

## Chapter 01

### Multiple Choice

1. The first step in the planned change process is:

- a. Planning
- b. Assessment
- c. Engagement
- d. Evaluation

**ANSWER:** c

2. Generalist social work practice with small groups is practice.

- a. Mezzo
- b. Macro
- c. Micro
- d. Both a and c.

**ANSWER:** a

3. The social work knowledge base includes content on the following:

- a. Research-informed practice
- b. Human diversity
- c. Management of ethical dilemmas
- d. a and b only

**ANSWER:** a

4. The system involves larger numbers of clients, families, or groups of clients with similar characteristics or qualifications for receiving resources or services, or an agency or community that will be the beneficiary of the macro intervention process.

- a. Target
- b. Change agent
- c. Action
- d. Macro client

**ANSWER:** d

5. The system that social workers must modify or influence in order to accomplish their goals is the system

- a. Target
- b. Change agent
- c. Action
- d. Macro client

**ANSWER:** a

6. The individual who initiates the macro change process is the system.

- a. Target
- b. Change agent

- c. Action
- d. Macro client

**ANSWER: b**

7. Those people who agree and are committed to work together in order to attain the proposed macro change compose the \_\_\_\_ system.

- a. Target
- b. Change agent
- c. Action
- d. Macro client

**ANSWER: c**

8. Policy that involves the actions of government that have a direct impact on the welfare of people by providing services and income is policy.

- a. Organizational
- b. Agency
- c. Social
- d. Environmental

**ANSWER: c**

9. Social work research has all of the following approaches except:

- a. Implementation
- b. Evaluation
- c. Description
- d. Explanation

**ANSWER: a**

10. The primary code established by the International Federation of Social Workers and the International Association of Schools of Social Work is titled:

- a. Ethics in Social Work, Statement of Principles
- b. Code of Ethics
- c. Guidelines for Social Workers, Principles to Live By
- d. Federation of Principles and Ethics in Social Work

**ANSWER: a**

11. All of the following are core values of the National Association of Social Workers Code of Ethics except:

- a. Competence
- b. Social justice
- c. Intuition
- d. Service

**ANSWER: c**

12. Historically, casework involved:

- a. Working with organizations
- b. Working primarily on a direct level with individual clients and their families
- c. Organizing and running a wide variety of groups
- d. Working with communities

**ANSWER:** b

13. "Six local church congregations work together to provide a community meal on separate days during the week" is an example provided in the text for:

- a. Social action
- b. Policy practice
- c. Resiliency
- d. Strengths perspective

**ANSWER:** d

14. is the ability of an individual, family, group, community, or organization to recover from adversity and resume functioning even when suffering serious trouble, confusion, or hardship.

- a. Recovery
- b. Strength training
- c. Protection
- d. Resiliency

**ANSWER:** d

15. The act of treating people differently because they belong to a particular group rather than on their own merit is called:

- a. Discrimination
- b. Oppression
- c. Stereotyping
- d. Human diversity

**ANSWER:** a

16. Putting extreme limitations and constraints on some group or institution is called:

- a. Discrimination
- b. Oppression
- c. Stereotyping
- d. Human diversity

**ANSWER:** b

17. A fixed mental picture of members of some specified group based on some attribute or a group of attributes that reflect an overly simplified view of that group, without consideration or appreciation for individual differences, is called:

- a. Discrimination
- b. Oppression
- c. A stereotype
- d. Human diversity

**ANSWER: c**

18. is the act of representing, championing, or defending the rights of others.

- a. Brokering
- b. Networking
- c. Orientation
- d. Advocacy

**ANSWER: d**

19. involve(s) the premise that all people, regardless of characteristics or circumstances are entitled to basic rights and fair, humane treatment.

- a. Economic justice
- b. Human rights
- c. National rights
- d. Amnesty

**ANSWER: b**

20. concerns the distribution of resources in a fair and equitable manner.

- a. Political ideology
- b. Cultural justice
- c. Monetary rights
- d. Economic justice

**ANSWER: d**

21. The formal and informal manner in which tasks and responsibilities, lines of authority, channels of communication, and dimensions of power are established and coordinated within an organization is called:

- a. Agency culture
- b. Agency hierarchy
- c. Organizational channels
- d. Organizational structure

**ANSWER: d**

22. The professional role that provides support, encouragement, and suggestions to members of a macro client system so that the system may proceed more easily and successfully in completing tasks or solving problems is the role.

- a. Mediator
- b. Educator
- c. Enabler
- d. Facilitator

**ANSWER: c**

23. The role involves resolving arguments or disagreements among micro, mezzo, or macro systems in disagreement.

- a. Mediator
- b. Educator
- c. Enabler
- d. Facilitator

**ANSWER:** a

24. The role in social work involves assuming some level of administrative responsibility for a social services agency or some other organizational system.

