



AN HONORS UNIVERSITY IN MARYLAND

**University of Maryland, Baltimore County  
Baccalaureate Social Work Program**

**Process Recording Form**

**Date:** February 16th, 2026

**Student's Name:**

**Client's Name:**  
**(do not use client's real name - use initials or a pseudonym)**

Number of times you have seen this client: 1

**1. Identifying information:** Please make sure to include: age, gender, gender identity, sexual orientation, ethnicity, current living situation, education, family background and status, employment history, socioeconomic status, and current situation. Do not include any issues or concerns (4-5 sentences). Ms. Green is a 38-year-old African American woman who identifies as heterosexual. She currently lives in Washington, DC, with her three children in a rented apartment. Ms. Green is a single mother whose primary support system is her mother. She has a high school diploma and is currently enrolled in a culinary training program. She has a history of employment in restaurant and retail positions and is currently unemployed. Ms. Green reports a limited income and receives public assistance to meet her basic needs

**2. Presenting problem(s):** Why is the client coming to the agency? What are the issues/challenges? What services, needs are being requested and/or provided? (4-5 sentences). Ms.Green presented to the agency as a mandated client due to her parole requirements and an open Child Protective Services (CPS) case. She is required to participate in services to demonstrate compliance with legal and child welfare expectations. Ms.Green reports experiencing stress related to meeting these obligations while caring for her children and managing financial responsibilities. She reports decreased motivation and states that she copes with feeling overwhelmed by smoking marijuana three times daily. Ms.Green is seeking assistance with case management and parenting support. Services being provided include supportive counseling and support programs

**3. Purpose of the interview:**

*Note: students- type worker (you) and client content in spaces provided. Click the icons to open text editing windows. You must complete fifty percent (50%) or more of all columns below.*

	<b>Interview Content</b>	<b>Behaviors/Skills Used</b>	<b>Student's Feelings/Reactions</b>	<b>Student's Analysis</b>	<b>Field Instructor's Comments</b>
w	Let me introduce myself. My name is Susana, and we will be working together for the next four weeks.	Introducing	I was feeling confident	Ms.Green looked calm	

	What is your name?				
c	Hi, my name is Lola Green.				
w	It's nice to meet you. Is it okay if I call you Ms.Green?	Introducing	Reflective	I feel more confident in myself	
c	Yes, that's okay.				
w	Ok, Ms.Green, let me tell you about me. I am a social work student and currently an intern with the community support team here at Anchor. I do have to let you know that I am a mandated reporter, so everything we talk about today is private unless I believe you or someone else is in danger, and if that ever comes up, I'll talk about it with you first... I will also be taking a few notes to help me remember what we talked about today. Please feel free to stop me at any time if you're feeling overwhelmed and if you have any questions.	Introducing	I was getting to know Ms.Green	Ms.Green was smiling and looked calm	
c	Ok				
w	Today is much more about getting to know each other... Tell me why you are here today?	Build trust	While I was listening to Ms.Green, I noticed some frustration, so I tried to leave some silence between her answers to avoid	Silence can sometimes feel hard for me because I feel a rush to keep the conversation flowing, but I	Nice transition.

c	<p>I am here today because I was mandated by the courts; it requires me to be here for the next month. (a short silence and then continues) It's a lot of things. I also have an open CPS case with my kids. They found substance in my drug screening, so that's the other reason why I have to be here. I don't think I should be here because I just smoke a little marijuana sometimes. So, I don't think I should be here. But yeah, I am here because the courts mandated it, and if i dont complete this, I'm going to go to jail</p>		<p>overwhelming her with too many questions.</p>	<p>understand how silence can help clients think through their own answers.</p>	
w	<p>I hear you have a lot going on right now, and you still made it to our session... How do you feel about being here today?</p>	<p>Empathy</p>	<p>When she said, "Not my first time," it felt a bit intimidating because it suggested she had previous experience and could compare me to it.</p>	<p>The thoughts about comparisons between therapies were on my mind.</p>	<p>Affirming.</p>
c	<p>It's not my first time in therapy, in the past it wasn't effective at all. Honestly, I don't want to be here, but I have to because It's mandatory.</p>				
w	<p>When you said that it wasn't effective, is there</p>	<p>Reflective questions</p>	<p>I was trying to learn more about her experience.</p>	<p>I do not know how to feel</p>	

