# DICTIONARY OF SOCIAL WORK

The University of Montana

SCHOOL OF SOCIAL WORK

BSW AND MSW PROGRAMS

Cindy Garthwait, MSW

October 2012

## What is the purpose of this social work dictionary?

Professional programs like the BSW and MSW Programs at The University of Montana utilize many terms and professional language, some of which can be confusing and difficult to understand. This dictionary offers students and faculty a common definition of professional terms in a structure that is readily understood and organized for cross referencing of overlapping ideas and terms.

This dictionary will help you integrate terms into your understanding of academic material as well as help you apply what you are learning in the practicum experience. It will also help you as you prepare your BSW Competency Examination and your MSW Professional Portfolio.

There may be times when terms used in textbooks, journals and the classroom are not in sync with each other, which reflects the ongoing development of knowledge in the profession of social work. Try not to let this confuse you, and use this resource as a way of providing a conceptual framework for your very important profession.

# How is the dictionary organized?

- **There are two sections to this dictionary, including:**

  **1. Social Work Academic Terms**

  This section defines and describes commonly used terms in social work education and practicum.

  **2. Social Work Practice Terms**

  This section defines and describes commonly used terms in social work practice in real client situations.

- **A number of terms and groups of terms are cross-referenced in the dictionary, which will help you understand similar terms and how some terms relate to each other.**

- **Several sections in the dictionary are expanded and organized in such a way as to show the relationship between concepts and definitions. The following sections will be especially helpful in bringing together these sometimes abstract terms and how to use them professionally.**
  - **Conceptual frameworks**
  - **Group work**
  - **Evaluation of practice**
  - **Intervention**
  - **Interviewing / counseling**
  - **Levels of practice**
  - **Organizations**
  - **Orienting / explanatory theories**
  - **Practice theories / models**
  - **Professional perspectives**
  - **Research**
  - **Social work roles**
  - **Theory**

# Section 1
# Social Work Academic Terms

**Academic advisor**

Faculty member responsible for meeting with individual students to provide academic planning and mentoring.

**Academic misconduct**

The violation of the UM Student Conduct Code in regard to academics, including (1) plagiarism, (2) misconduct during an examination or academic exercise, (3) unauthorized use or possession of examination, (4) tampering with course materials, (5) submitting false information, (6) cheating, (7) submitting work from previous courses, (8) inappropriately influencing conduct to obtain grade. http://life.umt.edu/vpsa/student_conduct.php

**Accreditation**

Recognition and certification of a school of social work by the Council on Social Work Education, providing students a degree that will be recognized by state licensing authorities and that educates students in line with accreditation guidelines for BSW and MSW programs.

**Agency field instructor**

Social worker within a practicum agency assigned to provide or arrange for the day-to-day supervision of practicum students and to evaluate student performance in coordination with faculty supervisor.

**APA style of documentation**

The style of academic writing and documentation of the American Psychological Association and required by the School of Social Work.

**Bloom's Taxonomy of Learning**

A classification of levels of learning from memorization of information to the utilization, integration, synthesis and critique of information

**BSW**

Bachelors (baccalaureate) of social work.

**BSW Program Director**

Faculty member responsible for the administration of the BSW Program.

**BSW Student Handbook**

The compilation of School of Social Work policies, procedures, guidelines, and curriculum description for BSW students. http://www.health.umt.edu/schools/sw/documents/BSWStudentHandbook_2010-2011.pdf

**Chair of School of Social Work**

The faculty member responsible for the administration of the BSW and MSW programs at the School of Social Work.

**Citation**

Written documentation of the source of content or quotes included in an academic assignment, following the APA style of writing and documentation. Improper citation, including representing another's work as one's own, is considered plagiarism.

**Competency**

Possession of the knowledge, skills, and values necessary for social work practice, as measured against the University of Montana School of Social Work Competency Catalogue, NASW standards for practice, and Council on Social Work Education's Educational Policies and Academic Standards core competencies.

**Competency examination**

The written summative paper completed by students that integrates classroom learning with practicum experiences, done during both semesters of practicum, and accounting for half of the weight of the overall practicum grade.

**Continuing education**

The requirement by professions that licensed professionals continue to receive training and education to further their professional knowledge and skills, described in written guidelines that vary by state. In Montana, licensed social workers must complete 20 hours of continuing education units (CEU's) per year.

**Council on Social Work Education**

The accrediting body for both BSW and MSW programs nationwide.

**Faculty supervisor**

Faculty member assigned to provide academic supervision to practicum students, in coordination with the agency field instructor.

**Foundation courses**

Required courses for the BSW program, including SW 100, SW 200, SW 300, SW 310, SW 350, SW 360, SW 400, SW 487, SW 488, and SW 489.

**Internship**

Placement in a social services agency that provides experiential learning and academic credit for students in their freshman, sophomore, or junior years. SW 198 or SW 398.

**MSW**

Master of Social Work

**MSW Student Handbook**

The compilation of School of Social Work policies, procedures, guidelines, and curriculum description for MSW students.
http://www.health.umt.edu/schools/sw/documents/MSWStudentHandbook2011-2012forWeb.pdf

**MSW Program Director**

Faculty member responsible for the administration of the MSW Program.

**Montana Board of Social Work Examiners**

The state board under the Montana Department of Labor responsible for the licensing of social workers in Montana.
http://bsd.dli.mt.gov/license/bsd_boards/swp_board/board_page.asp

**Montana –National Association of Social Workers**

The Montana Branch of the NASW, located in Helena, Montana.
http://www.naswmt.org

**NASW Code of Ethics**

The written guide for ethical behavior for social workers, published by the National Association of Social Workers.

**Plagiarism**

The representation of another's work as one's own, or the inadequate citing of sources.

**Practice course**

A social work course that prepares students for generalist practice, including SW 200, SW 350, SW 360.

**Practicum**

The internship (BSW = 450 hours, MSW = 900 hours)completed during the senior year that provides students with learning agreements, faculty and social work supervision, and integrative experiences that prepare graduates for entry level social work practice.

**Practicum Coordinator**

Faculty member responsible for the administration of the practicum program, assisted by the Assistant Practicum Coordinator.

**Professional Portfolio**

The summative, integrative assignment for MSW students which demonstrates their academic learning and its application to integrated practice

**UM Student Conduct Code**

The written rights and responsibilities of students at The University of Montana, and the policies governing student academic and nonacademic conduct.

# Section 2
# Social Work Practice Terms

## *A*

**Absolute poverty**
The lack of income and/or assets which prevents one from obtaining a subsistence level of functioning

**ACSW (Academy of Certified Social Workers)**
A credential offered by the National Association of Social Workers based on meeting a set of criteria for advanced practice

**Accessibility**
The opportunity to obtain or receive services

**Action research (**see **research)**

**Active listening**
The process of attending to a client through the use of clinical skills in order to understand the client's concerns

**Activist**
A social worker or other person whose goal is to achieve social change

**Activities of daily living**
Basic self care activities that allow an individual to live independently, including bathing, eating, and toileting.
See ***instrumental activities of daily living***

**Adult Protective Services (APS)**
The system of services provided to adults vulnerable to abuse, exploitation, or neglect

**Advance directives**

Written guidelines regarding end of life care developed by a client while competent. This term can include living wills and the designation of a health care representative to make medical decisions for the client if needed.

**Advisory board**

See ***organization***

**Advocacy**

Representing others individually or in groups in order to protect them or advance their cause

**Agency policies and procedures**

The written guidelines of an agency that describe the ways in which services will be provided, and which provides guidelines that dictate certain processes that will be used.

**Assessment**

The process of examining a problem to determine its cause, severity, and course which is necessary to design an effective intervention plan. Assessment is done at all levels of practice.

**Attachment disorder**

Inability to form emotional bonds with caretakers, often the results of negative early childhood experiences.

**Behavioral model**

The practice theory / model based on learning theory which focuses on the process of shaping and changing behavior through the use of rewards and reinforcement

**Behavioral rehearsal**

Demonstration of a desired behavior by a social worker or therapist, followed by role play and rehearsal of the behavior which can then be employed in real life settings and situations

**Behavioral theory**

Orienting / explanatory theory in which human behavior and development are seen as responses to antecedent stimuli and consequences, both positive and negative

**Benchmark**

A standard of performance against which to measure

**Beneficence**

The desire to act for the benefit and welfare of others

**Benign neglect**

Withholding help based on a belief that harm may be caused by providing such help

**Bias**

Negative attitudes or beliefs about individuals or groups

**Bio-psycho-social theory**

Orienting / explanatory theory about how holistic theory of human development that attempts to explain the ways in which biological, psychological, and social development are interactive in terms of influencing development

**Block grant**

A practice of allowing a community or state to determine how best to use a block of funding

**Board of directors**

The policy-making committee that is responsible for the operation of an organization in terms of funding, staff, mission, and programs. See ***organization***

**Brawner Rule**

The standard by which a person is deemed to be not guilty by reason of insanity, including the inability to behave in accordance with law or understand that his/her conduct is wrong

**Brief therapy**

Psychotherapy practiced for a limited number of sessions and with clear goals and objectives

**Broker**

A professional role played by a social worker by which clients, families, groups or organizations are linked in order to receive services or support each other

**Bureaucracy**

See ***organization***

# C

**Capacity building**
Process of developing the abilities, attributes, resources and will to set and reach goals by a client, group, organization, or community

**Case finding**
Process of seeking out persons eligible to receive services provided by an agency, often done through outreach activities

**Case management**
Securing, implementing, and monitoring services needed by a client

**Case manager**
Social worker whose role is to oversee and coordinate a client's services in keeping with the client's goals and needs

**Caseload**
The group of clients or client systems for which a social worker is responsible to serve

**Centralization**
The consolidation of power in an organization that has administrative responsibility for its operation

**Change agent**
A social worker working toward change at the micro, mezzo or macro level of practice

**Chaos theory**
Orienting / explanatory theory that describes how rapid and sudden changes may occur in social systems, may appear to be chaotic and random, but may be the result of positive feedback loops (both positive and negative) and change efforts that suddenly impact the entire social system and creative change

**Child Protective Services (CPS)**
The system of services provided to children and youth vulnerable to abuse, neglect, exploitation or neglect

**Child welfare**
The field of practice responsible for monitoring and promoting the rights and welfare of children and youth

**Civil rights**

Rights of citizens given by a government that protect them from abuse by individuals, organizations, social policies, or governments

**Classism**

Negative stereotyping about people based on their socioeconomic status

**Client**

**Micro**

Individual or family which is seeking or being provided social services

**Mezzo**

Group, organization or community that is seeking or being provided social services

**Macro**

Society, social policy, social change, or research as the entity being served or targeted

**Client system**

The client and the facets of the client's social environment which impact the client and which are the target of social work intervention

**Client centered model**

The model of social work practice that assumes clients are capable of dealing with their problems in social functioning, and in which the social worker partners with the client to encourage him/her to take the lead in devising interventions

**Closed system**

A social system that is not open to feedback or input from other sources, has rigid boundaries, is self-contained, and tends to resist change

**Code of ethics**

A written set of ethical and value-based principles for a profession, providing guidance in ethical decision-making. The National Association of Social Workers' Code of Ethics guides the social work profession in terms of ethics.

**Co-dependency**

A relationship between people that is generally considered an unhealthy way of meeting the individual emotional and social needs of those in the relationship

**Cognition**

The intellectual process of dealing with information, including understanding, processing, remembering, and evaluating

**Cognitive behavioral model**

The practice theory / model based on behaviorism and social learning theory that helps clients recognize the impact of self-defeating or erroneous cognitive beliefs or perceptions on their behavior

**Cognitive dissonance**

The simultaneous existence of contradictory beliefs and actions which can cause discomfort and lead the individual to change either the behavior or the belief

**Cognitive restructuring**

The therapeutic process of assisting an individual to see cognitive errors and self-defeating beliefs and develops more positive thoughts and beliefs

**Cohort**

A group of people who were born at approximately the same time and/or who share a certain characteristic or experience

**Community**

A group of individuals, families, or groups that share geographic location, identity, values, experiences or interests

**Community organization**

An area of social work which focuses on social change within a community based on an identified need

**Competency**

Possession of the knowledge, skills, and values necessary for social work practice, as measured against the University of Montana School of Social Work Competency Catalogue, NASW standards for practice, and the Council on Social Work Education's Educational Policies and Academic Standards core competencies.

