

**Addis Ababa University Graduate**

**School of Social Work**

**Social Work Intervention and Empowerment Practices of Temporary Care and  
Rehabilitation Centre for People with Disability**

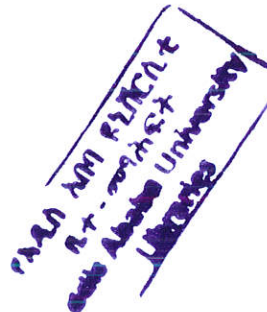
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**By: Edom Hailu Demeke**

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**Acronyms**

- AACGLSAB - Addis Ababa city Government Labor and Social Affairs Bureau.
- AALTRTC- All African Leprosy Tuberculosis Rehabilitation and Training Center.
- TCRCPD - Temporary Care and Rehabilitation center for People with Disability.

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**Abstract**

*Social work is a profession working for social change, problem solving, empowerment, social justice, social functioning and well-being. Because of their complex socio economic and political life, people in Addis Ababa City face various psychosocial problems and diverse intervention techniques are used for those problems even if all the interventions might not be professional and well organized. Temporary Care and Rehabilitation Centre for People with Disability is an institution in Addis Ababa city under Labor and Social Affairs Bureau of the city government to support people who are suffering from a destitute life because of various psychosocial and other problems. The institution is giving different services for its recipients to support their well-being, social functioning and empowered way of living. Varieties of interventions and empowerment techniques have been utilized by the institution to support the wellbeing of the recipients and developing their social functioning in their society. The study used qualitative method of study to explore the experiences of social work intervention and empowerment practices of the study area. Even if the institution has been working in the area since the last fifty years, its professional work areas require focuses of social work practices for better achievements on its social work intervention and empowerment practices. Thus, this study has been investigated on its social work intervention and empowerment practices, the impacts of the practices, the challenges and limitations of the institution in practicing social work interventions and empowerment schemes and finally strength and opportunities available at the institution are explored. Then recommendations have been set. The study indicated its implication for social work practices, social work research and policy development referring its findings and results.*

## CHAPTER ONE

### INTRODUCTION

#### 1.1. Background of the study

As social work is a process of enhancing well-being and social functioning through planned change that requires intervention in the personal, familial and societal stance of a person's life, varieties of interventions can be used to combat psychosocial and health factors that are hindering the social functioning of individuals and groups in their wellbeing (Munford, Nash, & O'Donoghue, 2005). After the implementation of social work intervention, empowerment is needed to assure the positive change of the interventions on individual and group wellbeing and healthy functioning (Trevithick, 2005).

In social work intervention practices a number of theories have been developed that should be considered before practicing interventions at individual or group level. Social work intervention and empowerment practices are supported by various theories that are developed in social work profession. Psychosocial approach, person-centered approaches, crisis intervention, task-centered approach and motivational interviewing are some of the theoretical bases that are considered in social work intervention and empowerment practices.

TCRCPD is an institution providing social work services to enhance the well-being of its recipients who are from different coroners of Addis Ababa City and suffering from psychosocial and health problems. The institution has two major roles in enhancing the well-being of its recipients: providing immediate help to solve the problems of the recipients and empowering them before they return back to the larger society of the city after the services of the institutions

are ending up. The techniques that are employed by the institution and the empowerment practices were the interest areas of this study since the overall processes have to be seen from the theoretical bases of social work interventions and their end result in enhancing the well-being and social functioning of the recipients. The researcher investigated the processes of social work interventions and empowerment practices of the institution and their significance in achieving the goals of the institution that have been set before interventions and empowerment practices are being practiced.

### **1.2. Statement of the problem**

Social work interventions are ways of helping individuals and groups in a process of social work practices. A social worker uses varieties of techniques and approaches to solve problems and limitations that face the wellbeing of people in different living environments. Thus social work interventions focus on what is wrong with clients and to work with the clients to make them better (Dupper, 2003).

According to Dupper (2003), social work understands problems from different points of view and they might be caused because of various reasons and those problems may occur at individual and group level. In addition, the problems can be also environmental, societal and structural caused problems by their nature.

The inspiration for this study arose from the observation of the researcher with the target organization as to how social work interventions are being undertaken for those individuals who are with various problems at institutional level and their experiences in empowerment process. Temporary Care and Rehabilitation Centre for People with Disability is an institution in Addis Ababa City under Labor and Social Affairs Bureau of the city government. Since 1953, the

institution has been giving social work intervention practices for different people with diversified psychosocial problems. The focus of the institution is supporting those individuals who are severely suffering from lack of basic needs in Addis Ababa City and empowering them to engage in different small business activities through giving trainings and providing starting capital for their business. The clients are from different corners of Addis Ababa who are leading a very destitute life without any kind of opportunity and support from anywhere else.

The population of the institution lives with different health problems like: leprosy infection, polio infection, various physical damage, mental retardation, visual impairment, hearing impairment, HIV/AIDS and paralysis. Hence, high level of professional support is needed to meet the diversified interests of the population and appropriate social work interventions are needed to support those people with various psychosocial problems, the researcher became interested to study the practices of the institution how it works on intervention and empowerment. This study investigated how professional works are being practiced from social work point of view, the rehabilitation and training programs of the institution in line with the interests and backgrounds of the clients, the practices of empowerment with the consideration of past skills and experiences of the clients for better achievements after they have been empowered.

As the institution is working with people with disability to support their wellbeing and enhance their social functioning despite the disability is there, the researcher is initiated to see how their wellbeing and social functioning are met professionally. All members of a given society might not be equally productive and functional in their living, thus social work plays a vital role in supporting and empowering those individuals who are disadvantaged because of various factors. Although institutional service provision helps a given society to have relatively

stable and empowered community members who are suffering from various psychosocial problems, the professional efficiency in the service provision have an impact on the overall outcomes to create empowered community members. Hence, the study investigated the impacts of the services on the lives of the recipients.

Researches have been conducted separately on social work intervention and empowerment practices. This study has been conducted how can social work intervention and empowerment practices can go together to develop the well-being and social functioning of people and the influences of these two practices one on the other. As the researcher has got from the profiles of the institution, number of recipients passed through the intervention process always exceeds number of recipients passed through the empowerment process. Thus, the researcher has been impressed to investigate the reason of the variation between the impacts of intervention and empowerment on the recipients lives.

### **1.3. Research questions**

This research will investigate social work intervention and empowerment practices of Temporary Care and Rehabilitation Centre for People with Disability to address the following research questions:

- What are the activities undertaken by the institution as social work interventions and empowerment practices for TCRCPD?
- What is the implication of the current activities undertaken on the economic, social and psychosocial lives of the recipients?
- What are the challenges and limitations of the institution in practicing social work interventions and empowering its recipients?

- What are the strengths and opportunities available at the institution and how can the institution use such opportunities in future endeavors to achieve its objectives?

#### **1.4. Objectives of the study**

This study aims:

- ✓ To explore social work intervention and empowerment practices of TCRCPD.
- ✓ To identify the economic, social and psychosocial impact of social work interventions and empowerment practices on the recipients.
- ✓ To investigate the challenges and limitations of the institution in practicing social work interventions and empowerment schemes.
- ✓ To explore strength and opportunities available at the institution to make recommendations as way forward for enhanced practice.

#### **1.5. Significance of the study**

In investigating social work intervention and empowerment practices of TCRCPD, it explored all the processes of intervention and empowerment practices of the institution, limitations affecting the practices, opportunities that can support the practices and suggest possible solutions for better achievements. Therefore, the results of the study will benefit:

- TCRCPD to identify gaps in its service delivery and take measures based on the suggested solutions.
- Service recipients of the institution who are in need because of various psychosocial, economic and health problems by informing multiple stakeholders

- AACGLSAB that is the supervisor of TCRCPD in referring how the institutions under its supervision are working with the people who are various problems, taking corrective measures and planning for the future in the area.
- Government and non- government organizations working on intervention and empowerment area may consider as a baseline for their working environment or for further studies on their practices.
- Researchers and scholars in the area may use the study as reference in the same area of studying.

### **1.6. Scope of the study**

The scope of this study is confined to Temporary Care and Rehabilitation Centre for People with Disability that operates under the supervision of Addis Ababa City Government Labor and Social Affairs Bureau in the City Government of Addis Ababa. The study will focus on social work intervention and empowerment practices of the institution with the case of current recipients and other working staffs of the institution.

### **1.7. Operational definition of terms**

**Social work:** Social work is a profession that promotes human and community well-being. It is guided by a person and environment construct, a global perspective, respect for human diversity, and knowledge based on scientific inquiry. Social work's purpose is actualized through its quest for social and economic justice, the prevention of conditions that limit human rights, the elimination of poverty, and the enhancement of the quality of life for all persons (Gerdes, Segal, & Steiner, 2013).

**Intervention:** Is an action or a process of alleviating psychosocial and other problems of individuals.

**Social work interventions:** Actions or activities that are taken in a social work practices to alleviate problems that are affecting the social functioning, well-being and social justice in the lives of individuals or groups.

**Empowerment:** Is a social action process which promotes active involvement of individuals at aiming better personal control in well-being, social functioning and social justice.

## CHAPTER TWO

### 2. REVIEW OF RELATED LITERATURE

#### 2.1. Social work interventions

Social work practice is a practical profession and aimed at social change and better social functioning of a given people with improved and empowered ways of living in their overall living environment. All the practices of social work profession should be necessarily evaluated and practiced within the context of their contribution for better functioning of the clients. Taking action to use proper social work interventions for various problems should go in line with the goals that have been set before social work interventions are implemented for a certain problem (Proctor & Rosen, 2003).

In social work, interventions are any kind of measures or actions that are usually anticipated to reduce social, psychological or health problems of individuals or groups. Social work interventions are always used by social workers with the purpose of meeting a certain goal based on clear practice guidelines that have to be developed before a certain intervention is practiced to promote positive outcome on wellbeing and social functioning of individuals or groups. Social work interventions are complex since they need the cooperation of various stakeholders including the service recipients, social workers, other professionals and concerned stakeholders in enforcing procedures and providing necessary resources in the intervention process (Day, Fraser, Galinsky & Richman, 2009).

From the above two works of Proctor & Rosen (2003) and Day, Fraser, Galinsky & Richman (2009), we can understand that social work and intervention are inseparable ideas that cannot exist alone. In a place where social work is practiced, at the same time intervention is

there. Social work can do nothing without intervention. As a result, this study attempts to show the combination between social work and intervention methods in insuring peoples' wellbeing and their social functioning.

Intervention is a purposeful actions that can be taken for meeeting a specific goal to improve or change a given situation that is unpleasant or improper for once living and interventions may operate at the individual, family, organizational (e.g., school), neighborhood, regional, national, or other level (Day, Fraser, Galinsky & Richman, 2009). However, for Egan (2010), interventions are any measures that have some support for individuals and groups live and they are reffered to as promising, efficacious, effective, evidence-based, or best practices.

Social work interventions are goal directed actions that can be undertaken by social workers at a certain situation based on the knowledge and understanding, skills and values in a social work profession. Social work interventions can be also directive and non directive. Directive interventions work purposefully to change an exising situation and they involve obtaining advices, information and sugession for clients on how they should act and behave at certain state of affairs. In the other hand, in non directive interventions the social worker may not decide for the clients to act or behave in a firm way of action rather works with clients in cooperation to support them to decide by themselves. Thus, directive interventions involve making people problem solvers, decision makers, talk about their problems, thoughts and fellings (Trevithick, 2005).

All the above three works of the scholars agreed as social work interventions are purposeful actions that can be taken to meet a specific and well known goal. Each planned action in the intervention process will have its own purpose that is expected to be met. The purposefull

and goal oriented nature of social work interventions will be seen by this study to extract how interventions are planned and implemented to meet a set of goals that have been put to mitigate a certain psychosocial and health problems in the study area.

In social work, interventions can be taken at different levels to mitigate psychosocial, health and other related problems that may affect the wellbeing and social functioning of individuals and groups. Although social work interventions are purposeful and planned measures, they require a set of complex substrategies and the involvements of various bodies (the individual, practitioner, family members, schools, legislatures ...). Day, Fraser, Galinsky & Richman (2009) have set the following case as an example of intervention as follows:

*Laws that require children to wear bicycle helmets are singular interventions designed to reduce fatalities and serious injuries related to bicycle accidents.*

*Protective supervision in child welfare is a clustering of interventions designed to ensure the safety of a vulnerable child.*

Nevertheless, wearing helmets is an intervention to reduce vulnerability of children to bicycle accidents, it needs the involvement of the legislative in formulating detail procedures concerning the enforcement of law of wearing helmet, schools role in creating awareness on using helmets, parents responsibility on accessing the helmet and the role of the social worker on advocating all these activities and coordinating the concerning bodies. Thus, social work interventions are not just planning to reduce the impact of undesirable situations and changing them in to a positive situation, but they are also processes of managing complex planned activities (Day, Fraser, Galinsky & Richman, 2009).

The above scholarly stated ideas about social work interventions and their nature that needs the cooperation of various stakeholders will help social workers to understand the broader concept of intervention in social work arena and take in to account all the necessary points in any intervention process. This study investigated how social work interventions are understood by social workers in the study area and indicated better opportunities for intervention techniques to be practiced in a good way.

According to Trevithick (2005), social workers should consider the following points before they are going to start implementing social work interventions for certain problems and empower individuals and groups:

- Work from a sound knowledge base: they have to be good enough with their professional knowledge in identifying problems, intervention techniques and working with diversified interest and working environment.
- Interventions should always go with empowerment practices to enhance individual, family, group and environmental capacities.
- The worth of relationship that has to be built between service recipients, careers, other professionals and concerned bodies in the overall social work practices.
- Communication skills that can be used in social work intervention and empowerment processes at a certain working area should be considered by the social worker for the better achievement in the area of alleviating certain problems and empowering individuals and groups.

Trevithick (2005) shows that social work activities need a working ground in which some preconditions should be fulfilled. Even if social workers identify a situation that requires the help

of their profession, they have to take in to account special working spheres and skills that may support the planned measure that is going to be undertaken. For instance, a social worker who is ready to help a client must consider the relationship and the interaction that he/she may have with the client; otherwise the work may fail because of his/her weakness in establishing a good relationship and trust with the client. In general, a social worker needs to be aware of all factors hindering his/her professional work at the living environment of the client.

## **2.2. A need for social work interventions**

Social work interventions might not be given for all people at any situations and places. Thus, social workers critically consider when and for whom an intervention should be given. Social workers decide to take interventions while:

- ✓ a person is at risk of serious harm from external or his/her self and requires well organized profesional support and safeguards to manage the risk.
- ✓ a person is likely to put others at risk of harm, misery or loss and a response is needed from profssional point of view.
- ✓ a person's life circumstances cause serious harm, social exclusion, reduction of life chances or well-being on him/her self and other member of a society.
- ✓ a person is facing obstacles, challenges, choices and/or life-changes without personal, intellectual, emotional and psychological resources and professional support is needed.
- ✓ a person's situation is getting worse, either chronically or unpredictably (Scottish Executive, 2005).

The above rationalization ensures that social work intervention is conditional; it requires the occurrence of well known situations in the lives of a given people. This means interventions can

not be taken for all people and in all situations. Hence, social workers need to be aware of the situation in which social work interventions should be undertaken. For this reason, the study explored the experiences of social workers in the study area when they decide to intervene a certain problem to be intervened.

According to Scottish Executive (2005), when asking questions about the need for social work intervention, being aware of political decisions is very important to know what a government has decided about the function of social welfare systems in meeting need. After a decision has been made by the government and needs for intervention are identified, the interventions will have five levels:

**Base level:** Needs of a population where universal services should be provided.

**First levels:** Vulnerable groups that are not in a position to use universal services and require initiatives.

**Second levels:** Early stresses and families in temporary crisis assisted by short-term interventions and resources. i.e. children in need.

**Third levels:** Serious stresses including risks of serious harm and family breakdown which need intervention to restore family functioning.

**Fourth levels:** Covers a diverse group of issues: social breakdown, children looked after, children abused within the care system; methods include therapy, damage limitation and permanency planning (Scottish Executive, 2005).

### 2.3. Processes of social work intervention

**Identifying the problem to be overcome:** In this stage the social worker is expected to recognize and describe the problem and acknowledge that change is needed (Scottish Executive, 2005).