- a. Manager
- b. Integrator/coordinator
- c. Analyst/evaluator
- d. Broker

**ANSWER:** a

25. The role involves giving information and teaching skills to other systems.

- a. Mediator
- b. Educator
- c. Enabler
- d. Facilitator

**ANSWER:** b

26. The role involves linking any size system with community resources and services.

- a. Manager
- b. Integrator/coordinator
- c. Analyst/evaluator
- d. Broker

**ANSWER:** d

27. A(n) is an intermediary who acts to settle disputes and/or resolve disagreements.

- a. Analyst/evaluator
- b. Broker
- c. Facilitator
- d. Negotiator

**ANSWER:** d

28. Critical thinking in social work practice involves:

- a. A predisposition to question conclusions that concern client care and welfare
- b. Believing what is published
- c. Recognizing what information is missing
- d. a and c only

**ANSWER:** d

29. The following are included in the Triple A approach to critical thinking except:

- a. Assert

- b. Ask
- c. Access
- d. Assess

**ANSWER: c**

30. When using critical thinking, assuming that if everyone else thinks this way, it must be right, is a fallacy to avoid, labeled in the text as:

- a. Appeal to tradition
- b. Appeal to authority
- c. Argumentation ad populum
- d. Mental filter

**ANSWER: c**

31. A term frequently used in social work that has a meaning similar to research-informed practice is practice.

- a. Personal-based
- b. Conclusion-infused
- c. Assessment-filtered
- d. Evidence-based

**ANSWER: d**

32. The initial period where practitioners orient themselves to the problem at hand and begin to establish communication and a relationship with the individual or individuals also addressing the problem is called:

- a. Engagement
- b. Planning
- c. Problem identification
- d. Assessment

**ANSWER: a**

33. The results of activities form the basis for developing, implementing, and modifying an intervention plan.

- a. Evaluation
- b. Engagement
- c. Assessment
- d. Termination

**ANSWER: c**

34. in generalist practice is the process of identifying goals, rationally considering various ways to implement them, and establishing specific steps to achieve them.

- a. Evaluation
- b. Engagement
- c. Assessment
- d. Planning

**ANSWER: d**

35. The final step in the defined planned change process is:

- a. Evaluation
- b. Follow-up
- c. Termination
- d. Review progress

**ANSWER: b**

36. Which of the following is considered a traditional model of community organization

- a. Community capacity development
- b. Planning and policy practice
- c. Locality development
- d. Social advocacy

**ANSWER: c**

37. This model of community organization assumes that change is best accomplished when the people affected by problems are empowered with the knowledge and skills needed to understand their problems, and then work cooperatively together to overcome them:

- a. Social advocacy
- b. Policy practice
- c. Community capacity development
- d. Social action

**ANSWER: c**

38. In the 1880s, places where ministers, students, or humanitarians lived and interacted with poor slum dwellers with the goal of improving community residents' lives and conditions were called:

- a. Urban parks
- b. Poor houses
- c. Settlement houses
- d. Immigration barrios

**ANSWER: c**

39. Traditional social casework developed from the approach.

- a. Charity Organization Society
- b. Settlement house
- c. Public welfare

**ANSWER: a**

### **True / False**

40. Generalist practitioners require a wide range of skills for helping individuals, groups, families, organizations, and communities.

- a. True
- b. False

**ANSWER:** True

41. Macro practice is the application of generalist practice skills with individuals and small groups.

- a. True
- b. False

**ANSWER:** False

42. Sometimes the change agent system that initiates an idea will subsequently become the action system to implement the changes.

- a. True
- b. False

**ANSWER:** True

43. Social policies include those standards adopted by individual organizations and programs that provide services (for example, a family service agency, a department of human services, or a nursing home).

- a. True
- b. False

**ANSWER:** False

44. Research always falls into one of four categories.

- a. True
- b. False

**ANSWER:** False

45. Ethics are principles, qualities, and practices that a designated group, individual, or culture deems inherently desirable.

- a. True
- b. False

**ANSWER:** False

46. Values involve how a person should behave based on a set of principles.

- a. True
- b. False

**ANSWER:** False

47. Cohesion is one of the core values reflected in the National Association of Social Workers Code of Ethics.

- a. True
- b. False

**ANSWER:** False

48. One concept in the NASW Code of Ethics is that professional social workers should maintain trustworthiness and sound adherence to moral ideals.

- a. True
- b. False

**ANSWER:** True

49. Your personal values should always be identical to professional values.

- a. True
- b. False

**ANSWER:** False

50. An ethical dilemma is a problematic situation where ethical standards are in conflict.

- a. True
- b. False

**ANSWER:** True

51. To a great extent micro skills are based on macro skills.

- a. True
- b. False

**ANSWER:** False

52. Macro level skills have a basis both in mezzo and in micro skills.

- a. True
- b. False

**ANSWER:** True

53. Promoting empowerment means believing that people are capable of making their own choices and decisions.

- a. True
- b. False

**ANSWER:** True

54. Empowerment is the ability of an individual, family, group, community, or organization to recover from adversity and resume functioning even when suffering serious trouble, confusion, or hardship.

