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SECOND EDITION

Introduction to
SOCIAL WORK

An Advocacy-Based Profession



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An Advocacy-Based Profession

Second Edition

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Preface

When the idea of writing a book was first proposed, our thoughts turned to those people with whom we wanted to work over a long period of time. Said another way, we recognized that successful writing partnerships are built on trust, honesty, and commitment. We feel fortunate that those essential elements culminated not only in lasting friendships but in dedication to a profession that is very much part of our lives. The completion of this second edition of our book further confirms the worth of highly valued relationships, lasting friendships, and collective professional commitment.

Our Impetus for Writing This Book

We think the second edition of *Introduction to Social Work* continues to be a timely new text for adoption in introductory social work courses. Why? Because our book has been crafted to align with the profession's historical roots of advocacy for human rights and social, economic, and environmental justice. We know through our practice and community involvement with social service agencies that many social workers have been urging and taking a much more active approach in client and community-based advocacy. Throughout our book, advocacy is described at a clinical/client level and also at organizational, community, national, and international levels. We encourage readers to connect the needs of individuals with those of society by linking direct practice to policy development. Engaging in such analytical thinking integrates micro and macro practice into a holistic perspective of practice underpinned by human needs and rights.

A unique aspect of *Introduction to Social Work* continues to be its advocacy framework for understanding the historical development of social work, important figures influencing social work history, multiple practice settings, and the types of practice performed. The advocacy practice and policy model comprising four interlocking components—economic and social justice, supportive environment, human needs and rights, and political access—provides a lens for viewing social issues of the day. Additionally, the model serves as a vehicle to place special emphasis on human diversity, cultural competence, and intersections of diversity.

Pertinent information is provided regarding professional use of self and contemporary applications to practice settings to adapt to a changing digital workplace and world. These applications view social workers as professional practitioners and client and community advocates, thereby offering a clear alternative to the perspectives of competing books. Features such as Time to Think boxes, Social Work in Action, Spotlight on Advocacy, and Current Trends provide examples of social work's dynamic force and contribution to confronting complicated life situations on individual, group, local, state, national, and international levels. Vignettes appear across all chapters and are modeled after real-life situations faced by professional social workers. Perhaps more important, the book's features prompt readers to pause in thought and consider their opinions, perspectives, reactions, and strategies related to events often far from their own reality. Our book encourages readers to stretch and think beyond, to connect the dots, and to critically analyze issues, beliefs, concepts, and environments. These aspects of cognitive discourse set our book apart from other introductory textbooks.

In this second edition of our book, special attention was given to feedback from readers and reviewers of our first edition. Noteworthy changes contained in our second edition are captured below:

- Areas for advocacy in social work shift over time. With the election of President Trump and a republican Senate and House of Representatives, contemporary topics involving social work advocacy and political action at the federal level have been added and updated, especially in the area of health care reform.
- Increased attention has been given to ethics and the need to apply ethical considerations in social work practice.
- A concerted effort has been made to include additional person-first language throughout the text.
- Content involving the intersections of diversity and multicultural practice has been enriched.
- Additional attention has been given to substance use and addiction services.

Structure of the Book

Introduction to Social Work is organized into three parts. [Part I](#) introduces readers to a definition of social work, reviews the history of the profession, and describes advocacy as a major aspect of social work. In this section of the book, the advocacy practice and policy model is defined through examples and applications. Throughout the book, the elements of the model serve as themes for exploring practice and policy content areas and connecting them to vignettes that highlight critical features of each chapter.

In [Part II](#), the chapters examine how social workers respond to human needs—poverty and inequality, family and child welfare, health care and health challenges, physical and mental challenges, mental health, substance use and addiction, helping older adults, and criminal justice. The chapters in this section assess the strengths of people and communities in support of possible advocacy strategies. At every juncture, social workers are seen as leaders, experts, cofacilitators, and innovators who understand complexities, value diversity, appreciate the role of culture, and address ethical dilemmas.

We are pleased to write that [Part III](#) of *Introduction to Social Work* goes beyond the standard text coverage by including chapters on communities at risk and housing; the changing workplace; veterans, their families, and military social work; environmentalism; and international social work. Each of these chapters introduces material especially selected to stimulate intellectual curiosity about current topics of relevance, such as climate change and posttraumatic stress disorder. Additionally, the role of housing is examined in reference to quality of life and opportunity, the culture of the military is defined so as to better frame the needs of service personnel and their families, and environmental issues are described innovatively to encourage social work professionals to be more involved in all forms of life and service.