**Assessing the situation:** At the beginning of the contact social worker conducts an assessment on the overall situation of the client to identify what is seen and heard around the client through carefully interviewing, enabling them to express their feelings and views, and through communication with other organizations and other professionals who may have role in the intervention process (Scottish Executive, 2005).

**Empowering the family/people around the client:** It is important in social work interventions to empower families and other people who are close to the client to support the intervention process and decision making (Scottish Executive, 2005).

**Dealing with conflicting needs and wishes:** There may be tensions between children's needs and wishes, parents' needs and wishes, the views and wishes of the wider family, of the community, other professionals, and with the requirements of the law, regulation and procedure. Social workers must consider all these conflicts (Scottish Executive, 2005).

**Achieving change, meeting goals:** The intervention process should be goal oriented and a means to achieve a certain change in the clients live. Thus, the intervention should be planned considering the goals that have to be met and changes that should be achieved (Scottish Executive, 2005).

On the contrary of the above processes DuBois & Miley (2005) mentioned empowerment process steps that should be followed in empowering a certain people and some of the steps are

similar with the steps that have been mentioned for social work intervention process by Scottish Executive (2005). For DuBois & Miley (2005), social work empowerment process should consist of forming partnerships, articulating situations, defining directions, identifying strengths, assessing resources, framing solutions, activating resources, creating alliances, expanding opportunities, recognizing success and integrating gains.

From the above discussion on the processes of social work intervention, we can understand that intervention and empowerment should go in line together. To empower a certain group of people there should be an intervention that can mitigate the obstacles hindering being empowered and functional in life aspects of people, on the other hand in empowerment processes interventions should be taken in to account since they support the achievements of the empowerment process. Hence, social work empowerment and intervention processes support one another in alleviating a certain problem and achieving people's wellbeing and developing their social functioning.

#### **2.4. Types of social work interventions**

**Crisis intervention:** Is an informed and planned application of techniques derived from the established principles with understanding of social work theories with the intention of assisting individuals or families that are in a behavior that is maladaptive or maladjusted and transforming them to a modified feelings, attitudes and behaviors. Crisis intervention establishes new coping mechanisms as part of the client's routine activities to make an adjustment in the feelings and experience of the problem so that longer term changes can be made on the unpleasant effects and emotions (Thompson, 2011).

**Community work:** Community practice is the application of practice skills to alter the existing problems of community groups, organizations, and institutions or people's relationships and interactions with these entities. Community work interventions are professionally directed interventions designed to bring about planned change in organizations and communities (Hardcastle, Powers & Wenocur, 2004).

**Family therapy/systemic practice:** Family therapy can be any psychotherapeutic intervention process that clearly focuses on changing the interactions between or among family members to improve their functioning in general and the functioning of the subsystem of the family or individual members in particular (Boston & Cottrell, 2002).

**Psychodynamic practice:** Is exploring those aspects of self that are not fully known, especially as they are manifested and potentially influenced in the therapy relationship. In this intervention practice the social worker tries to see the problems of a client emanate from inner feelings and thoughts (Shedler, 2010).

**Cognitive behavioral practice:** Works combining behavioral and cognitive theories in relation to the client's problem. From the behavioral theories point of view the social worker will see ways in which behavioral outcomes can be manipulated to either increase or decrease as a result of the consequences that occur on the client and from the cognitive aspect of the client the social worker can be concerned with thought processes that impact on clients functioning, leading to undesirable changes in mood and emotion (González-Prendes, 2012).

**Task centered practice:** Is a highly structured intervention approach focusing on solving problems as clients perceive them. Various tasks are used to resolve the identified problems.

Tasks can be developed from a collection of practices and problem-solving activities with clients (Garvin, Reid & Tolson, 2003).

**Narrative practice:** Working to help the clients maintain the direction of their lives, and minimizes the use of authority by the social worker. The social worker make the clients to think about their lives as stories and to work with them to experience their life stories in ways that are meaningful and fulfilling a certain planned goal to be achieved in the intervention process (Abels & Abels, 2001).

Therefore, the study explored the implementation of the above mentioned social work intervention types (Crisis intervention, Community work, Family therapy/systemic practice, Psychodynamic practice, Cognitive behavioral practice, Task centered practice and Narrative practice) in the study area, their overall practicing experiences, the impact of the interventions on the recipient, the frequencies of these methods, challenges in implementing them and opportunities for better practices of all the interventions to meet the research questions that are planned to be achieved by this study.

## **2.5. What should a social work intervention consider?**

### **Time periods and levels of intensity**

Varieties of social work interventions can be taken in different time settings and different levels of intensities for a given problem. The interventions that are going to be taken for different settings might be determined by the work settings, the problem itself, the individuals and groups that have involved in the problem and legal frame works of a working area. For instance, while task centered approach, crisis intervention and behavioral approaches are used, the time will be a prominent factor on the achievements of the interventions that can be undertaken. In addition, the

intensity of the problem that should be intervene, may also determine the interventions that should be applied (Trevithick, 2005).

### **The focus of intervention**

Any intervention without clear purpose and indepth understanding seems to be in the wrong hand and it will be oppressive rather than empowering people. Thus, the focus of a social work should be clearly identified and planned before any intervention is taken (Trevithick, 2005). Depending on the nature of the problem that can be intervined, social workers use various types of interventions that can be warm, emphatic, caring and non judgemental. The other disagreement in this regard is to make the focus of a social work intervention on individual change or on a broader societal change. But this is determined by the kind of help that is needed and the existing problem that affects individuals or larger members of a society (Trevithick, 2005).

### **When and how to intervene**

For Trevithick (2005), to decide when and how to intervine, social workers should establish a mandate considering varius situations. Specially when they have a statutory responsibilities to intervine and when the client is at risk there is no doubt to intervine. In addition to the legal mandates of the social worker, the following situations may influence their decision on when and how to intervine:

- The urgency of the problm;
- The consequences of not alleviateing the problem;
- The chances of success in alleviateing the problem;
- The ability of the social worker and/or the agency to help with the problem;

- The motivation of the client to work on the problem;
- The support which the client will receive from other people; and
- The specific nature of the problem.

Therefore, social workers consider all the above mentioned points before intervention, during intervention and after intervention practices.

## **2.6. How to integrate theories and practices in social work intervention**

Social work interventions are not just taking action/ measure to intervene a given problem rather they require theoretical bases to be considered in the intervention process. Thus, the overall living environment of human beings, their interaction with this larger environment can be considered in planning an intervention and alleviating a specific problem of a person or a group. Theoretical foundations should be done in line with deciding the types of interventions that should be undertaken for a certain problem (Munford, Nash, & O'Donoghue, 2005). From this we can understand that to observe the integrated framework for practice is required in social workers role to think critically about the knowledge base that informs their knowing, decision making and action in social and community work practice while an intervention is undertaken. Through the integrated framework for practice, social workers can describe, explain, examine, evaluate and justify their assessment and intervention with clients. Thus, in any process of intervention, a social work should consider various theories that can briefly explain and show the existing problem that needs intervention and the study saw how theoretical bases are referred when interventions were undertaken.

## **2.7. Challenges in social work intervention and empowerment processes**

**Issue of legitimacy:** All social work activities are highly regulated within the statutory frame, so that issues that are not covered with the legal frame work will not be the working areas of social workers to alleviate existing problems (Asingwire, Kafuko, Lubanga, Omona & Twikirize, 2013). Issue of legitimacy can be a great challenge in Ethiopian context too in intervening observed psychosocial and health problems unless the working areas are covered with the existing legal frame works of the state. Thus, this research tried to show the challenges facing social workers in social work intervention and empowerment practices of Ethiopia to show the gap in policy implication.

**Work burdens:** Social work bears the burden of working with the individual within the context of a framework for the many. Individuals with urgent intervention need might be the target in an intervention of a social work with greater number. Thus, the social worker might be forced to bear all the burdens of the clients who are suffering with sever psychosocial and health problems. In addition to this clients problem need to be intervene with different stimuli and settings that may require complex organizational work and high amount of cost (Asingwire, Kafuko, Lubanga, Omona & Twikirize, 2013). Social work is dependent on engaging its service users. This involves listening and understanding and responding to what is heard and observed. Failure to work in cooperation with the client is failure in the intervention that will be taken to mitigate the problem from clients (Scottish Executive, 2005). This study explored the practices of social workers in intervening clients' problems and empowering them. As a social worker cannot meet all the desired goals that are expected in the lives of clients, the challenge in working cooperatively with clients should be overcome. Thus, the experiences and challenges of the social workers while working with their clients in a process of intervention and

empowerment in terms cooperation with clients were the concern of this study to show the phenomena and possible alternatives.

**Diminishing community cultural systems and values of mutual help on which social workers can build community interventions:** Social work activities practiced within the society and these activities may influence/disturb the existing social systems of a given society (Asingwire, Kafuko, Lubanga, Omona & Twikirize, 2013). Therefore, social workers have to create assimilation between the principles of social work and values of the society to make their work of intervention and empowerment satisfactory and influential in the lives of the society (Asingwire, Kafuko, Lubanga, Omona & Twikirize, 2013). This is true in Ethiopia where multi-cultural and highly diversified societies exist. Clients from different social background may not have similar response for interventions despite they have been facing the same problem. In this regard clients in the same condition and environmental setting might not be treated by the social worker in same way. Thus, the social worker should be flexible in selecting intervention techniques and empowerment menses. Cultural systems and values of a society helped the researcher while he was exploring how social work intervention and empowerment processes have been experienced in the study area from the perspective of considering existing social and cultural values of the society.

**Socio-economic factors:** All the groups for whom social work intervention is likely to be needed are also more subject than most to a range of social and economic problems and barriers. Clients problem emanate from socio-economic factors may require socio-economic changes and interventions. Hence, the intervention from the client side will be influenced unless the socio economic factors can be removed (Scottish Executive, 2005). This is also true in Ethiopia's existing situations. Some of the problems of our society originate from the existing socio-

economic conditions of the state that need mobilization of huge amount of resources and cooperative work of various stakeholders (government, society leaders, religious leaders, community organizations, professionals, medias ...). Hence the researcher referred this challenge as a baseline in exploring the practices of social work intervention and empowerment of the study area.

## **2.8. Impacts of social work interventions**

Ntebe (1994), stated how social work interventions impacted the Apartheid government of South Africa to develop an appropriate, relevant and progressive social welfare system in the society where the people are suffering with mass poverty, low economic growth and rising unemployment. But the interventions taken by the social work had the following impacts in the lives of South African societies:

- ✓ Offering the principles of a humanitarian and egalitarian (free and democratic) society.
- ✓ Locating the sources of problems in the socio-economic system.
- ✓ Understanding and adjusting the fundamental change processes.
- ✓ Encouraging collective actions and solutions in consultation with people.
- ✓ Rising people's awareness to recognize the need for political action.
- ✓ Facilitating and advocating for a human welfare system (Ntebe, 1994).

On the other hand Bolsteina, Kokarevica & Razgale (2014), stated the impacts of social work interventions on children and their parents as follows:

- Risk factors can be prevented and reduced.
- Parents can be aware of how to help a child grow up/how to bring up a child emotionally and physically healthy and how to change their child-rearing model.

- Family members may know family related problems and the ways for their solutions.
- Social dysfunctions can be prevented and reduced.
- Human capital of family members can be increased and
- The future perspectives of a family can be widened.

The above mentioned authors confirmed that social work interventions are purposeful and have their own outcomes that can be manifested in the lives of individuals, groups and larger community. Thus, this study worked how social work interventions have influenced the lives of individuals in particular and the larger community of the study area in general.

## **2.9. Empowerment**

Lee (2001), defines empowerment as:

*a process whereby the social worker engages in a set of activities with the client . . . that aim to reduce the powerlessness that has been created by negative valuations based on membership in a stigmatized group. It involves identification of the power blocks that contribute to the problem as well as the development and implementation of specific strategies aimed at either the reduction of the effects from indirect power blocks or the reduction of the operations of direct power blocks.*

According to Hutchison & Lord (1993), empowerment is a social action process that promotes involvement of people, organizations, and communities at aiming better personal and group control on political efficacy, wellbeing, social functioning, and social justice. In addition,

Hutchison & Lord (1993) suggested the following assumptions to be considered in empowerment process:

- ✓ Individuals' potential to understand their personal needs, problems and limitations better than anyone else and they have to be considered as experts to define their own problem and have power to act on those limitations and problems.
- ✓ Everyone has a power and strength to make his/her life better.
- ✓ Empowerment is a lifelong process that cannot be stopped somewhere else.
- ✓ Personal knowledge and experience of an individual are significant in coping strategies to be effective and efficient problem solver of once own limitation/problem.

Hence, as we can understand from the above scholarly given explanation, empowerment is not working on individuals and working for them rather it is working with them in cooperation and in partnership. It is not one way communication but it is two ways communication. The role of the professional is to assist the person to be empowered; uses his/her own personal experiences and decide by him/her self rather than deciding on behalf of the individual. The above four assumptions are very important in any kind of empowerment processes to have effective and efficient empowerment experiences at individual and group level. Neglecting personal ability and experiences of individuals may cause failure in the empowerment process. Hence, considering what a client already has characterizes an effective and efficient social worker.

In addition to Hutchison & Lord (1993), Adams (2003) in other ways stated the following assumptions to be considered while an empowerment process is undertaken:

**Normalization/social role valorization:** Social work interventions always precede an empowerment process. Before empowering individuals or groups, the individuals and groups should be normalized from their misery. The interventions that can be undertaken before the empowerment will help to build on the strengths of those individuals or groups that are going to be empowered. If not, they will be in a condition of searching for their strength and skill.

**Reflexivity and criticality:** Showing the impact of the situation/limitation in which the client is in, helps the client to understand his/her situation clearly and to engage in the empowerment process with full sense. Here, the social worker should not fail to build a critical understanding of the situation/problem on the client, to plan in cooperation and take action together.

**Consciousness-raising:** Social workers should take part in raising awareness for the clients to understand the overall empowerment process.

**User-led practice:** The knowledge, experience and skills of the client should be considered before empowerment is undertaken.

**One person's empowerment may be another person's disempowerment:** Social workers should be taking care of empowering others at the expense of others. Thus, the empowerment process is supposed to consider its influence on others who have not direct involvement in the empowerment process.

Both Hutchison & Lord (1993) and Adams (2003) agree on planning the empowerment process before taking any action and give emphasis for the clients expertise of defining once own problem and limitation and their coping strategies that have been developed through time in the past history of his/her problems. Thus, the two documents argue to plan and build the social workers empowerment process on the strengths, knowledge, skills and experiences of the client.

On the other hand, they said the opposite to their own assumptions that should be considered in the empowerment process. For instance, Hutchison & Lord (1993) gave greater emphasis on the clients expertise more than any other assumptions, whereas Adams (2003) stated other additional assumptions like normalization/social role valorization, reflexivity and criticality, and the issue of one person's empowerment may be another person's disempowerment.

In general, empowerment and intervention go in line while social workers are doing on wellbeing, social functioning, and social justice at individual and group settings. The intervention techniques help to manage instantaneous problems and risks to normalize clients and they have to come first before empowerment is undertaken. Then, in cooperation with empowerment the intervention measures make clients safe and active in terms of their well-being and social functioning. Therefore, this study investigated how social work intervention and empowerment practices are being practiced in the study area from the above mentioned scholarly thoughts point of view.

The cooperative work between a social worker and a client benefit both parties to be effective in their goals for which they come in to cooperation. As stated by Warren (2007), the joint work of a social worker and a client might have the following effect:

**Influences the provision of services:** There will be a possibility to express one's own condition and ways of living. Thus, problems can be identified and addressed.

**Increases confidence and raises self-esteem:** The overall process gives an opportunity for both parties to practice what they already have and build on it. Thus, through the process they can have a possibility of appreciating one's self and developing confidence and self-esteem.

**Develops self-help and mutual support:** Their mutual communication and interaction may help them to share experiences and work in partnership on issues that need the knowledge, experience and skills of both the client and the social worker.

**Gives a personal 'therapeutic' experience:** The intervention process and the means of communication motivate clients to feel as they are valuable and can be listened by others.

**Empowers through collective involvement:** Clients can be highly motivated and empowered while they act for a process that can show an interconnected/networked living environment in which every member has its own role and one can influence the other positively or negatively.