	<p>a reason why you believe that it wasn't effective to you?</p>			<p>about her answers</p>	
<p>c</p>	<p>I just feel like the person wasn't listening to my needs. They just didn't care, and they were always quick to do that mandate reporting thing when I talked about my kids and stuff like that, and I feel like this is the reason why I got the CPS case against me.</p>				
<p>w</p>	<p>It sounds like you felt hurt and unsupported in that situation. I appreciate you sharing that with me. If it would help, we can go over how confidentiality works so you know what to expect moving forward. I want this space to feel safe for you. If there is anything that would make this session more effective, please let me know.</p>	<p>Clarifying/Empathy</p>	<p>What else are we supposed to say?</p>	<p>I wasn't sure what else to add to my answer, and that made me doubt my own knowledge.</p>	<p>Try to incorporate their language when reflecting.</p>
<p>c</p>	<p>Y'all say that and then will end up calling CPS, so I don't know if I'm going to be disclosing anything about my kids or anything, because the last lady told</p>				

	me that and she looked just like you and she called CPS.				
w	I'm required to report certain safety concerns, but that doesn't mean everything you say will be reported. We can talk about those limits so you feel clear and in control of what you share.	Clarifying/Silence	I try to make it comfortable and a safe place for her	I think that giving some space for silence was helpful to not create a tense environment.	
c	(There was a long silence)				
w	If you are comfortable sharing. Tell me about your kids?	Clarifying / Open-ended questions	It was difficult to figure out how to follow up her previous answer.	I was glad that she moved on and answered my questions.	
c	I have two boys and a girl. I am a single mother. I live in Northeast DC, and I'm from DC as well. Right now, I am trying to move, but it's hard to maintain a job because I don't have anybody to watch the kids. So it's been hard, and I do smoke weed, of course, I do. And I got caught doing other drugs as well, but for the most part, I smoke weed daily.				
w	When you say you "smoke daily", do you mean more than once a day?	Seeking clarification	I was exploring her current smoking state	Direct question	

c	At least three time a day				
w	Where do you smoke?	Seeking clarification	I was exploring her current smoking state	Exploring	
c	In the house				
w	When you are by yourself or when the kids are present?	Seeking clarification	I was exploring her current smoking state	I think that I could have provided some education on how this action can affect her kids' well-being.	
c	Both				
w	It sounds like you have a lot of things going on. Being a single mother and taking on all the responsibility must be hard for you. It's understandable that you may feel overwhelmed. So tell me, how are you handling the stress and challenges of being a single mother?	Seeking clarification/Empathy	I was not sure If it was a good following question	I feel like it's understandable that she is coping by smoking, since she has a lot on her plate. I will explore healthy alternatives later.	Explore how she parents after smoking.
c	Smoke. It helps me relax, stay calm, and function better as a mom.				
w	Have you tried anything else other than smoking to help you with stress?	Exploring	I don't know if I phrased the question correctly	Her answer made me think I should have asked differently, because it might have sounded judgmental.	
c	no				

w	You mentioned being on therapy before, did you get to talk about this in your previous therapy?	Exploring	I was trying to get more into why she believed therapy was not effective before	I am not sure if exploring her previous experience was appropriate.	
c	They just told me to stop because I am on probation right now, and I was on probation before and went to jail for a short period of time, and my kids had to stay with my mom because they found other drugs. I didn't even smoke it, but I don't know how they found these drugs on my system, but I must have gotten it like in contact or something because I didn't smoke it.				
w	I hear you saying that you did not smoke any cocaine, but they still found it in your system. Is that right?	Seeking clarification	I was trying to make her answers reflect.	I believe that I could also have provided some education on how the drug actually gets into the system.	
c	yeah				
w	Why do you think they found these on your system if you didn't smoke it?	Seeking clarification/Exploring/Silence	Probably getting into a heavy topic, it's not the best choice for our first session.	I keep trying to be comfortable with silence.	offer the opportunity to revisit it when she is ready.
c	I do not know  (silence)  I don't even want to talk about it				
w	Tell me more about your	Open-ended questions	Exploring her support system	Was this appropriate to	

