

EIGHTH EDITION

introduction to
social work
and **social welfare**



Charles Zastrow

8th Edition

Introduction
to Social Work and
Social Welfare:
Empowering People

CHARLES ZASTROW

University of Wisconsin–Whitewater

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*To Kathy,
my wife,
who has invigorated my life!*

Preface

In social work, empowering people is the process of helping individuals, families, groups, organizations, and communities increase their personal, interpersonal, socioeconomic, and political strength and influence through improving their circumstances. Social workers seek to develop the capacity of clients to understand their environment, make choices, take responsibility for their choices, and influence their life situations through organization and advocacy. Social workers also seek to gain a more equitable distribution of resources and power among different groups in society. This focus on equity and social justice has been a hallmark of the social work profession.

This book is designed to stimulate student interest in social work and to provide an experiential “flavor” of what the fields of social welfare and social work are really like. Using a social problems approach, the book describes how people are affected by poverty, child abuse, emotional difficulties, sexism, alcoholism, crime, AIDS, physical and mental disabilities, racism, overpopulation, sexual assault, and other problems. Information on the nature, extent, and causes of such problems is also presented. In teaching introductory courses in social work, a number of my colleagues and I have found that students tend to be more interested when they come face-to-face with the tragic social conditions that people experience. This book also includes case examples through which the reader is able to identify with people in need of help.

In addition, *Introduction to Social Work and Social Welfare: Empowering People* is designed to:

- Provoke the reader's thinking about some of the controversial contemporary issues in social welfare. I believe developing the student's critical thinking capacities is much more important than teaching unimportant facts to be recited on exams.
- Convey material on social work intervention approaches that the reader can use in working with people to facilitate positive changes.
- Present material on both sides of major social issues confronting our society that the reader can use in arriving at informed positions.
- Provide case examples of the functions, roles, responsibilities, gratifications, and frustrations of social workers that will help the student who is considering a social work major to make an informed career decision.
- Provide a brief historical review of the development of social welfare, social work, and various social services.

- Facilitate the reader in acquiring an international perspective by presenting, in practically every chapter, information on social problems and social services not only in the United States but also in other countries.
- Inform the reader of the Council on Social Work Education's (CSWE) conceptualization of social work education at the baccalaureate and master's levels as delineated in CSWE's *Educational Policy and Accreditation Standards (EPAS)*.
- Help the reader "sort out" his or her value structure in relation to welfare recipients, single parents, ex-convicts, the mentally ill, the divorced, persons with AIDS, abusive parents, minority groups, those who are prejudiced, and so on. The aim is not to sell any particular set of values but to help the reader arrive at a value system that she or he will be comfortable with and find functional in interacting with others.

Plan of the Book

Part I introduces the student to the fields of social welfare, social work, and human services. These terms are defined, and their relationships to sociology, psychology, and other disciplines are described. A brief history of social welfare and social work is provided, and the future is examined. A discussion of social work as a career and as a profession is included, and this gives the reader a basis for deciding whether to pursue a career in social work.

This part also describes generalist social work practice with systems of all sizes, including individuals, groups, families, organizations, and communities. This conceptualization introduces readers to the knowledge, skills, and values needed for effective social work practice.

Part II focuses on the most common social problems served by the field of social welfare. This part constitutes the main emphasis of the text and describes:

- Contemporary social problems in our society.
- Current social services for meeting these problems.
- Gaps in current services.
- Controversial issues in each service area.
- Proposed new programs to meet current gaps in services.

Numerous case examples provide the reader with a "feeling" awareness of how the problems affect people and convey what it is really like to be a social worker.

