Contents

You Be the Social Worker Grid xix
Preface xxiii
Acknowledgments xxv



PART I

Social Problems, the Social Welfare System, and the Role of Professional Social Work 1



CHAPTER 1

An Introduction to Social Problems, Social Welfare Organizations, and the Profession of Social Work 3

What Are Social Problems? 6 My Political Philosophy 9 What Is Social Work? 11 Core Social Work Values 11

A Dissenting View 13

What Social Workers Do 15 The Following Chapters 18 Summary 19
Questions to Determine
Your Frame of Reference 19



CHAPTER 2

A Brief History of Social Work: From the English Poor Laws to the Progressive Policies of President Barack Obama 23

The English Poor Laws: Regulating the Poor 23 The American Experience 27 The Origins of Modern Social Work 29 The Great Depression and the New Deal 30 President Roosevelt's Economic Bill of Rights 32 World War II and the Rise of Social Work Education 33 The "War on Poverty" and the "Great Society" 33 The 1970s 34 The Conservative Reaction: 1975 to 2008 35 The Clinton Years 35 The Bush Years 35 The Obama Presidency 36 Remaining Social Problems 38 Some Important Dates in Social Work and Social Welfare 39 Summary 41 Internet Sources 42



CHAPTER 3

The Social Work Process 45

Person-in-Environment (PIE) 45

Collecting Information About the Client: Assessment 47

An Outline of a Psychosocial Assessment 47

Section I: Brief Description of the Client and the Problem 47

Section II: Historical Issues 48

Section III: Diagnostic Statement 48

Section IV: The Treatment Plan 49

Section V: Contract 49

Helping Relationships 52

Defining the Client-Worker

Relationship 53

Responding to Clients With Warmth,
Genuineness, and Empathy 53
Clinical Research: Evaluating a
Social Worker's Effectiveness 55
Evaluating a Client's Level of
Improvement 57
Why Clients Overcome Problems 58
Summary 59
Questions to Determine Your Frame
of Reference 59
Internet Sources 59



CHAPTER 4

Professional Social Work Practice: The Sophisticated Generalist 63

The Social Work Generalist 63 The Social Work Specialist 65 Five Approaches to Helping People Often Used in Social Work 66 I. The Strengths Perspective 66 II. Evidence-Based Practice 68 III. The Psychodynamic Approach 71 IV. The Cognitive Approach 72 V. Solution-Focused Therapy 75 Assuring Clients of Effective Social Work Practice 75 State Licensure 75 Accreditation 76 The Use of Supervision 76 Summary 79 Ouestions to Determine Your Frame of Reference 80 Internet Sources 80



CHAPTER 5

Social Work Education 83

Is Social Work for you? 83
The BSW and MSW Degrees 84
Accreditation and State Licensure 86
Educational Policy and Accreditation Standards
(EPAS) 87
A Program's Mission Statement 88
Field Practicum 89

Field Education in the 21st Century 90

Some Examples of Student Work 91

Why I Went Into Social Work 93

Summary 94

Questions to Determine Your Frame of Reference 95

Internet Sources 95



CHAPTER 6

The Importance of Critical Thinking and Research in Social Work Practice 97

Social Work Research and the Ways of
Knowing 98
I. Theory Building Through Observation 98
III. Postmodernism 99
IIII. The Scientific Method 100
IV. Justification and Falsification 101
Mythologized Knowledge 102
Social Work Mythologies 102
Summary 106
Questions to Determine Your Frame of
Reference 107
Internet Sources 107



PART II

Professional Social Workers Respond to Social Problems in Related Work Settings 109



CHAPTER 7

The Economically and Socially Disadvantaged: Professional Social Work in the Public and Private Social Welfare Systems 111

Who Is Poor in America? 112
The Culture of Poverty 114
The Economic Safety Net 116
 Highlights of TANF 116
Homelessness 118
Helping People Who Overspend and Undersave 119
 How People Get Into Financial Trouble 120

A Social Worker Helps a Single Mother Move Out of Poverty 121

Why Don't We Outlaw Poverty? 123

What Social Workers Do to Help Clients Move Out of Poverty 126
Summary 129
Questions to Determine Your Frame of Reference 129
Internet Sources 129



CHAPTER 8

Children in Difficulty: The Child Welfare System and Professional Social Work With Abused, Neglected, and Emotionally Troubled Children and Their Families 133

Reports of Child Abuse and Neglect 134 Fatalities 134 Perpetrators 134 Services 135 Types of Violence to Children 135 Runaways as a Result of Abuse 136 Legal Definitions of Abuse and Neglect 137 The Impact of Child Physical Abuse and Neglect 138 General Indicators 138 Child Sexual Abuse 139 Behavioral Indicators of Sexual Abuse 141 Problems Related to Sexual Abuse in Adolescents 142 Incest and Intrafamilial Abuse 143 Repressed Memory Syndrome 143 The Organizations That Provide Services for Child Abuse 147