**Conceptual framework**

A way of organizing ideas, concepts, and theories of social work practice. Includes perspectives, orienting / explanatory theories, and practice theories / models

**Conduct disorder**

A disorder usually found in children and youth in which there is repetitive and consistent behavior that violates the behavioral norms and values for that age group

**Confidentiality**

The ethical stance that a professional can only release or share information about a client with their consent

**Conflict of interest**

A conflict between a professional's personal and private interests that may impact practice

**Conflict theory**

Orienting / explanatory theory which states that individuals and social systems are often in conflict, and this conflict between and within families, groups, communities and other social systems impacts human behavior and development

**Consensus approach**

The process of coming to agreement about issues and approaches for dealing with them. Arising from the feminist perspective on social work practice, consensus organizations are those which commit to consensus, in at least a general sense, in order to share power and commit to a course of action as a group. See ***organization.***

**Conservatism**

The political belief in traditional values, societal structures and mores that commonly lead to a commitment to decreasing governmental influence in and funding for public issues and programs

**Constituency**

A group of people, including clients, customers, or citizens who are represented or served by a social program or an elected official

**Continuing education units**

The requirement by professions that licensed professionals continue to receive training and education to further their professional knowledge and skills, described in written guidelines that vary by state. In Montana, licensed social workers must complete 20 hours of continuing education units (CEUs) every year.

**Continuum of care**

The spectrum of services available to clients which should ideally fill all gaps and minimize duplication

**Control group**

See ***research***

**Construct validity**

See ***research***

**Co-payment**

The amount a client needs to pay for a service covered by insurance, sometimes a percentage of the total cost and sometimes a specified dollar amount

**Cost benefit analysis**

The weighing of the costs and resources associated with providing a service against the benefits or providing that service

**Cost sharing**

The division of financial responsibility for a program between two or more organizations or entities

**Counseling**

See ***interviewing/counseling***

**Counter-transference**

Emotional reactions by a professional toward a client that originate in the professional's personal experience and which may be projected onto a client

**Crisis intervention model**

The practice theory / model which focuses on helping clients deal with overwhelming crisis situations by drawing upon their strengths and resources to get them through the crisis and return to a normal level of functioning, and in which a professional may take a more directive role because of the client's inability to proceed

**Crisis theory**

Orienting / explanatory theory about how individuals and families who experience significant crises may exhibit fairly predictable behaviors, responses and patterns of recovery

**Critical incident stress debriefing**

The process of debriefing with those who have experienced a crisis, conducted with the goal of allowing individuals and groups to express their feelings, gain support, and use coping skills to deal with the crisis. Often done with professionals who have experienced a trauma or crisis in their work.

**Critical theory**

The orienting / explanatory theory that critiques positivism as the only accepted way of knowing, questions underlying assumptions of individual, theoretical and scientific understandings, recognizes structural and political contributors to social problems and oppression, and suggests that personal choice and power can transform the social environment

**Cross cultural competence**

The ability to be knowledgeable about, accepting of, and empathetic with diverse clients and populations, resulting in culturally appropriate and effective assessment and interventions.

**Culture**

Customs, beliefs, ideology, world-view, and values common to a group of people and which guide their individual and social behavior.

**Cultural theory**

Orienting / explanatory theory about how individuals and groups which experience oppression or discrimination will be impacted in their development by these experiences, both positively and negatively

**Culture of poverty**

The belief that poverty is perpetuated because poor people's values, experiences, and motivations prevent them from becoming financially independent.

**Custody**

The legal right to protect, make decisions for, and be a guardian for an individual who is deemed incapable of living independently.

**Cycle of change theory (Prochaska and DiClemente)**

The orienting / explanatory theory on individual change which posits that people change in a cyclical way rather than a linear one, that the stages of change are distinct from each other, and that relapse is common. The Motivational Interviewing practice theory / model is built upon the cycle of change theory.

**Decentralization**

The practice of distributing power to those who are closely involved with the issue at hand rather than delegating power to the upper levels of an organization

**Decision tree**

A process of using yes and no questions to make a decision, whereby a yes answer leads the respondent to a different series of questions than does a no answer.

**Decompensation**

The gradual or rapid decline in the level of an individual's mental functioning and cognitive processing

**Deconstruction**

Analysis of theories and models that involves examining and questioning the beliefs, values, and assumptions of those theories or models, allowing for critique, clarification, and revision

**Deductible**

The amount an individual is required to pay for a health or other insurance claim before the insurer pays their share of the claim.

**Defense mechanism**

Thought processes, often considered to be unconscious and which serve to shield individuals from powerful negative emotions, including denial, rationalization, projection, minimization, and intellectualization

**Deinstitutionalization**

The practice of returning institutionalized individuals to the community to receive services or to function on their own.

**Delphi method**

A method of research for social planning that uses a survey / questionnaire with a group of experts in order to determine the feasibility and potential impact of a proposed intervention

**Delusion**

An erroneous belief that persists despite evidence to the contrary. Examples include delusions of grandeur and persecution. See also ***hallucination.***

**Dependent variable**

See ***research***

**Desensitization**

A systematic process of exposing an individual to stimuli or experiences that cause anxiety, with the idea that exposure will lessen anxiety and fear.

**Developmental disability**

A condition that is congenital or that is exhibited before adulthood that limits an individual's ability to function independently. This condition may be genetic or a result of disease or other causation.

**Developmental theory**

The orienting / explanatory theories at the micro, mezzo and macro level of practice that suggest that individuals, families, groups, communities, societies, and social policies proceed through somewhat predictable stages in their ongoing development

**Diagnosis**

The process of identifying a condition and assessing the causes and contributors to that condition, based on symptoms and course, and allowing for a plan of care.

**Diagnosis of convenience**

The process of assigning an inaccurate or minimally accurate diagnosis to a client in order to receive insurance payments because insurance companies may ay only for certain diagnosed conditions.

**DSM (Diagnostic and Statistical Manual)**

The manual of the American Psychiatric Association which describes and classifies mental disorders based on prescribed symptoms, severity, and length. Clients are assessed on Axis I (syndromes or conditions not related to mental illness), Axis II (personality disorders and mental retardation), Axis III (physical diseases and conditions), Axis IV ( psychosocial and environmental problems), and Axis V (global assessment of functioning).

**Differential diagnosis**

Diagnosis of disorders or social issues by analyzing and comparing the characteristics of similar conditions.

**Discharge planning**

Process of planning for the discharge and placement of an individual following hospitalization or residential care that allows for a smooth transition and whatever supports will be needed to maintain the client's level of functioning.

**Discouraged worker**

An unemployed individual who has ceased seeking employment following unsuccessful attempts to find employment, and who is not usually counted in labor statistics related to unemployment.

**Discrimination**

The practice of treating people differently and negatively based on a difference such as gender, age, religion, political orientation, sexual orientation, or ability.

**Disease theory / medical theory of human development**

Orienting / explanatory theory which focuses on human development as primarily a result of internal factors, including genetics, personality traits, biological conditions, and other individual factors. It also posits that there is a set of symptoms for conditions, a predictable course for the disease, and a generally agreed-upon protocol for treatment

**Disenfranchisement**

The real or felt experience of not having the power or ability to exercise one's rights

**Disregards**

The process used by a funding source to not count certain income or assets when determining eligibility for services or benefits

**Disposable income**

Available funds after all expenses are paid

**Double blind**

See ***research***

**Dual diagnosis**

Two co-existing, overlapping, and mutually interacting conditions. Also referred to as co-existing disorders or co-morbidity.

**Dual relationship**

The co-existence of a professional and personal role between a social worker and client, often considered to be unethical because of the power differential between social worker and client.

**Due process**

The practice of ensuring rights, fair processes, and adherence to laws when an individual is accused of misconduct or a crime

**Durable power of attorney**

A legal document / process by which an individual gives another individual the legal power to make decisions on his/her behalf should that individual become incompetent or incapacitated.

**Duty to warn**

The legal obligation to report a client's threats or danger to another person based on the Tarasoff ruling of 1976

# E

**Ecosystems / ecological perspective**
Professional view of clients / client systems in which the interaction between the client and the social environment is examined

**Efficacy**
Belief in one's ability to be effective and capable

**Eligibility criteria**
The qualifications and specific requirements utilized to determine if one is eligible to receive benefits or services

**Empathy**
The therapeutic technique of communicating to a client that their situation, reactions, and emotions are appreciated and understood, which builds rapport and sets the foundation for a helping relationship

**Empowerment model**
Intervention needs to employ methods that encourage individuals and families to recognize, claim, and use their power to enhance the quality of their lives

**Enabler**
The social work role of assisting a client to attain the ability to deal with issues and situations

**Endowment**
A fund that is built on donations and fund-raisers that is permanent and which produces income based on investments and / or interest.

**Entitlement**
Funds or services for which individuals qualify based on their membership in a particular classification or their status

**Equilibrium**
The tendency of a social system to maintain balance, and which can be either positive or negative

**Erikson theory of psychosocial development**
Orienting / explanatory theory that outlines general stages of psychosocial development for age / life stages

**Ethical dilemma**

A situation in which two strongly held values are in conflict, and in which action to support one value violates the other.

**Ethics audit**

A process by which the values and ethics underlying an organization and played out in real life situations are assessed, evaluated and monitored against the NASW Code of Ethics, for the purpose of ensuring ethical treatment of all clients.

**Ethics committee**

A group of individuals within an organization given the responsibility to analyze and make recommendations or decisions in situations in which expert ethical decision-making is required or when ethical dilemmas are present.

**Evidence based practice**

Professional practice based on empirical studies of practice approaches and models, combined with professional ethics, best practices, and practice wisdom.

**Etiology**

The underlying causes of a social problem, condition, or behavior

**Evaluation of practice**

Systematic analysis of the effectiveness of an intervention, program, or policy, conducted at all levels of practice

**Micro level practice examples**

Evaluation of individual and family change
Evaluation of social worker effectiveness

**Mezzo level practice examples**

Evaluation of group or organization change efforts
Evaluation of social worker effectiveness

**Macro level practice examples**

Evaluation of program effectiveness, community change efforts, and policy change efforts
Evaluation of social worker effectiveness

**Process versus outcome evaluation**

The form of evaluation that analyzes the step-by-step actions taken in an intervention for their effectiveness as compared to the identifiable results of an intervention, both of which are necessary in evaluation or interventions.

**Qualitative versus quantitative evaluation**

The form of evaluation that analyzes the subjective, individual, and non-quantifiable aspects of intervention compared to the form of evaluation that measures and describes the quantifiable aspects of intervention

**External locus of control**

The belief that one's situation is controlled by external forces and that one's personal ability or power to change a condition is limited or non-existent

# F

**Facilitator**

See ***social work roles***

**Factor analysis**

See ***research***

**False negative**

When test results falsely show the absence of a condition or factor

**False positive**

When test results falsely show the presence of a condition or factor

**Family cap**

A provision in social programs which suspends benefits at a certain point in time or when there is a particular change in family status

**Family life cycle developmental theory**

Orienting / explanatory theory that describes how family developmental tasks can be identified in terms of generally agreed-upon stages and phases, and are influenced by the psychosocial developmental stages and processes of the individuals in the family

**Family of origin**

A group of people related by blood and genetics, and often referring to one's parents and siblings

**Family preservation model**

Approach that offers support and resources while supporting families in acquiring the skills and knowledge necessary to remain intact and meet the mutual needs of their members

**Family reunification model**

Approach that offers services to families who have been separated and / or alienated in order to reconstitute them as a family with the resources and skills to address their problems as a family

**Family systems theory**

Orienting / explanatory developmental theory that focuses on the mutual interactions between parts of the family and which forms the basis for family systems interventions

**Feasibility study**

Formal assessment of an organization or community's ability to complete a certain objective or task, including the resources required to do this

**Fee for service**

The charges to a client / client system for a unit of service provided

**Feminist social work model**

Practice theory / model that advocates for gender equality and addresses gender discrimination of the micro to macro levels

**Feminist theory**

Orienting / explanatory theory that describes how the dominance of males over females in societies causes oppression and injustice toward females in terms of relationships, treatment, policies, and social institutions

**Feminization of poverty**

Vulnerability of women to experience poverty which exceeds that of men

**Fiduciary**

Individual who serves as a trustee for another in financial affairs

**Field study**

See ***research***

**Fields of practice**

The range of social work practice arenas and settings, each of which require specific knowledge and techniques

**First order change**

Dynamic of change which describes temporary or surface level change. See ***second order change***

**Fiscal year**

A business year of 12 months that is not the same as a calendar year but which is used for the purposes of accounting

**Fiscal welfare**

Policies of the Internal Revenue Service which offer deductions, tax credits, and exemptions to individuals and families

**501 (c) 3 Organization**

A non-profit, tax-exempt organization as designated by the Internal Revenue Service

**501 (c) 4 Organization**

A lobbying organization as designated by the Internal Revenue Service which is not exempt from paying federal taxes

**501 (c) 5 Organization**

A political action committee (PAC) as designated by the Internal Revenue Service which is not exempt from paying federal taxes

**504 Student**

A public school student eligible for education, services, and accommodations based on Section 504 of the Rehabilitation Act of 1973

**Flat affect**

Lack of emotional expression, even in the face of experiences that would usually result in expressions such as joy or sadness

**Flight into health**

When a client's problems appear to cease with little or no intervention possibly due to the fear of further disclosure, lack of support, or inability to continue the relationship

