 545 |
| <i>Five Cautions</i> | 493 | <i>Intensity of the Relationship</i> | 545 |
| <i>Treatment Steps</i> | 494 | <i>Client Satisfaction</i> | 547 |
| Rapid Assessment, Brief Treatment, and Referral | 498 | <i>Experiences with Loss</i> | 547 |
| <i>Tipping the Balance: Brief Treatment of Multiple Problems in a Marriage</i> | 500 | <i>Current Life Circumstances</i> | 548 |
| Couple versus Concurrent Individual Sessions | 502 | <i>Social Supports</i> | 548 |
| The Couple–Worker Relationship | 503 | Conditions of Endings: Assessment and Treatment Implications | 548 |
| <i>Transference</i> | 504 | Termination and the Treatment Process | 550 |
| <i>Countertransference</i> | 506 | <i>Anticipatory Preparation by the Worker</i> | 550 |
| Postscript: Kathy and Tom Brent | 510 | <i>Eliciting and Dealing with Clients’ Feelings</i> | 550 |
| Notes | 511 | | |

| | | | |
|---|------------|--|------------|
| <i>Evaluation of Progress</i> | 551 | 21. STUDYING AND WORKING | |
| <i>Opportunities for Growth</i> | 552 | WITH THE HOLLIS | |
| <i>When Indicated, Referral</i> | | TYPOLOGY | 591 |
| <i>or Transfer</i> | 552 | Testing the Typology's Usability | 592 |
| <i>Feedback from Clients: Termination</i> | | <i>The Coding</i> | 594 |
| <i>as a Research Tool</i> | 553 | <i>Informal Use of Typology</i> | 597 |
| <i>The Final Ending: The Worker</i> | | <i>Study of Distribution of Procedures</i> | 600 |
| <i>Speaks</i> | 554 | Comparison of Data | |
| Worker Self-Awareness | 554 | from Several Studies | 603 |
| Notes | 555 | A Profile of the Casework Process | 605 |
| 20. THE PSYCHOSOCIAL | | Further Studies | 606 |
| APPROACH: CLINICAL | | <i>Sustainment and Countersustainment</i> | 606 |
| CASE EXAMPLES | 557 | <i>Need for Further Research</i> | 608 |
| Psychosis: Short-Term Inpatient | | Notes | 608 |
| Treatment | 558 | Appendix | 609 |
| Terminal Illness | 566 | Bibliography | 613 |
| A Family's Crisis: Involuntary | | Index | 653 |
| Clients Accept Help | 574 | | |
| Anxiety Attacks: The Adult Child | | | |
| of an Alcoholic Father | 581 | | |
| <i>The Course of Treatment</i> | 582 | | |
| <i>Postscript on Jed Cooper</i> | 588 | | |
| Notes | 590 | | |