

Chapter 1
Introducing Generalist Practice: The Generalist Intervention Model

EPAS Competency/Practice Behavior	Multiple Choice	True or False	Essay
2.1.1c Attend to professional roles and boundaries	23-25	25	15
2.1.1f Use supervision and consultation	19	21	10
2.1.2 Apply social work ethical principles to guide professional practice	16	16-17	8
2.1.3 Apply critical thinking to inform and communicate professional judgments	26-27	1, 26-27, 29	16
2.1.4 Engage diversity and difference in practice	21	23	12-13
2.1.5b Advocate for human rights and social and economic justice	22	24	14
2.1.6 Engage in research-informed practice and practice-informed research	14	14	7
2.1.6b Use research evidence to inform practice	15	15	7
2.1.7 Apply knowledge of human behavior and the social environment	11	11	4
2.1.7a Utilize conceptual frameworks to guide the processes of assessment, intervention, and evaluation	2	2	2
2.1.8 Engage in policy practice to advance social and economic well-being and to deliver effective social work services	12	12	5
2.1.8a Analyze, formulate, and advocate for policies that advance social well-being	13	13	6
2.1.10 Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities	3-10, 17-18	3-10, 18, 20, 30-32	3, 17
2.1.10a Substantively and affectively prepare for action with individuals, families, groups, organizations, and communities	18	19	9
2.1.10e Assess clients' strengths and limitations	20	22	11
2.1.10f Develop mutually agreed-on intervention goals and objectives	28	33	18
2.1.10l Facilitate transitions and endings	30	35	20
2.1.10m Critically analyze, monitor, and evaluate interventions	29	34	19

Learning Objectives	Multiple Choice	True or False	Essay
A. Employ a unique approach to helping	1		1
B. Define generalist practice	2	1-2	2
C. Use systems and ecological conceptual frameworks to guide the processes of assessment, intervention, and evaluation	3-10	3-10	3
D. Identify other dimensions of the eclectic knowledge base essential for generalist practice	11-15	11-15	4-7

E. Recognize professional ethics and apply them to guide professional practice	16	16-17	8
F. Demonstrate a wide range of practice skills to work with individuals, families, groups, organizations, and communities	17-19	18-21	9-10
G. Emphasize value principles underlying generalist practice	20-22	22-24	11-14
H. Demonstrate a wide range of professional roles	23-25	25	15
I. Define critical thinking, apply critical thinking to generalist practice, and recognize fallacies that may serve as pitfalls to effective critical thinking	26-27	1, 26-27	16
J. Employ a Generalist Intervention Model that uses a seven-step planned change focus	28-30	28-35	17-20

Multiple Choice Questions

1. Social work has the following in common with other helping professions, such as counseling, psychology, and psychiatry:

- a. They all target the environment for change when necessary
- b. They all stress advocacy for clients
- c. They all have a common core for interviewing and counseling skills
- d. All of the above

ANS: C PG: 4 LO: A

2. Social work fields of practice include _____ social work.

- a. Forensic
- b. Occupational
- c. Police
- d. All of the above

ANS: D PG: 10 LO: B EP: 2.1.7a

3. Which of the following is NOT true about general systems theory:

- a. Major terms include system, homeostasis, and equifinality
- b. The concept of social environment is grounded in systems theory
- c. Major terms include person-in-environment, interface, and adaptation
- d. It refers to living, dynamic interactions

ANS: C PG: 11-13 LO: C EP: 2.1.10

4. The systems theory concept of _____ is defined as energy, information, or communication flow received from other systems.

- a. Dynamic
- b. Homeostasis
- c. Equifinality
- d. Input

ANS: D PG: 12 LO: C EP: 2.1.10

5. Maintaining a relatively stable, constant state of equilibrium or balance is the definition of the _____ concept in systems theory.

- a. Dynamic
- b. Homeostasis
- c. Equifinality
- d. Input

ANS: B PG: 12 LO: C EP: 2.1.10

6. The systems theory concept of _____ is defined as many different means to the same end.

- a. Dynamic
- b. Homeostasis
- c. Equifinality
- d. Input

ANS: C PG: 12 LO: C EP: 2.1.10

7. The natural power of active involvement between people and their environments is the definition of which of the following ecological terms:

- a. Energy
- b. Transactions
- c. Coping
- d. Interdependence

ANS: A PG: 13 LO: C EP: 2.1.10

8. The mutual reliance of each person on each other person is the definition of which of the following ecological terms:

- a. Energy
- b. Transactions
- c. Coping
- d. Interdependence

ANS: D PG: 14 LO: C EP: 2.1.10

9. The ecological term of _____ is defined as the active, dynamic interactions and communication people have with others in their environment.

