CONTENTS

PREFACE xi

ABOUT THE AUTHORS xvii

PART I **DEFINING HUMAN SERVICES 1**

CHAPTER 1 **An Introduction to Human Services 3**

Themes and Purposes of Human Services 5
Problems in Living 5
The Growing Number of Problems in the Modern World 6
Self-Sufficiency 7
BOX 1.1: INTERNATIONAL FOCUS: *TEEN PREGNANCY* 8
Social Care, Social Control, and Rehabilitation 9
The Interdisciplinary Nature of Human Services 11
BOX 1.2: EXPLORING THE WEB FOR MORE INFORMATION 12
The Relationship Between Client and Helper 13
The Client and the Client's Environment 14
Management Principles in Human Service Delivery 16
Networking to Develop a Human Service Umbrella 16
BOX 1.3: A PIONEER IN HUMAN SERVICES 16
Forming Teams and Partnerships to Provide Services 18
Case Management 20
Evidence-Based Practice 21

Roles and Activities of the Human Service Professional 22
The Generalist 22
Activities of the Human Service Professional 23
BOX 1.4: CLASSIFIED ADS 24

CHAPTER 2 **A History of Helping** 28

Early History: A Summary 29
BOX 2.1: ELIZABETHAN POOR LAWS 32
Human Services in the United States: Colonial America 33
The 19th Century: A Time of Change 34
Social Philosophies 35
Probation 36
Treatment of People with Mental Illness 37
Child Welfare 38
Reform Movements 38
BOX 2.2: INTERNATIONAL FOCUS *MENTAL HEALTH IN DEVELOPING COUNTRIES* 39
Early 20th Century: New Directions 40
Seeds of the Mental Health Movement 41
BOX 2.3: AN ASYLUM IN 1902 42
Increased Federal Involvement 43
Mid-20th Century: Focus on Mental Health 44
Serving Those in Need 45
The Human Service Movement 47
Late 20th Century: Revising the Social Welfare System 48
Dismantling the Welfare System 50
Welfare Reform 51
BOX 2.4: HIGHLIGHTS OF THE NEW LAW 52
Policies and Procedures 52
BOX 2.5: EXPLORING THE WEB FOR MORE INFORMATION 53
Evaluation of Welfare Reform 53
Legislative Changes in the 21st Century 54
A Final Thought 55

CHAPTER 3 **Human Services Today** 60

Settings for Human Service Delivery 61
Institutional and Community-Based Services: Outreach to Those in Need 61
BOX 3.1: YOUTH IN NEED 62
BOX 3.2: MEETING CHILDREN'S NEEDS IN SCHOOL: SERVING BURUNDI IMMIGRANTS 64
Human Services in Rural Areas 65
Human Services in Industry and the Military 66
The Impact of Technology 69
Communication 69
Information Management 71
Providing Services to Clients 71

BOX 3.3: EXPLORING THE WEB FOR MORE INFORMATION 72
Professional Development 73
Managed Care 74
The Influence of Managed Care 75
Managed Care and the Human Service Professional 76
The International Dimension 77
Challenges in International Human Services 77
BOX 3.4: INTERNATIONAL FOCUS: *A LIBERIAN REFUGEE* 79
Influences on the United States 79
Trends in Human Services 81
BOX 3.5: INTERNATIONAL FOCUS: *TEACH A MAN TO FISH* 81
Aging in America 82
An Emphasis on Diversity 85
BOX 3.6: EXPLORING THE WEB FOR MORE INFORMATION 86
Terrorism 88
BOX 3.7: EXPLORING THE WEB FOR MORE INFORMATION 90
New Roles and Skills for Clients and Helpers 90
A Climate of Partisanship 92

CHAPTER 4 **Models of Service Delivery** 97

The Medical Model 99
Definition 99
BOX 4.1: INTERNATIONAL FOCUS: *MODELS OF SERVICE DESIGN* 100
History 100
BOX 4.2: PHILIPPE PINEL 101
BOX 4.3: EXPLORING THE WEB FOR MORE INFORMATION 105
Case Studies 106
The Public Health Model 109
Definition 109
History 110
BOX 4.4: PUBLIC HEALTH SERVICE 112
Case Studies 113
The Human Service Model 116
Definition 116
Philosophy 119
Case Study 120

PART II **CLIENTS AND HELPERS IN HUMAN SERVICES** 127

CHAPTER 5 **The Client** 129

The Whole Person 131
Perceptions of Client Problems 132
Defining Problems 133
Understanding Client Problems 134