The Role of Social Work in Treating and Preventing Child Abuse 148

Social Work With a Female Child Victim of Sexual Abuse 148

Social Work Intervention With Child
Molestation 151
Summary 155
Questions to Determine Your Frame of
Reference 155
Internet Sources 156



CHAPTER 9

The Education System in America and the Role of School Social Workers 159

Vouchers and Charter and Private Schools Versus
Traditional Public Schools 161
School Violence 164
The Reasons for Increased School
Violence 165
The Relationship Between Family Problems and
School Acting Out 166
What Social Workers Do in Schools 167
Case Study: School Social Work With an

Case Study: School Social Work With a Underachieving Child 169

Reforming Public Education 174

Case Study: School Social Work With a Victim of Gang Violence in School 176

Summary 180
Questions to Determine Your Frame of
Reference 181
Internet Sources 181



CHAPTER 10

Troubled Families: The Social Welfare Safety Net and Professional Social Work With Families Experiencing Financial, Emotional, and Social Difficulties 183

The Changing American Family 184
Family Violence 187
Healthy Families 189
Family Poverty Data 191
Health Care Data 192
Special Programs to Help Families 194
How Social Workers Help Families 195

A Family Service Agency Description 197

Case Study: Social Work With a Troubled Family 199
Family Resilience 200

The Story of an Immigrant Family 202

Hospital Costs Affect Family Life: A Firsthand Account 205

Summary 206 Questions to Determine Your Frame of Reference 206 Internet Sources 207



CHAPTER 11

Problems in the Workplace: Work-Related Helping Organizations and the Role of Industrial Social Work 209

Work-Related Stress 212 Unemployment 213 *Understanding the Unemployment* Compensation Law 214 Underemployment 215 Understanding the Role of Unions in the Workplace 215 The Benefits of Union Membership 216 Workplace Violence 216 How Workplace Violence Progresses 217 Industrial Social Work Interventions: Employee Assistance Programs and Other Forms of Organizational Assistance 220 Ombudsmen 223 Facilitation 223 Mediation 223 Interest-Based Problem Solving 224 Peer Review 224 Employee Training 224 Supervisory Training 224 Security Measures 225 Preemployment Screening 225 Summary 228 Questions to Determine Your Frame of Reference 229 Internet Sources 229



CHAPTER 12

Problems of Crime and Violence: The Legal System and the Role of Forensic Social Work in Work With Juveniles 233

Early and Late Starters of Violence 236
Gang Violence 237
The Relationship Between Child Abuse and Violence 238
Are Childhood Bullies Likely to Be Violent Adolescents and Adults? 239

Cyber-bullying and Relational Aggression in Children and Adolescents 241

Cruelty to Animals Predicts Future Violence 244

Fire Setting and Early Violence 244

Does Violence on Television and in Movies Lead to Violence in Real Life? 245

Getting Tough on Violent Youth Crime 246

Treating Youth Violence 247

Helping Organizations Dealing With Youth Violence and Crime 248

How Social Workers Help Violent Youth: Forensic Social Work 251

What Is Forensic Social Work? 251

Summary 256

Questions to Determine Your Frame of Reference 256

Internet Sources 256



CHAPTER 13

The Graying of America: Helping Organizations With Older Adults and the Role of Social Workers in Gerontology 259

Common Emotional Problems Experienced by
Older Adults 261
Social Programs to Help Older Adults 263
Social Security 263
Medicare 265
Elder Abuse 266
Abusive Caretakers 267
Senior Centers 268
Meals on Wheels 268
Assisted and Low-Income Living 269
Nursing Homes 269

How Social Workers Help Older Adults 271
Social Work Intervention With Problems of Older
Life Anxiety and Depression 273
Anxiety in Older Adults 273
Physical Causes of Anxiety 274
Emotional Causes of Anxiety 274
Depression in Older Adults 274
Retirement Stress 277

Depression in an Older Adult 278

Real People Talk About Their Lives 285
Summary 286
Questions to Determine Your Frame of
Reference 286
Internet Sources 287



CHAPTER 14

Serious Emotional Problems and Mental Illness: Helping Organizations and the Role of Clinical Social Work 289

Definitions of Emotional Problems and
Mental Illness 289
Mental Illness 289
Mood Disorders 290