This eighth edition updates information in all of the chapters. Several chapters have been extensively revised in accordance with suggestions from a number of faculty members who reviewed and commented on the seventh edition. New topics include: the *Educational Policy and Accreditation Standards (EPAS)* of the Council on Social Work Education (CSWE), the goals and objectives of professional social work education as specified by CSWE, the drift hypothesis of mental illness, revisions in the goals of social work practice, the importance of quality preschool education, protecting confidentiality of clients' records in the age of computer technology, changes in social welfare policies advocated by the George W. Bush administration, gay and lesbian families, Temporary Assistance to Needy Families, the process of coming out for gays and lesbians, the causes of homophobia, and the development of a male contraceptive pill. The Council on Social Work Education is the national organization that accredits baccalaureate and master's degree programs in social work education in the United States. In 2001 CSWE revised its standards for baccalaureate and master's degree programs in social work educational programs in the United

States, known as the *Educational Policy and Accreditation Standards (EPAS)*. A major thrust of *Introduction to Social Work and Social Welfare* is to present material that is consistent with EPAS. Three additional themes around which content is organized in this text are vignettes of a “day in the life” of social workers, generalist practice, and ecological perspectives.

The book is intended for use in introductory social work and social welfare courses. It introduces prospective social work majors to the field of social welfare and will help them arrive at career decisions and prepare for future social work courses. For nonmajors, the book provides information about current social problems and social services; the text also gives a framework for analyzing policy issues and for making citizenship decisions on social issues.

Supplements

FOR INSTRUCTORS AND STUDENTS

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EMPOWERING PEOPLE

Empowering people is a theme of this text. Content on empowerment of self and clients is provided in the following chapters:

CHAPTER 1

Social Welfare: Its Business, History, and Future

- The business of social welfare is to empower individuals, groups, families, organizations, and communities to improve their circumstances.

CHAPTER 2

Social Work as a Profession and a Career

- Playing a poor hand well: Empowering at-risk children.
- A goal of social work: Enhance the problem-solving, coping, and developmental capacities of people.
- A goal of social work: Enhance human well-being and alleviate poverty, oppression, and other forms of social injustice.
- The strengths perspective and empowerment.
- Self-awareness and identity formation.

CHAPTER 3

Generalist Social Work Practice

- Role of generalist social worker: Empowerer.
- A therapy group that utilized a strengths perspective.

CHAPTER 4

Poverty and Public Welfare

- Working with discouraged people.

CHAPTER 5

Emotional/Behavioral Problems and Counseling

- Counseling.

CHAPTER 6

Family Problems and Services to Families

- Treatment of incest.

CHAPTER 7

Sexual Orientation, Sexual Concerns, and Sex Counseling

- Social work with gays and lesbians.
- Sex counseling and sex therapy.

CHAPTER 8

Drug Abuse and Drug Treatment Programs

- Alcohol treatment programs.
- Alcoholics Anonymous.
- Therapy with a heroin addict.
- Other drug treatment programs.
- Self-help programs.
- Therapeutic communities.
- Understanding and treating codependency.

CHAPTER 9

Crime, Juvenile Delinquency, and Correctional Services

- The treatment approach.
- Reforming the correctional system.

CHAPTER 10

Problems in Education and School Social Work

- Becoming a creative, critical thinker is the essence of education.
- Expand preschool programs.
- Role of school social worker: Counselor and parent liaison.
- Role of school social worker: Advocate.
- Role of school social worker: Mental health consultant.
- Role of school social worker: Systems change specialist.

CHAPTER 11

Work-Related Problems and Social Work in the Workplace

- Theory Y: Improving productivity and job satisfaction.
- Social work in the workplace.
- Employee assistance programs.

CHAPTER 12

Racism, Ethnocentrism, and Strategies for Advancing Social and Economic Justice

- Strategies for advancing social and economic justice.
- Cochran Gardens: A grassroots organization that used a strengths perspective.
- Empowerment.
- Strengths perspective.

CHAPTER 13

Sexism and Efforts for Achieving Equality

- Strategies for achieving sexual equality.
- The feminist perspective on therapy.
- Assertiveness training.

CHAPTER 14

Aging and Gerontological Services

- Social work and the elderly.
- Development of social roles for the elderly.
- Preparation for later adulthood.