**Flight into illness**

When a client reveals or exhibits new problems just prior to termination of a helping relationship or intervention in order to maintain the helping relationship

**Following response (also called attending skills)**

A helping technique in which the social worker communicates to the client that they have been heard and their concerns understood. Examples include empathy, active listening, and paraphrasing. ***See also furthering responses and interviewing / counseling.***

**Focus group**

See ***research***

**Food security**

Experience of a family, group or community that allows them to provide adequate nutrition to ensure health

**For-profit organization**

See ***organization***

**Force field analysis**

A technique by which the potential resistance or openness to proposed change is assessed, and by which interventions are designed to increase the forces for change and decrease the forces that impede change

**Formal operations stage**

According to developmental theorist Piaget, the stage of intellectual / cognitive development at which an adolescent can use deductive reasoning, make hypotheses, and consider ideas from several points of view

**Foundation**

A private organization operated by an individual, family, organization or community that provides funding for the social welfare of specific groups, often for education, research, social systems, humanities, and innovative programs

**Free floating anxiety**

Overarching anxiety not related to specific circumstances, but which pervades a person's daily emotional state

**Frequency distribution**

See ***research***

**Functional assessment**

Examination of a client's ability to perform necessary tasks and to care adequately for themselves

**Furthering response**

A helping technique of deepening the helping relationship in order to assist clients in understanding his/her problems and strengths in more detail, acquiring insight, and making progress in deeper levels of interaction. ***See also following skills and interviewing/counseling.***

# G

**Gatekeeper**

An individual in a community or other social system who is in a position to allow or obstruct access to the community by someone from outside the community, or an individual other than a social worker who can observe the welfare of clients

**Gender equity**

The fair distribution of income, resources, and responsibilities among men and women

**Gender role**

Societal expectations for behavior and social roles based on gender

**Generalist**

A social worker who possesses a broad range of knowledge and skills for work in various fields of practice, who can move from one level of practice to another as needed, draws from a variety of theories and perspectives, and uses a variety of models and techniques in interventions

**Generational equity**

The fair distribution of income, resources, and responsibilities among all age groups

**Genetic theory of human development**

Orienting / explanatory medically-based theory that suggests that human development is a result of genetic factors that influence biological and psychological development

**Geneva Convention**

A document agreed to by a majority of the world's nations specifying the acceptable and unacceptable treatment of individuals in times of war, including civilians, the wounded, and prisoners of war

**Genogram**

A diagram used in assessment and counseling to illustrate a family's structure over generations and which uses symbols that can reveal patterns, important events and traumas within the family over time

**Genuineness**

Quality of sincerity in a social worker that includes real, believable responses, humility, honesty, and a commitment not to elevate oneself above the client, all in order to build rapport and strengthen the helping relationship

**Geriatrics**

Practice in the medical aspects of aging

**Gerontology**

Study of the social, psychological, cultural, biological and spiritual aspects of aging

**Gilligan theory of moral development**

Orienting / explanatory theory of moral development which focuses on the unique development of women

**Global assessment of functioning (GAF)**

A tool used to assess a client's ability to function rated on a scale from 0 (danger of harming oneself or others, inability to care for oneself) to 100 (superior functioning in numerous areas and without symptoms)

**Globalization**

Process of moving economic and social activities from the local or national level to an international or global level. This process may increase efficiency, raise competition, lower costs of production, and may also lower wages and protections for workers

**Goodness of fit**

The degree to which there is a good match between an individual's needs and resources and the social environment with which that individual interacts

**Group development theory**

Orienting / explanatory theory that focuses on how groups of all types proceed through fairly predictable stages as they move through the processes specific to their function

**Group dynamics theory**

Orienting / explanatory theory in which dynamics and social interactions between embers of groups are described in terms of types, positive and negative behaviors, membership and leadership

## Group work

### Group work with clients

The realm of social work practice in which a small number of clients work together toward a common goal

#### Advocacy group

A group of individuals which works together to further a shared interest or cause, advocate for themselves and others, build coalitions and power, and strategize in order to effect social change and empower themselves

#### Educational group

A professionally taught group which focuses on teaching and learning concepts, methods, and skills

#### Mutual aid group

Informal group of people who have a shared experience, condition, or situation which meet to provide support, information, or other forms of assistance to each other, and which may have a professional facilitator

#### Psycho-education group

A professionally facilitated group that combines education about a shared concern or topic with mutual support and attention to psycho-social issues associated with that concern

#### Psychotherapy / counseling group

A professionally facilitated group that assists participants to deal with their psycho-social issues in a group setting, using a particular therapeutic approach and techniques

### Group work with professionals

The realm of social work practice in which a small number of professionals work together toward a common goal

#### Advisory board

A group of individuals chosen for their knowledge or expertise to provide advice, information or suggestions to an agency.

#### Board of directions

The policy-making body of an organization that is responsible for meeting the mission of the organization through setting policy, hiring and supervising staff, securing resources, and evaluating programs

### Committee

A group of individuals which assumes responsibility for overseeing a specific project or portion of a program and which may be a standing/ongoing committee or a short term ad hoc committee.

### Planning group

A group of individuals charges with the responsibility for planning a project, developing a program, or securing funding for a project, often made up of individuals with a variety of skills that contribute to the success of the planning project

### Task force

A temporary, time-limited group that works within an organization or group of organizations to achieve an identified goal of the organization

**Guardian**

A person appointed by a court to assume responsibility for the custody and welfare of an individual who is a minor, incapacitated, or incompetent

**Guardian ad litem**

A person appointed by a judge to protect the interests of a vulnerable or incompetent individual who may be subject to some form of legal action, only for the time that the individual's case is under consideration

# H

**Hallucination**

An inaccurate but persistent belief or perception not based in reality, including auditory hallucinations, visual hallucinations, and others. ***See also delusions.***

**Halo effect**

The overrating of an individual on most or all aspects of performance or ability based on his/her performance in ability in one or a few areas

**Hard-to-reach client**

Client eligible for services but who does not know about them, does not want services, or is resistant to intervention efforts

**Harm reduction model**

Practice theory / model in social work and public health whose goal is to decrease harm and consequences of a behavior pattern instead of to cure or eradicate the problem

**Hate crime**

Crime against an individual or group based on characteristics such as gender, sexual orientation, ethnicity, or religion

**Hawthorne effect**

The tendency of people to behave differently when they know they are being observed

**Helping network**

A group of people, organizations and groups that are linked in order to provide services and support to an individual or family

**Heterosexism**

Bias against members of a sexual orientation minority

**Hidden inflation**

Phenomenon in which quality or quantity of a good or service declines while the price remains the same

**Holistic model**

Practice theory / model which sees clients in total context rather than only as an individual with specific symptoms**,** and which advocates for interventions that are multi-faceted and comprehensive

**Homeostasis**

Tendency of a social system to seek and maintain a balance or steady state which can be positive or negative

**Homophobia**

Fear or intense dislike of people who belong to a sexual orientation minority

**Host setting**

An organization with one mission that allows specialized professions such as social work to provide services within that setting

**Human capital**

Collective resources within a society that are developed through that society's provision of education, family connections, health care, and other services and social institutions

**Human development**

The biological, social, cultural, emotional, and spiritual changes in individuals which occur over time, are somewhat predictable, but which are also subject to individual variation

**Human rights**
Rights in all areas of human life that all individuals are believed to deserve regardless of race, gender, religion or other social status

**Humanistic theory of human functioning**
As individuals and families search for meaning and make life choices, they have strengths to utilize and freedom of action.

**Hypothesis**
See ***research***

# I

**Immigrant**
An individual who has voluntarily moved to another country

**Implied consent**
Statements, actions, or silence by a client that make them appear to be giving consent to treatment

**Informed consent**
Permission given by a client to a social worker or agency to provide intervention or treatment, based on full disclosure of the efficacy and risks of treatment as well as on the client's understanding of the intervention

**Incidence rate**
The number of new cases of an illness, problem or condition within a particular population within a particular time frame. See also prevalence rate.

**Incrementalization**
Gradual changes over time in social policies, programs, and behavior

**Indirect practice**
Realm of social work practice that does not include direct contact with clients, but that impacts them through research, program development, administration, and policy practice

**In-service training**
Training provided to employees of an agency that helps them acquire the knowledge and skills needed for their work

**Institutional racism**

Discrimination and unequal treatment in institutions and organizations through policies, practices, and exclusion

**Instrumental activities of daily living**

Those activities of self-care for individuals that include higher level tasks than "activities of daily living", and which include managing finances, using transportation, cooking, and household tasks

**Integration of theory and practice**

Bringing together of academic and research knowledge with applied professional skills, resulting in theory-informed practice and practice-informed theory

**Internal locus of control**

An individual's belief that his/her life is not within his/her control, but rather than external factors and systems control outcomes

**Intervention**

The overall term used to describe all activities by social workers on behalf of and in collaboration with their clients, including activities at the following levels of practice. See ***levels of practice***

**Micro level intervention**

Interventions on behalf of and in collaboration with individuals and families in which social workers play a variety of roles. See ***social work roles*** and ***theory.***

**Mezzo level intervention**

Interventions on behalf of and in collaboration with groups and organizations in which social workers play a variety of roles. See ***social work roles*** and ***theory.***

**Macro level intervention**

Interventions on behalf of and in collaboration with communities and societies in which social workers play a variety of roles

**Interviewing / counseling techniques**

The range of helping approaches and techniques used with individuals, families and groups that help these clients understand themselves and others better, improve social functioning, gain skills in fulfilling social roles, and making necessary or desired changes in their lives

## Following Techniques / Skills

**(**see ***following techniques and furthering techniques)***

### Active listening

The therapeutic technique of purposefully and carefully listening to client statements, attending to what is not being said, and reflecting this back to the client in order to build rapport, help the client feel understood, and allow for further reflection

### Empathy

The therapeutic technique of communicating to a client that their situation, reactions, and emotions are appreciated and understood, which builds rapport and sets the foundation for a helping relationship

### Engagement

The therapeutic technique of aligning oneself to clients and bringing them into the helping relationship

### Open-ended questions

The therapeutic technique of using questions that cannot be answered with a yes or no, but which require clients to expand, explain and direct the conversation

### Prompts

The therapeutic technique of using short words or sentences rather than questions to encourage clients to continue to communicate

### Rapport-building

The development of a strong working relationship between social worker and client built on trust, mutual respect, genuineness, and motivation for growth

## Furthering Techniques / Skills

**(**see ***furthering techniques and following technique)***

### Confrontation

The therapeutic technique of pointing out to clients what they may not see in themselves or need to change, such as distorted thinking, negative behavior patterns, and ineffective communication

### Interpretation

The therapeutic technique of helping clients see meaning in their behaviors and thoughts, develop insight, and identify the ways in which their choices and experiences are connected to their current situations

**Paraphrasing**
The therapeutic technique of using different words to re-phrase client statements, allowing clients to better understand and analyze what they have said

**Reflection**
The therapeutic technique of mirroring and expanding upon what clients say and fell in order to help them recognize issues, develop deeper understandings, and make connections

**Reframing**
The therapeutic technique of helping a client see a situation or behavior in a different light in order to make progress

**Summarizing**
The therapeutic technique of consolidating gains made by a client, listing evidence of progress, and pointing out additional work that could be done by the client

**Involuntary client**
A client who does not wish to receive services but is required to do so either by a legal system, employer, social agency with power over the client

# J

**Just cause**
Legal justification for a decision or action that has an impact or an individual

# K

**Kinship**
A group of people bound together by genetics, or in some cases, by choice

**Kohlberg theory of moral development**
Orienting / explanatory theory of how moral development may be described in terms of somewhat predictable stages and levels

# L

**Learned helplessness**

Passive or ineffective responses to abuse or problems based on an individual's experiences and beliefs that nothing can be done to improve their situation

**Least restrictive environment**

A legal and best practice of placing an individual in an environment that places the fewest restrictions on that individual while simultaneously providing the level of support and services required to maintain that individual's social functioning

**Levels of practice**

The term that refers to the micro, mezzo, and macro arenas of practice at which social workers can target their interventions based on needs, resources, and likelihood of success in achieving needed change (see ***intervention)***

**Liability insurance**

Insurance purchased by a social worker or provided by an agency that provides certain limits of financial protection in the event that the social worker is sued for malpractice, but will not cover a social worker who is negligent in some way

**Liberalism**

The political and social belief in opportunities for individuals, supported at least in part by government entities through social programs and policies

**License (social work)**

Authorization to provide services specified by state statute and regulated by standards of care, qualifications, and credentials

**Life cycle**

The systematic development of individuals through defined phases and stages over time related to age, but also influenced by social and cultural forces

**Linear perspective**

The professional view that emphasizes the cause-and-effect phenomenon of change as opposed to the view that emphasizes the more cyclical nature of change

**Linkage**

The connecting of resources, services, groups or organizations to serve a client or client system

**Longitudinal study**
See ***research***

# M

**Macro social work practice**
See ***social work roles***

**Malfeasance**
Illegal and wrongful behavior by a professional or public person

**Malpractice**
Negligent actions on the part of a professional that violates professional ethics, standards of care, and which causes harm

**Malpractice insurance**
Insurance obtained by a professional to protect her/himself against financial losses based on an allegation of malpractice

**Managed care**
The practice of utilizing third parties to facilitate, monitor, and evaluate the services provided by an organization to a client / client system, often used with the purpose of maintaining quality and reducing costs

**Mandated client**
A client who is required to seek and utilize services

**Marcia theory of personality development**
Orienting / explanatory theory of personality development through stages and differentiation of levels of personality development achievement

**Maslow's hierarchy of needs theory**
Orienting / explanatory developmental theory of human development proposed by Abraham Maslow that suggests that people have a particular order to their needs, from basic physiological needs to self-actualization and that further suggests that these needs are usually met in that order

**Mean**
See ***research***

**Means test**

A method for determining eligibility for service based on one's financial status and income

**Median**

See ***research***

**Medicaid**

The federal program that provides health and medical care to those without the financial resources to pay for their own care, based on eligibility criteria

**Medical model**

The practice theory/model that focuses on the individual, including making a diagnosis based on internal factors with less attention given to the social environment of the client. Also referred to as the disease model

**Medicare**

The federal program of providing health care to older adults (and several other specific groups of people) based on age rather than income. Recipients must have worked a prescribed length of time while contributing to Medicare, and pay a premium while receiving it.

