



Project "European Framework of Competences for Community Professionals in Gang Environments" Nr. FrameGANG_20151PT1-KA202-013159

European Framework of Competences for Community Professionals in Gang Environments

DACUM workshop research
REPORT of **SOCIAL WORKERS**
profession, process and functional analysis

Organizator: Charity and Support Fund "Garstyčios grūdas"

Date: 2016-07-12

Location: Psychology center conference hall of Alytus Penitentiary House

Short description of the participants: social workers, social rehabilitation department - units (squats) superiors of Alytus prison.

RESEARCH SEQUENCE:

Time from - till	General points	Subpoints	Responsible / facilitator person
10:00 - 10:10	Registration	To write a necessary data and sign in the registration sheet (handouts distribution)	Director assistant CSF "Garstyčios grūdas" Sigutė Sapiegaitė
10:10 - 10:30	Acquaintance	Introduction and presentation of the project and its objectives	Director of CSF "Garstyčios grūdas" Stefa Kondrotienė
10:30 - 11:30	Work / specialty review	<p>a) The discussion about the role of social workers in the community and the development of relevant structures</p> <p>b) First / initial "brainstorming", <u>participants thoughts and reflections on the issues:</u></p> <ul style="list-style-type: none"> • how they can interact or interacting with problematic youth groups, • violent youth groups and street gangs 	Director of CSF "Garstyčios grūdas" Stefa Kondrotienė

11:50 - 12:45	Setting of functions and duties (setting of main responsibility areas)	<p>Interactive group activity in small groups</p> <p>a) Concisely describe your work task in performance terms</p> <p>b) Are duties performed by a single person or by the group (if there should be a group of people to perform general tasks)</p> <p>c) Duties can be described by:</p> <ul style="list-style-type: none"> - one verb, - object, - a simple classification. <p>d) There are general, but not specific job assignments, which has to be carried out.</p> <p>e) Are meaningful by themselves (not dependent upon the duty of other tasks)</p>	Psychologist/ lector of CSF "Garstyčios grūdas" Gitana Steponavičienė
12:45 - 13:45	Identifying and choosing of duties	<ul style="list-style-type: none"> • what social workers with such duties need to know, do and think, during interacting with violent gangs or youth groups? <hr/> <ul style="list-style-type: none"> • who receive certain services during duty tasks implementation, working with in the community affected by youth gangs or at the epicenter of violent incidents. 	Psychologist/ lector of CSF "Garstyčios grūdas" Gitana Steponavičienė
14:15 - 15:30	Tasks implementation in conflict situation / context	<p>Interactive group activity in small groups</p> <p>what social workers <i>with such specific named duties</i> need to know, do and think, during interacting with violent gangs or youth groups?</p>	Psychologist/ lector of CSF "Garstyčios grūdas" Gitana Steponavičienė
15:30 - 15:45	The final part	<p>Review and verification of received / recorded data within these general perspectives: what need to know, do and think, during your work/duties implementation when you interacting with violent gangs or youth groups?</p>	Director of CSF "Garstyčios grūdas" Stefa Kondrotienė
15:45 - 16:00	Actions after the end of the study	Information about the next steps for researchers and participants and research study results.	Director of CSF "Garstyčios grūdas" Stefa Kondrotienė

Research study participants expressed these thoughts about gangs / groups:

1. **The gang is** - a group of delinquent lifestyle people with the objective to earn money by illegal ways for living and drugs;
2. **Gang have** different specialization, structure, roles, roles.
3. In the group is a "victim", a person who has a role in the fraud crimes.
4. There is always a leader in the group.

In prisons and any others detention facility convicts are hiding existence of gang / group, although by ongoing / investigated crimes in a prison area, it is clearly understood that they really exist.

Work / specialty review

How prison social workers interact with problematic behavior groups, violent youth groups and gangs.

