



TENTH EDITION

Human Services

in Contemporary America

WILLIAM R. BURGER





TENTH EDITION

Human Services

in Contemporary America

WILLIAM R. BURGER

Kingsborough Community College of the City University of New York



 CENGAGE
Learning®

Australia • Brazil • Mexico • Singapore • United Kingdom • United States

**Human Services in Contemporary
America, Tenth Edition**
William R. Burger

Product Director: Marta Lee-Perriard

Product Manager: Julie Martinez

Content Developer: Alexander J. Hancock

Product Assistant: Ali Balchunas

Marketing Manager: Zina Craft

Intellectual Property Analyst: Deanna
Ettinger

Intellectual Property Project Manager: Nick
Barrows

Art and Cover Direction, Production
Management, and Composition:
Lumina Datamatics, Inc.

Manufacturing Planner: Karen Hunt

Cover Image: Huntstock/Thinkstock;
Monkey Business Images/Shutterstock;
wjarek/Shutterstock; Piotr Wawrzyniuk/
Shutterstock; juefraphoto/Shutterstock;
Monkey Business Images/Fotolia

Unless otherwise noted all items
© Cengage Learning®

© 2018, 2014 Cengage Learning

ALL RIGHTS RESERVED. No part of this work covered by the copyright
herein may be reproduced or distributed in any form or by any means,
except as permitted by U.S. copyright law, without the prior written
permission of the copyright owner.

For product information and technology assistance, contact us at
Cengage Learning Customer & Sales Support, 1-800-354-9706.

For permission to use material from this text or product,
submit all requests online at www.cengage.com/permissions.

Further permissions questions can be e-mailed to
permissionrequest@cengage.com.

Library of Congress Control Number: 2017932522

Student Edition:
ISBN: 978-1-305-96684-0

Loose-leaf Edition:
ISBN: 978-1-337-27451-7

Cengage Learning
20 Channel Center Street
Boston, MA 02210
USA

00077857

Cengage Learning is a leading provider of customized learning solutions
with employees residing in nearly 40 different countries and sales in
more than 125 countries around the world. Find your local representative
at www.cengage.com.

Cengage Learning products are represented in Canada by Nelson
Education, Ltd.

To learn more about Cengage Learning Solutions, visit www.cengage.com.
Purchase any of our products at your local college store or at our
preferred online store www.cengagebrain.com.