**Provides opportunities for learning:** Participation may increase an opportunity to learn one another and share knowledge, experience and skills that have been developed in life through time.

**Promotes advocacy:** Various involvements may make people to think for others and advocate for those whose voice is not heard or their problems are not recognized (Warren, 2007).

#### **2.10. Levels of empowerment**

For Lee (2001), empowerment can occur at three levels:

**The personal level:** Individual strengthes to enhance potentialities, refuse oppression, join with others in working toward its elimination, unique life experiences and personal internalization of problems play a vital role in achieving an empowerment. Thus, working at individual level is one aspect of empowerment process.

**The interpersonal level:** It is natural and essential where individuals empower themselves through group connection and collective action in their intrapersonal communication and interaction. Knowledge of how groups of all sizes form, develop, and achieve these tasks is therefore centrally important to an empowerment practice to be considered.

**The political level:** In some cases empowerment practises need political solutions and structural changes. Thus, individuals and groups should involve to make changes in the wider systems and political levels to make sure the empowerment that has been done at individual and group/community level. The healthy cooperation between these three levels brings successful empowerment practices at every section of a given society.

As stated above empowerment occurs at individual, group and national level. The empowerment practice at each level may influence one another. So that social workers need to plan their empowerment techniques in consideration of the interaction that may occur at these three levels. The success in considering to work on the three levels can increase the achievements of social workers in empowering their target groups. Hence, this study worked to assess how social workers consider the three levels to empower their clients.

#### **2.11. The role of a social worker in intervention and empowerment practices**

For Scottish Executive (2005) and Cree (2003), social workers can have various roles in practicing social work interventions and empowerment processes in different settings. Their role may include:

- Facilitating inter-disciplinary working environment.
- Work with clients to define together their problems, the outcomes they are seeking in the intervention and empowerment process and their preferred means to

achieve them. The very important contribution of social worker here is that to maintain a view of the person in his/her overall living environment, recognizing the physical, intellectual, psychological and spiritual dimensions of their well-being and the importance of his/her family, neighborhood and community relationships.

- Working with people to identify the barriers and obstacles in the way of achieving their desired outcomes in the intervention and empowerment process, and to find ways of removing, avoiding or overcoming the obstacles.
- To help people find their own solutions to problems, build on their strengths, draw on and develop their personal and social assets, and avoid becoming over-dependent on formal support structures/professionals.
- Negotiating access to information, advice and services for clients.

This indicates that social work intervention and empowerment processes have their own scientific and theoretical bases through which a planned goal can be achieved and these planned goals are expected to pass in predefined and well organized procedures. The scientific and theoretical bases of social work intervention and empowerment processes helped the researcher to explore the experiences of social workers how they were using those scientific and theoretical bases in the study area.

## **2.12. Theories and models of empowerment**

There is no single agreed set of concepts and approaches to empowerment (Adams, 2003). The central idea of empowerment is about power and powerlessness. Power refers the ability of an individual or a group to produce planned, predictable and unpredictable effects on others and the source of power may be emanated from the personality of an individual, property/wealth, and a sense of group/organization (Adams, 2003). On the other hand,

powerlessness can be expressed through the anticipation of an individual as his/her abilities, skills and actions might not be efficient to influence the outcome of life events. Individuals and groups can be powerless because of various factors like social isolation, unresponsive services and systems, poverty and abuse (Adams, 2003). The contemporary perspective of empowerment sees an empowerment as it is a process of change aiming at making people have power, access information about themselves and their environment and be interested to work in cooperation with others for change (Hutchison & Lord, 1993).

Empowerment from a social work perspective has been stated by Adams (2003) as follows:

**Empowerment as reflective practice:** Social work, among other human services professions, understands empowerment as an approach that requires practice based intervention on reflection-in-action, rather than the technical/rational approach.

**Empowerment as a ladder:** Unlike responsibilities are common in empowerment process since power is unevenly distributed in every society. Thus, as a ladder empowerment is a means to transform individuals and groups to the higher position in life.

**Empowerment as consciousness-raising through a dialogic process:** it is crucial to show individuals where their social position is and to where they can be transferred. Unless people are aware of their social position, it is difficult to empower and bring them to the higher social position.

**Empowerment as a generic means of anti-oppressive practice:** Empowerment works to bring individuals and groups to a new social positioning structure where every one is free from the influence of anyone else.

From this we can understand that empowerment in social work perspective can be understood like a measure to be taken as a means to mitigate a given problem hampers the wellbeing and social functioning of individuals and groups through their interactive response in the empowerment process. Therefore, for a social work perspective empowerment is not only the work and responsibility of the professional (social worker), but also it is the work and responsibility of the client him/her self and it cannot be occurred with separated effort of the social worker/the client. So that, it needs the collaborative work and effort from both the social work and the client sides. This collaborative aspect of empowerment helped this study to evaluate cooperative work of professionals and clients in achieving empowerment.

### **2.13. Social work intervention and empowerment: Perspectives from studies in Ethiopia**

The researcher tried to see what others have conducted on social work intervention and empowerment in Ethiopia. Most of the works have been done separately on intervention or empowerment and lack to show how intervention and empowerment can be practiced hand in hand and in most cases the empowerment process focused on economic empowerment. For instance Meseret Kassahun (2006) conducted a study on Dallocha Women Water Development Association in Managing Community Water Project and its impact on empowering women in the southern part of Ethiopia; the study gave emphasis only for women and empowerment. In addition to Meseret's study another study has been conducted in the same area but in different locality by Bedru Hassen (2011) on practices and challenges on economic empowerment of rural women in Halaba special woreda of Southern Ethiopia. Bedru's study is also focused on economic empowerment of women as Meseret did. This study explored empowerment practices both in the two sexes in relation to social work intervention practices equally on men and

women. Further, the study investigated not only the economic empowerment practices but the other aspects of empowerment (psychological, social, spiritual empowerment) were treated too.

The researcher has reviewed studies that have been conducted on issues related with measures that have been taken to intervene psychosocial and health problems of some groups of people. From the review the researcher noticed that the studies have been conducted on people with specific problem and measures taken to alleviate a particular problem. While this research has been planned, the study is supposed to investigate interventions taken for people with various psychosocial and health problems, come from different life settings and experiencing diversified levels of severity in their problem that have to be intervened. For instance, Tizita Yehualashet (2015) conducted a study on child protection response through community based multi-stakeholders approach but her focus was community based multi-stakeholders approach as intervention for child protection, whereas this study investigated various social work interventions for people who are in different age groups. In addition to the interventions, this study explored experiences that have been observed both in social work interventions as well as empowerment processes. In general this research tried to fill the gap in the relation between social work intervention and empowerment processes, and their implementation on people who are different in life experiences and age groups.

According to Meseret's findings, the opportunity that has been given for women to manage the community water project has enabled women to be empowered in various aspects (Meseret, 2006). Women who had part in the management practices of the project are capable enough to exercise management and decision making in various issues of their community. Consequently, they have been empowered psychologically, socially and economically (Meseret, 2006). From this we can understand that one empowerment practice focusing on empowering a

particular aspect of life may also empower another aspect. Thus, empowerment practices should consider empowering different aspects of life through empowering one particular attribute. The other important finding of Meseret is that women can be empowered through comprehensive and coordinated interventions (Meseret, 2006). This indicate that intervention and empowerment go together to achieve change on the overall lives of women. Considering the cooperative work to enhance the lives of people through empowerment and intervention, this research investigated how empowerment and intervention practices are interrelated to achieve change on people who are from different life settings with various experiences and different age groups. In addition, the study explored how empowerment and intervention can influence one another.

As same as Meseret's finding, Bedru's finding indicates that economic opportunities help women to be empowered in their lives (Bedru, 2011). For Bedru (2011), women can be disempowered because of limited access to the right of land and other properties. Thus, to empower them economic measures should be taken in women's lives. Consequently, their economic empowerment may help them to exercise their power in decision making and other important aspects of life while they interact with the larger community and their family members (Bedru, 2011). Bedru's work gave emphasis on empowering women through economic measures and left the psychological interventions that should be taken. Hence, this study tried to fill this gap to show various interventions that can be taken to empower not only women, but also other groups of people and the two-way relation between empowerment and intervention.

From intervention points of view, Tizita has found out community based multi-stakeholders approach can achieve better child protection practices (Tizita, 2015). According to her, active community involvements and participation of various stakeholders play vital role in insuring child protection and safeguarding children with different problems (Tizita, 2015). In

addition to this, she indicated that networking, collaboration and well organized works in the community, volunteerism, commitment, ownership feeling of the community for child protection activities and sharing responsibilities of the community increased the effect of the intervention on the expected outcome (Tizita, 2015). But, her finding didn't show how can be the intervention practice supported with empowerment practices. Thus, this study attempted to fill this gap through showing the two-way relation between intervention and empowerment.

#### **2.14 Profiles of temporary care and rehabilitation center for people with disability.**

Addis Ababa City Government Labor and Social Affairs Bureau TCRCPD is governmental organization under the authority of AACGLSAB. It was established by Princess Zenebework Haile Silassie the daughter of Emperor Haile Silassie I in 1953. During its establishment it was named Zenebework Shelter and aimed at giving food and shelter services for people with leprosy that are collected from different parts of Ethiopia for accessing medical treatments in the then Zenebework Hospital, the current AALTRTC (All African Leprosy Tuberculosis Rehabilitation and Training Center). Zenebework Shelter had not any professional service for those leprosy infected people except providing temporary food and shelter services until they complete their medical treatment at Zenebework Hospital. At the end of the medical treatment the people were not interested to return back home because of fearing stigma and discrimination from their community. So that the number of people who stay at the institution was increased through time and there had to be better administration system with broader vision and service provision. Finally the government has decided to transfer the organization from the hospital to the then Leprosy Rehabilitation Organization in 1972.

The organization has broadened its service through time and introduced better service provision for its recipients to support their living. Thus, Zenebework Shelter has been developed in to Addis Ababa Disabled Training and Rehabilitation Centre. Recipients were trained in waving, handicraft and garments. New recipients from other centers joined the institution because Siga Meda Disables Training and Rehabilitation Centre and Young Boys Hostel were closed in 1992 and 1997 respectively. This phenomenon laid the base for better organizational reform of Addis Ababa Disables Training and Rehabilitation Centre.

Presently, the organization named as 'Temporary Care and Rehabilitation Center for People with disability'. It has been providing services for 181 recipients with 40 professional and non-professional staff (1 counselor, 2 health professional, 14 care givers, 5 maids, 8 administrative, 10 food supervisors). In addition the institution is supported with volunteers (11 social workers and 5 training experts) and works with all specialized hospitals in Addis Ababa City and their professionals. The organization aims at providing services for people with severe psychosocial problems and suffering from lack of basic needs in Addis Ababa City. The recipients are from different corners of Addis Ababa who are leading a very destitute life without any kind of opportunity and support. The services are emphasized on intervention and empowerment processes. The work of the organization has its own contribution on resolving social problems of Addis Ababa City and contributing for wellbeing of dwellers of the city.

## CHAPTER THREE

### 3. RESEARCH METHOD

#### 3.1. Research design

The purpose of this study is to understand the effects social work intervention and empowerment practices of Temporary Care and Rehabilitation Centre for People with Disability. Therefore, it tried to assess in what ways the practices influence the recipients' lives, the challenges that have been faced in intervention and empowerment practices and to show possible solutions for better practices. Consequently the objective of the study is to provide a learning experience with particular focus on:

- ✓ Exploring social work intervention and empowerment practices;
- ✓ Identifying the impacts of social work and intervention and empowerment practices;
- ✓ Challenges and limitations in practicing intervention and empowerment practices and;
- ✓ Exploring strength and opportunities in practicing intervention and empowerment practices.

This study is a qualitative phenomenological type of study. The researcher studied social work intervention and empowerment practices of TCRCPD to assess how the lives of the recipients can be affected through intervention and empowerment practices of the institution. In order to gain accurate understanding of the perceptions of participants of this research on the phenomena/practices of intervention and empowerment, phenomenological method of study is most appropriate (West, 2011).

For Groenewald (2004), the concern of phenomenological research is to understand the social and psychological phenomena from the perspectives of people involved in the phenomena. In this qualitative phenomenological study, the researcher investigated the central intrinsic aspect of social work intervention and empowerment practices from recipients, social workers, councilors, care givers and administrative personnel point of view and practical experiences. The researcher used a phenomenological qualitative research method for two important reasons. One is when the researcher planned to investigate social work intervention and empowerment practices and their impact on the recipients, it is difficult to quantify or measure numerically what the recipients practically experience. It is better to observe their lived experience in different activities, listen when they are describing what they have been experiencing and narrating all the phenomena from social work intervention and empowerment perspectives. Thus, qualitative Phenomenological research may help to observe the phenomenon being studied and then to summarize in a narrative report that attempts to describe and interpret the phenomena (Forzano & Gravetter, 2009).

The second reason in choosing a qualitative phenomenological type of research is to help the researcher to dig out the experiences of service recipients of TCRCPD. As a phenomenological research studies phenomena, the nature of the phenomena and their meanings, it focuses on the way things appear to people through experience or in their consciousness where the phenomenological researcher aims to provide a rich textured description of lived experience (Kafle, 2011). Hence the researcher believes that phenomenological research helps to explore recipients' experience of social work interventions and empowerment practices as well as the impacts of the practices on their lives.

### **3.2. Participants**

The study is conducted in the City Government of Addis Ababa. The subjects were beneficiaries and staff of TCRCPD that will be selected purposefully. The institution is working on people who live destitute life and suffering from various psychosocial and health problems in Addis Ababa city; providing more than fifty years of service in the city. This is an area that requires a highly organized social work professional support. Thus, recipients of the institution who are in the process of intervention and empowerment as well as professional and non-professional staff of the institution were included in the study.

The selection of these participants was based on their direct participation in the social work intervention and empowerment practices. As the study aims at exploring the social work intervention and empowerment practices of TCRCPD, recipients who are expected to be intervened and empowered had part in the study. In addition, all professional and non-professional staff of TCRCPD that are supporting the social work intervention and empowerment practices also included in the study to show their experiences in the practices of the social work intervention and empowerment.

### **3.3. Sample and sampling techniques**

There is no clearly defined rule in a qualitative research to determine a sample size of a study, but it focuses on gathering relevant data and becoming rich in data to meet all the research questions (Tucket, 2004). For Krueger & Neuman (2006), in a qualitative research the relevance of the informants to answer research questions matters than their representativeness. As the purpose of this study is to investigate experiences in social work intervention and empowerment practices, generalizing the data gathered from samples for the entire population was not the concern. Thus, the researcher used purposeful sampling technique to select informants in the data

collecting process. From the recipients' side, the researcher has purposively selected 5 recipients (three males and two females) from those who have been in the intervention process, and 5 recipients from those who have been in the empowerment process. The participants were selected purposively as they can capable of showing their experience in relation to intervention and empowerment practices in the institution. For Guest, Mack, Macqueen, Namey & Woodsong (2005), sample sizes of a study might not be determined within a fixed number of informants and there is no ground rule to determine a sample size in a purposive sampling technique of an interview. In addition, Guest et al (2005), stated that a sample size can be determined by purpose of the study and availability of resources. Further, Nixon & Wild (2012) stated that, within 10 informants' interview data saturation can be achieved.

The number of the informants from the two sexes has been determined in accordance with their proportion in the institution although their representativeness did not matter in exploring recipients' experience of social work intervention and empowerment to answer the research question.

Other professionals and administrative personnel were interviewed for their direct involvement in intervention and empowerment practices of the institution. The researcher believes that their inputs are valuable in responding to the questions of the research.

Participants were selected based on the inclusion criteria in order to best respond to the research questions, their knowledge and experience working at the institution and achieving the purpose of the research. The sampling criteria in selecting recipients for interview was based on their age range (the all age groups will be represented to see how recipients experience the practices within age differences) and length of stay in the process since it is very important for

them to stay at least a decent amount of time to understand the impact of the process on them. The counselor of TCRCPD helped the researcher identifying recipients for interview based on the inclusion criteria.