- a. True
- b. False

**ANSWER:** False

55. Class is defined as a way of life including widespread values, beliefs, and behavior.

- a. True
- b. False

**ANSWER:** False

56. Political ideology is the relatively coherent system of ideas about human nature, institutional arrangements, and social processes that indicate how a government should be run and what principles that government should support.

- a. True
- b. False

**ANSWER:** True

57. Social justice is an ideal condition in which all members of society have the same basic rights, protection, opportunities, obligations, and social benefits.

- a. True
- b. False

**ANSWER:** True

58. Human trafficking is considered a denial of human rights.

- a. True
- b. False

**ANSWER:** True

59. Economic justice concerns the distribution of resources made in a fair and equitable manner.

- a. True
- b. False

**ANSWER:** True

60. An agency's organizational structure should always be formal.

- a. True
- b. False

**ANSWER:** False

61. Identification with the social work profession means that social workers should serve as representatives of the profession, its mission, and its core values.

- a. True
- b. False

**ANSWER:** True

62. The method of critical thinking discussed in the text is called the Double A approach.

- a. True
- b. False

**ANSWER:** False

63. Regarding critical thinking fallacies, mental filter refers to considering only two options when more than two should be considered.

- a. True
- b. False

**ANSWER:** False

64. Evidence-based practice and research-informed practice mean basically the same thing.

- a. True
- b. False

**ANSWER:** True

65. Practitioners engaged in evidence-based practice will be critical thinkers.

- a. True
- b. False

**ANSWER:** True

66. In the assessment step of planned change it is important to identify client strengths.

- a. True
- b. False

**ANSWER:** True

67. The three major social and economic changes that occurred between the Civil War and World War I that had significant effects on the evolution of social work practice were industrialization, gentrification, and the Great Depression.

- a. True
- b. False

**ANSWER:** True

68. Settlement houses focused on curing individuals versus empowering communities.

- a. True
- b. False

**ANSWER:** False

69. Charity Organization Societies emphasized the empowerment of people.

- a. True
- b. False

**ANSWER:** False

70. The 1960s produced a new focus on social change versus individual pathology.

- a. True

b. False

**ANSWER:** True

71. Currently in the social work profession, the BSW is considered the entry-level degree and the MSW provides advanced, specialized training.

a. True

b. False

**ANSWER:** True

### Essay

72. Review the following case scenario. Propose possible micro, mezzo, and macro alternatives you might pursue on Mr. Pithon's behalf. Suppose you are a generalist practitioner for a rural Midwest county. Your job entails receiving referrals from your supervisor (who routinely receives them from an intake worker). You then establish initial connections with clients by engaging them in the problem-solving process, familiarizing them with the agency and supplying them with information, soliciting data to assist in service provision, providing short-term counseling when needed, and making referrals to agency units and other community resources as appropriate. You receive a referral involving an elderly individual, Monti Pithon. The person who called, Duke Earl, is one of Mr. Pithon's concerned neighbors. Mr. Earl expressed concern because Mr. Pithon twice fell down on his icy sidewalk. On neither occasion was he able to get back up and into the house. Both times Mr. Earl happened to notice the fall and assisted Mr. Pithon into the house. While inside, Mr. Earl noticed extremely chaotic conditions. Rotting garbage was strewn around the kitchen and about a dozen cats wandered around at will. Mr. Earl noticed that one pitch-black cat with a white patch over her left eye was eating what seemed to be canned creamed corn mixed with ketchup from a plate on the table that looked like it might be Mr. Pithon's lunch. Mr. Earl also expressed concern about Mr. Pithon's diet in a general sense. Mr. Earl wondered whether Mr. Pithon was able to shop or cook adequately, as he looked gaunt and thin. Initially, you call Mr. Earl to clarify any questions you have and to thank him for his interest and help. This means that you have engaged Mr. Earl in the problem-solving process. Subsequently, you proceed to figure out what to do about Mr. Pithon. You must also engage him as the client in the problem-solving process. Of course you, as a generalist practitioner, must work with the client to establish what he needs and wants. During the assessment phase of the problem-solving process, you may decide to pursue planning and implementation at either the micro, mezzo, or macro level. You might also decide that intervention at more than one level would be appropriate.

**ANSWER:** Answer not provided.

73. Cite the six core values inherent in the NASW Code of Ethics.

**ANSWER:** Answer not provided.

74. Cite four examples of how communities could be enhanced by the strengths perspective.

**ANSWER:** Answer not provided.

75. What is involved in defining an organization's structure?

**ANSWER:** Answer not provided.

76. Identify three dimensions involved in assessment (as part of the planned change process). Explain why each sub- step is important.

**ANSWER:** Answer not provided.