**Mental status exam**

The assessment of a client's cognitive, intellectual and emotional functioning based on instruments, tools, and observation.

**Micro social work practice**

See ***social work roles***

**Mezzo social work practice**

See ***social work roles***

**Mission statement**

See ***organization***

**Model**

See ***theory of practice / model***

**Mood disorder**

A mental disorder in which the client experiences elevated, lowered, or varying moods according to an established pattern or for prolonged periods of time

**Morbidity rate**

The proportion of individuals in a certain group that have a particular condition or disorder during a specific time period

**Mortality rate / death rate**

The proportion of deaths in a certain group during a specific time period

**Motivational interviewing model**

Clinical model that builds upon the Cycle of Change orienting / explanatory theory, recognizes clients' ambivalence to change, sees change as cyclical, recognizes that relapse is normal, and uses specific techniques to build motivation to change

**Multi-causal theory**

Orienting / explanatory theory that social conditions and problems experienced at the micro, mezzo and macro levels are a result of the combination of a complex set of interacting factors on multiple levels

**Mutual aid group**

See ***group work with clients***

**Mutual aid model**

A practice theory/model in which an informal group of people who have a common experience, condition or situation meet to provide each other with support and assistance, and which may have a professional facilitator

# N

**Narrative therapy**

The practice theory / model of clinical practice in which clients are given assignments to write about their experiences, problems, thoughts, values, and coping, and in which therapists/ counselors may respond to these stories and accounts

**National Association of Social Workers**

The professional association of social workers in the United States

**Needs assessment**

The process of identifying certain needs and resources of a population or community, combined with the opportunities and challenges for meeting those needs, often completed prior to taking on a mezzo or macro level intervention

**Negligence**

The failure to provide adequate service or protect the rights of clients which results in harm or damage to clients

**Networking**
Working to establish, maintain and improve the relationships between social systems such as individuals, groups, organizations, or communities

**Nominal group technique**
A technique used in organizations and groups whereby problems, issues and goals are listed by participants for the group to discuss, prioritize, and organize for potential interventions

**Nonprofit organization**
Organizations which provide services based on motivation to do so rather than on the basis of profit

**Null hypothesis**
See ***research***

# O

**Object relations theory**
Orienting / explanatory theory that describes how the inability to form and develop positive and enduring attachments are based on early life experiences of separation or lack of connection with significant caregivers

**Objective**
A measurable activity or task that is set in order to reach a more overarching, general goal

**Objectivity**
Assessing a person or situation without bias or prejudice and without injecting one's own values and beliefs into that assessment

**Ombudsperson**
An advocate for the clients of an agency with the responsibility to mediate disputes between clients and the agency, and to make sure that services provided are of high quality

**Open system**
A social system which interacts openly with other social systems surrounding it

**Organization**

An organized agency or program whose focus is on the provision of services to an identified group

**Advisory board**

A group of individuals chosen by an agency for their knowledge or expertise to provide advice, information or suggestions

**Board of directors**

The policy-making body of an organization that is responsible for meeting the mission of the organization through setting policy, hiring and supervising staff, securing resources, and evaluating programs

**Bureaucracy**

An organization characterized by hierarchy, division of labor, defined rules, channels of communication, standardization of services, and a focus on efficiency

**Consensus model**

The model that works to achieve general or full agreement among all parties and staff in regard to program direction, priorities, and services

**For-profit organization**

A social services organization which makes a financial profit for its stockholders while providing services to clients

**Mission statement**

The broad written statement of an organization's main focus, including what it hopes to provide to its clients

**Non-profit organization**

An organization which operates without making a financial profit, which uses its proceeds to further develop the program, and which is recognized by the Internal Revenue Service

**Organizational chart**

A visual representation of the structure of an organization, including chain of command and levels of power

**Organizational culture**

The informal operating processes within an organization that influence its operation

**Organizational development model**

Approach to promoting effectiveness and efficiency within organizations by focusing on problem solving, human interactions, communication, planning, assessment, learning culture, and fostering the ability to accomplish their missions

**Organizational development theory**

Orienting / explanatory theory that describes how organizations proceed through fairly predictable stages as they move through time and efforts to achieve their mission, based on both internal and external factors

**Outcome evaluation**

See ***research***

**Paradigm**

A world view or set of beliefs that influence an individual's approach to life, work and relationships, or one that informs a professional approach to practice

**Parens patriae**

A legal term describing the need of the state to ensure the welfare of others or to act as guardian for those in need of care

**Parity**

A concept of equality between two entities or policies, such as the equality of insurance coverage for health care and mental health care

**Peer review**

An evaluation of performance and competence done by professional peers to determine whether a professional or organization is meeting the needs of its clients and abiding by professional standards

**Personality disorder**

A mental disorder characterized by patterns of interactive behavior and beliefs that impair social functioning

**Perspective**

A professional view or lens used intentionally to help a social worker examine and focus on a particular realm of social functioning, necessary to complete a thorough assessment

**Diversity perspective**

The professional lens that helps social workers examine and focus on the impact of diversity on a client's social functioning

**Ecosystems / ecological perspective**

The professional lens that helps social workers examine and focus on the mutual interaction between clients and their social environments

**Feminist perspective**

The professional lens that helps social workers examine and focus on the impact of gender on clients' social functioning

**Generalist perspective**

The professional lens that helps social workers examine and focus on all levels (micro, mezzo, macro) of individuals and social systems in order to help them determine at which level an intervention should be implemented. See ***generalist.***

**Person-in-environment perspective**

A professional view of clients within their social environment that also examines the mutual interactions and fit between clients and their social environment

**Strengths perspective**

The professional lens that helps social workers maintain a focus on the strengths and resources of clients and client systems upon which to build interventions

**Piaget theory of cognitive / intellectual development**

Orienting / explanatory theory of how cognition develops in somewhat predictable stages with age

**Pilot study**

See ***research***

**Planned change process / helping process**

The central activity of social work practice designed to intervene at all levels of practice, consisting of the following phases or steps, all of which is done in collaboration with the client or client system. Also referred to as the problem solving process.

**Engagement**

Engaging in and building a professional relationship with a client or client systems which sets a foundation for succeeding phases of the planned change process

**Assessment**

The gathering of information regarding problems and strengths, sorting that information, and identifying the major strengths and problems of the client or client system using formal and informal tools and techniques

**Planning**

Identifying goals and objectives for a potential intervention, considering various forms and levels of intervention, and constructing a plan for the intervention that is reasonable and ethical

**Intervention**

Implementing the plan through a variety of models and techniques, based on both theories of orientation and explanation and theories and models of practice

**Termination**

The process by which an intervention is ended in order to assist the client in maintaining the gains made in the intervention process

**Evaluation**

The process of measuring effectiveness of an intervention, using both formal and informal tools

**Policy practice**

The macro level activity of developing, enacting, instituting, monitoring, and assessing social policies that address specific social problems in order to promote social justice and provide services

**Political economy theory**

Orienting / explanatory theory that describes how all types and levels of social systems are impacted by economic and political forces

**Political economy theory**

See ***theory***

**Post test**

See ***research***

**Poverty**

The condition of being without funds or the means to adequately support oneself of one's family. Relative poverty refers to existing below the living standards of one's community. Absolute poverty refers having an income too low to provide a subsistence level of income

**Poverty cycle**

The continuation of a pattern of poverty from one generation to another, the cause of which is debated between those who suggest that poverty is the result of learned patterns of behavior and those who suggest that structural and societal contributors are closely correlated with generational poverty.

**Poverty line**

A particular dollar amount which defines the level at which individuals and families have income adequate to provide them with a subsistence standard of living and below which families are considered to be in poverty

**Practice wisdom**

The presence and use of acquired knowledge, experience, judgment and skills which develop over time in professional practice and which are combined with theory and research to produce effective social workers

**Prejudice**

A belief about or view of an individual or group which is not based on knowledge or evidence, generally negative in its focus on that individual or group

**Presenting problem**

The issues, problems, or challenges which are seen by the client or referral source as in need of intervention, and which provide a starting point for social work assessment

**Pre-test**

See ***research***

**Prevalence rate**

Number of individuals or entities with a particular problem or condition in a given group at a particular time

**Primary prevention**

Efforts undertaken to keep a social problem or condition from occurring in a large population. See ***secondary prevention*** and ***tertiary prevention.***

**Private practice**

Social work practice in which an independent social worker or group of social workers and other professionals, generally licensed by the state in which they practice, establish their own organization to provide services to individuals, families, groups, and communities.

**Privileged communication**

The agreement, often supported by law and professional codes of ethics, that the communication between a social worker and a client is protected unless the client gives permission for it to be shared or when there exists a duty to warn someone that the client has threatened to harm

**Psycho-dynamic theory of development**

Orienting / explanatory theory of psycho-social development as impacted by conscious and unconscious processes, experiences, and memories in early life

**Psycho-educational model**

A professionally facilitated group that combines education about a shared concern or topic with mutual support and attention to psycho-social issues associated with that concern

**Psychological learning theory**

Orienting / explanatory theory about how behavior and individual perspectives are influenced by the ways in which they provide psychological and emotional reinforcement

# Q

**Qualitative research**

See ***research***

**Quantitative research**

See ***research***

# R

**Refugee**

Individual who experiences persecution or danger on the basis of political beliefs, religion, or ethnicity and who seeks protection in another country. ***See also immigrant.***

**Relative poverty**

Existing below the living standards of the community in which one resides. See ***poverty***

**Research practice**

In social work, the use of a variety of theories and techniques to study social phenomenon, evaluate practice interventions, and integrate this knowledge into practice

**Action research**

A process which combines the gathering of data at the community level and the action needed to develop a program targeted at the issue being studied

**Community based participatory research**

A collaborative approach to research that involves all partners and stakeholders in all phases of the process (problem identification, research design and implementation, interpretation, and goals for action) and equally includes professionals and community members based on the value of their perspectives and skills

**Control group**

A group of individuals who are identical to another group called an experimental group with the exception that they are not exposed to the variable being studied

**Dependent variable**

A phenomenon that is measured following the introduction of an additional stimulus or condition, which is referred to as the independent variable. ***See also independent variable.***

**Double blind**

An approach in which neither the researcher nor the subject is aware of whether a change was made, or whether the subject was provided with treatment

**Experimental group**

A group of subjects who are identical to another group called a control group with the exception of being exposed to the variable under study

**Face validity**

Process of accepting an instrument as valid based on whether it appears to be valid in the opinion of a professional researcher

**Factor analysis**

A statistical method of measuring and interpreting the correlations between ratings or variables

**Field study**

A statistical method of measuring and interpreting the correlations between ratings or variables

**Focus group**

A structured group which is facilitated by a researcher interested in obtaining preliminary information or generating ideas

**Frequency distribution**

A method showing how many subjects ranked at a certain level, or groupings of data organized by scores

**Hypothesis**

A proposed relationship between variables that will be measured through research procedures. ***See null hypothesis.***

**Independent variable**

A factor believed to cause or impact another factor such as a behavior or phenomenon which is known as the dependent variable

**Longitudinal study**

Research technique in which certain subjects or phenomenon are tested over an extended period of time

**Mean**

The average of scores or ratings, determined by adding all the scores and dividing by the number of subjects

**Median**

The point in an identified distribution at which half the scores are higher than the median and half are lower, and which is not impacted by extreme scores at either end of the distribution

**Mixed methods**

Research involving a number of methods and approaches, all of which are utilized to study the same phenomenon in various ways

**Null hypothesis**

A negatively stated proposition that suggests there is no relationship between variables which is tested through research procedures

**Outcome evaluation**

The form of evaluating an intervention which focuses on results, changes and effectiveness over time. See ***process evaluation***

**Pilot study**

Administration of a research tool to a small group of individuals prior to the research in order to determine if the tool effectively measures what it is designed to measure

**Post test**

A research tool administered to a subject or group of subjects following an intervention, which is then compared to the pre test given at the outset of the intervention. ***See pre test***

**Pre test**

A research tool administered to a subject or group of subjects at the outset of a certain period of time or before a planned intervention. Scores and ratings on the pre test are later compared with those on the post test to identify and measure any changes

**Process evaluation**

The form of evaluating an intervention which focuses on the processes involved in implementing the intervention rather than the outcomes

**Qualitative research**

Research that utilizes approaches and tools that study subjects and phenomenon in non-quantitative ways. ***See quantitative research***

**Quantitative evaluation**

Research that utilizes approaches and tools that measure subjects and phenomena in numerical and statically measurable ways. See ***qualitative research.***

**Reliability**

The degree to which a research tool provides a consistency in measurements over time with the same group or type of subjects

**Sample**

A part of a group which is chosen to represent the group for research and study purposes, and which can be randomly selected by being as likely to be chosen as any other part of the group

**Significance level**

The idea that data collected in research would not occur by chance

**Single subject design (N = 1)**

Research design and approach that involves measuring intervention effectiveness with a single subject.