The purpose of the study can determine the number and types of informants that should be involved in data collection process (Groenewald, 2004). Ten informants were selected for interview purposively to extract their experience about intervention and empowerment practices of the institution. Sample size is determined for the purpose of the research. Accordingly, 10 informants were enough to show the experiences of the recipients of the institution in order to explore their experiences of social work intervention and empowerment practices of the recipients considering purpose of the study. In addition to this, because of time constraints to conduct frequent interview with high number of recipients, the researcher believes that the selected sample size can meet the purpose of the study to show their experience in the phenomena.

#### **3.4. Data collection instruments**

Qualitative research data can be collected through instruments like participant observation, qualitative interview and use of document analysis (Corbetta, 2003). The data were collected using open ended interview questions. The interview questions were prepared separately based on the roles of the interviewees in the institution ( 10 recipients (6 males and 4 females), 1 counselor, 1 health professional, 2 care givers, and 2 administrative staff (the head and coordinator) were informants for an interview). Open ended interview questions have been developed to gather the personal experiences of informants in intervention and empowerment processes of the institution, and presented their feelings and understanding from their point of view.

Furthermore, recipients were observed when they were in different situations to collect data in relation to their response for all services of the institution and their progress and change resulted from the intervention and empowerment practices available in the institution. The researcher conducted the observation when recipients were engaging in different activities like communication, trainings, facilitation, service delivery and leisure time. An observation checklist was used at the time of observation to decide which type of behavior, activity and response can be observed. In addition, a document analysis also used to see the history of recipients while they pass in intervention and empowerment processes, their response, the impact of the process and challenges while the processes were undertaken.

### **3.5. Data collecting procedures**

The study site was in TCRCPD in the city of Addis Ababa around St.Aregawi church. Both primary and secondary sources were consulted as sources of data. The primary sources the researcher used include interviews with service recipients, professionals, care givers, administrative staffs and other support staffs because of their proximity for the day to day activities of the institution. Participants were male and female recipients from those who have passed through the process of intervention and empowerment included purposefully participating in interview. Observation was also used supplemented by duly prepared checklists to see the nature of the phenomena and their meanings in the nature of social work intervention and empowerment practices. In addition, documents like work plans, reports, client's profile with the history of their intervention and empowerment practices and publication of the institution were used as secondary source of data. Books and articles (published and unpublished) were also referred as part of secondary sources.

Data collection tools (check lists and interview questions) were prepared to conduct a pilot study in a non-sample respondents but similar informants. These informants were from service recipients and working staff of the institution that are aware of the day to day activities in the institution. The pilot study helped the researcher to evaluate the efficiency of the prepared interview questions to give adequate information to meet the research objectives. Then based on the gathered constructive suggestions that were collected in the pilot study, the contents of each item were refined. Subsequently, the tools were used to the actual sample informants of the study. Following the above, the researcher collected data from each sample groups using the refined data collecting instruments.

### **3.6. Data analysis procedures**

The data collected using the above three data collecting instruments (interview, observation and document analysis) are analyzed and compiled by using phenomenological design to describe the experiences of the informants gained from the interview, how they feel and understand social work intervention and empowerment practices of the institution.

The collected data are presented and discussed based on the research questions of the study. The similarity and difference of data from different informants collected through interview and observation also compared and contrasted. Data gathered from document analysis also presented and discussed to show practices of TCRCPD in the process of social work intervention and empowerment.

### **3.7. Data quality assurance**

Triangulation of data sources to examine the data from various sources and constructing coherent rationalization for themes were used to validate the accuracy of findings from different informants. For Bryman (2001), triangulation is a use of more than one approach to the investigation of a research question in order to enhance confidence and ensuing findings. Data triangulation is the use of a variety of data sources, including time, space and persons, and data collecting instruments in a study. Findings can be established and any weaknesses in the data can be compensated for by the strengths of other data from other sources and instruments, thereby increasing the validity and reliability of the results (UNAIDS, 2010).

In the data quality assurance, a data triangulation type among the four triangulations (data triangulation, investigator triangulation, theoretical triangulation and methodological triangulation) was used to check the trust worthiness of data collected from different informants using varied data collecting instruments. Similar data collected from different informants show trust worthiness of the collected data. Data triangulation type involves gathering data through several sampling strategies, so that pieces of data at different times and social phenomena from a variety of people can be gathered (Bryman, 2001). The researcher triangulated the data that are gathered through participant observation, qualitative interviews from different sample types and use of documents to increase the trust worthiness of the results.

### **3.8. Ethical consideration**

While conducting this research, asking questions and taking notes were the formal procedures in data collecting process and permitted recording was employed based on the informed consent of informants. During the process of data collection, all informants of this research were informed about the purposes of the research and issues of confidentiality before

the process of the interview was undertaken. Before the data collection was started at the site of the study, the researcher submitted a letter to the Temporary Care and Rehabilitation Centre for People with Disability administrative body to introduce the purpose and aim of the research and thereby to obtain permission to conduct the fieldwork. The researcher informed the informants of the study that their participation in the research is based on their consent. The researcher developed an informed consent form. This form acknowledged the participants' rights protection during the data collection process. Some elements of the consent form included: identification of the researcher, indication of how the participants are selected, identification of the purpose of the research, identification of the benefits for participation, identification of the level and type of participant involvement, guarantee of confidentiality of the participant, assurance that the participant can withdraw if they feel unsecure in the process of data collection.

**CHAPTER FOUR**

**4. FINDING AND DISCUSSION**

**4.1. Background information of the participants**

Semi-structured interview questions have been developed to gather the personal experiences of informants in intervention and empowerment processes of the institution, and present their feelings and understanding from their point of view. Accordingly, the following are list of participants who were interviewed in this study based on their position and role in the institution:

List of participants	Position	Sex	
		M	F
Recipients who have been in intervention process	Service recipients of the institution	3	2
Recipients who have been in empowerment process	Service recipients of the institution	3	2
Health professional	Clinical nurse	1	
Counselor	Counselor of the institution	1	
Care givers	Care giving	1	1
Administrative staff	Administration	1	1
Total		10	6

Table 1. Participants' information

## **4.2. Finding**

### **4.2.1 Activities undertaken by the institution as social work intervention and empowerment practices**

#### **Admission processes of the institution**

The admission process of the institution has two features: the first one is based on the interest of the recipients. The recipients approach the institution through official means to be institutionalized and access the services of the institution. The institution considers the following situations of the recipient's eligibility:

- The ability of the individual to support his/her living.
- Severity of the disability the individual has.
- Opportunities for the individual to accessing outside support from others.
- The possibility that the individual has to access community based social support systems.
- Lack of means of income.
- The inability of the individual to be supported by any governmental agencies and nongovernmental organizations.
- The access of the individual for institutional services and support.

Admin staffs 1 who was one of the informants explained the way of admission as follows:

*Clients with sever socio-economic problems submit their request for a Wereda labor and social affairs bureau. The Wereda labor and social affairs bureau investigates to identify all the realities of the applicants. Based on the investigation, applicants who are very*

*poor, helpless and incapable of feeding oneself will be identified and a decision is made to institutionalize them or help in a situation they are in. The institution works with all concerned government offices in the admission process.*

The second means of admission is different from the first as illustrated above. The institution works with concerned government bodies to assemble individuals who live in streets of Addis Ababa, and who are homeless. Recipients who come to the institution through this imposed way had no information about the place where they are going to be taken and the services that are available in the institution.

Some of the informants have come to the institution through the first means that is willingly, following the legal procedures, and the other informants were obliged to enter the institution. Recipient 4 who is one of the informants explained how he came to the institution:

*They brought me forcefully without my consent. I was not informed when they brought me to this institution. Police officers and other personnel came one night on a street where I was sleeping somewhere in Addis Ababa city. They made me to get up and follow them. I was afraid and shocked and did not say anything. I had no idea where they were taking me until I arrived at the institution.*

All female informants responded that they came to the institution submitting their application therefore willingly. Some of the male informants responded that they have been institutionalized by force without being informed and without their consent; despite the way they were brought in, they now are with changed attitude because of the available services that they have been accessing in the institution.

The informants have stated the following reasons for becoming institutionalized in the Temporary Care and Rehabilitation Center for People with Disability: inability to support their living, their disability and related health problems, being homeless and living on the streets of Addis Ababa, development induced displacement, forceful actions of government bodies to institutionalize homeless people from Addis Ababa city and who cannot support their living.

According to the informants, all of these recipients need to be informed of all activities of the institution as to why they have to be institutionalized, types of intervention and empowerment practices that are provided for them, impacts of the intervention and empowerment practices on their lives, alternative choices that they can access after the intervention and empowerment practices and the government's perspective towards their future

### **Recipients' personal talent and skill**

Among the ten recipients who have been interviewed, nine of them have well developed working experience in various work activities, vocational talent and skills. They obtained these skills before they joined the institution. Some of the skills they obtain are (painting, leather works, hand craft). Only one of the recipients has no vocational skill, yet she is interested to learn and take trainings. The nine recipients are engaged in different working environments and small business activities before they came to the institution. All of them are ready and interested to use their experiences and skills to support their living with the help of the institution and to make their future hopeful and bright.

According to Recipient 5, recipients learned various skills that are important to support their living. Recipient 5 stated his experience as follows regarding to his skills and talents that may support the empowerment practices of the institution:

*I am well experienced in running small business activities. I was supporting my living through small business activities before I came to this institution. I have many years of experience and skills in trading activities. I always think of ways that can lead me to the better living conditions and see better opportunities to change the current situation I am in. I hope it is better for me to be supported on how to use my past experiences and skills to live better than the life that I have now. Becoming institutionalized helps me to be supported professionally for using my own personal skills and experiences that I have experienced through time in my life.*

Among the ten recipients that were interviewed, nine of them believe that their personal talents and skills should be supported professionally and trainings should cultivate these talents and skills. They had their own life experiences developed through time. Thus, they are interested to build on the experiences they have already owned. They are not ready to engage in new living styles which have no connection with the experiences they have developed in their lives.

The researcher observed recipients when they performed different activities using their personal talents. They engaged in various hand crafts and repairing electronics when they were under observation. The data gathered through interview and observation goes in line on recipients' personal skills and talents. Recipients have their own skill and talent which support their living and the empowerment practices. On the contrary, the document analysis didn't show the place of personal skills and talents to support the intervention and empowerment practices. The designed practices of intervention and empowerment have been implemented without referring the existing experiences and skills of recipients.

### **Recipients' first impression about the institution**

According to the recipients' interviews, four of them were happy when they came to the institution and are relieved to stay in an institution that can provide shelter, bed and food. This is obviously much better than living on streets of Addis Ababa. On the other hand, six of the respondents stated that they were not happy when they arrived in the institution for the first time. Their reasons were lack of information about the institution; exaggerated expectation about the service delivery of the institution; low standard of the institution to be suitable and attractive for recipients; nonprofessional and unfavorable approaches of some workers of the institution; lack of experience about being institutionalized and emotional disturbances. Some of these respondents who were not happy when they have arrived in the institution have tried to escape from the institution. Yet, through time they adjusted themselves realizing that it is better than their life on the streets. On the other hand, some of the recipients were happy on their first arrival to stay at the institution because of life challenges they have experienced on the streets.

Recipient 10 is a man who has a motor disability because of Polio. He has completed his high school education. He was reading when the researcher was meeting him for an interview and informed the researcher that he likes reading most. He had various trainings on how to repair mobile phones and use mobile accessories, operating computers, optics work and others. R10 expressed his first impression of the institution as follows:

*Before I have seen the institution, I had more expectation. As a government sponsored institution, I expected it to be well furnished and organized to create a favorable living environment for service recipients who are with disability like me. I was shocked when I arrived in the institution for the first time. Everything in the institution is below the expected standard. There is no significant difference between the institution and my early living place. I was so surprised because of the buildings, the roads in the*

*campus, office settings and other conditions of the institution that are below the expected standard. Administrative and professional staffs of the institution helped me to deal with my depression and unpleasant feelings. Therefore, I have adjusted my life with the existing realities of the institution. I have been learning social life and communication skills that are very important to one's living.*

The other informant is Recipient 6 who lives in the institution with her mother. They came to the institution because of their economic problems. They could not support their lives and had no opportunity except being institutionalized. The mother is schizophrenic and in illusion about her real life situations. Recipient 6 does not have a job to support her living except treating and taking care of her mother. She explained her first impression as follows:

*To speak frankly I did not expect a kind of institution with such a low standard exists in the capital, Addis Ababa. I was not happy to stay at the beginning, but all kinds of help and treatment from the administrative and professional staff helped me to adjust. Because of the lack of alternative choice that I have in life I am forced to stay in this institution despite my feelings. I had a good life with my mother before we came here; I always remember what we had before and feel sad.*

All the informants agree on the institution's low standard settings and services. The buildings of the institution are not well constructed considering recipients disability and are not well furnished. The bed rooms are very crowded, the bath rooms and rest rooms are very dirty and small in number. The food items and contents are very poor. The dining room is not suitable for recipients with disability. Roads in the campus are not comfortable. There is no entertainment activity at all.

### **Services provided by the institution**

The institution focuses on providing two major services for its recipients: social work intervention and empowerment services. In the social work intervention wing recipients are approached with various intervention techniques. This intervention is undertaken to relieve the service recipients from serious harm caused due to external conditions or their own failures (their challenges in life choices or life changes, psychosocial problems), health and other problems that impact their social, economic, health and psychological wellbeing.

### **Lower levels of intervention**

Interventions of the institution have levels based on the severity of the problems that have to be addressed. At its lowest level of intervention the institution provides support on basic services like food, shelter, clothing and first level health services. In this level of intervention all the recipients have been included.

The institution has been providing a shelter service for its recipients with rooms that are not well constructed and furnished. The bed rooms are very crowded with higher number of recipients. All of the respondents agreed that their rooms are not comfortable to live in and require fundamental improvement and repair. These dirty and open bed rooms expose the recipients for dust; sun light, rain water and they are very hot during day times and very cold during night times. In addition to the rooms, the beds are also old, dirty and suffocated with greater number of recipients and they are not suitable for recipients with physical disability or limitation on their motor skills.

The other service that TCRCPD provides for recipients is provision of food. The center feeds its recipients three times a day and tries to deliver varieties of food items in the daily

dishes. Interviews with all respondents revealed that there is a need for improvements in the variety of food items and their nutritional values. The service does not consider any kind of special health conditions to support those individuals who are living with severe health problems and diseases like diabetes, hypertension, gout and hypercholesterolemia. In addition, the center has been giving health and personal hygiene services to improve the health condition of the recipients and to prevent communicable diseases. All the recipients have access for detergents and other equipment that are needed in protecting personal hygiene and health.

The center also provides clothing for the recipients even though not sufficiently and satisfactorily as complained by a recipient. Recipients have a right to take clothes once a year. In addition to the above mentioned services, the institution has been giving intervention and empowerment services to improve and change the lives of the recipients.

According to interviews, all the recipients need improvement and change in the services that are being delivered by the institution. They all agree that their living condition in the institution is incomparable with the life that they had on the streets of Addis Ababa, but they demand improvements in all services of the institution to have improved and professionally supported life. In addition, they noted that such improvement is essential to increase the efficiency of the institution in creating empowered and self-reliant individuals for the community.

Recipient 2 is 22 years old youth with motor disability. He stated his feeling about the delivery of services that are available in the institution:

*The services that are provided by the institution are obvious. We have access for dormitory services, food services, clothing once a year, hygienic service, trainings and*

*formal education services for those who want to learn. Serving people who are with disability by itself should be appreciated. Living with disability has many challenges in our society. As a disable person who has no help from anywhere else I appreciate the services that have been delivered by the institution. But as a human being with various needs and interests I always complain for better delivery of the services. At this moment, I have no alternative in my life; I have no families and relatives around me. As a result, I need services which can help me to forget my loneliness and feel good about life.*

Recipient 10 shares Recipient 2's idea. He expressed his feeling about the delivery of service as follows:

*Happiness and satisfaction are relative concepts. When I compare my current living condition here in the institution and the life that I had before coming here, I feel better now. But, is that sense full? No! Not at all! Personally, I have my own interests that should be met and need professional help from the institution. We the recipients have various problems and experiences under which we are suffering. Thus, we need an intensive intervention that is well organized and professionally supported.*

### **Higher levels of intervention**

All the recipients of the institution are not with the same problems and severity. Recipients who cannot be satisfactorily treated at the primary/base level will be treated at higher levels of intervention. Recipients that have been treated with the institution's higher levels of intervention are individuals who are with psychosocial problems which need well organized and planned professional intervention. At the first level of intervention, recipients who have problems in accessing the base level intervention (basic services) will be intervened professionally. At the

second level of intervention, recipients with early stresses and temporary crisis will be intervened using short-term interventions and resources. When recipients cannot be sufficiently intervened at the second level of intervention and who have severe stresses will be intervened at the third level of intervention. This level of intervention works on restoring the past living conditions of recipients and to the life situation they were in before they face the problem. The last level of intervention is given for recipients who have a very severe problem like social breakdown, drug addiction and abuses. Here higher professional supports are implemented and continuous therapies are used. Crisis intervention, community work type of intervention, psychodynamic practices, task-centered practice and narrative practice are the intervention practices that are provided under the institution's higher level of intervention.