Each chapter ends with a list of online resources that correspond to the chapter's content and offer readers the option to explore multiple topics in more detail. Discussion questions and key concepts are also provided to support class discussions and possible in-class and out-of-class assignments. A high-interest end-of-chapter feature titled "Your Career . . ." introduces possible career paths in social work related to the chapter content, along with thought-provoking questions and/or applications.

Making Course Content Come Alive

Although we now primarily identify as educators, we have been molded by our social work practice experiences, current service endeavors, and the evolving world around us. No matter our work responsibilities, the classroom remains our playing field where we hope to convey the important role social workers play in society and people's lives. We contend that advocacy is critical to teaching, research, and service. Consequently, *Introduction to Social Work* is designed to generate critical thinking and discussion, encourage interactive learning and reflective thinking, and expand horizons. The text will be in e-book format, and ancillaries are also available. In other words, we took a multisensory approach to teaching and learning that extends the walls of the classroom to the community and well beyond.

To facilitate teaching, *Introduction to Social Work* is closely aligned with the Council on Social Work Education's new Educational Policy and Accreditation Standards and incorporates reflective practice, encouraging students to engage in critical thought and reflection and to contemplate a professional social work career. As suggested by the butterfly on the cover, life is precious, colorful, fragile, and ever changing. We hope this book will contribute to each reader's transformation as a person and aspiring professional.

SAGE edge

SAGE edge offers a robust online environment featuring an impressive array of tools and resources for review, study, and further exploration, keeping both instructors and students on the cutting edge of teaching and learning. SAGE edge content is open access and available on demand. Learning and teaching has never been easier!

SAGE edge for Students provides a personalized approach to help students accomplish their coursework goals in an easy-to-use learning environment. Here is a list of features:

- Mobile-friendly eFlashcards strengthen understanding of key terms and concepts.
- Mobile-friendly practice quizzes allow for independent assessment by students of their mastery of course material.
- Carefully selected chapter-by-chapter video links and multimedia content enhance classroom-based explorations of key topics.
- Interactive exercises and meaningful web links facilitate student use of Internet resources, further exploration of topics, and responses to critical thinking questions.
- **EXCLUSIVE! SAGE edge for Students** includes access to full-text SAGE journal articles that have been carefully selected to support and expand on the concepts presented in each chapter.

SAGE edge for Instructors supports teaching by making it easy to integrate quality content and create a rich learning environment for students. These features include the following:

- Test banks provide a diverse range of prewritten options as well as the opportunity to edit any question and/or insert personalized questions to effectively assess students' progress and understanding.
- Sample course syllabi for semester and quarter courses provide suggested models for structuring one's course.
- Editable, chapter-specific PowerPoint slides offer complete flexibility for creating a multimedia presentation for the course.
- **EXCLUSIVE!** Access is provided to full-text SAGE journal articles have been carefully selected to support and expand on the concepts presented in each chapter to encourage students to think critically.
- Multimedia content includes original SAGE videos that appeal to students with different learning styles.
- Lecture notes summarize key concepts by chapter to ease preparation for lectures and class discussions.

Acknowledgments

Despite our being experienced social workers, educators, and writers, publishing an introductory textbook has been a unique and demanding endeavor! The transition in writing style from journal articles and higher-level textbooks to an introductory book required patience and assistance from the SAGE team. Kassie Graves, followed by Nathan Davidson and then Joshua Perigo deserve much credit for their contributions to our writing and for surrounding us with highly talented and dedicated professionals, beginning with, the series editor, and later copy editor Becky Smith, Abbie Rickard, Libby Larson, Carrie Montoya, and Mary Ann Vail. For the second edition, Adeline, Alexandra, Andrew, and copy editor Cate Huisman were supportive. Each of our SAGE colleagues extended professionalism, tenacity, fortitude, and faith in our abilities. Our sincere gratitude and appreciation go to everyone at SAGE!

Life passes quickly, and we are ever cognizant of the influence and importance of the positive attitudes and demeanor of colleagues, family members, and friends who have been in our midst and part of our lives. Many of our thoughts and ideas were stimulated by people close to us. This was especially true of Joan H. Long, whose excellence in everyday practice as a social worker often served as an inspiration and valuable point of reflection. Karyn and Judy were inspiring models, and Joey and Mary were consummate cheerleaders. Graduate assistant Felicia Mainiero, MSW, enthusiastically shared her love for social work practice and research as she located research articles and compiled references.