- a. Energy
- b. Transactions
- c. Coping
- d. Interdependence

ANS: B PG: 13 LO: C EP: 2.1.10

10. All of the following are true of a systems approach *except*:

- a. It views problems as being interrelated with all other aspects of the system
- b. It refers to living, dynamic interactions
- c. It maintains that systems constantly interact with each other
- d. It assumes a broader perspective than the ecological approach

ANS: B PG: 15 LO: C EP: 2.1.10

11. _____ in the macro social environment are values and beliefs held by people in the social environment that are strong enough to influence people's activities, including how government is structured or restricted.

- a. Organizations
- b. Political forces
- c. Social forces
- d. Micro events

ANS: C PG: 15 LO: D EP: 2.1.7

12. Social welfare policy competency area includes:

- a. The laws and regulations that govern which social programs exist, what categories of clients are served, and who qualifies for a given program
- b. Knowledge about how to form relationships with clients
- c. Knowledge about ethical principles
- d. All of the above

ANS: A PG: 17 LO: D EP: 2.1.8

13. _____ involves efforts to change policies in legislative, agency, and community settings, whether by establishing new policies, improving existing ones, or defeating the policy initiatives of other people.

- a. Policy practice
- b. Evidentiary practice
- c. Research-informed policy
- d. Policy-informed research

ANS: A PG: 18 LO: D EP: 2.1.8a

14. Which of the following curriculum areas is required for baccalaureate accreditation by the Council on Social Work Education:

- a. Mental health
- b. Corrections
- c. Research
- d. Forensics

ANS: C PG: 18 LO: D EP: 2.1.6

15. _____ means social workers should use the approaches and interventions in their practice that research has determined are effective.

- a. Evidence-based practice
- b. Practice-informed research
- c. Research-informed practice
- d. Policy practice

ANS: C PG: 18 LO: D EP: 2.1.6b

16. The NASW Code of Ethics addresses the social workers' ethical responsibilities to:

- a. Society
- b. Clients
- c. Colleagues
- d. All of the above

ANS: D PG: 21 LO: E EP: 2.1.2

17. Mezzo-level skills involve working with:

- a. Small groups
- b. Agencies
- c. Organizations
- d. Individual clients

ANS: A PG: 24 LO: F EP: 2.1.10

18. Which of the following statements is true:

- a. Sometimes conflict is necessary for macro-system changes
- b. Macro-system changes are usually quite easy
- c. Generalist practitioners usually need only think in terms of needed changes in the individual
- d. Pinpointing targets of change in outside systems is usually very simple

ANS: A PG: 24 LO: F EP: 2.1.10a

19. _____ is defined in the text as the process of overseeing, directing, coordinating, enhancing, and evaluating the on-the-job performance of workers for whom the person is responsible.

- a. Consultation
- b. Supervision
- c. Case management
- d. Organization

ANS: B PG: 30 LO: F EP: 2.1.1f

20. The text defines _____ as 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. Strength
- b. Resistance
- c. Compliance
- d. Resiliency

ANS: D PG: 26 LO: G EP: 2.1.10e

21. The Council on Social Work Education requires which of the following competency areas:

- a. Forensic social work
- b. Diversity
- c. Adoption
- d. Spirituality

ANS: B PG: 29 LO: G EP: 2.1.4

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

- a. Social justice
- b. Human rights
- c. Advocacy
- d. Economic justice

ANS: C PG: 29 LO: G EP: 2.1.5b

23. A generalist practitioner performing the role of _____ guides a group experience.

- a. Case manager
- b. Broker
- c. Advocate
- d. Facilitator

ANS: D PG: 31 LO: H EP: 2.1.1c

24. A generalist practitioner performing the role of _____ links client systems to needed resources.

- a. Case manager
- b. Broker
- c. Advocate
- d. Facilitator

ANS: B PG: 30 LO: H EP: 2.1.1c

25. A generalist practitioner performing the role of _____ steps forward and speaks out on behalf of clients in order to promote fair and equitable treatment or gain needed resources.

- a. Case manager
- b. Broker
- c. Advocate
- d. Facilitator

ANS: C PG: 31 LO: H EP: 2.1.1c

26. _____ entails the ability to carefully evaluate the validity of an assumption and even of a so-called fact.

- a. Crucial assimilation
- b. Critical thinking
- c. Credible validity
- d. Concrete evaluation

ANS: B PG: 31 LO: I EP: 2.1.3

27. All of the following were listed in the text as traps to avoid by using critical thinking *except*:

- a. Absence of skeptical peer review
- b. Outward appearance of science
- c. Extensive analysis of data
- d. Wishful thinking

ANS: C PG: 35 LO: I EP: 2.1.3

28. All of the following occur during the planning phase of the Generalist Intervention Model *except*:

- a. Prioritize problems
- b. Formalize a contract
- c. Translate problems into needs
- d. Identify client strengths

ANS: D PG: 44 LO: J EP: 2.1.10f

29. The _____ step of the Generalist Intervention Model is critical for accountability, in that they must prove that their interventions have been effective.