**Crisis intervention:** This type of intervention tries to alleviate recipients' problems that are related with their feelings, attitudes, emotions and behaviors. Using crisis intervention, the institution transforms recipients' behavior to modified feelings, attitudes, emotions and behaviors. The major purpose of this intervention is helping to develop healthy and reasonable feelings, attitudes, emotions and behaviors. After the crisis intervention recipients develop better feelings and emotions that help them to operate their life issues properly. Highly diversified working environments and settings are developed to modify feelings, emotions, and behaviors of recipients.

In the processes of crisis intervention, the institution focuses on visible behavioral problems that impact the lives of recipients. These behavioral problems originate from their past experiences, the inner person and the external environment. Hence, the intervention plans how to modify these observed behavioral problems thorough the principles of crisis intervention.

**Community work type of intervention:** This type of social work intervention tries to alleviate recipient's problem through letting the recipients work in the community in which they are living. Enhancing relationships and social interactions among recipients of the institution are the focuses of community work type of intervention. Measures that can be taken in enhancing the relationships and social interactions of recipients aim at creating opportunity for a recipient to interact in a better way with him/her self and other people around him/her. Tasks that are given for recipients during the process of community work type of intervention create an opportunity to see their world from different points of view. These views will lead them to understand their problems in a better way and think about the solutions for those problems.

**Psychodynamic practices:** This type of intervention works with the internal world of recipients and how the internal world of the recipient influences the external world. Thoughts, feelings, perceptions, attitudes and emotions that are beyond the observed behaviors and actions of recipients are the major concern of psychodynamic practices. Internal world of recipients and the inner person properly explored from psychodynamic points of view. The reciprocal influence between the inner and outer person is studied. The kind of measures that should be taken to alleviate the influence will be planned by the institution to achieve better changes.

Informants explained that psychodynamic practice helps them to understand the internal self of recipients in a better way. Thus, it creates an opportunity to study deep thoughts and feelings of recipients in an effort to understand their problems and limitations which originate from their internal person and take proper measures to alleviate those problems and limitations.

**Task centered practice:** In this type of intervention professionals of the institution work together with recipients in cooperation. Task centered practice identifies problems with

recipients and prioritize problems to be focused on; establishes verbal or written agreement with recipients about goals and tasks that should be met both by the professional or recipient; defines manageable tasks to be undertaken; and agree on time scales for the work. Finally, activities are undertaken on a regular basis based on the defined tasks.

In task centered practice, professionals and recipients define problems that should be alleviated and set procedures which can help them to meet the goals that are set before the intervention practices. The cooperative working situation in a task centered practices helps professionals to investigate realities from recipients' points of view.

**Narrative practice:** It is a type of intervention where recipients are made to think about their life stories and narrate their past. When recipients think deeply and narrate their past, they will have a possibility to recognize their problems and challenges which they are facing. This goal directed and focused narrated stories aim at addressing current or potential problems of recipients.

Recipients stated that all the measures that are undertaken by the institution are very important to change their life and improve their current condition. When the institution is working in cooperation with its recipients in a narrative practice, it works to make them specialists for their own problems. Recipients are always appreciated to have part in the intervention process. They are asked questions in a very organized and professional way. They are expected to listen to the questions carefully and narrate their stories. The narration helps them to feel good and release their oppressed emotions after the process is over.

The researcher observed the overall processes in the above intervention types. Professionals' readiness, their materials used in the intervention, recipients' response in

intervention and empowerment processes, counseling and training settings . . . have been observed. Data gathered through observation supported the findings that are from interviews. Data which are gathered through document analysis also supported the data that are collected through interview and observation. Documents and manuals used in the intervention and empowerment practices show the procedures that are expected to be followed in the practices of intervention and empowerment. Recipients' profile showed the impacts and overall responses during intervention and empowerment.

### **Processes of intervention**

All the intervention schemes that are being undertaken by the institution have their own procedures and processes. The first process is problem identification. In this process all problems of the recipients will be identified and described. After recognizing and describing the problems that have to be addressed through intervention, an assessment is made to have better understanding of the clients' over all conditions.

Based on the findings from the assessment process, intervention techniques are identified and decision will be made as to the appropriate technique to be pursued in overcoming the identified problems of a recipient. Professionals identify what is seen and heard around recipients through careful interviews and this enables recipients to express their feelings and views. After an assessment is conducted, the institution plans the coming practices that are needed in empowering recipients and ensuring their wellbeing and social functioning.

The third process of intervention in the institution is empowering the family/ people around the client. This is because of the role of other individuals around the recipients who can support the intervention process and the empowerment of the recipient using their closer

relationship with the recipient. Then the institution considers all the conflicts that may arise because of unmet needs of individuals. The intervention practices of the institution consider reconciling those unmet needs and wishes of recipients with the existing realities and resources.

Finally, the intervention practices of the institution sets goals that should be met. Thus the intervention practices are undertaken referring those planned goals that have to be met and changes that are expected to be achieved. Thus, all these intervention processes of the institution help the institution to observe its work and the overall achievements that have been achieved in the intervention process in terms of strength and weaknesses.

The institution has its own referral system for its recipients who are in need of higher professional support and treatments. Psychiatrists, psychologist and specialist doctors are consulted through this referral system while recipients' problems cannot be overcome through the professionals of the institution.

### **The empowerment practices of the institution**

The second major concern of the institution is empowering its recipients in line with the social work intervention processes. The empowerment practices of the institution aims at improving the wellbeing and social functioning of the recipients. In the empowerment processes, the recipients are expected to define their own problems to overcome the identified problems and limitations and using their own experiences and skills that they have developed through time. They are also required to stay in a lifelong empowerment process for better social functioning; to develop their coping strategies and to keep the changes that have been achieved by the social work interventions of the institution.

The institution works in empowering its recipients through various professional techniques. The empowerment practices have been supported through trainings, formal education system and health treatments.

**First level interventions:** Various intervention techniques are being undertaken before the empowerment process begins. The purpose of these interventions is to normalize the existing situations of the recipients and to make them ready for the empowerment practices. The intervention process aims at building the strengths of clients to change their living conditions using their own experiences and skills.

**Trainings:** Life skill, psychosocial, motivational and working skill trainings are available in the institution to empower them in various aspects of life. These trainings help recipients to have better understanding of their life conditions, strengths, limitations and opportunities and look for working environments they can engage in to support their living. Then, professionals of the institution take proper measures and actions to empower the recipients in many dimensions based on their plans.

Recipient 9 explained her feeling about the trainings that are offered to empower them as follows:

*I am really happy with the trainings that are provided by the institution. I changed the thinking that I had about life. Things are easier than before. I developed trust and confidence on myself. I have seen my power and potential through the trainings. I hope better changes and improvements will materialize at the end of all trainings that are planned to be provided for us as it has been the case in the training we had before.*

**Formal education system:** The institution has students attending education from elementary level to colleges and universities. Here, education is used as one means of empowerment for the recipients to have better understanding of their world they live in and know how to interact with people around them. The knowledge they gain from the formal education system empower the clients to understand their limitations and alternative choices in their life and take proper measure to overcome those limitations and use those alternative choices wisely.

Recipient one stated the following about the formal education system and its impact to empower recipients:

*I am a third year student at Kotebe University College. I always feel good when I think how I am empowered through education. As a woman with visual impairment, I am highly supported in the education process. I have gained very important knowledge and skills to improve my life and change my attitude that I have about life. In addition, I have an opportunity to contact different people with diversified knowledge, skills and life experiences. This helps me to learn from others and share my own experience too.*

**Health treatments:** Most of the recipients have various health problems from low to higher level of severity. All the health treatments and medication services of the institution empower recipients to be well treated or cope with the permanent health problems in a positive way. Some of the recipients are with health problems that can be easily treated, but some of them are with health problems that cannot be cured. Because of their limitation to access better information about their health problems and economic deficiency, they were suffering with their health problems till the institution facilitated health problems for them. The health services of the

institution help them to be empowered and feel good in creating productive living condition that is full of hope and positive thoughts. The health services empower recipients through building hope, strength, positive thinking and assertiveness.

Recipient 6 explained her thought about the health treatment of the institution to empower their living as follows:

*I live with schizophrenic mother. Anyone can imagine how it is difficult to help a mother who is under illusion about realities because of schizophrenia. My mother does not make peace with others. She refuses everything and complains for all moments in her stay in this institution. Yet, she is highly supported with health treatments of the institution. I have got a relief and space to think about my personal life and future after she started health treatments.*

The overall empowerment practices of the institution were observed by the researcher. The above mentioned empowerment techniques are common in the institution. The institution has been empowering its recipients through various intervention practices, trainings, formal education systems and health treatments. In addition, data gathered through document analysis indicated the techniques used in empowerment processes of the institution, their impact in the overall living of recipients, challenges that faced the process and the responses of recipients for each empowerment practice. All these data that are gathered through document analysis supported the data which have been gathered through interview and empowerment.

### **Significances of social work intervention and empowerment practices**

All the respondents agree with the significance of social work intervention and empowerment practices that are being undertaken by the institution. They think that intervention and empowerment practices can help them to recover from their injury and trauma that they have faced in life because of various problems. Although the recipients believe that the intervention and empowerment practices can play a positive role in their lives, they need to be supported in a very professional way and consider the varieties of problems and highly diversified experiences that have been available among recipients.

As the researcher has seen when he conducted observation, all the works of Temporary Care and Rehabilitation Centre for People with Disability require well trained professionals. Recipients are ready to be supported by professionals and to apply the principles that are recommended in the professional work of the institution. But, comparing with the number of recipients who need professional help, the available number of professionals in the institution is insignificant. The institution has only one counselor and two nurses. All the intervention and empowerment practices have been run by these three personnel even if they are supported by volunteers from different corners. Volunteers with various professions work in cooperation with the institution to support the intervention and empowerment processes from their professional points of view. These volunteers are social workers, counselors, psychologists, sociologists, entrepreneurs and training officers who are working in different organizations but they give professional services voluntarily to support the activities of the institution professionally. On the other hand the overall services that are provided by volunteers are not strong/broad-based/, consistent and regular. All the activities are determined by the willingness of volunteers. For

instance, the institution may not have any volunteer at sometimes and activities can be overloaded on the regular staff members of the institution.

### **Significances from social work intervention point of view**

The counselor is responsible in identifying, recording and analyzing the problems of the recipients and assesses the overall living conditions of the clients after they have been a member of the institution. The counselor conducts an assessment through interview and observation with the help of other staff members of the institution. Based on the facts that have been collected through the counselor's identification and assessment, decisions will be made for further intervention and empowerment practices of the institution.

In crisis intervention the counselor and other volunteers assess maladaptive behavior of recipients and set strategies to transform these behaviors to a modified feelings, attitudes, emotions and behaviors. In community work type of intervention the institution uses various trainings, skills and practices to alter the existing problems and challenges of recipients of the institution. In this intervention practice all professionals and staff members of the institution work to improve the recipients' relationships and interactions with themselves and other members of the institution.

Using psychodynamic practice recipients are encouraged to understand their internal person that influences their living. It is possible to see how internal feelings, emotions, attitudes and perceptions influence one's life either positively or negatively. The psychodynamic practice of the institution plays a prominent role to alleviate the problems of recipients. In addition, task-centered and narrative practices also help both recipients and professionals to make changes and improve existing problems in the lives of recipients.

### **Significances from empowerment point of view**

Regarding to empowerment, the institution is working on giving livelihood trainings, capacity building trainings, life skill trainings, short term and long term trainings and formal educational services for its clients. Usually, in the empowerment process multi-disciplinary working environments are considered. This requires the improvement of the number and variety of the professionals currently working in the institution. In this process, the institution works with its recipients to define their problem together, to identify the challenges that have been facing the lives of the recipients, to put solutions for the identified challenges and facilitate situations to create an access to information, advice, trainings and better professional services in the institution or other possible service areas.

Professional staff 2 is one of the professionals in the institution who was interviewed. He has explained the following about the intervention and empowerment practices of the institution:

*We have no regular social workers for the institutions. We have working with volunteers and practitioners who came from different institutions. Thus, our works lack organization, well planned management and follow up. We are giving social work intervention without the presence of regular social workers in the institution. The counselor is the planner, the implementer and evaluator of those interventions and empowerment practices. He acts as a counselor and as a social worker. Thus, we cannot say that we are doing based on the required standard and the social work principles and theories. Although all these mentioned problems and limitations are prevalent, we are trying our best to address the psychosocial and other related problems of our recipients and to empower them after they have been helped in the intervention process.*

Recipients are happy with the practices of empowerment. Most of the respondents agree that the empowerment process of the institution is well organized and supported by professionals. They believe that as it is given in a better way and can influence their lives for better changes and improvements. All recipients have an access for the empowerment scheme after they became intervened. Most of the respondents explained the importance of the empowerment scheme in their living.

Recipient 10 explained his point of view on the significances and accessibility of the empowerment scheme:

*I am benefited in the empowerment practices of the institution. I am not the only beneficiary all the recipients who are in the scheme are also benefited. Every recipient has an access at least for one empowerment practice. All the activities are undertaken by professionals, thus they can influence our personality for better and improved ways of living. I observed the changes in my life and my friends because of the empowerment scheme.*

#### **4.2.2 Impacts of the activities undertaken by the institution on the lives of the recipients**

The recipients are from various socio-economic backgrounds and problems. Thus, the intervention and empowerment practices of the institution play a vital role in helping recipients to adjust themselves with the new living environments of the institution and making them psychologically and emotionally healthy and stable as the result of the provided services. All the intervention and empowerment processes aim at improving the wellbeing and social functioning of recipients. The practices help the clients to build a new relationship with the community in the institution. As the recipients come from different corners of Addis Ababa with diversified life

experiences, the institution works to create opportunities for them to interact one another in a positive and constructive way. Welcome ceremonies, group activities and other discussion forums are facilitated for the recipients to introduce themselves for the community in the institution and share their life experiences. Recipients with better life experiences and skills will be invited to have a speech for the community to inspire other recipients. The institution plans and works to develop communication skill of recipients that is important for their daily life and future. Trainings and interactive living environments are facilitated for the recipients to learn from others' knowledge and experience, to have access for information in the contemporary issues of their surrounding and to develop their own coping strategies for their disability and psychosocial problems.

In comparison with the living condition and psychosocial stability of clients before and after being institutionalized, both the recipients and professionals of the institution agree that the intervention and empowerment practices of the institution are playing a significant role. Because of the intervention and empowerment practices, recipients feel better and become stable from a situation in which they have been emotionally disturbed, stressed and hopeless. In addition data which have been gathered through document analysis also supported this role of intervention and empowerment practices. Recipients' profiles indicated the continuing impacts of the practices to change the lives of recipients in different life aspects.

Professional staff 1 is a professional in the institution and said the following about the impacts of the intervention and empowerment practices on the recipients lives from his professional point of view:

*For better achievements in all aspects of our work, we need to have well organized and professional team, well managed and continuous training, favorable working environment, standardized equipment, training centers, diagnosis rooms, counseling settings and the like. We are working below the standard, thus we are not in a position to impact our recipients as we expect. But using our resources, we are trying to serve our recipients as much as we can. In comparison to their past living conditions on the streets of Addis Ababa, they are in a better condition. Most of our recipients joined the institution with no hope. But the professional works that have been implemented could made visible changes and improvements in the overall living aspects of the recipients. I think we created a safe environment for our recipients although we have to do more than what we are doing now.*

As the informants stated, crisis intervention, community work type of intervention, psycho dynamic practice, task centered practice and narrative practice are the very common social work interventions of the institution. These intervention techniques play a vital role in influencing the lives of the recipients.