Contents

Preface xv

CHAPTER 1

Human Services in the United States Today 1

Introduction 2

Human Needs: Focus of Human Services 2

Criticisms of Maslow's Theory 5

Role of Primary Social Supports in Meeting Needs 5

Self-Help Groups 6

Effects of Social Programs on Primary Supports 7

Overview of Human Services 7

Human Services Workers 9

Kinds of Help Provided 9

■ REAL LIFE HUMAN SERVICES WORK 10

Sponsors of Human Services 12

Studying Human Services Firsthand 13

Human Services Workers and Bureaucracy 14

The Trend Toward Privatization 14

Suggestion for Class Report or Term Paper 16

Sources of Need Satisfaction 16

Falling Through the Safety Net 17

Political Controversy and Human Services 18

A Conservative Point of View 18

A Liberal Perspective 19

Human Services and the 2008–2016 Obama Administration 19

Election of 2016: The Trump Administration 20

The Ebb and Flow of Support for Human Services 21

The Impact of Contemporary Problems on Needs 22

Natural/Human Caused Disasters 22

The Needs of Emergency Services Workers 26

Terrorism 26

Heroic Phase 28

Honeymoon Phase 28

Disillusionment Phase 28

Reconstruction Phase 29

Poverty 29

Prejudice and Discrimination 30

Discrimination Against African Americans 31

Discrimination Against Latinos 32

Women's Issues 34

Questions for Class Discussion or Special Assignment	36
<i>Social Change</i>	36
The Changing American Family	36
<i>Economic and Political Factors</i>	38
<i>Psychological Stress</i>	39
<i>Developmental Crises</i>	42
<i>Food Justice and Health</i>	42
Distribution of Food/Price and Quality of Foods	43
School Food	43
Children, the Food Industry and Fast Food	44
Immigrant Workers	45
<i>Health Care in the United States</i>	45
<i>Medicaid Expansion</i>	47
Patient's Bill of Rights	47
Young Adult Services	47
Behavioral Health Care	48
Roles of Human Services Workers	49
Canadian National Health Plan: A Model for the United States?	49
<i>Managed Care</i>	50
Summary	52
Additional Reading	52
References	53
CHAPTER 2	
Groups in Need	59
Introduction	60
America's Poor	60
<i>Who Are the Poor?</i>	61
<i>Welfare</i>	62
Welfare Reform	62
Welfare Reform—Again	64
<i>Other Programs for the Poor</i>	65
Suggested Class Assignment	66
The Unemployed	66
<i>Consequences of Joblessness</i>	67
<i>Unemployment Rates</i>	67
<i>Unemployment Insurance</i>	67
<i>Impact of Unemployment on Human Services</i>	68
Children in Need	68
<i>Children and the Changing American Family</i>	68
<i>Children of Single-Parent Families</i>	69
<i>Abused and Neglected Children</i>	70
Causes of Child Abuse	71
Helping the Abused or Neglected Child	72
Survivors of Domestic Violence	73
<i>Who Are the Victims?</i>	73
<i>Theories</i>	75
<i>Interventions</i>	76

Lesbian, Gay, Bisexual, and Transgender Communities	77
<i>Guidelines for Mental Health Practitioners</i>	78
<i>Affirmative Therapy</i>	79
<i>An Important Note about Differences</i>	81
Senior Citizens	81
<i>Social Security</i>	82
<i>Health Care for the Aged</i>	82
<i>Medicaid for Senior Citizens</i>	83
<i>Dementia</i>	83
<i>Community Programs for Senior Citizens</i>	85
<i>Nursing Homes</i>	85
<i>Working with Senior Citizens</i>	86
<i>Current Aging Trends</i>	87
People with Disabilities	87
<i>Mainstreaming People with Disabilities</i>	88
<i>Psychological Barriers against People with Disabilities</i>	89
<i>The Rehabilitation Process</i>	90
People with Mental Illness	90
<i>Prevalence of Mental Illness</i>	91
<i>Trends in Mental Health Care</i>	91
<i>Deinstitutionalizing Mental Patients</i>	92
<i>Community Care for Mental Patients</i>	92
<i>Current Problems in Mental Health Care</i>	93
<i>What Mental Health Services Are Needed?</i>	94
<i>The New Chronic Patient</i>	95
<i>Is Reinstitutionalization the Answer?</i>	95
Substance Abusers	96
■ REAL LIFE HUMAN SERVICES WORK	96
<i>Illegal Drugs</i>	97
<i>Legal Drugs</i>	98
<i>Major Drug Types</i>	99
<i>Narcotics or Opiate Users</i>	99
<i>Opioid Epidemic in the United States</i>	100
<i>Sedative Users</i>	101
<i>Stimulant Users</i>	102
<i>Dissociative Anesthetics and Hallucinogen Users</i>	103
<i>Designer Drug Users</i>	104
<i>People with Co-Occurring Disorders</i>	104
<i>Who Are the People with Co-Occurring Disorders?</i>	105
<i>Obstacles to Treatment</i>	105
<i>Interventions and Possible Solutions</i>	107
<i>Community and Government</i>	108
Criminals	108
<i>Juvenile Offenders</i>	109
<i>Juvenile Correction Programs</i>	110
<i>Adult Offenders</i>	110
<i>Probation</i>	111

Prison and Correctional Programs	111
Alternatives to Incarceration	111
People with Intellectual and Developmental Disabilities	112
Classifying People with Intellectual Disabilities	113
Factors That Cause or Contribute to Intellectual and Developmental Disabilities	113
The Homeless	116
Why Are People Homeless?	117
Helping the Homeless	117
People Living with HIV/AIDS	119
What Are HIV and AIDS?	119
The HIV/AIDS Pandemic in the United States and Beyond	120
The Global Pandemic	120
The U.S. Epidemic	121
HIV Prevention in the United States	122
The Needs of People Living with HIV	123
Summary	125
Additional Reading	126
References	126

CHAPTER 3

Human Services in Historical Perspective 135

Introduction	136
Prehistoric Civilizations	136
Early Civilizations	137
Middle Ages	139
Renaissance	140
Human Welfare Services since the Renaissance	141
Industrial Revolution	142
Early Reform Movements in the United States	143
The Depression and World War II	144
The 1960s	145
Mental Health Services since the Renaissance	146
Early Mental Asylums	146
Era of Humanitarian Reform	147
Freud's Influence	148
Trend Toward Deinstitutionalization and Decentralization	149
Community Mental Health Movement	149
Advent of Generalist Human Services Workers	151
■ REAL LIFE HUMAN SERVICES WORK	151
Future Trends	153
Additional Reading	157
References	158