In today's society, social work is understood as an activity which facilitates the problems of people and public institutions interaction, affecting people's ability to implement the tasks of life, to realize the goals and values. There highlights the main aim of social work as a profession which solving social problems, promoting personality development, preventing human dignity and increasing responsibility, to help the weakest members of society to find and maintain a balance between the various life situations, as well as promote the humane society activities based on personal, family and public cooperation. Social worker's activities are related with the problematic behavior groups, primarily are concentrated on human solutions, focused on personal well-being and safety, also on new "right" skills, in training, how to achieve the objectives by legal ways. It is a combination of theory and practice values, which ensure the most effective social assistance, social worker cooperation with other social workers, superiors teams and other experts as well as with various assistive institutions and organizations (eg: "Halfway house").

The social workers' role in the prison community and the relevant structures:

The daily challenges (bailiffs, accommodation and employment);

Adaptation problems (beds, space, health, family relations (marriage, divorce, residence)).

Social department workers / units (squats) superiors have a very heavy workload (for one squad superior falls from 40 to 70 convicts), so they cannot provide a full-fledged, effective and high-quality performance of their duties.

The detention facility is overcrowded - condemnation number far exceeds the standards set, so there is a big shortage of space. Most social workers / units (squats) superiors do not have personal place (cabinet) for their jobs, making it difficult to provide advice or carry out individual work with convicts. Under such working conditions with inmates social workers do not have the opportunity to speak openly and properly discuss the problems.

In most cases first of all there are solving "burning" issues, but there is no time for ordinary affairs.

Duties setting (the setting of main responsibilities)

Personal working area (by job performance terms) study participants described as:

- Accommodation (1 day).
- Preparation of individual plan (10 days).
- Introduction with adaptation program (1 day).

- Implementation of the prepared plan (during sentencing).
- Information about internal order (10 days).
- Evaluation by Oasis program (1 month.).
- Preparation of social research conclusions (10 days).
- Personal issues (analyzing of requests, complaints) (20 days).
- Inspection and control of residential and ancillary facilities of convicts (daily).
- Convict integration into society (6 months before the end of the sentence).
- Implementation of adaptation program (3 months).
- Individual interviews (every working day).
- Social rehabilitation program implementation (during sentencing).
- Information.
- Preparation of documents.
- Dynamic protection.
- Leisure organization.
- Accompaniment.
- Cooperation with other institutions.
- Mediation.
- Counseling / consultation.
- Social skills development.
- Communication.

Participants' duties and implementing tasks

Social workers noted the following duties:

- units (squats) superior,
- social worker.

The social workers noted the following tasks which they implementing:

a) duties consisting from one **verb**:

- documentation, book-keeping;
- problems, punishment;
- promoting, discussion;
- psychological and legal counseling;
- control, supervision;
- writing, counting;
- study, search;
- distribution, monitoring;
- accompaniment, purchasing;
- promotion, development;
- calling, information;
- training;
- cleaning.

b) duties consisting from those **objects**:

- convict;
- yard; garden; facilities;
- cabinet, hall; house;
- resolution; conclusion; documents; institutions;
- computer;
- television; radio; newspaper;

c) duties consisting from duties functions::

working in normal division (squad):

• reports and statistics providing to ensure the job evaluation and control in the department;

- personal issues and problems of prisoners;
- communication with convict relatives;
- procedures for order ensuring in squad territory;
- control of sanitary - hygienic requirements;
- organization of convicted meetings;
- convicted characteristics preparation for various institutions;
- study of convict moral-psychological character and rehabilitation plan creation in collaboration with psychologists;
- internal order control procedures, violations prevention, selection of proper measure;
- convicted motivation to compensate the damage caused at the time of the crime;
- prisoners recidivism risk evaluation by the OAS'ys methodology;
- preparation of social research conclusions for Parole Commission;
- mediation during promoting or punishing convicts;
- control of attendance in educational institutions;
- reception and control of prisoners mail messages;
- control and readdressing of received letter;
- monitoring and control of convicted bed occupancy;
- participation in prisoners eating and shopping processes;
- registration of convicts who want to get to the doctor;
- temporarily substitution of another squad chief if it's necessary;
- in order to reach the strategic objectives implementing the orders of the prison Director or head of Division.