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For all of us, as professors, our students play a primary role in our lives. We learn from and with them, and our thinking and abilities are influenced and shaped by their mere presence. Professionally, there is little more rewarding than having former students return to campus, call, or send a message to provide an update and share their life experiences. Students in introductory classes are especially interesting and formidable. Our deep gratitude goes to our many students and alumni, who have provided us with inspiration and encouragement throughout our days in higher education.

Finally, a number of experienced educators and seasoned reviewers provided valuable and detailed feedback for our book. From the very beginning of the review process, they

seemed to recognize and appreciate the advocacy direction we had taken, and diligently sought ways to enhance and improve our work.

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- Shane Whalley, University of Texas at Austin
- Delories Williams, University of Southern Mississippi
- Javonda Williams, University of Alabama
- Sheri Zampelli, Long Beach City College

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Carolyn J. Tice,

DSW, ACSW, has been professor and associate dean of the Baccalaureate Social Work Program, School of Social Work, University of Maryland since July 2002. Her prior appointment was chair of the Department of Social Work, Ohio University, a position she held for 9 years. At Ohio University, she was the first recipient of the Presidential Teacher Award for outstanding teaching, advising, and mentoring. Currently, Dr. Tice teaches a first-year seminar and social welfare policy. She received her BSW from West Virginia University, her MSW from Temple University, and her DSW from the University of Pennsylvania, where she worked with Hmong refugees. The coauthor of four books, Dr. Tice focuses her scholarship primarily on the development of critical thinking skills and social work practice and policy from a strengths perspective. She was a site visitor for the Council on Social Work Education and is on the editorial board of the *Journal of Teaching in Social Work*. She serves as a book prospectus reviewer for Wadsworth Publishers and John Wiley & Sons, Inc. Dr. Tice was a

nominee for the 2015 McGraw-Hill Excellence in Teaching First-Year Seminars Award. In 2008 she was named a Fulbright specialist and traveled to Mongolia to assist in the development of social work programs. Her other international social work experiences include program development in Portugal, Taiwan, Vietnam, China, and Botswana. Dr. Tice is a member of the Council of Social Work Education, the Association of Baccalaureate Social Work Program Directors, the National Association of Social Workers, and the Social Welfare Action Alliance. For leisure, Dr. Tice operates Olde Friends, a booth in an antique store located on the southern New Jersey coastline, where she has a family home. E-mail: tice@umbc.edu.

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With gratitude and love to my mother Joyce, *mon meilleur ami* Jacques, and Joey and Mary Ruth.

LEC

In honor of my mother, Jeanne C. Tice, and William George “Liam” Tice, my mother’s third great grandchild.

CJT

With love to Hunter, Joanna, Griffin, and Kennedy—as you continue to be the sparkle in Papa’s eyes.

DDL

Part 1 Understanding Social Work

- [Chapter 1: The Social Work Profession](#)
- [Chapter 2: The History of Social Work](#)
- [Chapter 3: Generalist Social Work Practice](#)
- [Chapter 4: Advocacy in Social Work](#)

Chapter 1: The Social Work Profession



Source: iStock Photo / Alina555

Learning Objectives

After reading this chapter, you should be able to

1. Describe the work, goals, and values of social workers.
2. Explain the importance of diversity and advocacy in social work.
3. Appreciate the dynamic nature and roles of the social work profession.
4. Understand educational and practice options for social workers.
5. Compare a social work career to other human services occupations.

Mary Considers Social Work

While in high school, Mary volunteered at a vibrant day care center and a state-of-the-art long-term care facility. She loved working with the diverse people in both facilities and realized that she was a good listener, doer, and advocate for them. Mary's school counselor told her that she might make use of her newly discovered skills by becoming a social worker, a versatile "helping" career.

Mary has begun surfing the Internet and checking other resources, and has learned that with a bachelor's degree in social work (BSW) she could work as a generalist practitioner or apply to an advanced-standing master of social work (MSW) program and quickly become either an advanced generalist or a specialist. Mary has also explored the online website for the Board of Social Work regulations in her state. Once she receives her BSW degree, she plans to send the board her transcripts so she may be credentialed. MSW-prepared social workers can work in a wide range of specialty fields of practice, such as hospice, veterans services, and behavioral health. They can work in community-based settings; various types of institutions; state, federal, or local agencies; international disaster relief organizations; or political action campaigns.