**Standard deviation**

A measure of a distribution of data which identifies the average difference between the mean score and individual scores

**Validity**

The degree to which a research tool measures what it is designed to measure

**Resiliency**

The ability of individuals, families and other social systems to respond to and deal with problems without becoming dysfunctional, overwhelmed or ineffective

**Resistance**

Tendency of a client to avoid change or engage in interventions for a variety of reasons

**Role theory**

Orienting / explanatory theory that suggests that social roles are influenced by a variety of social systems, and individuals are socialized in such a way as to accept and play certain social roles

# S

**Safety net**

The assortment of social problems, policies, and services available to people during challenging personal and financial times that is intended to sustain individuals and families when they cannot maintain a sufficient level of functioning and resources on their own

**Scientific method**

The process of studying social phenomenon through the use of accepted tools and methods which are rigorous, valid, reliable, coherent, clear, open to scrutiny, and which produce results that can be replicated through further research

**Second order change**

Dynamic of change which describes lasting and deep levels of change

**Secondary prevention**

Efforts directed at high risk, vulnerable populations in order to prevent the occurrence of social problems and conditions among that population, using targeted techniques. See ***primary prevention*** and ***tertiary prevention***

**Secondary trauma**

The stress and trauma which may be exhibited by those professionals and others who routinely witness or hear about the trauma of clients and family members

**Self determination**

A social work ethical principle that protects and ensures a client's right to make decisions on one's own behalf, select interventions that will meet their needs, and choose whether or not to become involved in interventions

**Self efficacy**

An individual's belief in his/her ability to complete tasks and function adequately

**Self help model**

Individuals and families utilize shared interests, common problems, and mutual support to deal with challenges, facilitate growth, and build on ongoing communities of care for others with similar experiences

**Severity index**

A rating scale designed to measure the degree and severity of a problem or condition

**Social behavioral theory**

Orienting / explanatory theory about how individuals learn their behavior patterns from their interactions within their social environments

**Social capital**

The collective value resulting from social networks that interact, develop knowledge and resources, and engage in collective action

**Social change model**

Using specific tactics and approaches to change a society in terms of its laws, policies, attitudes, values and institutions in order to benefit citizens and enhance social functioning

**Social control**

The process of controlling the behavior of people, especially in regard to the impact of that behavior on others, in order to protect both the social system and the individuals within it

**Social constructionist theory**

Orienting / explanatory theory that focuses on how people interact, develop a shared reality, behave for their social audiences, and yet are also free and creative individuals

**Social development model**

Model of practice which uses specific tactics and approaches to move communities and societies toward higher levels of social development and civil society, including efforts in the areas of health, education, governance, safety, general welfare and civil rights

**Social environment**

The variety of social systems with which an individual or family interacts that influence the development of those individuals and families, including neighborhoods, communities, groups, organizations, institutions, societal attitudes, social policies and social programs

**Social exchange theory**

Orienting / explanatory theory that describes how social interactions are rooted in social exchanges, which are often based on the costs and benefits of interaction, and which are impacted by the higher levels of power among those with more resources

**Social functioning**

The ability for an individual to functioning capably and to fulfill his or her social roles adequately, which is influenced by the social environment and is he central focus of social work practice at all levels

**Social indicators**

Societal conditions that are measured in order to provide an analysis of the quality of a society's functioning, the degree of its problems, and the process in reaching social goals over time

**Social justice**

A social work principle that involves ensuring everyone the same basic rights, protections and opportunities and addressing inequalities and injustices in order to eliminate oppression and unequal treatment

**Social learning theory**

Orienting / explanatory theory that describes how behavior is influenced by observations of others, learned through interactions with others, reinforced by social systems, in combination with internal psychological and intellectual factors

**Social movements model**

A planned effort by a large group of individuals and organizations to change policies, raise awareness, or impact attitudes

**Social movements theory**

Orienting / explanatory theory of how large-scale efforts to make or resist change emerge as a result of societal conditions and often begin at a grass roots level

**Social network**

A connected group of individuals and social systems with commonalities in interest, location, social status, or culture

**Social planning model**

The approach to macro level practice that works to plan for social needs and enhance social functioning of social systems through systematic study, identification of needs and resources, inclusion of projections, and input from clients to plan for social programs, services, and policies

**Social policy**

The local, state or federal principles codified in laws to support, protect, serve, and control individuals, groups, organizations and communities

**Social policy analysis**

The activity of evaluating a social policy in regard to its intent, underlying values, procedures, legality, cost-effectiveness, political aspects, and outcomes in addressing the social problem which is addressed by the social policy

**Social problem**

Social conditions that negatively impact all or a portion of a society and which exist in violation of generally accepted values about quality of life and human rights

**Social systems theory**

Orienting / explanatory theory that focuses on the mutual interactions between and among the members of social systems and the larger social systems of which they are a part. Forms the basis for interventions such as family systems therapy.

**Alliances**

Sub-groups of social systems whose members align themselves with each other to meet a certain shared goal

**Boundary**

The invisible lines which contain the elements of a social system and which differentiate and protect it from other social systems

**Closed system**

A social system which is not open to input, change or evaluative feedback from sources outside the system

**Feedback**

Evaluation of a social system from sources outside the social system

**Homeostasis / balance / steady state**

A state of equilibrium which can be either negative or positive for a social system, and which influences the system to continue functioning at the status quo level

**Input**

Information and resources from outside a social system which may or may not be accessed by the system

**Open system**

A social system which is open to input or evaluative feedback from sources outside the system

**Social welfare**

A society's institutionalized and informal programs, policies, services and benefits designed to address a variety of human needs, enhance social functioning, and strengthen and maintain that society

**Social work**

"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." (National Association of Social Work). This definition highlights the levels of practice, from micro to macro, at which social workers implement interventions. (National Association of Social Workers, 1971)

**Social work roles**

A professional role selected and played by a social worker based on client / client system need and level of practice indicated.

**Micro practice roles**

Social work practice which focuses on interventions with individuals and groups, enhancing their social functioning

**Advocate**

Social worker who speaks on behalf of another in order to ensure that they receive services and to protect their welfare and civil rights

**Broker**

Social worker who links clients with resources that will enhance their social functioning

**Case manager**

Social worker who finds, implements, and monitors services on behalf of a client

**Counselor**

Social worker who engages in clinical practice with a client to help the client deal with psycho-social issues through the use of psychotherapeutic techniques suited to the client's individual situation

**Educator**

Social worker who offers education and knowledge as a form of intervention

**Mediator**

Social worker who works to help resolve disputes between individuals and within families

**Networker**

Social worker who works to create and strengthen linkages between individuals or social systems

## Mezzo practice roles

Social work practice which focuses on interventions with groups and organizations

### Administrator

Social worker who directs and is responsible for the overall work of an organization

### Counselor

Social worker who engages in clinical practice with groups as the focus of intervention

### Facilitator

Social worker who helps to bring about social change by bringing stakeholders together and promoting communication in order to help them achieve their mutual goals

### Mediator

Social worker who works to help resolve disputes between and within groups and organizations

### Program developer

Social worker who designs, develops and implements new programs or enhances existing programs

## Macro practice roles

Social work practice which focuses on interventions in the areas of societal and structural change

### Community developer

Social worker who focuses on identifying and enhancing assets within a community in order to enhance self-determination, strengthen social bonds, and build capacity for self-governance

### Community organizer

Social worker who focuses on social change within a community based on an identified need and goal

### Policy analyst / developer

Social worker who examines and evaluates social policies in terms of their intent, implied values, and effectiveness and who promote the development of sound social policies which will be effective in addressing social problems and social needs

**Researcher**

Social worker who engages in formal research in practice to better understand social problems and the effectiveness of interventions, social policies, and programs designed to address them

**Social planner**

Social worker whose focus is the systematic development of societal attitudes, policies, programs, and institutions that will result in desired social change

**Socialization**

The process by which a social system transmits its beliefs, values, customs, and norms to individuals within the social system

**Socialization theory**

Orienting / explanatory theory that describes how cultural and societal values, beliefs, norms and expectations are transmitted to individuals from larger social systems

**Solution focused model**

Approach that utilizes client or client system strengths and resources to design solution-based approaches to dealing with problems

**Stage theory**

Orienting / explanatory theory of psychosocial development, including responses to the challenges inherent in life, can be described in generally predictable stages or phases

**Standpoint theory**

Orienting / explanatory theory of the ways in which one's perception of and reaction to social experiences are related to one's perspective, previous experiences, belief systems, and social standing

**Stereotype**

Tendency to classify and perceive all individuals belonging to a specific group the same based on inadequate information, generalizations, biases, and limited exposure

**Strategic family therapy**

The practice theory / model that focuses on the functioning and interactions among family members, identifying ineffective styles of relating and replacing them with effective and positive relationships and interactions

**Strain theory**

Orienting / explanatory theory that describes how social struggles and movements develop as a response to a social / societal strain of some sort

**Strategic planning**

A process in which organizations and communities engage which involves examining the context in which the problems they are addressing exist, setting goals and objectives, identifying forces for and against change, studying feasibility, involving stakeholders, evaluating effectiveness, and setting priorities for future endeavors

**Strengths perspective**

The professional lens that helps social workers maintain a focus on the strengths and resources of clients and client systems upon which to build interventions. See ***conceptual frameworks***

**Structural model**

The model in which social structures are the target of intervention because of their influence on the well-being and social functioning of individuals, families, groups, organizations, and communities

**Structural family therapy**

A social work practice theory / model that works to help families improve their functioning through examining and strengthening their family structure, rules, boundaries, and sub-systems

**Structural theory**

Orienting / explanatory theory of how macro level social structures influence the social functioning and quality of life of individuals, families, groups, communities, and societies and contribute to the development of social problems in combination with micro and mezzo level factors

**Sub culture theory**

Theory that focuses on how individual groups within a particular social system, including the ways in which these groups meet the needs of their members in ways the larger social system cannot

**Supervision**

Process of providing social workers with formal and informal supervision, oversight, training, education, correction, problem-solving, support and modeling to enhance knowledge, skills and professional practice

**Sustainable development**

Community and societal development that improves the overall quality of life for citizens and cultivates resources while avoiding the depletion of resources or the degrading of the physical environment

**Symbiosis**

A mutual relationship between two individuals or social systems which involves interdependence and contributes to the welfare of both

# T

**Tarasoff Decision**

1976 Supreme Court ruling (Tarasoff v. Regents of the University of California) which states that mental health professionals have an obligation and "duty to warn" the potential victim either directly or through law enforcement entities

**Task centered model**

Practice theory / model of social work practice which bases interventions on tasks agreed upon by client and social worker that will enhance the client's social functioning and address problems

**Tertiary prevention**

The area of prevention that focuses on reducing the incidence of a problem and its consequences among those who have already experienced this problem

**Test case**

A lawsuit brought to determine the validity of a law, social policy, or practice

**Theory**

**Theory of orientation / explanation**

**Theories of orientation / explanation do the following:**

- Attempt to explain how individuals, families, groups, organizations, communities, societies, and social movements develop and function
- Attempt to explain the etiology / cause of a social problem such as child abuse, violence, poverty, or racism
- Orient / inform a social worker about what is considered normal and abnormal development along a particular trajectory and through somewhat predictable stages
- Help professionals understand the development and course of social problems as the basis for a potential intervention that addresses those problems effectively

**Theories of orientation / explanation <u>do not do the following:</u>**

- Specify a particular intervention theory or approach
- Explain a social problem / phenomenon in total by themselves, but need to be combined with other theories to best explain a condition

**Below is a list of examples of theories of orientation / explanation at all levels of practice, followed by a brief description of each.**

## <u>Micro level theories of orientation / explanation</u>

**(partial listing of examples)**

### Behavioral theory of human development

Behavior and development can be seen as responses to antecedent stimuli and consequences, both positive and negative.