CHAPTER 4**Theoretical Perspectives 159**

Introduction 160

Scientific Theory 160

Theories About Human Disorders 161

Three Levels of Observation 161*Biopsychosocial Model* 162*Political Implications of Theory* 163

Models of Dysfunction 163

Medical Model 163

Medical Procedure 164*Treatment Approaches of the Medical Model* 164*Other Medical Treatments* 165*Criticisms of the Medical Model* 168

Human Services Model 168

Hansell's Theory 169*Human Services Interventions* 169**■ REAL LIFE HUMAN SERVICES WORK 170**

Issues Underlying Conflict Between Models 171

Holistic Trend in Medical Theory 171

Psychoneuroimmunology (PNI) 171

Alternative Medicine 172

Schools of Therapy 173

Psychoanalytic Viewpoint 173

Major Freudian Concepts 173*Therapeutic Concepts* 174

Free Association 174

Transference 174

Psychoanalytically Oriented Psychotherapy 175*Criticisms of Psychoanalysis* 176*Some Useful Applications of Psychoanalytic Concepts* 177

Humanistic Perspective 177

Humanistic Approach to Helping 178

Self-Actualization 178

Responsibility 179

The Self-Concept 179

Criticisms of the Humanistic Approach 179*Positive Aspects of the Humanistic Approach* 180

Behavioristic Model 180

Classical Conditioning 181*Operant Conditioning* 181*John B. Watson and Little Albert* 182*Behavioristic View of Abnormal Behavior* 182

Behavior Assessment	183
Systematic Desensitization	183
Token Economies	184
Cognitive Behavioral Therapy (CBT)	184
<i>Criticisms of Behavioristic Approaches</i>	185
<i>Positive Aspects of Behavioristic Approaches</i>	185
Which Theory is Best?	185
Alternative Therapies	186
EMDR	186
Systems Theory—	188
Additional Reading—	189
References—	189

CHAPTER 5

The Human Services Worker 192

Introduction 193

Different Styles of Helping Relationships 193

The Relationship in Psychoanalytic Therapy 193

The Relationship in Behavior Therapy 194

The Relationship in Humanistic Therapy 195

■ REAL LIFE HUMAN SERVICES WORK 195

Characteristics of Effective Helpers 197

Empathy 197

Genuineness 197

Objective/Subjective Balance 198

Self-Awareness 198

Acceptance 199

Desire to Help 200

Patience 200

Basic Helping Skills 200

Listening 201

Communicating 202

Giving Feedback 203

Observing 204

Confronting 205

Clarifying 206

Paraphrasing 206

Highlighting 206

Summarizing 207

Problem Solving 207

Interviewing 208

Report Writing 209

Factors that Influence the Use of Skills 209

Values 209

Professional Codes of Ethics 210

Physical and Emotional Well-Being/Stress and Stress Management 217

<i>Environmental Factors</i>	218
<i>Multicultural Awareness</i>	218
<i>Knowledge, Awareness, and Skills</i>	218
<i>Knowledge</i>	219
<i>Awareness</i>	219
<i>Skills</i>	220
<i>Prior Training</i>	221
<i>Crisis Intervention</i>	221
<i>Recognizing Crisis</i>	221
<i>Types of Crises</i>	221
<i>Crisis Symptoms</i>	223
<i>Crisis Intervention Strategies</i>	223
<i>Crisis Outcomes</i>	224
<i>Human Rights, the Law, and Human Services</i>	224
<i>Voluntary and Involuntary Services</i>	225
<i>The Right to Refuse Services</i>	226
<i>Due Process</i>	226
<i>Least Restrictive Alternative</i>	227
<i>The Worker in Group Settings</i>	227
<i>Definition of a Group</i>	227
<i>Group Leadership Skills</i>	227
Selecting Group Members	228
Establishing Goals	229
Establishing Norms	229
Intervening	229
Promoting Interaction	229
Appraising/Evaluating	229
Terminating the Group	230
<i>The Worker in the Community</i>	230
<i>Advocacy</i>	231
<i>Community Organizing</i>	232
<i>Community Outreach</i>	232
<i>Case Management</i>	233
<i>Providing Information</i>	235
<i>Additional Reading</i>	236
<i>References</i>	236

