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**LEENA ÅKERBLAD  
& KAISA HAAPAKOSKI:**

#### **FRAGILE SHARED AGENCY IN VOCATION- AL REHABILITATION**

Collaboration and client-centeredness are central elements in vocational rehabilitation. These may involve shared agency; experiences of being heard and understood and commitment to joint goals. We focus on the practices and mindsets related to vocational rehabilitation collaboration, which intensify the fragility of shared agency. The data were collected as a part of a study concerning Vocational rehabilitation assessment organized by Social Insurance Institution of Finland. Data included interviews and questionnaire responses to open questions. In the thematic analysis, we focused on the essential collaborative processes. In the processes of planning and decision-making, shared agency became brittle by tense and rigid practices. These were related to the inequality of negotiation positions, tensions between the service frame and the everyday practicalities of rehabilitation

and furthermore, temporal asynchroni-  
zation. In the processes of commitment,  
responsibility and support emphasizing  
the active individual agency made it chal-  
lenging to identify the continuous need  
for support and undermined the systems'  
accountability.

**IRJA NIEMINEN & TARJA VIERULA &  
EIJJA PAAVILAINEN & TARJA PÖSÖ:**

#### **TRANSFORMATION OF THE MULTI- PROFESSIONAL EVALUATION OF SERVICE NEEDS IN A CHANGING ENVIRONMENT: VIEWS OF PROFESSIONALS OF CHILDREN AND FAMILY SERVICES**

We explored how professionals viewed  
multi-professional team work and ex-  
change of information regarding the  
evaluation of service needs of children  
and families. We were also interested in  
the changes that occurred in the team  
work and information exchange during  
the last year. Data, which consisted of in-  
dividual interviews (n=21) and record-  
ings of meetings (n=5), were analysed by  
a deductive content analysis. Problems

with team work and exchange of information persisted over the year: distribution of work between one's own work and the work requiring multi-professional team work, structural and practical leadership, lack of information and reservation as an orientation. However, it seemed that the purposeful development of structures and the ways to act resulted in positive changes. The functionality of multi-professional team work and the exchange of information was perceived to be integrated with the task carried out at a given time. The professionals of children and family services are challenged especially by complex questions in child welfare. There is a particular need to pay attention to their knowledge base and to the practices of sharing information.

**MARI KIVISTÖ & SANNA HAUTALA:**

**DOCUMENTED CLIENT ORIENTATION?  
PROCESSES OF SOCIAL WORK INVOLVING  
PERSONS WITH DISABILITIES DESCRIBED  
THROUGH CLIENT DOCUMENTS**

The article discusses client orientation in processes of social work involving persons with disabilities. The aim is to draw a picture of the realisation and non-realisation of client orientation and their effect on the client's situation. The data consist of client documents. The analysis starts by focusing on individual case-based processes, after which the processes are analyzed as whole. Based on the analyses, both the processes and the related documentation need to be developed in light of client orientation. The implementation of client orientation requires enabling organizational structures, professional and ethical agency of the social worker, and documentation of

the collaboration between the client and the social worker. From the viewpoint of client orientation, social work processes need to be studied comprehensively by considering the client's life situation and history as a whole. The development work is important because it is through client documents that client orientation in social work is evaluated.

**KIRSI GÜNTHER & EEVA EKQVIST &  
JENNI KATAJISTO:**

**OTHERNESS EXPERIENCED BY INVOLUNTARILY CHILDLESS WOMEN**

Involuntary childlessness affects more and more Finnish women. In this study, we examine the experiences of otherness of the women with involuntary childlessness. Otherness experiences are created when the women define and compare themselves with women who have children and with the cultural expectations of maternity. In this study, we ask how the women who have experienced involuntary childlessness experience the otherness and what factors affect these experiences. The data consist of women's writings (N = 22) which we analyzed with the methods of content analysis. In the data, we located three experiences of otherness that contain different dynamics of the production of otherness: 1) childlessness as a separating experience, 2) childlessness as an empowering experience and 3) childbirth as an experience that produces otherness. The women's experience of involuntary childlessness is both negative and positive. It is not only a differentiating experience – connecting and empowering experiences have also been received from peer support.