**Crisis intervention:** Works on maladaptive behaviors of recipients and sets strategies to transform these behaviors to a modified feelings, attitudes, emotions and behaviors. The techniques that are implemented in this type of intervention help recipients to be free of those maladaptive and unpleasant feelings, attitudes, emotions and behaviors which forced them to be stressed and irritated. The institution creates diversified settings for the recipients to develop modified feelings, emotions, and behaviors and they can be impacted with this type of intervention.

**Community work type of intervention:** This type of social work intervention uses various trainings, skills and practices to alter the existing problems and challenges of recipients. All professionals and staff members of the institution who are working on community work type of intervention aim to improve the recipients' relationships and interactions with themselves and other members of the institution. Thus, recipients have better relationships and interactions with themselves and their surrounding after they have been treated through this type of social work intervention. In Community work type of intervention, recipients take various tasks that should be done with other recipients or staff members of the institution. In the processes of performing these tasks, recipients develop better communication and interaction with different people, release their emotions and unpleasant feelings, see their strengths and identify their weaknesses that should be improved. Then professional will develop specific tools to measure the changes on the recipient after the intervention and take appropriate measures based on the observed change.

**Psychodynamic practices:** In this type of intervention the institution explores some self-aspects of recipients that are not well known and influence the overall living of recipients. Problems emanate from inner feelings and thoughts of recipients are diagnosed in the psychodynamic practices of the institution. The institution is concerned with the inner person (thoughts and feelings of a person) and sees other external factors from the recipients' point of view. The intervention understands human behavior in terms of the interaction of an individual's drives and urges and it is concerning with the psychological development and the interaction between the individual and the social environment. Hence, recipients are supported with psychodynamic practices to alleviate their problems that emanate from their internal self.

Professional staff 1 stated his feeling about psychodynamic practices of the institution as follows:

*Psychodynamic practices need to understand the internal self of an individual. Thus, the practice requires professionals who are well experienced in the area. We are helping our recipients with this practice using counselors and social workers from other partner institutions. Deep thoughts and feelings of our recipients are highly studied in the psychodynamic practices to understand recipients' problems that come from their internal person.*

**Task centered practice:** In this type of intervention the institution works to solve recipients' problem in cooperation with themselves. In this approach the institution works on clarification of problems concerning identification and prioritization of agreed problems, establishing verbal or written agreement about goals and tasks, defining manageable tasks to be undertaken, time frame for the work and agreement about responsibilities, working through each defined task and reviewing work on a regular basis.

In this practice, professionals work together with recipients to define problems and set procedures to solve those predefined problems. Problems are treated as recipients perceived and different activities and solutions are set to be performed. All these collected practices and problem solving activities help both professional and clients to have better understanding of the existing problems and take immediate action when necessary. Like other intervention techniques of the institution, task centered practice helps the institution to impact existing problems of recipients.

**Narrative practice:** In this type of intervention recipients are helped to think about their life stories and narrate their past to recognize their problems and challenges. It is an effective way of helping people to address current or potential problems through goal directed and focused

narrated stories. In the narrative practice the institution considers expressing empathy by using insightful listening to show understanding of the client's point of view and principal drives, develop the discrepancy between the client's most deeply held values and their current behavior, avoid argumentation that can lead to defensiveness in clients, sidestep resistance by responding with empathy and understanding, and support self-efficacy by building the client's confidence that change is possible.

Recipient 10 noted his feeling about narrative practices of the institution on his life and emotions as:

*Professionals help us with various techniques. I understand that all the measures that are undertaken by them are very important in our life changes. When they are working in cooperation with us, they told us to be a specialist for our problems. They always appreciate us to work with them in solving problems. They ask questions in a very organized and professional way. They listen carefully when we answer questions and narrate our stories. For your surprise, I always feel good after I narrate my life stories for the professionals.*

#### **4.2.3 Challenges in practicing social work interventions and empowering recipients**

Informants responded for the question about the problems of the institution from their real experiences in the institution. R2 expressed his experience this way:

*The roads in the campus are not comfortable to move from place to place. If we take my case, I am a person with disability and have limitation on movement. It is difficult for me to access necessary services that are delivered by the institution. Roads and location of service delivery offices are not built with the consideration of recipients who are with physical*

*disability and limitation of movement. The other major problem is absence of entertainment activities and places where we can engage. There is only one television for all recipients of the institution. I think any one can imagine how all of us may have an access for a single television at a time and be entertained through it. Everything in the institution is full of prohibition. There is no alternative way or opportunity to be entertained and feel good. Even we cannot go out from the campus for entertainment purpose. So that we are forced to stay in the campus without any activity, with a depressed feeling and unpleasant emotion. Hence, it always reminds me not to make mistakes till I can finish my stay in the institution. You have no idea how awful walking every single walk with care not to be mistaken.*

Recipients believe that all kinds of challenges and limitations of the institution have a direct or indirect influence on the implementation of intervention and empowerment schemes. Recipient 7 stated the challenges of the institution as follows:

*If we compare our lives on the street and here, we really have better living in this institution. Yet, there are many problems and limitations that should be improved. All the services of the institution should be supported with proper number and quality of resources. Training centers and well organized library should be available in the institution to support both the intervention and empowerment practices of the institution. Workers should be well trained, educated and motivated to support us in a better way.*

The above mentioned problems were also observed when the researcher has conducted observation. The overall activities in the intervention and empowerment practices were under observation and the findings go in line with the findings that were collected through interview. In addition, as findings indicate from the analysis of documents, the intervention and empowerment

processes of the institution are in a position to be well planned, organized, professionally supported and continuous. Past experiences of recipients and their social background had no place to use them in practicing in the social work intervention and empowerment practices of the institution. The data gathered through interview go in line with data that are observed through observation and document analysis.

#### **4.2.4 Strengths and opportunities available in the institution**

##### **The devotion and generosity of professionals and non-professionals to help**

**recipients:** All professionals, administrative staffs and other non-professional workers of the institution are serving the recipients with devotion and generosity. They are cooperative and understanding to help recipients and overcome their problems. All are interested to serve the recipients overtime without additional payment.

**Participatory nature of the management to work in cooperation:** Most of the activities in the institution are done through team effort. The management gives emphasis for group spirit. This helps the institution to mobilize its limited professional human resources properly. Administrative staffs and professional staffs work in cooperation and the management respects the professional freedom of its workers. Hence, problems and limitations can be easily identified and proper measures are taken timely.

Admin staff 2 explained her feeling about participatory nature of the management system as strength of the institution:

*The institution knows its limitation in relation to human power particularly in professionals' side. Although, the number of professionals is limited, we are working our tasks and serving our recipients. Team works are appreciated in the institution to*

*mobilize our limited human power efficiently. Thus, the management system is participatory and open for feedbacks to improve our weaknesses when recipients and other working staffs inform us.*

**Governmental support and funding for all the activities of the institution:** All the activities of the institution are budgeted by the government. Based on the annual plan of the institution the government sponsors all its activities and covers all the expenses although the budget is not enough for the institution to provide its services with expected standards. This helps the institution to focus on intervening and empowering its recipients rather than raising funds for its planned activities.

**Cooperative work with stakeholders and partners for better mobilization of resources:** Some of the intervention and empowerment activities need better professional support and resources that are beyond the capacity of the institution. While higher professional supports are needed, the institution works with its partners and other stakeholders. This helps the recipients to access better professional support and medical treatments which are not available in the institution.

Professional staff 2 stated his feeling about cooperative work of the institution with stakeholders and partners for better mobilization of resources as follows:

*As it is known, resources are scarce/limited and human beings demand exceed the available resources. At this time there will be a problem to meet all the demands, thus there should be a measure it makes a balance between the demand and the limited resources. The institution has a referral system to access better services that are not available in the institution. We have many partners we are working together. When we*

*have cases beyond our professional and material capacity, we refer the case where better professional and material resources are available.*

**Existence of policies supporting all the activities of institution under the authority of**

**AACGLSAB:** The institution is recognized by AACGLSAB and all its activities have their own legal ground and procedures. Thus, professionals work safely with the observation of those working policies and procedures that are interested by Labor and Social Affairs Bureau of the City Government for TCRCPD considering the National Plan of Action for Persons with Disabilities (2012-2021).

The researcher tried to check the above mentioned strengths and opportunities available in the institution through observation. As stated above, professional and non-professional staffs of the institution are working in devotion to support recipients, the management system of the institution is participatory and workers have good team spirit, all the budgets of the institution are supported by the government, the institution works in cooperation with various partners and stakeholders and the institution has clear working policies and procedures authorized by Addis Ababa city government labor and social affairs bureau.

Data from document analysis also supported the above mentioned strengths and opportunities of the TCRCPD. The management chain, teams operating in the intervention empowerment practices, government sponsored annual budget for all activities of the institution, working policies, partners and stakeholders that are working in cooperation and the work relationship between TCRCPD and AACGLSAB are clearly indicated in the documents that have been analyzed and go in line with the data which were collected through interview and observation to show strengths and opportunities available in TCRCPD.

#### **4.2.5 Threats of the institution on its intervention and empowerment practices**

**In the intervention process:** The required number of professionals in the institution is below the standard and most of the intervention practices are provided by volunteer professionals who are working in cooperation. Most cases of recipients are treated with a referral system where better facilities and higher professionals are available. Although this is good to access resources that are not available in the institution, it retards the services of the institution. In addition to this, the referral system is susceptible for bureaucratic working environment and urgent issues of recipients might be treated untimely.

Standardized intervention and counseling settings are not available in the institution. This will impact the success of the intervention process. Well organized and facilitated counseling and intervention settings should be available in the institution to support and accelerate the achievements in the intervention process. All necessary documents, manuals, audios and videos should be on hand for professionals to support their intervention processes.

**In the empowerment process:** The empowerment practices of the institution require necessary equipment and facilities that should be fulfilled. The institution has no training center where trainings and action oriented empowerment processes can be practiced. Practical trainings and empowerment practices are given in other institutions far from Temporary Care and Rehabilitation Center for People with Disability. This impacts the empowerment process to be tiresome and difficult for supervision. In addition, trainings are scheduled based on the consent of the owners of the training centers. If the training centers are busy with other trainings, the owners usually give priority for their own trainees rather trainees from Temporary Care and Rehabilitation Center for People with Disability.

The library is not well furnished and organized with necessary facilities. Most of the books in the library are too old that were collected fifty years ago while the institution was established during the regime of Emperor Hailesillasié I. Books that can support the intervention processes should be available in the library. Internet service is needed so that recipients who are well educated and trained can access up-to-date information and freely downloadable materials.. In addition, there is no space for spending leisure time of recipients. Building entertainment facilities should be considered to support the empowerment practices of the institution.

The researcher has observed the above mentioned problems as threats of the institution in practicing well organized and professional based intervention and empowerment practices. Counseling room setting of the institution and the library need intensive work and organization. There is no training room at all that can support the empowerment processes of the institution and entertaining activities and settings are not considered yet. The findings of the observation are the same as with findings through interview.

### **4.3. Discussion**

#### **4.3.1 Activities undertaken by the institution as social work intervention and empowerment practices**

##### **Admission processes of the institution**

Temporary Care and Rehabilitation Center for People with Disability provides social work intervention and empowerment practices to mitigate the Psychosocial, health and economic problems of its recipients. It has its own admission process to decide who should be admitted for social work intervention and empowerment in the institution. As the resources of the institution are limited, the following are considered to determine the eligibility of the potential recipients for admission in the institution:

**Ability of the individual to support his/her living:** Individuals who are not able to support their living have a possibility of admission in TCRCPD.

**Severity of the disability the individual sustains:** Individuals who are with sever disability and with inability of supporting themselves will be considered in the admission processes of the institution.

**Opportunities for the individual to access outside support from others:** Individuals without any outside support from others to support their living can be admitted for the services of the institution.

**The possibility that the individual has to access community-based social support systems:** Every society has its own social support systems. But some of the members of a given society may not have access for those community-based social support systems. Thus, the institution considers those individuals in its admission process.

**Lack of means of income:** The other situation that is considered in the admission process is the means that recipients have to generate any kind of income. Individuals with no means of income will be admitted to access the intervention and empowerment practices of the institution.

**The inability of the individual to be supported by any governmental agencies and nongovernmental organizations:** The institution gives services for individuals who are not supported by any governmental agencies and nongovernmental organizations. This helps to have proper utilization of resources in the society. Some of the community members should not be supported by various organizations while there are community members without any support.

**Access of the individual to institutional services and support:** Some members of a given society have an access for institutional services and support, but others may not have this access to enjoy like others are enjoying. Hence, the institution considers the situation of the recipients whether they can access institutional services or not.

All the above consideration of the institution in its admission processes show that social work intervention and empowerment practices are goal oriented and purposeful. They are not given for all individuals rather for those people who are in need of these services. Social workers consider urgency of the problem, the consequences of not addressing the problem, the chances of success in alleviating the problem, the ability of the social worker and/or the agency to help, the motivation of the client to work on alleviating the problem, the support which the client will receive from other people and the specific nature of the problem before intervention, during intervention and after intervention practices (Trevithick, 2005).

As findings of the study indicate, the institution admits its recipients in two ways: the first one is through gathering without the recipients knowledge and expectation from the streets of

Addis Ababa because they are homeless. Recipients institutionalized based on their consent easily adjust themselves with the existing realities of the institution than recipients institutionalized without their consent. Recipients who are institutionalized without their informed consent, develop negative attitude towards the intervention and empowerment practices of the institution. This increases the expenses of the institution to ensure the services are accepted by all the recipients institutionalized without their informed consent. The relationship between recipients and professionals of the institution can be influenced by the means of admission that the institution is practicing. For Trevithick (2005), social work intervention and empowerment practices should consider the worth of relationship that has to be built between service recipients, careers, other professionals and concerned bodies in the overall social work practices.

### **Recipients' personal skill**

Recipients of the institution are from different social backgrounds. So they have experienced different life settings and accuired prominent vocational skills important to support their lives. They want to work with the institution considering these vocational skills. The empowerment practices of the institution have the possibility to treat and consider those vocational skills of the recipients.

Some of the recipients are capable of supporting their lives through their developed talents and skills. These recipients may help the institution to reduce its expence for trainings and they are in a position of sharing their experienses for other recipients. In a social work intervention and empowerment practices the knowledge, skills and experiences of clients play a significant role. Thus, intervention and empowerment practices consider knowledge, skills and

experiences from the clients side. Personal knowledge and experiences of an individual are significant for coping strategies to be effective and efficient to alleviate once own limitation/problem (Hutchison & Lord, 1993).

### **Services provided by the institution**

The services that are provided by the institution have two major categories: social work intervention and empowerment practices. All other minor activities and service deliveries support these major categories of services. Interventions are any kind of measures or actions that are usually anticipated to reduce social, psychological or health problems of individuals or groups. Social work interventions are always used by social workers with the purpose of meeting a certain goal based on clear practice guidelines that have to be developed before a certain intervention is practiced to promote positive outcome on wellbeing and social functioning of individuals or groups (Day, Fraser, Galinsky & Richman, 2009). On the other hand empowerment is a social action process that promotes involvement of people, organizations, and communities at aiming better personal and group control on political efficacy, wellbeing, social functioning, and social justice (Hutchison & Lord, 1993). These social work intervention and empowerment practices of the institution go in line to insure recipients' wellbeing and their social functioning. These two practices are inseparable and the one cannot exist alone without the presence of the other. Thus, when the institution practices social work interventions, at the same time empowerment is practiced to support recipients who have been in intervention practices and make the intervention continuous.

For instance recipients that are treated with the health treatments of the institution will be empowered through the formal education system provided by the institution. The recipient can

feel good and think as he/she can change his/her living through the health care treatments of the institution, but the recipient may return back to his/her first situation, if the intervention is not supported with empowerment. Unless every intervention practice is supported with empowerment process, recipients cannot be transformed to a new life setting at the end of the intervention process.

Team works are common in the institution to help recipients and solve lack of professionals who have part in the intervention and empowerment processes. Health professionals and the counselor are working in cooperation for the recipients' better health and psychosocial conditions. They alleviate the observed problems and use proper intervention techniques to rehabilitate recipients from a situation in which they are suffering. These professionals also work in collaboration with other volunteer social workers and professionals who are interested to participate in the intervention processes and give trainings in the empowerment practices.