working in a closed area:

- maintaining the order in solitary confinement and closed areas;
- information about submitted application of prisoners for unit (squad) chiefs;
- ensure proper delivery of the letter notification procedure;

working with a squad without quards:

- prisoners control in their workplace;
- prisoners convoy;

Workshop participants indicated specific job assignments in their work which are not general but individual:

- convict accommodation;

- convict introduction with institution's internal procedures;
- documentation;
- convict personal problems solving;
- regime control;
- facilities maintenance and repair;
- leisure organizing for convicts;
- introduction the convict with the legal acts;
- convict counseling;
- facilities cleaning;
- mediation and cooperation with other institutions;
- convict accompaniment to other organizations and institutions;
- dynamic protection of convict.

Since the prison social workers / units (squats) superiors are statutory employees, so they have to carry out all the orders of higher officers, although it is not written in their duties. Prison units (squats) superiors workload is very large, so they **quite rarely perform autonomous task**, simply because there is no time for that.

Requirements of general knowledge and skills that are important for the work in community related with gangs and problematic youth groups

The changing needs of society poses a number of challenges that require a change of thinking and understanding, gaining new skills, knowledge, to maintain emotional balance. This is especially important for the work in community related with gangs and problematic youth groups. This study revealed the most important motivation factors of work for social worker: the greatest dissatisfaction raises inadequate wages, social insecurity, tight / crowded work, lack of training opportunities. The participants expressed their hopes and fears for the work in community related with gangs. Thus, **the research revealed that for social workers / units (squats) superiors are important:**

- psychological preparation, because there are often occurs situations that are related with stress,
- be able to evaluate the ongoing situation, and also to be able to manage it;
- physical preparation;
- continuous professional development (continuous knowledge and skills development);
- supervision (maintenance and psychological).

During the research was found out that social workers' feel lack of knowledge about:

- communication with hardly manageable youth groups;
- communication with the persons who are using psychoactive substances;
- what is typical for behavior of persons who are using psychoactive substances;
- what are these behavioral changes;
- how to respond to a person after taking psychoactive substances;
- how to protect own selves in conflict and emergency situations;
- what dangers lies in such situations and how to avoid them;
- lack of knowledge of how to manage stress;

- how to solve problems when there is no solution to the ...

Tasks implementing in conflict situation / context

- 1. Working in the convicts community affected by gangs and / or in the epicenter of violent incidents during implementation of casual duties tasks, social workers provide services to inmates.**
- 2. Interacting with the gangs, their members or violent groups, social workers during implementation of their duties tasks need:**

To know:

- what is a gang / gang group;
- gangs / gang group hierarchy and its members;
- gang / gang group activities and working place / territory;
- gang / gang group leaders and their influence on others;
- ways of conflict situations solutions;
- his / as an employee and / or human capabilities;
- legislation acts; law; orders of the director;
- necessary social skills;
- peculiarities of convicts communication;
- possible personal traits and features of convicts;
- knowledge of psychology;
- social problems of convicts / gang members';
- how to respond to one or another situation;

To do:

- try to disperse the gang members, call to the help security personnel;
- to inform the relevant departments of the situation and / or gang intentions;
- to meet legitimate needs or requirements of convicts according to order prescribed by the law.

To think:

- How to prevent the existence of gangs, gang activity analysis.
- How to resolve the situation in safe way.
- To analyze the behavior of the convict and actions that may arise from it.
- How to use your personal skills and experience in conflict situations.

- 3. To prepare to the work and help convicts community, in which is expressing the a gang (s) activity, social workers need the following tools and equipment:**

- Laws of Lithuania;
- Legislation acts;
- Order of the director;
- Other documents (for example: an individual work plan)
- Vehicles;
- Driver's licenses;
- Tools and supplies for agricultural works;
- Facilities (rooms, cabinets);

The most interesting feedback thoughts, comments, ideas and challenges

At the end of the study participants shared their insights and thoughts. They claimed that the success of the units (squats) superiors work depends on respectful, but at the same time a strict communication and quality implementing of duties. It is also important empathy and organizational skills. Working with gang members requires special knowledge, competence, and knowing how to manage emotions.