CHAPTER 15

Health Problems and Medical Social Services

- Understanding and reducing stress.
- Medical social work.
- Counseling the terminally ill.

CHAPTER 16

Physical and Mental Disabilities and Rehabilitation

- Roles of social workers.
- How to cope with grief.
- Facilitating the grieving process.

CHAPTER 17

Overpopulation, Misuse of the Environment, and Family Planning

- Confronting Overpopulation.
- Confronting environmental problems.
- Social work and family planning

VALUES AND ETHICS

Content on social work values and ethics is infused throughout the text. Our society is increasingly becoming aware that values and ethics are key determinants of human behavior. Content on social work values and ethics is provided in the following chapters:

CHAPTER 1

Social Welfare: Its Business, History, and Future

- Institutional view of social welfare.
- Developmental view of social welfare.

CHAPTER 2

Social Work as a Profession and a Career

- The strengths perspective and empowerment.

CHAPTER 3

Generalist Social Work Practice

- Value conflicts between a helping professional and bureaucracies.
- Values and ethics section of *EPAS*.
- Value base of social work.
- Respect for the dignity and uniqueness of the individual.
- Client's right to self-determination.
- Confidentiality.
- Advocacy and social action for the oppressed.
- Accountability.
- The institutional orientation.
- Respect for the spiritual and religious beliefs of others.

CHAPTER 4

Poverty and Public Welfare

- Social work and public welfare: Social work's commitment to the needs and empowerment of people who are vulnerable, oppressed, and living in poverty.

CHAPTER 5

Emotional/Behavioral Problems and Counseling

- Ethical dilemmas of social workers in regards to managed mental health care.

CHAPTER 6

Family Problems and Services to Families

- Rights of children versus rights of parents.

CHAPTER 7

Sexual Orientation, Sexual Concerns, and Sex Counseling

- Does conversion therapy for gays and lesbians work?
- Social work with gays and lesbians.

CHAPTER 9

Crime, Juvenile Delinquency, and Correctional Services

- Racial profiling.
- Factors influencing treatment: Custody-treatment conflict.

CHAPTER 10

Problems in Education and School Social Work

- Equal access to quality education.
- Traditional school social work roles.
- Newer social work roles.

CHAPTER 11

Work-Related Problems and Social Work in the Workplace

- Social work in the workplace.

CHAPTER 12:

Racism, Ethnocentrism, and Strategies for Advancing Social and Economic Justice

- Institutional racism and institutional discrimination.
- Strategies for advancing social and economic justice.
- Ethnic-sensitive social work practice.
- Strengths perspective.
- Culturally competent practice.

CHAPTER 13

Sexism and Efforts for Achieving Equality

- Sexism and social work.
- The feminist perspective on therapy.

CHAPTER 14

Aging and Gerontological Services

- Ethical issue: Should assisted suicide be legalized?
- Social work and the elderly.
- Development of social roles for the elderly.

CHAPTER 15

Health Problems and Medical Social Services

- Unequal access to health services.
- Low-quality health care for the elderly.
- Establishing a national health insurance program in the United States.
- Medical social work.

CHAPTER 16

Physical and Mental Disabilities and Rehabilitation

- Roles of social workers.

CHAPTER 17

Overpopulation, Misuse of the Environment, and Family Planning

- The abortion controversy.
- Providing family planning services.
- Social work and family planning.

APPENDIX

- Code of Ethics of the National Association of Social Workers

FOR INSTRUCTORS

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The Instructor's Manual contains a brief summary, suggestions for discussion topics, essay questions, guest speakers, class exercises, and objective test questions, and relevant Web sites for each chapter in the main text.

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Empowering People: Perspectives from the Field (0-534-60857-4)

This new booklet presents case examples designed to correspond with the chapters in the text's Part II, "Social Problems and Social Services." These case examples illustrate how social workers can empower individuals, families, groups, organizations, and communities. Critical thinking questions are provided at the end of each case example, encouraging reflection and discussion of the issues involved.