Mary feels confident that she would enjoy social work, a field where she could advocate for people and causes, help develop policies, and provide services and resources to people who really need them. As a student, you may be wondering which career might best suit your personal values and the life you envision for yourself. Social work is a versatile and worthy profession to consider. Integrity, decency, honesty, and justice are values held in high regard by social work professionals. If you decide to become a social worker, you will also join a field that provides considerable career mobility and opportunity.

Social work is a helping profession, similar to counseling, psychology, and other human services. Social work is different, though, and will likely interest you if you care especially about economic, social, and environmental justice and wish to advocate for individuals, groups, families, organizations, and communities that face disadvantages. To help these groups, social workers require an understanding of politics and power, and the ability to assess human needs and the environment.

This chapter introduces the goals, competencies, and responsibilities of the 21st century social worker. It describes social work's core values, roles, fields of practice, career paths, and employment opportunities to help you decide if the profession of social work is right for you.

The Professional Social Worker

Social work is categorized as a **profession** because it requires specialized, formal training and certification. Some of the other professions include law, medicine, accounting, teaching, and counseling. However, social work's unique purpose is to infuse change into the lives of individuals and into the community to reduce or eradicate the ill effects of personal distress and social inequality (Soydan, 2008).

Professional **social workers** generally graduate from a department, program, or school of social work with either a bachelor's or master's degree (or perhaps a doctorate) in social work. Although some social work jobs do not require certification, a professional social worker is generally considered to be someone who has received a social work degree and become certified or licensed by the state in which he or she practices.

Many social workers have achieved historical prominence, such as social work pioneer Jane Addams (who won a Nobel Peace Prize in 1931), civil rights activist Dr. Dorothy I. Height, and Frances Perkins (the first woman to serve as a cabinet member, as secretary of labor in 1933). Social work pioneer Del Anderson transformed veterans services, Bernice Harper led hospice social work, Joan O. Weiss helped establish the field of genetic counseling, and Dale Masi developed the employee-assistance field (Clark, 2012).

Social work professor and researcher Dr. Brené Brown has become quite successful as a "public" social worker, offering the profession's perspective through books, television interviews, and online talks about shame, vulnerability, and courage. Others with social work degrees who have brought the profession's perspective to diverse careers include actor Samuel L. Jackson, writer Alice Walker, and personal finance guru Suze Orman. Their liberal arts-based social work education was a liberating experience that has served as the foundation for their life's work.

Social Work's Unique Purpose and Goals

Throughout history, what human beings have seemed to need most are resources for survival as well as a sense that they matter. Beyond feeling secure and accepted for who they are, people also hope to live a meaningful, healthy, and successful life. These are the central concerns of social workers. Their professional role is to help people secure the basic **human needs, rights, and values**: food, water, shelter, and such intangible resources as emotional, economic, and social support.

The purpose of professional social work has been articulated formally by the **National Association of Social Workers (NASW)**, the voice for the profession (NASW, 1973, pp. 4–5; 2018):

Social work is the professional activity of helping individuals, groups, or communities enhance or restore their capacity for social functioning and creating societal conditions favorable to this goal. Social work practice consists of the professional application of social work values, principles, and techniques to one or more of the following ends:

- Helping people obtain tangible services (e.g., income, housing, food)
- Providing counseling and interventions with individuals, families, and groups
- Helping communities or groups provide or improve social and health services
- Participating in relevant legislative processes

The NASW considers social work an applied science and art that helps people who are struggling to function better in their world and that effects societal changes to enhance everyone's well-being.

NASW describes four major goals for social work practitioners. The **Council on Social Work Education (CSWE)**, the arbiter of social work education, adds another goal that relates to social work education. These goals are presented in [Exhibit 1.1](#).

The general public often confuses social workers with other human service providers, among them school counselors, mental health counselors, psychiatrists, psychotherapists, public health workers and administrators, nurses, chaplains, and police or others involved in criminal justice and corrections. While the roles and settings for some of these occupations overlap, each has distinctive features, perspectives, methods, and areas of expertise. (See [Exhibit 1.2](#) for more detail on the similarities and differences between social work and some of these other occupations.) But social workers incorporate the knowledge and skills of these other occupations as needed to serve clients and communities. They are