### Bio-psycho-social theory

Holistic theory of human development that attempts to explain the ways in which biological, psychological, and social development are interactive in terms of influencing development

### Crisis theory

Individuals and families who experience significant crises may exhibit fairly predictable behaviors, responses and patterns of recovery

### Cycle of change theory (Prochaska and DiClemente)

Theory on individual change which posits that people change in a cyclical way rather than a linear one, that the stages of change are distinct from each other, and that relapse is common. The Motivational Interviewing practice theory / model is built upon the cycle of change theory.

### Disease theory / medical theory of human development

Human development is primarily a result of internal factors, including genetics, personality traits, biological conditions, and other individual factors. It also posits that there is a set of symptoms for conditions, a predictable course for the disease, and a generally agreed-upon protocol for treatment

### Erikson theory of psychosocial development

General stages of psychosocial development for age / life stages

**Family life cycle developmental theory**

Family developmental tasks can be identified in terms of generally agreed-upon stages and phases, and are influenced by the psychosocial developmental stages and processes of the individuals in the family

**Family systems theory**

Developmental theory that focuses on the mutual interactions between parts of the family and which forms the basis for family systems interventions

**Genetic theory of human development**

Medically based theory that suggests that human development is a result of genetic factors that influence biological and psychological development

**Gilligan theory of moral development**

Theory of moral development which focuses on the unique development of women

**Humanistic theory of human functioning**

As individuals and families search for meaning and make life choices, they have strengths to utilize and freedom of action.

**Kohlberg theory of moral development**

Moral development can be described in terms of somewhat predictable stages and levels

**Marcia theory of personality development**

Personality development stages and differentiation of levels of personality development achievement

**Maslow's hierarchy of needs theory**

Developmental theory that suggests that basic human needs must be met before increasingly higher level needs are met

**Multi-causal theory**

Social conditions and problems experienced at the macro level are a result of the combination of a complex set of interacting factors on multiple levels

**Object relations theory**

Inability to form and develop positive and enduring attachments is based on early life experiences of separation or lack of connection with significant caregivers

**Piaget theory of cognitive / intellectual development**

Cognition develops in somewhat predictable stages with age

**Psycho-dynamic theory of development**

Psychosocial development is impacted by conscious and unconscious processes, experiences, and memories in early life

**Psychological learning theory**

Behavior and perspectives are influenced by the ways in which they provide psychological and emotional reinforcement

**Social behavioral theory**

Individuals learn their behavior patterns from their interactions within their social environments

**Social exchange theory**

Social interactions are rooted in social exchanges, which are often based on the costs and benefits of interaction, and which are impacted by the higher levels of power among those with more resources

**Social systems theory**

The orienting /explanatory theory that focuses on the mutual interactions between and among the members of social systems and the larger social systems of which they are a part. Forms the basis for interventions such as family systems therapy

**Stage theory**

Psychosocial development, including responses to the challenges inherent in life, can be described in generally predictable stages or phases

**Standpoint theory**

One's perception of and reaction to social experiences are related to one's perspective, previous experiences, belief systems, and social standing

## Mezzo level theories of orientation / explanation

**(partial listing of examples)**

### Chaos theory

Rapid and sudden changes may occur in social systems, may appear to be chaotic and random, but may be the result of positive feedback loops (both positive and negative) and change efforts that suddenly impact the entire social system and creative change

### Group development theory

Groups of all types proceed through fairly predictable stages as they move through the processes specific to their function

### Group dynamics theory

Dynamics and social interactions between embers of groups are described in terms of types, positive and negative behaviors, membership and leadership

### Multi-causal theory

Social conditions and problems experienced at the macro level are a result of the combination of a complex set of interacting factors on multiple levels

### Organizational development theory

Organizations proceed through fairly predictable stages as they move through time and efforts to achieve their mission, based on both internal and external factors

### Role theory

Social roles are influenced by a variety of social systems, and individuals are socialized in such a way as to accept and play certain social roles

### Social exchange theory

Social interactions are rooted in social exchanges, which are often based on the costs and benefits of interaction, and which are impacted by the higher levels of power among those with more resources

### Social learning theory

Behavior is influenced by observations of others, learned through interactions with others, reinforced by social systems, in combination with internal psychological and intellectual factors

### Social systems theory

Theory that focuses on the mutual interactions between and among the members of social systems and the larger social systems of which they are a part. Forms the basis for interventions such as family systems therapy

### Socialization theory

Cultural and societal values, beliefs, norms and expectations are transmitted to individuals from larger social systems

### Subculture theory

Theory that focuses on how individual groups within a particular social system, including the ways in which these groups meet the needs of their members in ways the larger social system cannot

## Macro level theories of orientation / explanation

**(partial listing of examples)**

### Conflict theory

Orienting / explanatory theory which states that individuals and social systems are often in conflict, and this conflict between and within families, groups, communities and other social systems impacts human behavior and development

### Cultural theory

Individuals and groups which experience oppression or discrimination will be impacted in their development by these experiences, both positively and negatively

### Feminist theory

The dominance of males over females in societies causes oppression and injustice toward females in terms of relationships, treatment, policies, and social institutions

### Multi-causal theory

Social conditions and problems experienced at the macro level are a result of the combination of a complex set of interacting factors on multiple levels

### Political economy theory

All types and levels of social systems are impacted by economic and political forces

### Social constructionist theory

As people interact, they develop a shared reality, behave for their social audiences, and yet are also free and creative individuals

### Social movements theory

Large-scale efforts to make or resist change emerge as a result of societal conditions and often begin at a grass roots level

### Social systems theory

The orienting /explanatory theory that focuses on the mutual interactions between and among the members of social systems and the larger social systems of which they are a part. Forms the basis for interventions such as family systems therapy

### Strain theory

Social struggles and movements develop as a response to a social / societal strain of some sort

### Structural theory

Macro level social structures influence the social functioning and quality of life of individuals, families, groups, communities, and societies and contribute to the development of social problems in combination with micro and mezzo level factors

### Sub-culture theory

Orienting / explanatory theory that examines individual groups within a particular cultural system, including the ways in which these groups meet the needs of their members in ways the larger social system cannot

## Practice Theory / Model of practice

**Theories of orientation or explanation do the following:**

- Build upon various orienting / explanatory theories
- Specify a particular intervention theory or approach
- Explain a social problem / phenomenon in total by themselves, but need to be combined with other theories to best explain a condition

**Theories of orientation or explanation do not do the following:**

- Attempt to explain the causes / etiology of a social issue, condition or problem
- Identify what is generally considered normal or abnormal in terms of human development, family life, group norms, organizational development, community life, or societal norms

**Below is a list of examples of theories / models of practice used at all levels of practice, followed by a brief description of each.**

## Micro practice theories / models of practice
**(partial listing of examples)**

### Behavioral model
The practice theory / model which focuses on the process of shaping and changing behavior through the use of operant and classical conditioning including rewards and reinforcement.

### Client centered model
The model of social work practice that assumes clients are capable of dealing with their problems in social functioning, and in which the social worker partners with the client to encourage him/her to take the lead in devising interventions

### Cognitive behavioral model
The practice theory / model based on learning theory which focuses on the process of shaping and changing behavior through the use of rewards and reinforcement

### Crisis intervention model
The practice theory / model which focuses on helping clients deal with overwhelming crisis situations by drawing upon their strengths and resources to get them through the crisis and return to a normal level of functioning, and in which a professional may take a more directive role because of the client's inability to proceed

### Empowerment model
Intervention needs to employ methods that encourage individuals and families to recognize, claim, and use their power to enhance the quality of their lives

### Family preservation model
Approach that offers support and resources while supporting families in acquiring the skills and knowledge necessary to remain intact and meet the mutual needs of their members

### Family reunification model
Approach that offers services to families who have been separated and / or alienated in order to reconstitute them as a family with the resources and skills to address their problems as a family

**Harm reduction model**

Practice theory / model in social work and public health whose goal is to decrease harm and consequences of a behavior pattern instead of to cure or eradicate the problem

**Motivational interviewing model**

Clinical model that builds upon the Cycle of Change orienting / explanatory theory, recognizes clients' ambivalence to change, sees change as cyclical, recognizes that relapse is normal, and uses specific techniques to build motivation to change

**Narrative therapy**

The practice theory / model of clinical practice in which clients are given assignments to write about their experiences, problems, thoughts, values, and coping, and in which therapists/ counselors may respond to these stories and accounts

**Solution focused model**

Approach that utilizes client or client system strengths and resources to design solution-based approaches to dealing with problems

**Strategic family therapy**

The practice theory / model that focuses on the functioning and interactions among family members, identifying ineffective styles of relating and replacing them with effective and positive relationships and interactions

**Structural family therapy**

A social work practice theory / model that works to help families improve their functioning through examining and strengthening their family structure, rules, boundaries, and sub-systems

**Task centered model**

Model of social work practice which bases interventions on tasks agreed upon by client and social worker that will enhance the client's social functioning and address problems

## Mezzo practice theories / models of practice

**(partial listing of examples)**

### Empowerment model

Intervention needs to employ methods that encourage individuals and families to recognize, claim, and use their power to enhance the quality of their lives

### Harm reduction model

Practice theory / model in social work and public health whose goal is to decrease harm and consequences of a behavior pattern instead of to cure or eradicate the problem

### Mutual aid model

A practice theory / model in which an informal group of people who have a shared experience, condition, or situation which meet to provide support, information, or other forms of assistance to each other, and which may have a professional facilitator

### Organizational development model

Orienting / explanatory theory that describes how organizations proceed through fairly predictable stages as they move through time and efforts to achieve their mission, based on both internal and external factors

### Psycho-education group

A professionally facilitated group that combines education about a shared concern or topic with mutual support and attention to psycho-social issues associated with that concern

### Self help model

Individuals and families utilize shared interests, common problems, and mutual support to deal with challenges, facilitate growth, and build on ongoing communities of care for others with similar experiences

## Macro practice theories / models of practice

**(partial listing of examples)**

### Community development model

Approach which focuses on enhancing the functioning of a community by building strong social bonds, developing leadership, and shared visions so that the community can address the mutual needs of its members

### Community organization model

Approach which focuses on addressing specific community problems and enhancing community assets through the building of alliances, setting mutual goals and intervention plans, collective action, and empowering communities to address their own issues as an organized unit

### Harm reduction model

Practice theory / model in social work and public health whose goal is to decrease harm and consequences of a behavior pattern instead of to cure or eradicate the problem

### Policy practice

The macro level activity of developing, enacting, instituting, monitoring, and assessing social policies that address specific social problems in order to promote social justice and provide services

### Research practice

In social work, the use of a variety of theories and techniques to study social phenomenon, evaluate practice interventions, and integrate this knowledge into practice

### Social change model

Using specific tactics and approaches to change a society in terms of its laws, policies, attitudes, values and institutions in order to benefit citizens and enhance social functioning

### Social development model

Model of practice which uses specific tactics and approaches to move communities and societies toward higher levels of social development and civil society, including efforts in the areas of health, education, governance, safety, general welfare and civil rights

**Social justice model**

Model of practice which uses a variety of techniques and approaches to identify and address social and economic injustice and promote equality and social justice

**Social planning model**

The approach to macro level practice that works to plan for social needs and enhance social functioning of social systems through systematic study, identification of needs and resources, inclusion of projections, and input from clients to plan for social programs, services, and policies

**Structural model**

The model in which social structures are the target of intervention because of their influence on the well-being and social functioning of individuals, families, groups, organizations, and communities

