

<https://www.youtube.com/watch?v=i0ivcpUCWsg>

-0:08

This timestamp showed the **social context** of being a caseworker and how they have to build a foundation with the children they work with because not many people will provide the children with what they need. The caseworker at this timestamp is talking to one of the teenage girls in their cases. The caseworker is providing them with support and encouragement. The caseworker asks the teenager about their day and reassures the girl about school. The caseworker forms a genuine conversation with the girl. The caseworker explains how it is important to always accept the calls no matter what because the girl may not have another chance to call the caseworker. A problem that is highlighted in this part of the video is that the teenager may not have anyone to talk to if they really need it.

-1:15

This timestamp highlighted that the **goal** of a caseworker is to always make sure the child is safe. This timestamp showed the process of an abuse report. It gave insight to how much time and work goes into taking care of each report. When a maltreatment report is reported, workers and investigators have to find out the facts through investigation. Investigators try to have calm conversations. Investigators can receive more than 25,000 reports a year. Investigators must speak to the children or people involved in the case within 24-72 hours of the report. Within a month they have to track down an interview with another dozen people.

- 2:04

The steps of the report between this timestamp and timestamp 1:15 gives a **pattern of work** that the caseworkers complete each day to provide safety for the children they work for. This also highlighted the **physical context** of the caseworkers because a lot of their job is performed outside of their offices and in their personal space and time. This timestamp provided insight into the investigation portion of a report. House visits and investigations have to be random and come as a surprise. This can cause the investigator to spend their whole day knocking on doors to perform a house visit. I noticed in the video the investigator uses a personal car and time to perform these visits.

2:09

This timestamp provides **cultural context** because it shows how families are affected by this job. This timestamp provided insight into how hard being a caseworker is. Long days can demand a lot and takes a toll on the investigators and caseworkers. They have to cater and deal with the problems of their families and the families they help take care of at work. The problems that being a caseworker brings can cause an unstable work-life relationship.

- 3:39

The caseworker in this timestamp had to go shopping for a kid in foster care because the mom would not give the caseworker any clothes. This shows how the caseworkers sometimes have to treat these kids as their own.