- a. Evaluation
- b. Implementation
- c. Follow-up
- d. Assessment

ANS: A PG: 47 LO: J EP: 2.1.10m

30. The next-to-last step in the Generalist Intervention Model is:

- a. Evaluation
- b. Implementation
- c. Follow-up
- d. Termination

ANS: D PG: 47 LO: J EP: 2.1.10l

True or False Questions

1. Employment of critical thinking skills is one concept of generalist practice.

- a. True
- b. False

ANS: T PG: 9 LO: B, I EP: 2.1.3

2. Competency is defined in the text as the capacity to adjust to surrounding environmental conditions.

- a. True
- b. False

ANS: F PG: 10 LO: B EP: 2.1.7a

3. In systems theory, a “system” is a set of elements that are arranged in a random, irregular, and unpredictable pattern.

- a. True
- b. False

ANS: F PG: 11 LO: C EP: 2.1.10

4. The dynamic concept in the systems model refers to people with exuberant personalities.

- a. True
- b. False

ANS: F PG: 11 LO: C EP: 2.1.10

5. Output is the energy, information, or communication flow received from other systems.

- a. True
- b. False

ANS: F PG: 12 LO: C EP: 2.1.10

6. Homeostasis refers to the tendency for a system to maintain a relatively stable, constant state of equilibrium or balance.

- a. True
- b. False

ANS: T PG: 12 LO: C EP: 2.1.10

7. Equifinality refers to the fact that there are many different means to the same end.

- a. True
- b. False

ANS: T PG: 12 LO: C EP: 2.1.10

8. The action system is the individual who initiates the planned change process.

- a. True
- b. False

ANS: F PG: 13 LO: C EP: 2.1.10a

9. Interface is the point where interaction between an individual and the environment takes place.

- a. True
- b. False

ANS: T PG: 13 LO: C EP: 2.1.10

10. The ecological perspective is much more useful for social work than systems theory.

- a. True
- b. False

ANS: F PG: 15 LO: C EP: 2.1.10

11. In the macro social environment, political forces are values and beliefs held by people in the social environment that are strong enough to influence people's activities, including how government is structured or restricted.

- a. True
- b. False

ANS: F PG: 15 LO: D EP: 2.1.7

12. Policy in its simplest form might be thought of as rules.

- a. True
- b. False

ANS: T PG: 17 LO: D EP: 2.1.8

13. Policy practice may concern advocacy on behalf of relatively powerless groups.

- a. True
- b. False

ANS: T PG: 18 LO: D EP: 2.1.8a

14. One reason why knowledge of social work research is important for social workers is that it can help practitioners become more effective in their practice.

- a. True
- b. False

ANS: T PG: 19 LO: D EP: 2.1.6

15. Research-informed practice means that social workers should use the approaches and interventions in their practice that research has determined are effective.

- a. True
- b. False

ANS: T PG: 18 LO: D EP: 2.1.6b

16. The National Association of Social Workers' Code of Ethics includes the social worker's ethical responsibility to colleagues.

- a. True
- b. False

ANS: T PG: 21 LO: E EP: 2.1.2

17. Workers who adhere to the NASW Code of Ethics are never confronted with ethical dilemmas.

- a. True
- b. False

ANS: F PG: 21-22 LO: E EP: 2.1.2

18. Skills for working directly with families lie somewhere between the mezzo- and macro-levels of practice.

- a. True
- b. False

ANS: F PG: 24 LO: F EP: 2.1.10

19. Generalist social work practitioners must think in terms of needed changes beyond the individual client system.

- a. True
- b. False

ANS: T PG: 25 LO: F EP: 2.1.10a

20. In order to solve problems involving organizations or communities, mastery of both micro- and mezzo-level skills are necessary.

- a. True
- b. False

ANS: T PG: 24 LO: F EP: 2.1.10

21. In social work practice, supervision and consultation are generally synonymous terms.

- a. True
- b. False

ANS: F PG: 30 LO: F EP: 2.1.1f

22. The two factors involved in resiliency are risk factors and vulnerability factors.

- a. True
- b. False

ANS: F PG: 26 LO: G EP: 2.1.10e

23. Political ideology refers to people's status or ranking in society with respect to such standards as relative wealth, power, prestige, educational level, or family background.