# PRACTICE EXAMPLES

## USING PERSPECTIVES AND THEORIES TO DESIGN INTERVENTIONS

**(See following pages)**

**Micro Practice Example with Individual**

**Micro Practice Example with Family**

**Mezzo Practice Example with Group**

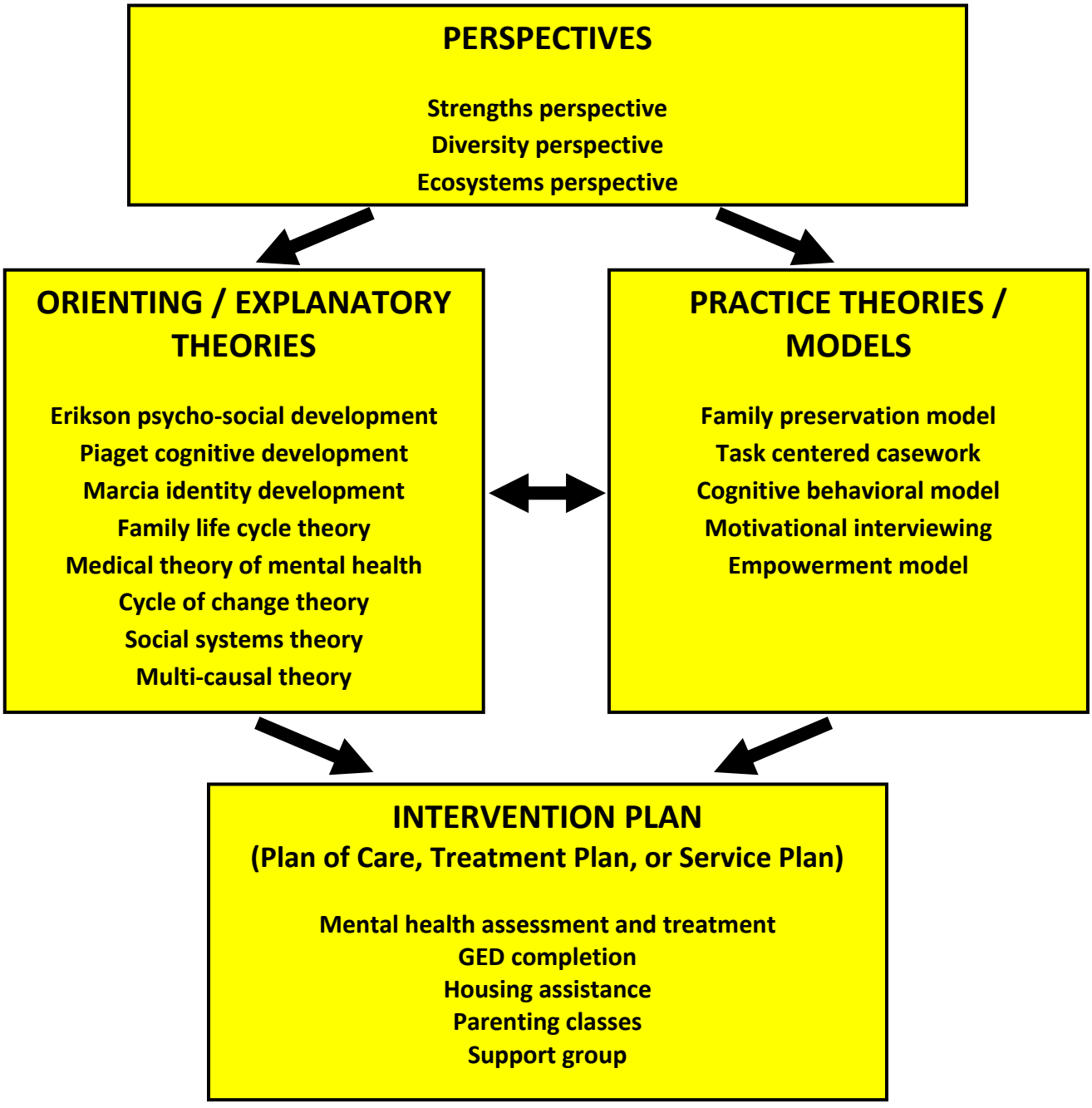
**Mezzo Practice Example with Organization**

**Macro Practice Example with Community**

**Macro Practice Example with Social Policy**

# MICRO PRACTICE
# EXAMPLE WITH INDIVDUAL
## (USING PERSPECTIVES AND THEORIES TO DESIGN INTERVENTIONS)

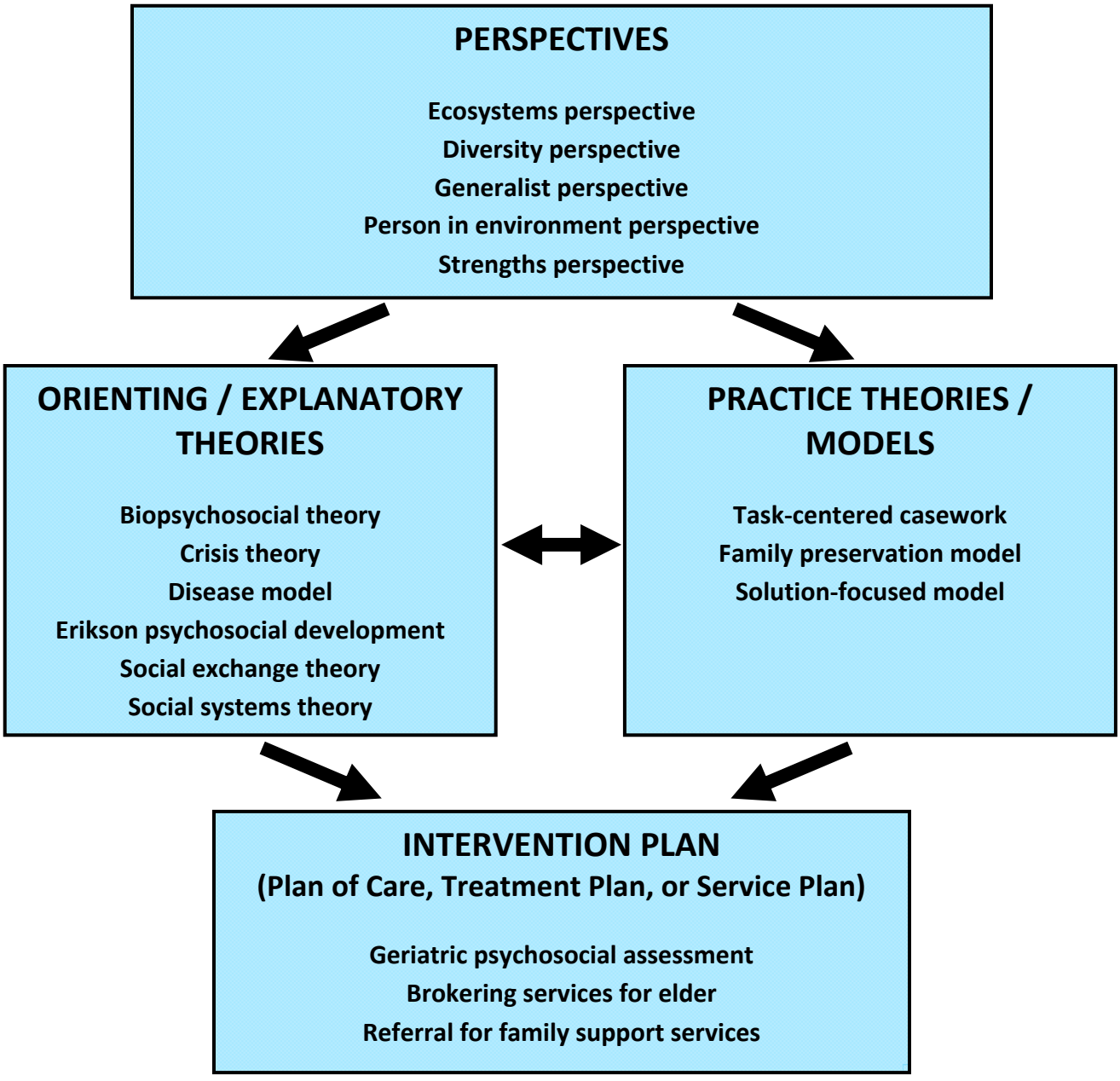
**The client is a 16 year old mother of a 3 month old baby. She is homeless, not in school, and has been referred to child protective services for possible neglect of her child because of lack of parenting skills and mental health issues.**



# MICRO PRACTICE
# EXAMPLE WITH FAMILY

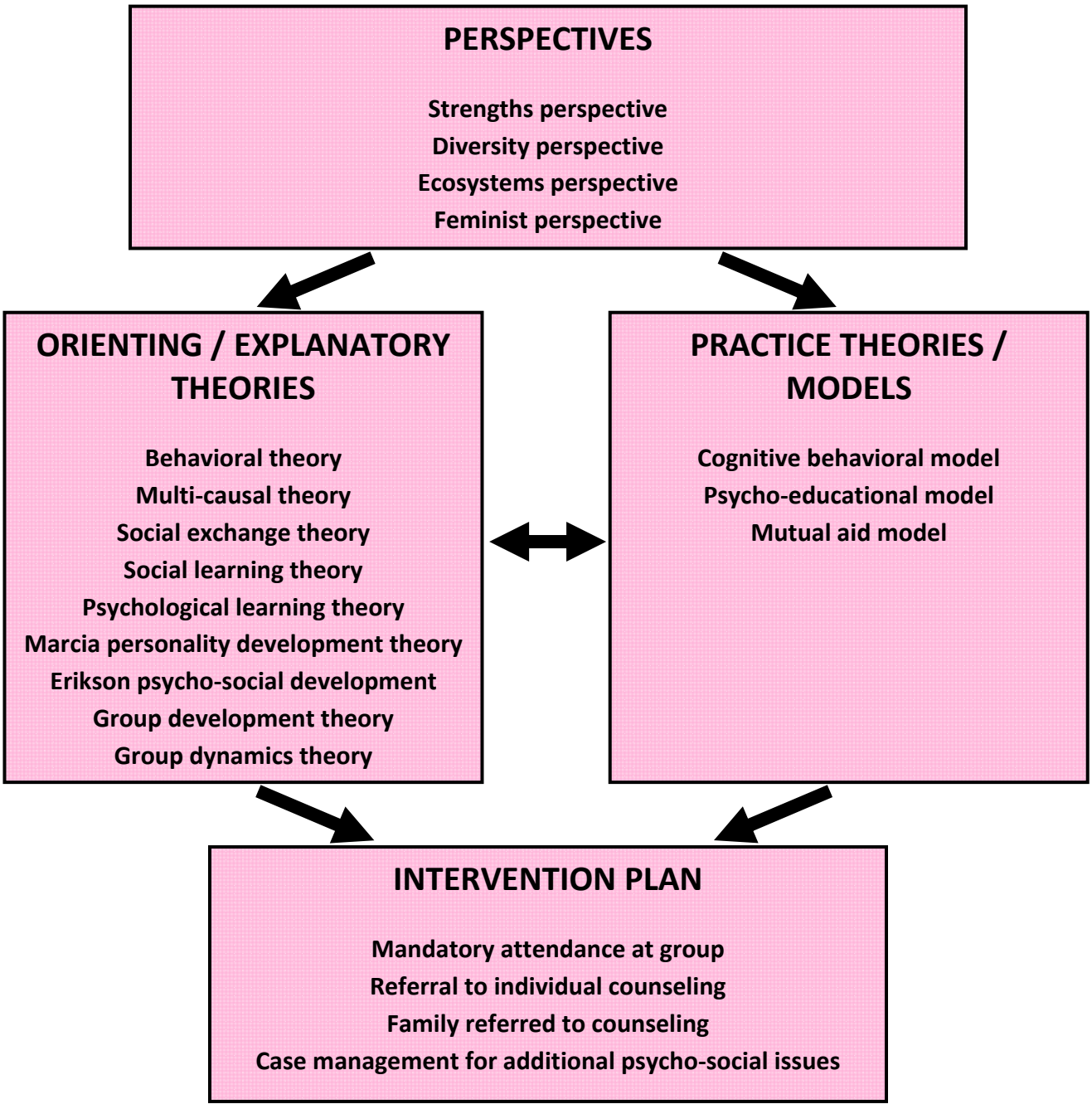
**(USING PERSPECTIVES AND THEORIES TO DESIGN INTERVENTIONS)**

**The client system is an extended family that includes two parents, two teenage children, and a widowed grandfather, all living in the same home. Because of the grandfather's growing health needs, the family needs help in maintaining him in their home.**