CHAPTER 6

Careers in Human Services 239

Introduction 240

Generalist Human Services Work 240

Functions 240

Training and Education 244

■ REAL LIFE HUMAN SERVICES WORK 245

Physical Therapy 246

Functions 246

Training and Education 247

Creative Arts Therapy	248
<i>Functions</i>	248
<i>Training and Education</i>	249
Art	249
Dance	249
Music	250
Occupational Therapy	250
<i>Functions</i>	250
<i>Training and Education</i>	252
Clinical Psychology	252
<i>Functions</i>	252
Setting A: Psychiatric Hospital	252
Setting B: Public or Private School	254
Setting C: Community Mental Health Center	254
<i>Training and Education</i>	255
Counseling	256
<i>Functions</i>	256
Rehabilitation Counselor	257
School Counselor	258
<i>Work Settings for Counselors</i>	259
<i>Training and Education</i>	260
Graduate Training	260
Licenses and Certification	260
Alcohol and Substance Abuse Counseling	261
<i>Functions</i>	261
<i>Treatment Settings</i>	262
Detoxification Centers	262
Residential Rehabilitation Programs	262
Day Treatment Programs	263
Therapeutic Communities	263
Outpatient Counseling Programs	263
Employee Assistance Programs	264
<i>Training and Education</i>	264
Social Work	265
<i>Functions</i>	265
<i>Training and Education</i>	267
Psychiatry	268
<i>Functions</i>	268
<i>Training and Education</i>	269
Professional Organizations—	270
Additional Reading—	272
References—	272

CHAPTER 7

Social Policy	273
Introduction	274
What Is Social Policy?	274
Social Policy in Modern Times	275

Purpose and Types of Social Policy	277
The Scope of Social Policy	277
Making Social Policy	278
<i>Identifying Unmet Needs</i>	279
<i>Who Identifies Social Problems?</i>	279
<i>Initiating Social Policy</i>	281
■ REAL LIFE HUMAN SERVICES WORK	281
<i>Who Are the Decision Makers?</i>	283
Factors in Establishing Social Policy	283
<i>Research</i>	283
<i>Pressure and Lobbying</i>	285
<i>The Media</i>	287
<i>Opposition</i>	289
Implementation of Social Policy	289
<i>Funding</i>	290
<i>Interpretation of Policy</i>	291
<i>Who Implements Policy?</i>	291
Critical Thinking Activities	292
<i>Recognizing Deceptive Arguments</i>	292
<i>Defining Poverty</i>	293
<i>Evaluating Sources of Information</i>	295
<i>Recognizing Stereotypes</i>	296
Additional Reading—	297
References—	298

CHAPTER 8

Prevention in Human Services	299
Introduction	300
Defining Prevention and Its Targets	300
Prevention in the Past	301
<i>Ancient Pre-literate and Literate Civilizations</i>	301
<i>The Dark Ages and the Renaissance</i>	303
<i>The Nineteenth and Twentieth Centuries</i>	303
<i>1960s to the Present</i>	304
■ REAL LIFE HUMAN SERVICES WORK	306
Levels of Prevention	306
<i>Primary Prevention</i>	307
<i>Secondary Prevention</i>	308
<i>Tertiary Prevention</i>	308
Why an Emphasis on Primary Prevention Is Crucial	309
Primary Prevention Strategies	312
Obstacles to Development of Primary Prevention Programs	313
<i>Professional Issues</i>	314
<i>Political Issues</i>	314
<i>Economic Obstacles</i>	315

Summary of Primary Prevention Programs 315

Additional Reading—316

References—316

CHAPTER 9

Current Controversies and Issues 317

Introduction 318

Clash of Values in Social Policies 318

Euthanasia 319

■ REAL LIFE HUMAN SERVICES WORK 320

Reproductive Choices 322

Target Populations: The Struggle for Support 323

The AIDS Epidemic 324

The Homeless 325

Welfare Recipients 325

Sexual Expression Among Older Adults 327

Professionalism in the Human Services 330

The Role of Human Services Workers 332

Who Do Human Services Workers Serve? 333

A Basic Reading and Thinking Skill 335

Ranking American Values 335

Additional Reading—335

References—336

Glossary 337

Name Index 345

Subject Index 352

TENTH EDITION

Human Services

in Contemporary America

WILLIAM R. BURGER

CENGAGE **brain**^{.com}

To register or access your online learning solution or purchase materials
for your course, visit www.cengagebrain.com.

 CENGAGE
Learning

ISBN-13: 978-1-305-96684-0
ISBN-10: 1-305-96684-8