	mother and how your relationship with her is?			follow up with?	
c	It's okay. She is always telling me to be a better mother. I don't know what she means. I feel like she is trying to criticize me about my mothering skills. I think I am a good mother, but I feel like people just put me down a lot about how I parent my kids.				
w	Is there anybody else in your support system?	Seeking clarification/Exploring	This makes me think about how the kids feel and what they are going through when both of their parents have legal issues.	It feels like Ms.Green needs to expand her support system	
c	Their father is in jail, and sometimes he talks to the kids, but that's about all.				
w	Do you get any financial support?	Seeking clarification/Exploring	Exploring more about how she is handling her financial support	Exploring	
c	No, I get TANF and SNAP, and I can't hold a job				
w	Are you currently employed or looking for employment?	Seeking clarification/Exploring	I had to take a moment to reflect on her answer	I am glad that she is motivated to look for a job.	
c	I am currently unemployed and looking for a job, but all jobs require a drug screening. I need a job that doesn't require one.				
w	Well, you know, most jobs require one to ensure a safe workplace.	Exploring	Try to provide some information on the job requirements	When I said that, I meant that I wanted her to understand she	

				might need to stop smoking in order to get a job.	
c	Well, I don't want to stop smoking				
w	Have your try going to an NA program to help you manage smoking?	Seeking clarification/Exploring	Asking about an NA program felt kind of scary because I did not want to sound judgmental.	Ms.Green was very good at responding. I learned a lot about her feeling from here	
c	Yes, I have, but it didn't work, and I left.				
w	Tell me more about this experience.	Open-ended questions	Understand her previous experiences better.	Exploring	
c	It was 30 day program. I left because I was getting irritated and felt the need to smoke				
w	What about the program made you want to leave?	Seeking clarification/Exploring	Understand her previous experiences better.	I could have taken advantage to recommend an actual NA program.	
c	They always want to talk about feeling, and we had to clean up after, and I didn't want to do that				
w	It sounds to me like you like the idea about sharing about your own feelings	Seeking clarification/Exploring	Exploring more feelings	Even tho Ms.Green stated she's not like talking about her feelings, I felt like sheher ans would express a lot of them in wers.	see if she is interested in program that dont require that.
c	Exactly because nobody cares anyways				
<p><i>Click to add content rows</i></p>					

**Plan for next interview with client:**

During the next session, the focus will be on assessing Ms.Green’s strengths, needs, and goals. Her current stressors will be assessed in greater depth, including parenting responsibilities, legal obligations, and financial concerns. Psychoeducation on coping strategies and stress management will be introduced, along with a discussion of healthier alternatives to substance use. Progress will be reviewed toward compliance

with parole and CPS requirements. The session will conclude with collaboratively identifying short-term goals and developing an initial service plan.

**What part did client play (if any) in planning the next session?**

Ms.Green actively participated in planning for the next session by agreeing to try strategies discussed during the session to help her wake up on time and arrive at school on time. She expressed willingness to implement these changes and report back on her progress. Ms.Green's input helped guide the focus of the next meeting, which will include reviewing the effectiveness of these strategies and addressing any challenges encountered. Her participation reflects engagement in the treatment process and a commitment to her personal goals.

**Student's overall reflection of the process recording (please address the strengths and weaknesses of the interview):**

One strength of the interview was my ability to establish rapport and create a nonjudgmental environment that allowed Ms.Green to share her experiences openly. I demonstrated active listening and empathy, which appeared to help her feel heard and respected. I also collaborated with the client to identify practical strategies to support her goals.

One area for improvement is providing more thorough psychoeducation when appropriate. During the session, Ms.Green discussed her parole situation related to substance use, and I hesitated to explore this further because I was unsure how she might react during the first meeting. In hindsight, I recognize that client-centered psychoeducation could have clarified information. In future sessions, I will assess the client's readiness and provide education in a sensitive and supportive manner, while seeking supervision when unsure how to proceed.

**Field instructor overall feedback on interview:**

CLOSE

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