Acknowledgments

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Charles Zastrow

Contents

Preface

xvii

PART 1

Introduction: Social Welfare and Social Work

1



CHAPTER 1

Social Welfare: Its Business, History, and Future

3

Goal of Social Welfare	4
Social Welfare as an Institution and as a Discipline	5
Social Welfare's Relationship to Sociology and to Other Academic Disciplines	6
Social Welfare's Relationship to Social Work	7
Social Welfare's Relationship to Other Institutions	8
Social Welfare's Relationship to Human Services	9
Residual View versus Institutional View of Social Welfare	10
Liberalism versus Conservatism	12
Developmental View of Social Welfare	13
History of Social Welfare	14
Early European History	14
The Elizabethan Poor Law	14
The Industrial Revolution	15
Turn of the 20th Century	16
The Great Depression and the Social Security Act	16
The Great Society and War on Poverty	18
Conservatism in the 1970s and 1980s	20
A Move toward Liberalism—and Back—in the 1990s	21
The Devolution Revolution	22
Compassionate Conservatism	22
Where Do We Stand Today?	23
The Future	23
Dramatic Changes Foreseen in the American Family	24
Biomedical Technology	24
New Family Forms	32
Concluding Comments	39
Summary	41
On the Internet	42
Notes	42





CHAPTER 2

Social Work as a Profession and a Career

44

A Brief History of Social Work 45

A Multiskilled Profession 47

A Problem-Solving Approach 50

Generalist Social Work Practice 50

Micro-, Mezzo-, and Macropractice 50

Social Casework 50

Case Management 50

Group Work 51

Group Therapy 53

Family Therapy 53

Community Organization 53

Administration 53

A Medical versus a Systems Model of Human Behavior 54

An Ecological Model of Human Behavior 55

Goals of Social Work Practice 56

GOAL 1: Enhance the Problem-Solving, Coping, and Developmental Capacities of People 56

GOAL 2: Link People with Systems That Provide Them with Resources, Services, and Opportunities 56

GOAL 3: Promote the Effectiveness and Humane Operation of Systems That Provide People with Resources and Services 57

GOAL 4: Develop and Improve Social Policy 57

GOAL 5: Enhance Human Well-Being and Alleviate Poverty, Oppression, and Other Forms of Social Injustice 57

GOAL 6: Pursue Policies, Services, and Resources through Advocacy and Social or Political Actions That Promote Social and Economic Justice 58

GOAL 7: Develop and Use Research, Knowledge, and Skills That Advance Social Work Practice 58

GOAL 8: Develop and Apply Practice in the Context of Diverse Cultures 58

The Strengths Perspective and Empowerment 58

Social Work Stereotypes 60

Employment Settings and Opportunities in Social Work 60

Private Practice of Social Work 62

International Social Work 62

Self-Awareness and Identity Development 65

Identity Formation 65

Questions for Arriving at a Sense of Identity 66

Summary 68

On the Internet 69

Notes 69



CHAPTER 3

Generalist Social Work Practice

71

Generalist Social Work Practice Defined 72

The Change Process 73

PHASE 1: Engaging Clients in an Appropriate Working Relationship 73



<i>PHASE 2: Identifying Issues, Problems, Needs, Resources, and Assets</i>	73
<i>PHASE 3: Collecting and Assessing Information</i>	74
<i>PHASE 4: Planning for Service Delivery</i>	74
<i>PHASE 5: Using Communication Skills, Supervision, and Consultation</i>	74
<i>PHASE 6: Identifying, Analyzing, and Implementing Empirically Based Interventions Designed to Achieve Client Goals</i>	75
<i>PHASE 7: Applying Empirical Knowledge and Technological Advances</i>	76
<i>PHASE 8: Evaluating Program Outcomes and Practice Effectiveness</i>	76
A Variety of Roles	77
Social Work with Individuals	79
Social Work with Families	79
Family Problems	80
Satir's Family Therapy Approach	80
Social Work with Groups	82
Social Work with Organizations	91
Social Work with the Community	95
A Brief History of Community Practice	96
Models of Community Practice	97
Knowledge, Skills, and Values for Social Work Practice	101
Knowledge Base	101
Skill Base	104
Value Base	106
Social Work Education	113
Two-Year Associate Programs	113
Undergraduate and Graduate Education	116
Goals of Professional Social Work Education	118
Objectives of Professional Social Work Education	118
Summary	120
On the Internet	122
Notes	122