The Extent of Serious Emotional Problems 291
Mental Disorders in America 291

The Impact of Serious Emotional Problems 295

The Mental Health Movement in the United States 297

Deinstitutionalization 299

Treating Mood Disorders and Mental Illness 300
Treatment Effectiveness 300
Case Management 301
Self-Help Groups 302

Is Mental Illness a Lifetime Condition? 302

The Consumer-Survivor Recovery

Movement 303

The Organizations That Help People With

Emotional Problems and Mental Illness 304 How Social Workers Help 306

Social Work With an Emotionally Troubled 17-Year-Old 307

Summary 311
Questions to Determine Your Frame of Reference 311
Internet Sources 311



CHAPTER 15

Health Problems, Disabilities, Death and Dying, and Access to Care: The Many Helping Roles of Medical Social Workers 315

Race and Health Care: Unequal and
Troubling 318
Gender Differences in Health 320
The Reasons for Male Health Problems 322
HIV/AIDS 324
Social Work and AIDS 325
Disabilities 325
The Americans With Disabilities Act 327
Medicare and Medicaid 328
The Role of Medical and Rehabilitation Social
Workers 329

Hospital Social Work Today 330

A Personal Story About Rehabilitation Social Work 335 Death and Dying 336 Terminal Illness 336 Bereavement 337

A Student Paper: In Favor of Universal Health Care (Written for a Graduate Social Policy Class) 338

The Health Care Reform Bill of 2010 340
Summary 343
Questions to Determine Your Frame of
Reference 343
Internet Sources 344



CHAPTER 16

A Society With Serious Substance Abuse Problems: The Helping Organizations and the Role of Social Workers in Treating and Preventing Alcohol and Drug Abuse 347

Prevalence of Substance Abuse in the United States 348 Alcohol Use 348 Illicit Drug Use 349 How Do We Know If Someone Is Abusing Substances? 350 Tests to Determine the Extent of a Substance Abuse Problem 352 Older Adults Don't Get Needed Help 353 Female Substance Abusers 354 Adolescent Substance Abuse 354 Medical Problems Resulting From Substance Abuse 355 Helping People With Substance Abuse Problems 355 How Effective Are We in Treating Substance Abuse? 357 Self-Help Groups 357 Short-Term Treatment 358

Longer-Term Treatment 359
Treatment Strategies 360
Natural Recovery (Recovery Without
Professional Help) 361
The Organizations That Provide Assistance to
Substance Abusers 362

The Role of Social Work in Treating Substance
Abuse 363
Summary 369
Questions to Determine Your Frame of
Reference 369
Internet Sources 369



International Issues and the Roles of Social Work 371



CHAPTER 17

Immigration: Xenophobia, the
Organizations Helping New Immigrants,
and Social Work's Role in Smoothing
Transitions to the United States 373

The Cost to Taxpayers of Illegal Immigration 374
The Helping Organizations Assisting
Immigrants 375
Social Work's Role in Immigration 378
Culturally Sensitive Social Work Practice With Three
Immigrant Groups 379
Culturally Sensitive Social Work Practice With
Latino Clients 379
Culturally Sensitive Social Work Practice With
Asian Clients 384

Case Example of Social Work With a Traditionally Asian Client 389

Culturally Sensitive Social Work Practice With Arab Clients 390

Case Example of Social Work With an Adolescent Arab Client in Crisis 394

Summary 398
Questions to Determine Your Frame of
Reference 398
Internet Sources 398



CHAPTER 18

Natural Disasters, Terrorism, and Random Violence: Helping Organizations and the Role of Social Work in Treating Victims in Crisis 401

What Is PTSD? 402

Description of PTSD 402

Who Develops PTSD? 404

How Prevalent Is PTSD? 406

The Trauma of Sexual Abuse and Rape 406

Resilience: The Ability to Cope With Traumas 407

A Case of Repeated Violence 419

Summary 421
Questions to Determine Your Frame of
Reference 421
Internet Sources 421



CHAPTER 19

International Social Problems: The Helping Organizations and the Roles of International Social Workers 425

International Social Problems Affecting the United States 427

The International Sex Trade 427
Food and Hunger: Definitions and Data 428
Genocide 432

A Social Worker Helps a Surviving Victim of the German Death Camps 433

World Poverty 435 Worldwide HIV/AIDS Epidemic 437 Careers in International Social Work 438 A Social Work Program in a Foreign
Country 440
Summary 443
Questions to Determine Your Frame of
Reference 443
Internet Sources 444



CHAPTER 20

Medical, Social, and Emotional Problems in the Military: The Veterans Administration and Military Social Work 447