The institution has its own referral system for cases that require better and specialized professional support. Counselors, specialist doctors and Psychiatrists will be consulted in the referral system while higher professional support is needed. Professionals in the institution alleviate recipients' problems that can be intervened within the professional and resource capacity of the institution. Recipients who have been passed through the intervention processes of the institution will become empowered to be independent in all aspects of their life and not to return back to their former living situation in which they have suffered.

### **Social work intervention practices**

The institution has been practicing crisis intervention, community work intervention, psychodynamic practice, task centered practice and narrative practice.

**Crisis intervention:** Is an informed and planned application of techniques derived from the established principles with understanding of social work theories with the intention of assisting individuals or families that are in a behavior which is maladaptive or maladjusted and transforming them to a modified feelings, attitudes and behaviors (Thompson, 2011). In this type of intervention the institution helps the recipients to adapt themselves with the new living environment (the institution) and to be transformed to a modified feelings, attitudes and behaviors which are required to be observed in all processes of intervention and empowerment. Recipients come to the institution with various psychosocial and health problems that may made their living miserable. In addition to these problems, recipients' past experiences and unmet interests are also the other challenges for them while they become institutionalized. At these circumstances, crisis intervention establishes new coping mechanisms as part of the clients' routine activities to make an adjustment in the feelings and experience of their problems that are facing in their life; so that longer term changes can be made on the unpleasant effects and emotions (Thompson, 2011).

**Community work:** Community practice is the application of practice skills to alter the existing problems of community groups, organizations, and institutions or people's relationships and interactions with these entities. Community work interventions are professionally directed interventions designed to bring planned change in organizations and communities (Hardcastle, Powers & Wenocur, 2004). Using this type of intervention the institution is trying to intervene the recipients working on their skills and experiences that have been developed thorough life time. In addition to this, the institution works on recipients' relationships and interactions to share their experiences each other and designs their own coping strategies for their specific problem.

**Psychodynamic practice:** This type of intervention is concerned with the inner person (thoughts and feelings of a person) and sees other external factors from the client's point of view (Lindsay, 2009). Psychodynamic practice is a process of exploring those aspects of self that are not fully known, especially as they are manifested and potentially influenced in the therapy relationship. In this intervention practice the social worker tries to see the problems of a client emanate from inner feelings and thoughts (Shedler, 2010).

Professionals easily understand the reasons for the observed behavioral problems of recipients while the inner person is studied through psychodynamic practice. All problems of recipients might not originate from the external world. Thus, it is good to see the reasons that are beyond the visible and observed behaviors of the recipients. In the psychodynamic practice of the institution professionals investigate how internal and external world works with recipients in the overall intervention process and how recipients' thoughts and feelings influence their social functioning and wellbeing. Considering the internal and external world of the recipients help the institution to identify the particular areas that should be emphasized and the role of the practice in empowerment processes of the institution and its strength and limitation in practicing social work intervention.

**Task centered practice:** For Garvin, Reid & Tolson (2003), task centered practice is a highly structured intervention approach focusing on solving problems from client's perception about their problems. The approach uses different tasks and activities in resolving the identified problems of clients.

The institution is helped with this practice to use the expertise of recipients to define their problem together with professionals and plan for solutions. As results of the study indicate, task

centered practice is used as intervention to help recipients solve their problems together with professionals and increase their social functioning and insure well-being. Task centered practice needs recipients involvement in problem identification and setting solutions, thus their reasoning and decision making ability are also increased in the process of task centered practice.

**Narrative practice:** In this type of intervention professionals help the clients to maintain the direction of their lives and the use of authority by professionals (social workers) will be minimized. In the process of narrative practice clients think about their lives as stories and work with them to experience their life stories in ways that are meaningful to fulfill a certain planned goal that can be achieved in the intervention process (Abels & Abels, 2001).

Most of the recipients are happy after the process of intervention in the narrative practice. They feel good and became calm from the stresses and disturbances they were facing them. Thus, this implies that narrative practices of the institution can impact recipients' lives to alleviate their psychosocial and health problems.

Service delivery of the institution is also the other means of intervention. The recipients came from various corners of Addis Ababa where they had a very destitute life and they have experienced very miserable situations as homeless. The services that are being delivered by the institution are with better quality than their former living on a street and they are easily accessible. This reality of the institution helps recipients to develop hope in their future and see possible alternatives to change their current situation. According to the finding of the study, recipients became ready to be independent and self-reliant after they have been in the processes of empowerment.

## **Empowerment practices**

The institution practices its empowerment schemes through various professional techniques. Among these techniques intervention is the one used to help recipients to be treated from their existing problems or cope up with the problems. According to Scottish Executive (2005) and Cree (2003), integrated works of social work intervention and empowerment practices play a vital role in facilitating inter-disciplinary working environment, working with clients to define together their problems, working with people to identify the barriers and obstacles in the way of achieving their desired outcomes, helping clients to find their own solutions to problems and negotiating access to information, advice and services for clients. Thus, empowerment practice of the institution is supported by the intervention practices to overcome psychosocial, health and economic problems of recipients.

The other means of empowerment in the institution is training. The institution empowers its recipients through varieties of trainings related with life skill, psychosocial, motivational and working skill trainings. These trainings encourage recipients to change their life, find alternative ways of living, think critically, have increased satisfaction and moral, increase motivation, increased efficiencies in processes and increase capacity to adopt new technologies and methods (McClelland, 2002). The trainings help recipients to make their good tomorrow by today. The significances of the trainings can be best expressed by this proverb says: "Give a person a fish and you feed him for a day. Teach a person to fish and you feed him for a lifetime."

Formal education system is the third empowerment means in the institution. Recipients who engaged in a formal education system have a possibility to be empowered through the knowledge and skills that can be obtained in the education system. Education empowers people

through making them to have a wider world view, a greater sense of alternative lifestyles, a greater questioning and reasoning tendency, decision making skills concerning their own lives and well-being and having more freedom of movement and more self-confidence in using available services. In general education helps the recipients to increase their self-reliance in economic matters and the self-reliance that is basic for social acceptance and status, enhances economic independence and improves access to control over economic resources as well as their ability to rely on themselves, rather than on external bodies to attain social status or acceptance (Jeanne, 1997).

In addition to the above ways, health services of the institution are other alternative means of empowerment. Health oriented empowerment strategies enhance people's competence and self-esteem which in turn, increase perceptions of personal control which has a direct effect on improving health outcomes of a given people passed through empowerment (Glenn, 2006). Recipients with medical treatments of the institution can be empowered than a time when they were not the empowerment process. According to Glenn (2006), empowerment techniques through health care and medication have an immediate impact on behaviors that are measurable during the time period covered by the intervention. Thus, the institution's health treatments and medication processes are playing a prominent role in empowering recipients.

#### **4.3.2 Impacts of the activities undertaken by the institution on the lives of recipients**

The delivery of all the available services of the institution, the social work intervention and empowerment practices played a significant role on the psychosocial, health and economic lives of recipients. They became psychologically and emotionally healthy and stable because of the interventions that are provided. The institution tries to improve the health conditions of its recipients and prevent communicable diseases in which they were highly susceptible for them.

Recipients are in the continuous and nearer follow ups of health professionals of the institution to prevent communicable diseases. They have a referral system when higher medical treatments are required. All these services were inaccessible and unthinkable when they were on the streets.

Social work interventions are provided for an individual who is facing obstacles and challenges in choices and/or life-changes without personal, intellectual, emotional and psychological resources and needs professional support (Scottish Executive, 2005). Before becoming institutionalized, the recipients were suffering with various psychosocial, health and economic problems. After the interventions that have been undertaken by the institution, recipients are in a position to feel good, think of being independent, self-reliant and hopeful. As the findings indicate that, recipients are aware of the impacts that have been observed in their lives after the intervention and empowerment practices. The respondents indicated that their changes and achievements are resulted from the intervention and empowerment practices of the institution.

According to Scottish Executive (2005), a social work intervention is expected to follow the following processes: identifying the problem to be overcome, assessing the situation, empowering the family/ people around the client, dealing with conflicting needs and wishes and achieving change/meeting goals. As the findings indicate that the institution is working on identifying problem to be overcome and recognize the existing problems of the clients. The identification of problems helped the professionals to conduct an assessment for enabling clients to express their feelings and views. But the findings indicate that the institution has limitation on empowering people around the clients. Its great emphasis is on empowering only the recipients. Other personnel (care givers, supportive staff, relatives and friends) around the clients are not recognized to be empowered. This limitation will impact the overall achievements of the

intervention and empowerment practices of the institution. In addition to the above two processes, the institution is working good on dealing with conflicting needs and wishes to reconcile the existing problems and limitation of resources with recipients' interest and wish.

For Ntebe (1994), a social work intervention may have the following impacts at individual and societal level: offering the principles of a humanitarian and egalitarian (free and democratic) society, locating the sources of problems in the socio-economic system, understanding and adjusting the fundamental change processes, encouraging collective action and solutions in consultation with people, rising people's awareness to recognize the need for political action and facilitating and advocating for a human welfare system. Considering the impacts that are expected from the intervention practices, the institution has set its own goals that have to be met and changes to be achieved. The goals are changing the psychosocial, health and economic aspects of recipients. Hence, the institution has planned its goals towards the changes that have to be seen in the psychosocial, health and economic conditions of the recipients. As findings of the study show that, both professionals and recipients have observed the changes that have been achieved in the lives of recipients due to the social work intervention and empowerment practices.

#### **4.3.3 Challenges in practicing social work interventions and empowering recipients**

According to the findings of this study TCRCPD has various challenges and limitations in practicing social work interventions and empowering its recipients. One of its challenges is the work burdens that are on the shoulders of its few professional personnel. Individuals with urgent intervention needs might be the target in an intervention of a social work with greater number. Thus, the social worker might be enforced to bear all the burdens of the clients who are suffering with sever psychosocial and health problems. In addition, recipients' problems need to be

alleviated with different stimuli and settings that may require complex organizational work and high amount of cost (Asingwire, Kafuko, Lubanga, Omona & Twikirize, 2013).

The institution has only one counselor and two health professionals for its 180 recipients. These three professionals are working in all intervention and empowerment processes of the institution. They assess the needs that should be met, plan all the activities that should be implemented, identify partners and stakeholders that should be work with them, facilitate situations and search for resources that are needed in the intervention and empowerment practices of the institution. Hence, they are with so many burdens and crowded working environments. As the findings indicate that, the work burdens of the professionals enforce them to forget recipients who need their professional help and follow up while they are working on urgent and sever problems that are facing some few recipients. Because of this, recipients with moderate level of problems might be forgotten and their problems become sever. This situation influences the expected out comes from the intervention and empowerment practices of the institution. Scottish Executive (2005), stated the need for giving enough time and space for clients to understand the existing situations of clients. Social work is dependent on engaging its service users. This involves listening and understanding and responding to what is heard and observed. Failure to work in cooperation with the client is failure in the intervention that will be taken to mitigate the problem from clients' side.

The socio-economic settings of the recipients are also the other challenges of the institution in practicing its intervention and empowerment. Recipients' past experiences, their social realities, their economic background, the interaction that they have with people around them, their motivation to be self-sufficient and self-reliant, their educational background and other related factors affect the intervention and empowerment processes that are being undertaken by

the institution to improve and develop their wellbeing. For Scottish Executive (2005), socio-economic factors play a prominent role in achieving better experiences of social work intervention and empowerment. All the groups for whom social work intervention is likely to be needed are also more subject than most to a range of social and economic problems and barriers. Clients problem emanate from socio-economic factors may require socio-economic changes and interventions. Hence, the intervention and empowerment practices from the client side will be influenced unless the socio economic factors can be removed and the institution can work effectively on mitigating socio economic problems.

According to Proctor & Rosen (2003), all the practices of social work profession should be necessarily evaluated and practiced within the context of their contribution for better functioning of the clients. Taking action to use proper social work interventions for various problems should go in line with the goals that have been set before social work intervention and empowerment are implemented for a certain problem. In general, as social work intervention and empowerment processes need well organized and planned settings, the institution requires professional reforms that can facilitate better working environment in practicing social work intervention and empowerment practices.

#### **4.3.4 Strengths and opportunities in practicing intervention and empowerment**

**The devotion and generosity of workers to help recipients:** Although the number of professionals is small, all the available professionals and other personnel are working in cooperation to access all their recipients and help them in the intervention and empowerment processes. The institution has various limitations to practice professional works, but the workers are contributing willingly devising alternatives for the existing limitations of the institution and trying their best to overcome the availability of resources using their own mechanisms. This is

the situation that should be recognized and appreciated to practice social work interventions and empowerment within limited resources. Thus, recipients with severe problems have got emphasis in the intervention process and treated using available resources of the institution.

**Efforts of the management in creating better and cooperative working environment:**

The management of the institution understands its limitation in resources and professionals to mitigate the existing problems of the institution and support its recipients. Thus, it is working in cooperation with all professionals and non-professionals of the institution to alleviate the health, economic and psychosocial problems of the recipients and empower them in their living. The cooperative working environment of the institution helps to focus on issues that cannot be considered individually. When all staff members can work in cooperation, they will be able to reach all recipients and all their problems that should be alleviated. But with limited resources of the institutions, professionals may not reach all the recipients, set clear purpose on which they are going to perform, and have in-depth understanding to take proper interventions for the observed problems of the recipients. For Trevithick (2005), clear purpose and indepth understanding are prominent for any social work activities. Any intervention without clear purpose and indepth understanding seems to be in the wrong hand and it will be oppressive rather than empowering people. Thus, the focus of a social work should be clearly identified and planned before any intervening action is taken.

**Governmental support and funding for all the activities of the institution:** All the activities of the institution are financed by the government and the institution is supervised and followed up by Addis Ababa city Government Labor and Social Affairs Bureau. This governmental support helps the institution to focus on alleviating all the problems of recipients and empowering them in their lives.

**Cooperative work with stakeholders and partners for better mobilization of**

**resources:** The institution mitigates its limitation of resources through working in cooperation with various stakeholders and partners. In addition, the referral system helps to alleviate problems that are beyond the professional and material capacity of the institution. One of the major roles of social work is dealing with conflicting needs and wishes. Scottish Executive (2005) stated that, social workers should deal with conflicting needs and wishes of their clients for whom they are taking intervention practices. There may be tensions between children's needs and wishes, parents' needs and wishes, the views and wishes of the wider family, of the community, other professionals, and with the requirements of the law, regulation and procedure. Social workers must consider all these conflicts.

Thus, the referral system of the institution is a good solution to meet the conflicting needs and wishes of the recipients, to alleviate their problems and empower them with the limited resources of the institution.

**Existence of policies and procedures supporting all the functioning of the institution**

**under the authority of AACGLSAB:** Temporary Care and Rehabilitation Center for People with Disability is an institution that is working on alleviating economic, health and psychosocial problems of people who are from streets of Addis Ababa under the authority of AACGLSAB. The institution has its own legal basis on how it works, policies and procedures that should be followed while it delivers the services for its recipients. These policies and procedures help the institution to perform all the activities with predefined professional settings and legal basis. All social work activities are highly regulated within the statutory frame, so that issues that are not covered with the legal frame work will not be the working areas of social workers to alleviate existing problems (Asingwire, Kafuko, Lubanga, Omona & Twikirize, 2013). The existing legal

frame works and procedures of the institution help the professionals who have part in the social work intervention and empowerment practices of the institution to practice their profession with the consideration of those legislations and working procedures.

#### **4.3.5 Threats of intervention and empowerment practices**

**In the intervention process:** As it is indicated in the findings, TCRCPD has severe problem on availability of resources. The number of professionals working in the institution is insufficient. Resources required in the intervention processes are scarce. Counseling settings and the library is below the standard. Another issue is lack of intervention equipment and diagnosis room supporting the intervention processes of the institution. The intervention process is not supported with required supporting materials. These problems and limitations are the manifestation of socioeconomic problems of the larger society and its scarce resources. For Scottish Executive (2005), clients problem emanate from socioeconomic factors that may require socioeconomic changes and interventions. Hence, the intervention from the client side will be influenced unless the socio economic factors can be removed. All these problems are threats of the institution to achieve the expected results in the intervention practices of the institution and its future functioning.