PART 2 Social Problems and Social Services

125

CHAPTER 4

Poverty and Public Welfare

127



The Problem	128
A Brief History of Our Response to the Poor	128
The Rich and the Poor	132
Defining Poverty Is a Policy Problem	134
Who Are the Poor?	136
Causes of Poverty	138
The Culture of Poverty	138
Functions of Poverty	140
Social Insurance Programs	141
Old Age, Survivors, Disability, and Health Insurance (OASDHI)	141
Medicare	141



Unemployment Insurance	142
Workers' Compensation Insurance	142
Public Assistance Programs	142
Supplemental Security Income (SSI)	143
General Assistance	144
Medicaid	144
Food Stamps	144
Housing Assistance	144
Temporary Assistance to Needy Families	145
Proposed Welfare Alternatives	148
Offer Family Allowances	148
Guarantee a Basic Annual Income	149
Eliminate or Reduce the Causes of Poverty	150
Social Work and Public Welfare	151
Working with Discouraged People	151
The Future	152
<i>Summary</i>	<i>154</i>
<i>On the Internet</i>	<i>155</i>
<i>Notes</i>	<i>155</i>



CHAPTER 5

Emotional/Behavioral Problems and Counseling

157

A Perspective on Emotional and Behavioral Problems	158
Nature and Extent of Emotional and Behavioral Problems	159
What Is Mental Illness?	159
Medical Model	159
Interactional Model	162
Labeling as the Cause of Chronic "Mental Illness"	168
Other Issues	169
The Homeless	169
Civil Rights	170
Plea of Innocent by Reason of Insanity	171
Use of Psychotropic Drugs	172
Managed Mental Health Care	172
Social Structure and Mental Illness	174
Treatment	176
Brief History	176
Current Trends	178
Treatment Facilities: Community Mental Health Centers	178
Social Work and Mental Health	179
Counseling	180
How to Counsel	180
Comprehensive and Specialized Counseling Approaches	184
<i>Summary</i>	<i>189</i>
<i>On the Internet</i>	<i>190</i>
<i>Notes</i>	<i>190</i>





CHAPTER 6

Family Problems and Services to Families

192

- Diverse Family Forms 193
- The American Family: Past and Present 194
 - The Family in Preindustrial Society 194
 - The Family in Industrial Society 195
- Problems in the Family 197
 - Divorce 197
 - Empty-Shell Marriages 203
 - Violence in Families 204
 - Sexual Abuse of Children 218
 - Births Outside of Marriage 222
 - Rape 227
- Summary 233
- On the Internet 235
- Notes 235



CHAPTER 7

Sexual Orientation, Sexual Concerns, and Sex Counseling

238

- Sex in History and in Other Cultures 239
- Formal Study of Sex 243
 - Sigmund Freud 243
 - Alfred Kinsey 243
 - William Masters and Virginia Johnson 244
- Variances Rather Than Sexual Problems 245
- Sexual Orientation 246
 - Some Definitions 246
 - Myths and Facts about Gays and Lesbians 246
 - Incidence of Homosexuality 251
 - Causes of Sexual Orientation 251
 - Life Experiences of Gays and Lesbians 252
 - Current Issues for Gays and Lesbians 256
 - Social Work with Gays and Lesbians 258
- Personal Sexual Concerns 258
- Sex Counseling and Sex Therapy 259
- Summary 262
- On the Internet 264
- Notes 264