Social Workers in the Military 449

Specific Functions of Military Social

Work 449

Ethical Dilemmas in Military Social

Work 451

The Five Stages of Deployment 453

The Veterans Administration (VA) 454

A VA Social Worker Discusses Her Work 457

An Example of Social Work in a VA Hospital 460

Veterans' Benefits 461
Summary 464
Questions to Determine Your Frame of
Reference 464
Internet Sources 464



Key Elements in Combating Social Problems and Achieving Social Justice 467



CHAPTER 21

The Problems Faced by Diverse Populations: The Helping Organizations and Culturally Sensitive Social Work Practice 469

Discrimination 470

Hate Crimes Against Racial, Religious, Gender,
and Ethnic Groups 471

Laws Governing Discrimination 472

Have Antidiscrimination Laws Worked? 473

Culturally Sensitive Social Work Practice 474

Culturally Sensitive Practice With African American
Clients 476

Racial Profiling 476

Culturally Sensitive Practice Guidelines With African
American Clients 477

A Social Worker Helps an African American Man Reunite With His Father 479

Culturally Sensitive Practice With Lesbian, Gay,
Bisexual, and Transgender (LGBT) Men and
Women 481
Harassment, Homophobia, and Vulnerability 482

Resilience in LGBT Men and Women 482

A Story: Coming Out 483

Summary 487

Questions to Determine Your Frame of Reference 487 Internet Sources 488



CHAPTER 22

The Role of Social Work and Social Welfare Organizations in Developing Healthy Community Life: Building Better Communities Through Community Organizing 491

Healthy Community Life 492
What Happens When Communities Are
Unhealthy? 494
Air Pollution 494
Traffic Congestion 496
Violence 497
The Tools of Community Change 498
Advocacy 498
Community Organizing 499
Radical Social Action 501

A Case Study in Community Change 503

A Dialogue: Individuals or Larger Issues? Where Should We Put Our Energies? 506 Summary 509 Questions to Determine Your Frame of Reference 509 Internet Sources 510



CHAPTER 23

The Impact of Religion and Spirituality on the Social and Emotional Lives of Americans: Religiously Affiliated Social Service Institutions and the Role of Social Work 513

Definitions of Spirituality and Religious Involvement 515

Do Spirituality and Religious Involvement Have a Positive Impact on Physical and Mental Health? 515

Some Reasons Why Spirituality and Religious Involvement May Improve Physical and Mental Health 518

Controlling Health-Related Risks 518
Social Support 519
Life Meaning or the Coherence
Hypothesis 519

Should Issues of Religion and Spirituality Be Included in the Work Done by Social Workers? 519

Religious Social Service Organizations and the Role of Social Work 520

Some Randomly Chosen Mission Statements From Religiously Sponsored Social Service Agencies 522

> Collat Jewish Family Services 522 Catholic Charities 522 The Salvation Army 522

A Social Worker Helps Two Terminally III Clients 523

Some Opposing Views 524

Should Religions Groups Be Involved in Politics? 525 Summary 529 Questions to Determine Your Frame of Reference 529 Internet Sources 529



CHAPTER 24

Achieving Social Justice Through Organizational Change: Social Work Administration, Social Justice, and the Public Social Service System 533

What Is Social Justice? 535

Social Welfare Organizations 538

Social Work and Organizational Change to
Achieve Social Justice 540

Criticism of Social Service Management 542

Successful Organizations 545

Organizational Change Reduces School Violence 548

Summary 551 Questions to Determine Your Frame of Reference 551 Internet Sources 551



CHAPTER 25

Achieving Social Justice Through Social Policy Initiatives 555

The Purposes of Social Policy 555 Classifying Social Policy 556 Three Models of Social Policy Development 558 A Progressive View of Social Policy 561 Unintended Policy Consequences 562 A Compassionate Conservative View of Social Policy: Reducing Poverty 566

Is Compassionate Conservatism Compassionate? 567

Summary 570 Questions to Determine Your Frame of Reference 570 Internet Sources 570



CHAPTER 26

Potential Social Problems in the 21st Century and the Future Directions for Social Welfare and Social Work 573

Social Isolation 573 A Loss of Civil Liberties 574 A Declining Middle Class and Increasing Numbers of People in Poverty 576 Two Americas 577 Culture Wars 581 Rush Limbaugh on Barack Obama 581 Rush Limbaugh: Barack Obama Isn't Black; He's an Arab 582 Pat Robertson on the Cause of Hurricane Katrina 582 Jerry Falwell on Gays 582 Problems Facing Social Work and Social Welfare Institutions 583 Serious Inattention to Practice Issues 583 The Future of Social Work and Social Welfare 584 A Few Final Words 588 Summary 588 Questions to Determine Your Frame of Reference 588 Internet Sources 589

Appendix: Code of Ethics of the National Association of Social Workers 591 References 613

Index 655

About the Author 667