**In the empowerment process:** Limitations in practicing the empowerment scheme of the institution also influenced by the existing working environments and professional settings. Trainings are given to empower recipients without required supporting training equipment and proper settings. The library is not well furnished and supported with motivational materials that can support the empowerment process. These are the major threats of the institution to achieve its goal in the processes of empowering its recipients. Well organized and facilitated setting increase the achievements of a given empowerment practice. Unless an empowerment is

supported with required equipment and workable settings, the expected outcome cannot be achieved. Highly organized, interconnected and networked setting of empowerment helps clients to be empowered effectively. According to Warren (2007), clients can be highly motivated and empowered while they act for a process that can show an interconnected/networked living environment in which every member has its own role and one can influence the other positively.

## CHAPTER FIVE

### 5. CONCLUSION AND IMPLICATION TO SOCIAL WORK

#### 5.1. Conclusion

The institution is giving social work intervention and empowerment services for its recipients. The intervention and empowerment practices have their own procedures to implement them in a professional way. The intervention practices aim at alleviating psychosocial problems of recipients while the empowerment practices aim at supporting the impacts of the intervention practices and strength the power and functioning of recipients. The referral system of the institution supports intervention and empowerment practices of the institution to use resources and higher professional supports that are not available in the institution.

Recipients who are suffering with various health problems, psychosocial, economic and accessibility problems are supported through TCRCPD's social work intervention and empowerment practices. These recipients' problems need holistic interventions which consider all their problem areas for better achievement and solutions. Yet, to understand the need for integrated and holistic approaches in the services of the institution, professionals of the institution are few in number and lack in-service trainings to build their capacity considering required skills for social work intervention and empowerment practices.

Intervention and empowerment services of the institution are being undertaken by few number of professionals and the demand for professional support is very high. Yet, there is not enough number of professionals although all the recipients of the institution require various professional supports. The institution lacks well organized system and follow ups in the intervention and empowerment practices. The interests and background of the recipients are not

properly considered in the processes and available opportunities as well as the assets of the institution are not emphasized. Although the recipients have various experiences, knowledge and skills that can be well developed and empowered for their own benefit, the institution is not in a position to mobilize these inputs for better changes and achievements. Thus, it is strongly recommended that:

- The entire working environment and the system should be well organized and professionally supported.
- The inspection, supervision, evaluation, control and follow up system of the institution should be improved.
- The empowerment practices of the institution should consider the assets that are available within the institution and the recipients.
- Number of professionals and other care givers of the organization should be proportional with the number of recipients and have access of continuous in-service trainings.

## **5.2. Implications to social work profession**

### **5.2.1. Implication to social work practice**

Social work professionals are highly concerned in addressing the problems of disadvantaged groups who are suffering from health, economic and psychosocial problems (Day, Fraser, Galinsky & Richman, 2009). People who are in need should get proper concern and treatment to alleviate their problems and empower them using various social work theories and models. As a practical profession, social work aims at social change and better social functioning of a given people with improved and empowered ways of living in their overall living environment. All the practices of social work profession should be necessarily evaluated and practiced within the context of their contribution for better functioning of clients. Taking action to use proper social work interventions for various problems should go in line with the goals that have been set before social work interventions are implemented for a certain problem (Proctor & Rosen, 2003).

As findings of the study indicate, TCRCPD is a governmental institution works on alleviating the problems of its recipients and empowering them to insure their wellbeing and social functioning. Recipients of the institution are from different corners of Addis Ababa with diversified interests and experiences. They are suffering with their economic, health and psychosocial problems. Thus, the institution is a place where social work intervention practices are needed.

According to Scottish Executive (2005), in any social work intervention, the following five processes are common: identifying the problem to be overcome, assessing the situation, empowering the family/people around the client, dealing with conflicting needs and wishes and achieving change and meeting goals. The institution is working in these five processes to

overcome economic, health and psychosocial problems of recipients through social work interventions and empower them to improve their wellbeing and social functioning. These practices of TCRCPD imply their positive impact in practicing social work intervention and empowerment practices.

**Identifying the problem to be overcome:** In this stage the social worker is expected to recognize and describe the problem and acknowledge a change that is needed. The organization and its professionals start their work by identifying the overall problems of their clients before making decision to proper measures that are important in overcoming the existing problems.

**Assessing the situation:** After identifying the problems to be overcome, the institution conducts assessment of situations for better understanding of all existing realities in which the recipient is going to be passed both in the intervention and empowerment practices of the institution. In the assessment process the overall situations of the clients will be observed and studied to identify what is seen and heard around them through carefully interviewing, enabling them to express their feelings and views, and through communication with other organizations and other professionals who may have role in the intervention process. This professional assessment of the institution is very important to identify problems that should be intervened and plan the coming practices that are needed in empowering recipients and ensuring their wellbeing and social functioning.

**Empowering the family/people around the client:** Social work interventions should consider both empowering the client and families/other people who are close to the client. This is important to support the intervention process and the empowerment of the client who is in the process of intervention through the support of his/her closer people. As the client lives within a

system where various people are operating, the separated intervention and empowerment practices cannot achieve the expected change.

**Dealing with conflicting needs and wishes:** Social workers always consider all the conflicts that may arise because of unmet gaps between the needs of individuals and existing resources in a living environment. The role of social workers in conflicting needs and wishes is to reconcile those unmet needs and wishes with the existing realities and resources. Recipients of the institution are with various economic, health and psychosocial needs and wishes that have not been met yet. These unmet needs and wishes may accelerate the economic, health and psychosocial problems of the recipients. Hence, the institution is working on these needs and wishes based on the perspectives of social work to experience better practices of social work intervention and empowerment.

**Achieving change and meeting goals:** All social work intervention and empowerment practices are expected to be goal oriented and means of achieving a certain change in the clients live. Thus, the intervention should be planned considering the goals that have to be met and changes that should be achieved. The institution is working on achieving change and meeting goals that have been set for the lives of the recipients. Professionals of the institution regularly observe how the recipients are approaching to those changes and goals before the final departure is undertaken. When all the problems of recipients are in a position of being well intervened and the recipients become empowered, they will close their contract that they have with the institution and start a new way of living using the empowerment works of the institution.

All the above practices of TCRCPD imply social work processes that should be referred in practicing intervention and empowerment practices to alleviate certain problems. Social

workers and practitioners who have engaged in intervention and empowerment practices will have a possibility to refer the experiences of TCRCPD in their professional work.

All members of a given society might not be equally productive and functional in their living. Thus, social work plays a vital role in supporting and empowering those individuals who are disadvantaged because of various factors. Social work intervention and empowerment practices of TCRCPD are playing a prominent role in ensuring the wellbeing and improving the social functioning of its recipients who are disadvantaged because of economic, health and social factors. The institutional service provision of TCRCPD helps all its recipients to have relatively stable living situation and recover from their sever problems and traumas caused by experiencing stressful events in their lives. Beside these, the given intervention and empowerment practices of TCRCPD may help the recipients to reduce their vulnerability for psychosocial and other related problems in the coming future of their lives.

### **5.2.2 Implication to social work Research**

Social work research concerns itself with the problems faced by social workers. It tries to answer various questions which are encountered in social work practices or in planning or administering social work services which can be solved through research and which are appropriate for investigation under social work auspices/suport (Lal Das, 2000). Social work primarily deals with human behaviour, which is, by and large, complex and dynamic in nature. (Gerdes, Segal, & Steiner, 2013). One cannot, therefore investigate social work practices without researches. Conducting social work practices without research creates many problems to the researcher such as the problems of subjectivity and individualistic generalizations (Lal Das, 2000). Thus, conducting a research helps a social worker in the study of problems related with social work so far as it helps to arrive at valid generalisations.

Therefore, this study may help social workers to search for answers to questions raised regarding intervention and empowerment practices, provides knowledge about how do intervention and empowerment practices help social change and helps in searching for answers to problems or difficulties facing social workers in their professional practices. As social work research is the use of scientific method in the search of knowledge, with knowledge of alternate practice and intervention techniques, the findings of this study may have a direct use for social work intervention and empowerment practices and thus it enhances the practice of social work methods and practices. In general, this study helps in building knowledge base for social work theory and practices.

### **5.2.3. Implication to policy**

This study will have significant policy implication. As the ultimate purpose of social policy is improving the wellbeing of citizens, the study advocates for the development of new policies and amendment of the existing policies in relation to intervening and empowering people considering social work principles and practices. Thus, social policy development processes may consider the context of social work intervention and empowerment practices that have been observed in the outcomes of the study when social policy is going to be developed and implemented. Social work interventions are any measures that have some support for individuals' and groups' live and they are referred to as promising, efficacious, effective, evidence-based, or best practices (Egan, 2010). Thus, social policy developers may consider best practices of social work intervention through this study while they are developing policies for the wellbeing, social functioning and social justice in the society. The positive experiences in the social work intervention practices and their challenges from the study show a direction how a

social policy should be developed to support people through social work intervention theories and practices.

According to Mullard and Spicker (2015), Empowerment is a means to create purposive choices and alternatives for any community members of a larger society that are either oppressed or oppressors, advantaged or disadvantaged and power full or powerless. But an empowerment scheme should be experienced wisely and professionally without creating another related social problem. Its potential side effects should be considered and multi-sectored and participatory approaches should be used although empowerment has a prominent role to bring social change through building people's capacity. Hence, social policy developers may refer the findings of this study in the policy development process to see the impacts of empowerment in improving the wellbeing, social functioning and social justice of our society.

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**APPENDICES**

**APPENDIX 1**

In-depth interview questions for service recipients of the institution

A. General information

1. Sex: Male  Female
2. Age \_\_\_\_\_
3. Place of birth: in Addis  not in Addis
4. Educational Background \_\_\_\_\_
5. Family status \_\_\_\_\_
6. Duration in the institution \_\_\_\_\_

B. Experience in the institution

1. Why and how did you come to the institution? What is your health or other problem you are facing currently?
2. Do you have any special talent or skill? Please explain it more.
3. How was the admission process in the institution? What is your feeling about it?
4. What are the available services of the institution that are accessible for you?
5. Are you satisfied by the services provided for you? Explain.
6. What are the major problems that you have here that have not been addressed? and why do you think that they are not addressed?

7. How do you feel about the social work intervention and empowerment practices in the institution?
8. What are the impacts of the services (intervention & empowerment) in your lives and other recipients?
9. Generally, what is your experience in the institution and what does it mean to you?
10. What do you think about the challenges and limitations of the institution in practicing social work interventions and empowerment schemes?
11. What would you suggest as solutions for better achievements in practicing social work interventions and empowerment schemes?
12. What is your future plan? How long might you stay here in the institution?

## **APPENDIX 2**

Questions for Key Informants: Administrative staff

### A. General information

1. Sex: Male  Female
2. Age \_\_\_\_\_
3. Position \_\_\_\_\_
4. Educational Background \_\_\_\_\_
5. Professional Background \_\_\_\_\_

### B. Basic information about the institution

1. Number of recipients \_\_\_\_\_
2. Number of care givers \_\_\_\_\_

3. Number of professionals in different departments \_\_\_\_\_

\_\_\_\_\_

4. Number of rest rooms \_\_\_\_\_

5. Number of bead rooms \_\_\_\_\_

6. Number of bead \_\_\_\_\_

7. Number of bath rooms \_\_\_\_\_

C. Experience in the institution

1. What are the major goals of the institution in relation to its recipients?

2. Can you tell me about the admission process of the institution for new recipients?

3. What are the major services that are provided by the institution?

4. How do you assess the work relation between the administrative and professional staff of the institution?

5. What are the processes of social work intervention and empowerment practices in the institution?

6. How do you perceive the impacts of the services (intervention & empowerment) in the lives of recipients?

7. What do you think about the challenges and limitations of the institution in practicing social work interventions and empowerment schemes?

8. What measures have been taken by the institution to mitigate the problems/ institution?

10. What would you suggest as solutions for the problems/limitations of the institution?
11. What are the future plans of the institution in having better social work intervention and empowerment practices?

### **APPENDIX 3**

#### Questions for Key Informants: Professional staff

##### A. General information

1. Sex: Male  Female
2. Age \_\_\_\_\_
3. Position \_\_\_\_\_
4. Educational Background \_\_\_\_\_
5. Professional Background \_\_\_\_\_

##### B. Experience in the institution

1. What professional services are available in the institution? Could you please explain them?
2. What is your professional reflection on the available services and their ways of delivery?
3. How would you assess the current activities undertaken and their effect on the well being of the recipients from your professional point of view?
4. Who are the stakeholders or other partners that are working in collaboration with the institution? How do you assess the collaboration?
5. How do you see the two-way work that you have with the administration staff? Could you please elaborate?
6. What are the major factors hampering your professional work in the institution?

7. What would you suggest for those factors to be resolved?
8. Generally how do you see social work intervention and empowerment practices in the institution?
9. What kinds of intervention and empowerment practices are undertaken in the institution?
10. What do you say are the impacts of the services (intervention & empowerment) in the lives of recipients?
11. What do you think about the challenges and limitations of the institution in practicing social work interventions and empowerment schemes?
12. What do you suggest to have better practices of social work interventions and empowerment in the institution?

#### **Appendix 4**

##### Questions for Key Informants: Care Givers

###### A. General information

1. Sex: Male  Female
2. Age \_\_\_\_\_
3. Position \_\_\_\_\_
4. Educational Background \_\_\_\_\_
5. Professional Background \_\_\_\_\_

###### B. Experience in the institution

1. What are your roles in the institution? How do you see your role to achieve the goals of the institution and satisfy the recipients?
2. How do you see and understand the various problems and limitations of the recipients?

3. What training services are available for you to maximize your efficiency in supporting the recipients?
4. What problems and limitations are you facing during your work? What solutions have been taken so far?
5. What would you suggest as better solutions for the observed problems in the institution for improved achievements in the overall activities?
6. How do you see social work intervention and empowerment practices in the institution?
7. What do you think are the impacts of the services (intervention & empowerment) in the lives of recipients?
8. What do you think are the challenges and limitations of the institution in practicing social work interventions and empowerment schemes?

## **APPENDIX 5**

### **CONSENT FORM**

This form is to inform informants in the interview process that is going to be conducted for a research purpose in Temporary Care and Rehabilitation Center for People with Disability.

- The purpose of the interview is only academic.
- All rights of informants are reserved.
- The interview is conducted based on the informed consent of informants.
- Confidentiality is guaranteed in the process of interview and data analysis.
- The informant can withdraw if he/she feels unsecure in the process of data collection.

I, the undersigned, declare that I am informed all the above mentioned information and agree to participate in the interview process based on my informed consent.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

**APPENDIX 6**

**OBSERVATION CHECKLIST**

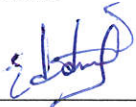
Counseling center's setting		Yes	No
1.	The center is appropriate to counseling		
2.	There is separate and adequate counseling room		
3.	Well furnished with chairs, tables and computers		
4.	Supportive resource materials about counseling are available		
5.	The room is attractive for clients		
Training center			
1.	There is separate and adequate training room		
2.	Well furnished with chairs, tables and computers		
3.	Supportive resource materials for trainings are available		
4.	Recipients' skills and experiences are taken in to account		
Entertainment			
1.	There are places for recreation		
2.	Recipients are active in recreational activities		
3.	There are enough spaces and opportunities for entertainment		

Health center			
1.	There is a health center for health services		
2.	The health services are well planned and organized		
3.	Health professionals are working good on personal hygiene of the recipients		
4.	The center is well furnished and required equipment are available		
5.	Hygienic equipment are available and distributed for recipients		
Library			
1.	There is a library for recipients		
2.	The library is well furnished with chairs, tables, books and computers		
3.	Recipients read in the library frequently		
4.	The library is attractive and supportive for recipients		
Bed Rooms			
1.	Are well furnished with necessary equipment		
2.	Have enough space for recipients' movement		
3.	Are comfortable and attractive for living		
Intrapersonal Relations			
1.	Recipients have well developed interaction among themselves		
2.	There well organized and known conflict resolution manses		
3.	Recipients have a space to share their experiences each other		

**Declaration**

I, the undersigned, declare that this thesis is my original work and has not been presented for any degree in any other university and all sources of materials used for the thesis have been acknowledged.

Name: Edom Hailu

Signature:  \_\_\_\_\_