Working with gangs or serious / violent behavior of groups requiring particular knowledge and preparation. Important is both physical and psychological preparation. There is also required conflict management skills.

Workshop participants said that on of the key ability is knowing how to work in a team and also together organize and implement the action plan. In this case it is very important such personal qualities as: fast response, memory, communication.

Feedback has shown that there is a lack of training / seminars or training courses, conflict management, psychological preparation which will provide an opportunity to acquire new knowledge and upgrade their existing and also to learn / work in psychotherapeutic groups. Such seminars / training should be implemented periodically, because of changes in personnel, changes in technology and changes in the gang policy and behavior.

Changes after the research process, the final stage:

There were no changes in the final phase after workshop and research process - the information report was nor added or corrected by participants. From this fact it can be concluded that during workshop and research study, the participants have worked responsibly and fully have implemented all tasks.

Summary / summed interpretation of received evaluation forms:

Participants work or specialty: social workers, social rehabilitation department - units (squats) superiors.

	SA	A	D	SD
1. Information given to you about the workshop prior to your arrival was sufficient.	4	6		
2. The workshop moved in a smooth businesslike manner.	6	4		
3. The DACUM facilitator(s) carried out their roles in a positive and effective manner.	7	3		
4. The workshop was interesting and informative.	7	3		

5. Sufficient time was allocated for completing all activities.	6	4		
6. The workshop facilities were adequate.	9	1		
7. The workshop location was suitable.	9	1		
8. Arrangements for meals and breaks were sufficient.	8	2		
9. My participation in this workshop was a worthwhile endeavor.	5	5		
10. I would recommend participation in similar workshops to fellow workers.	6	4		

11. The weaknesses of this workshop were:

- has not mentioned;
- has not been;
- the time to perform group tasks was too short, and that some of the situations are not familiar for them.

12. The strengths of this workshop were:

- that learning and improvement is always good!
- that workshop was implemented very interestingly;
- that everything looked pretty strong;
- that there was analyzed the job description of social worker;
- that everything was done quickly and informatively.

13. Participants reactions to DACUM as a process for identifying tasks and related information important to education and training is:

- positive;
- that they hope to use the acquired knowledge in practice;
- that DACUM is needful.

SUMMARY OF EVALUATION TAKEN FROM EVALUATION SHEETS

Most participants have agreed with the paragraph - „Information given to you about the workshop prior to your arrival was sufficient“,the remaining 4 participants have noted that fully agrees with this paragraph.

In 2, 5 and 10 paragraphs most of the participants pointed out "SA", four participants noted "A". It says that:

- study was implemented completely smooth and businesslike;
- studies moderator has given enough time to implement the task;
- all the participants would recommend to participate in similar studies for their colleagues.

In 3 and 4 paragraphs 7 participants noted "SA", 3 participants noted "A". It shows that:

- DACUM workshop presenting person positively and effectively carried out his roles;
- study were interesting and informative for them;

Most of the participants noted that facilities for the study were drawn appropriate, location was comfortable for all, coffee and rest breaks have been properly aligned with the process and work in the groups. Only few participants noted "A".

In the paragraph "My participation in this workshop was a worthwhile endeavor" 5 participants noted "SA", and another 5 noted "A", it shows that participants were satisfied of study organization and its process.

Most of the participants in this study did not notice any weaknesses, but one participant pointed out that the time to perform group tasks was too short, and that some of the situations are not familiar for him.

Participants noted many strong sides of this study, they were interested in working groups, to communicate and discuss. They noted that the study was informative and operative. They were interested in communicating with each other and were very glad to analyze the social worker profile all together..

The participants responded very positively to DACUM as the process of establishing tasks and related information, which is important for training and education. They pointed out that the study was encouraging and informative, and they hope to use the acquired knowledge in practice.

Director of CSF "Garstyčios grūdas"

Stefa Kondrotienė