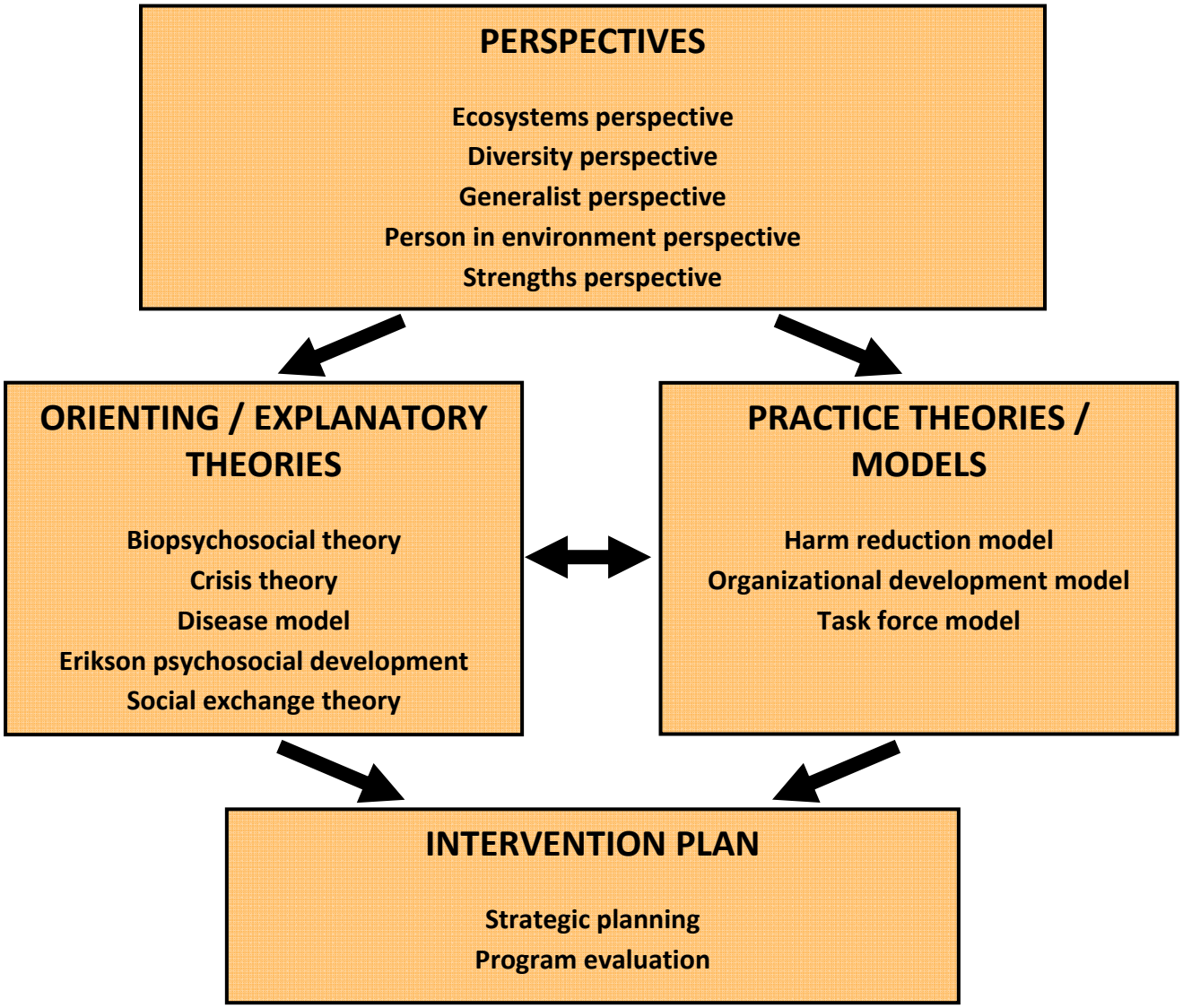
# MEZZO PRACTICE
# EXAMPLE WITH GROUP
## (USING PERSPECTIVES AND THEORIES TO DESIGN INTERVENTIONS)

**The client system is a group of men mandated to attend a group providing 40 hours of counseling and education.**



# MEZZO PRACTICE
# EXAMPLE WITH ORGANIZATION
## (USING PERSPECTIVES AND THEORIES TO DESIGN INTERVENTIONS)

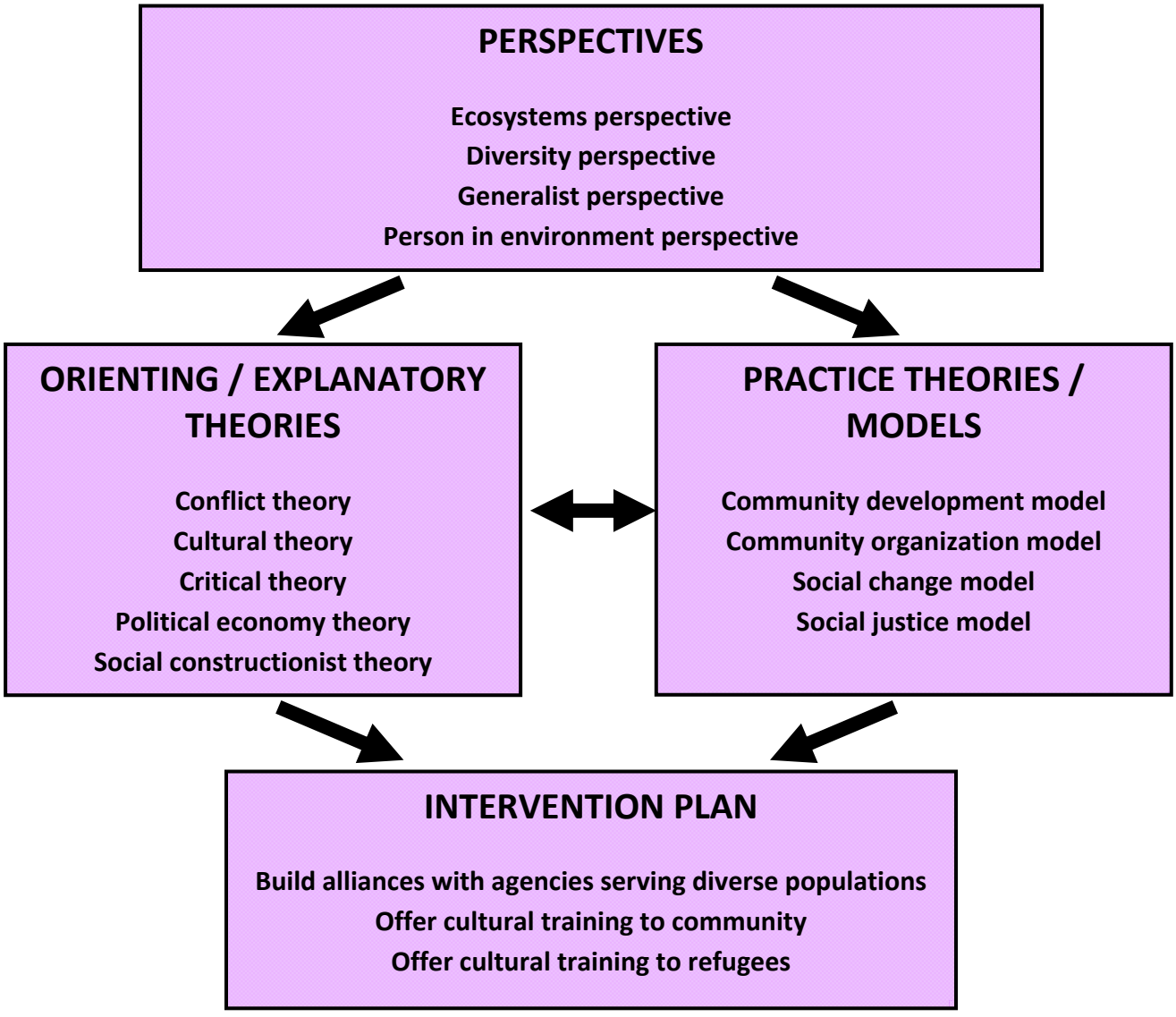
**A social services agency with a history of providing quality services to its clients is experiencing significant funding cuts, and the staff and administrators are working hard to continue providing quality services to agency clients.**



# MACRO PRACTICE
# EXAMPLE WITH COMMUNITY

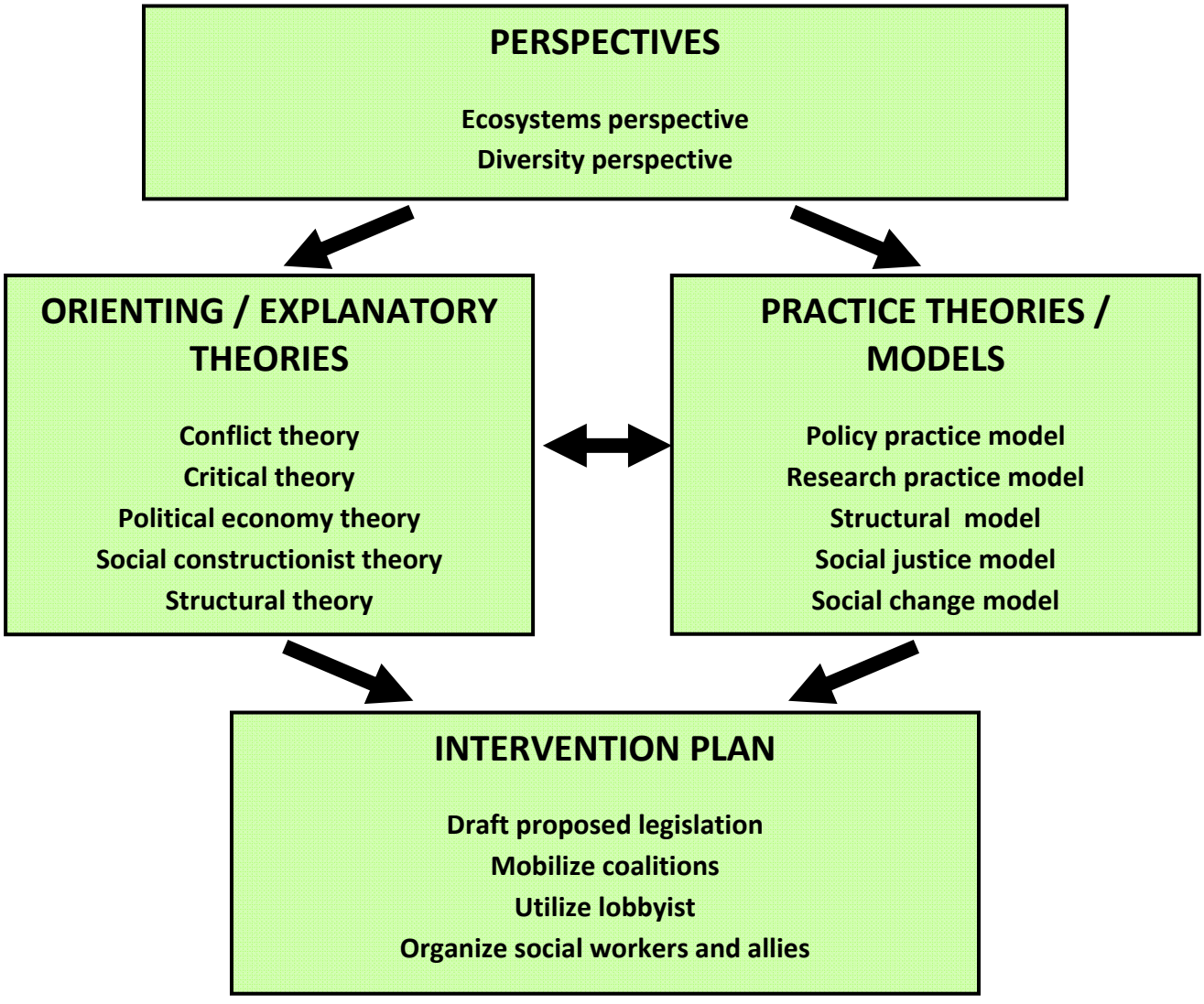
**(USING PERSPECTIVES AND THEORIES TO DESIGN INTERVENTIONS)**

**A refugee resettlement organization is working to integrate refugees with diverse ethnic and religious background into a community.**



# MACRO PRACTICE
# EXAMPLE WITH SOCIAL POLICY
## (USING PERSPECTIVES AND THEORIES TO DESIGN INTERVENTIONS)

**The Montana branch of the National Association of Social Workers is working toward multi-level licensure for BSW and MSW level social workers in Montana.**



**Third party payment**

Monetary reimbursement to an agency by an insurance company or government agency for services provided to a client

**Thought disorder**

Mental disorder in which an individual's thoughts and thought processes are disturbed in some way, including hallucinations, delusions, flight of ideas, and loose associations

**Token economy model**

A treatment model in which clients are given tokens as rewards for their performance or behavior which can be redeemed or exchanged for privileges or desired items

**Transference**

Emotional reactions to people in the present that are rooted in previous relationships with other individuals

# *U*

**Unconditional positive regard**

Accepting non-judgmental approach to a client based on the social work value of dignity

**Unearned income**

Income from non-employment sources such as interest, dividends, inheritance and capital gains

**Unit of attention**

The point of attention for planned change which can include an individual, family, group, organization, community, social program, or social policy

**Utilization review**

Monitoring and evaluating an organization's services based on justified need and appropriate

# V

**Values**
The standards, beliefs, and ethics upon which an individual or a professional structures its functioning and makes its decisions

**Vicarious liability**
A legal premise that not only is a defendant liable for his/her actions, but that liability may also extend to that person's employer, supervisor, or instructor.

**Vicarious trauma**
A psycho-social phenomenon in which a social worker experiences psychological damage based on exposure to client trauma, usually over a period of time

**Voluntary client**
A client who seeks services on his/her own belief and without being required to do so.

**Voluntary organization**
A non-governmental, private organization that seeks to provide services to a specific population, often those not served by public services

**Voucher system**
A system in which clients are provided a subsidy in the form of a coupon or credit that can be used to purchase services

# W

**Welfare state**
A society which assumes responsibility for the welfare of its citizens in the areas of health, protection, education, and financial security