- a. True
- b. False

ANS: F PG: 28 LO: G EP: 2.1.4

24. Social justice is defined as distribution of resources in a fair and equitable manner.

- a. True
- b. False

ANS: F PG: 29 LO: G EP: 2.1.5b

25. A mediator is one who represents an organization or group trying to wrestle something from another group.

- a. True
- b. False

ANS: F PG: 31 LO: H EP: 2.1.1c

26. The critical thinking method described in the text is called the Triple C approach.

- a. True
- b. False

ANS: F PG: 32 LO: I EP: 2.1.3

27. One of the pitfalls to critical thinking described in the text is the reliance on personal experience and testimonials.

- a. True
- b. False

ANS: T PG: 35 LO: I EP: 2.1.3

28. The authors of the text prefer the term “problem-solving” approach, as opposed to planned change.

- a. True
- b. False

ANS: F PG: 36 LO: J

29. The foundation for generalist practice always involves knowledge, skills, and values.

- a. True
- b. False

ANS: T PG: 37 LO: J EP: 2.1.3

30. The Generalist Intervention Model involves only the macro system as a target of change.

- a. True
- b. False

ANS: F PG: 38 LO: J EP: 2.1.10

31. Assessment in generalist social work practice should emphasize and focus only on the micro level of practice.

- a. True
- b. False

ANS: F PG: 38 LO: J EP: 2.1.10

32. In the planning step of the planned-change process, primary goals should be established before translating problems into needs.

- a. True
- b. False

ANS: F PG: 43 LO: J EP: 2.1.10

33. The contract is the final substep in the planning process.

- a. True
- b. False

ANS: T PG: 43 LO: J EP: 2.1.10f

34. Evaluation of implementation is critical for accountability.

- a. True
- b. False

ANS: T PG: 47 LO: J EP: 2.1.10m

35. It is best to abruptly end the worker-client relationship instead of discussing the upcoming ending so time isn't wasted on talking about how this will affect the client.

- a. True
- b. False

ANS: F PG: 47 LO: J EP: 2.1.10l

Essay Questions

1. Identify four dimensions listed in the text that describe the purpose of social work.

PG: 3 LO: A

2. Define generalist social work practice and explain what is meant by an eclectic knowledge base.

PG: 5-20 LO: B EP: 2.1.7a

3. Discuss the differences and similarities between systems theory and the ecological perspective.

PG: 14-15 LO: C EP: 2.1.10

4. Define the social, economic, and political forces that affect people in the macro social environment.

PG: 14 LO: D EP: 2.1.7

5. What is social welfare policy, and why is it important to you as a social worker?

PG: 15 LO: D EP: 2.1.8

6. Explain policy practice and its importance to social work.

PG: 16 LO: D EP: 2.1.8a

7. Define research-informed practice and practice-informed research. Why are these important for generalist practice?

PG: 17, 32 LO: D EP: 2.1.6, 2.1.6b

8. What are the six core values in the National Association of Social Workers' Code of Ethics?

PG: 19 LO: E EP: 2.1.2

9. For the following scenario, explain how the problem might be solved through macro level changes only—do not change the individual.

You are a public social worker in a rural county in Texas. Your job involves everything, including domestic violence, elderly services, and truancy. Because of the drought this summer, several farm families lost all of their crops and are on the verge of losing their farms due to foreclosure by the banks. These families have been farming for generations. Government farm subsidies are no longer available. They have no money and no place to go.

PG: 23 LO: F EP: 2.1.10a

10. Compare and contrast supervision and consultation. Why are these important in generalist practice?

PG: 27 LO: F EP: 2.1.1f

11. Define resiliency, including the two dimensions.

PG: 26 LO: G EP: 2.1.10e

12. Define and contrast the following terms:

Diversity
Discrimination
Oppression

PG: 27-28 LO: G EP: 2.1.4

13. List the six dimensions of cultural competency supported by the NASW Code of Ethics for practitioners.

PG: 29 LO: G EP: 2.1.4

14. Define and contrast the following terms:

Social justice
Economic justice
Human rights

PG: 29 LO: G EP: 2.1.5b

15. Define the following generalist practice roles:

Broker
Advocate
Mediator
Negotiator

PG: 30-31

LO: H

EP: 2.1.1c

16. Explain critical thinking, as well as the Triple A approach. Why is this important in generalist practice?

PG: 32

LO: I

EP: 2.1.3

17. What are the three major features of the Generalist Intervention Model (GIM)?

PG: 37

LO: J

EP: 2.1.10

18. Compare and contrast the terms of goals, objectives, and action steps. In which Generalist Intervention Model step do these begin?

PG: 45

LO: J

EP: 2.1.10f

19. What is step 5 in the Generalist Intervention Model? Explain why this is essential in generalist practice.

PG: 47

LO: J

EP: 2.1.10m

20. What are the important aspects of termination? When should this be addressed and how might you prepare a client for this step?

PG: 47

LO: J

EP: 2.1.10l