BOX 5.1: EXPLORING THE WEB FOR MORE INFORMATION 136
BOX 5.2: INTERNATIONAL FOCUS 142
Case Study 145
Clients as Individuals, Groups, and Populations 147
BOX 5.3: EXPLORING THE WEB FOR MORE INFORMATION 149
Getting Help 149
Ways of Getting Help 150
BOX 5.4: GETTING HELP: LOCATE SERVICES 152
Barriers to Seeking Help 153
The Client's Perspective 155
Client Expectations 155
BOX 5.5: GETTING HELP 156
Client Evaluations of Services 156
BOX 5.6: A CLIENT SPEAKS 157

CHAPTER 6 **The Human Service Professional** 161

Who is the Helper? 162
Motivations for Choosing a Helping Profession 163
Values and Helping 164
BOX 6.1: AMANDA NALLS–EXPERIENCING IRAQ AS A MILITARY OFFICER 166
Characteristics of the Helper 168
BOX 6.2: A PRACTITIONER'S VIEW OF HELPING 169
Typology of Human Service Professionals 172
Categories of Workers 172
The Human Service Professional 173
Other Professional Helpers 174
Nonprofessional Helpers 176
Human Service Roles 178
Providing Direct Service 179
Performing Administrative Work 180
Working with the Community 182
Frontline Helper or Administrator 184
BOX 6.3: EXPLORING THE WEB FOR MORE INFORMATION 186
Case Study 186

PART III **THE PRACTICE OF HUMAN SERVICES** 191

CHAPTER 7 **The Helping Process** 193

The Nature of the Helping Process 194
The Helping Relationship 194
Stages of the Helping Process 196

BOX 7.1: INTERNATIONAL FOCUS: *MOTHER TERESA AND THE MISSIONARIES OF CHARITY* 197
BOX 7.2: CARL ROGERS AND CLIENT-CENTERED THERAPY 199
An Introduction to Helping Skills 201
Nonverbal Messages 202
Verbal Messages 202
Listening and Responding 204
Working with Groups 208
BOX 7.3: A CLIENT SPEAKS 210
Skills for Challenging Clients 211
Culturally Different Clients 211
The Reluctant or Resistant Client 213
The Silent Client 215
The Overly Demanding Client 216
The Unmotivated Client 216
Intervention Strategies 217
Crisis Intervention 217
BOX 7.4: EXPLORING THE WEB FOR MORE INFORMATION 218
Resolution-Focused Brief Therapy 222

CHAPTER 8 **Working Within a System** 226

The Agency Environment 227
Mission and Goals 227
BOX 8.1: HELP WANTED: A CASE MANAGER 229
Structure 230
Resources 231
The Community Context 232
Using Available Services 233
Referral 233
BOX 8.2: HOME HEALTH SERVICES 236
Building an Information Network 237
Knowing the Formal and Informal Networks 238
Challenges in Day-to-Day Human Service Work 239
Allocation of Resources 240
Paperwork Blues 242
Turf Issues 243
Encapsulation and Burnout 245
Professional Development 247
Promoting Change in a Dynamic World 248
Developing Services in Response to Human Needs 249
BOX 8.3: INTERNATIONAL FOCUS: WORLD BANK: GENDER EQUITY AS SMART ECONOMICS 251
Organizing to Promote Community Change 252

BOX 8.4: WEB SOURCES 252
Using a Model of Client Empowerment 253
BOX 8.5: INTERNATIONAL FOCUS: *DISHA KENDRA* 255

CHAPTER 9 **Professional Concerns** 258

Ethical Considerations 259
Codes of Ethics 260
BOX 9.1: WEB SOURCES 261
Competence and Responsibility 265
BOX 9.2: ETHICAL STANDARDS FOR PSYCHOLOGISTS: *AMERICAN PSYCHOLOGICAL ASSOCIATION* 267
BOX 9.3: ETHICAL STANDARDS FOR SOCIAL WORKERS 268
Confidentiality 269
Clients' Rights 271
BOX 9.4: CODE OF PROFESSIONAL ETHICS FOR REHABILITATION COUNSELORS: *CONFIDENTIALITY* 273
BOX 9.5: AMERICAN COUNSELING ASSOCIATION CODE OF ETHICS AND STANDARDS OF PRACTICE 274
Ethical Standards of Human Service Professionals 275
BOX 9.6: ETHICAL STANDARDS OF HUMAN SERVICE PROFESSIONALS 276
Ethical Decision Making 280

GLOSSARY 286

INDEX 292