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Stimulus

THE UNIVERSITY OF TENNESSEE

OFFICE OF CONTINUING SOCIAL WORK EDUCATION AND ALUMNI AFFAIRS

VOL. 2, NO. 2

SCHOOL OF SOCIAL WORK

DECEMBER 1976

School Develops 2 DHS Staff Training Projects

5 Courses Designed for DHS Counselors and Supervisors

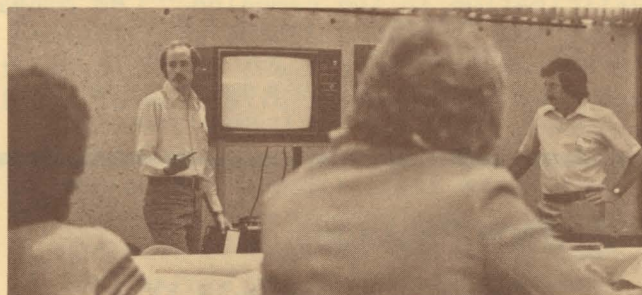
Professor Stephen A. Webster, Educational Director in the Office of Continuing Social Work Education, is coordinator for this training project. He described the project for STIMULUS in the following interview, which is quoted in its entirety.

This year the Tennessee Department of Human Services and The University of Tennessee School of Social Work Office of Continuing Social Work Education joined hands to provide staff developing and training for DHS staff throughout the state. The particular approach settled on is a unique and innovative approach and to our knowledge is one of the first attempts to do this throughout the United States. The funding for the training is provided under Title XX and Section 426 of the Social Security Act for short-term training.

OCSWE has agreed to develop five 30-hour courses for DHS staff. These courses include Social Services I and Social Services II, Supervision I and Supervision II, and a Management course. The Social Services course is designed for Junior and Senior Counselors in the Department of Human Services. The Supervision course is designed for Field Supervisors I, and the Management course is designed for

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Videotape Packages Prepared for DHS Protective Services



POPPLER & CRUTHIRDS ORIENT DHS STAFF

Project Vantage Point is intended to place child protective service workers and supervisors in the Tennessee Department of Human Services at a point of vantage, both immediate enough for involvement and detached enough for perspective, from which to view the kinds of casework they encounter.

Vantage Point is producing a series of color videotapes of actual worker-client interviews and related worker-supervisor conferences, illustrating a range of the types of parent personalities with whom DHS staff must work in child protective services casework. The project will develop a methodology and syllabus for use with the tapes as a teaching/training aid.

These training materials will be field

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New Emphasis in Alumni Fund Campaign

The UTSSW Alumni Association has changed its goals with regard to the annual scholarship fund drive. Rather than aiming for a particular dollar goal the Association will aim for an annually increasing percentage of alumni participation over the next five years.

"This is an ongoing program. What we're trying to do is develop a commitment, an involvement," explained Paul Struxness, program planner for the Knoxville-Knox County Office on Aging. Struxness and Barbara Hooe, assistant director of the Region V-a Department of Human Services, are co-chairpersons of the scholarship fund drive.

The scholarship fund campaign will not officially begin until Spring, at which time a brochure will be sent to the updated UTSSW alumni mailing list.

In describing previous campaigns, Struxness noted that during the past two years more than half the alumni contributors failed to designate their contributions, on their checks, for the School of Social Work. He explained that in such cases the contribution goes into the general alumni fund of The University of Tennessee and provides no direct benefit to the School.

Struxness stressed that the dollar figure given is unimportant. "Alumni will give whatever amount they can. . . . It is important to build a successful experience of participation in the campaign." He emphasized group strength and pointed out that an active and involved alumni association, making contributions, voting for officers, and expressing their views on policy matters to the Alumni Board, can have a decided impact on the School's direction of development.

Videotape Packages

(Continued from Page 1)

tested with a few DHS supervisory units, evaluated and reworked where indicated, and then one complete set of training packages will be made available to each of the twelve DHS regions in the state for use by supervisors in staff development and training.

Dr. Tom Cruthirds, project director and one of two Nashville Branch faculty members associated with the project, described how Vantage Point was conceptualized during a 1975 child protective services training project organized and delivered under the auspices of the Urban Observatory. Videotapes were used in this earlier project but available tapes did not portray the specific difficulties faced in protective services, Cruthirds said, "where the parents don't necessarily believe that there's a problem to begin with. They . . . resist becoming involved. They are fearful. And

you've got the protective service worker and supervisor trying to render services where people aren't necessarily motivated for it."

Small group evaluative discussions at the 1975 workshops revealed that without real examples of the specific kinds of problems facing protective services staff it was too easy for a consultant or trainer from outside DHS to "beg the question, to deal with a lot of abstractions." However, by using tapes of actual encounters "you can bring in trainers who can discuss real-life interviews and real problems and have to think out with the staff exactly what kinds of techniques and methods would be most appropriate."

After assessing the teaching/training value of real-life tapes, the difficulties involved in producing such tapes were examined. Matters of precedent, ethics, professional responsibility, legal concerns, logistics and equipment, funding, and the ability to obtain candid

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Videotape Packages

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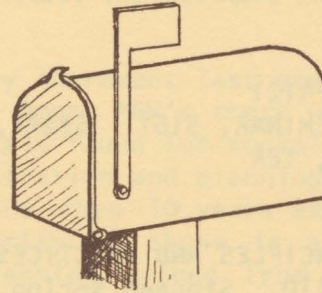
interviews were investigated.

Cruthirds reported that DHS personnel at the state level—Commissioner Bass, Jeanne Bowman, Jeanne Dycus, Virginia Moore, Bertalee Quarry, Robert Underwood, Juanita Walker—"were very enthusiastic but at the same time they were very reasonable about this thing. They kept asking us darn good questions to make us think it out, but when they finally concluded that it was feasible they did not hesitate to lend every kind of support to the effort."

In addition to Cruthirds, Vantage Point staff includes Phillip Popple, assistant professor at the UT School of Social Work Nashville Branch. Popple was previously program director of educational services for the Texas State Department of Public Welfare with specific responsibility for planning, presenting, and evaluating the total training program for the child welfare staff in a 10-county Texas region.

Taping of home visits as well as office interviews between workers and clients began in August and will be concluded by early December. Taping sessions are being planned to include a wide mix of geographic and racial situations in both client and DHS staff groups, including experienced and inexperienced workers, and problems typically related to metropolitan, small town, and rural settings.

Cruthirds stressed the active cooperation between School, Urban Observatory, and Department of Human Services in supporting the Vantage Point venture. He emphasized that DHS staff and clients who volunteered for the project showed real courage. "Generally, casework is done in privacy, . . . but [that] means there is little opportunity for feedback, for direct examination of one's work. It is unusual for people to be willing to expose their professional work—it could be threatening. . . . It's an indication of the quality of work being done in this Department [when] clients express an altruistic motive. Their response generally is, 'Well, if it'll help someone else to learn, I'm very willing to do it.'"



The RFD Box

- In response to its request for a reserved pre-announced meeting time slot at the Council on Social Work Education's 1977 Annual Program Meeting, the Rural Social Work Caucus was pleased to receive word from the planning committee that the Caucus is one of the few groups selected for roundtable status at this year's APM. Caucus members will meet in Phoenix on Sunday, February 27 from 2:15 to 5:30 pm.

Richard Lodge, Executive Director of CSWE, wrote to the Caucus: "May I say that we are very interested in the development of the Rural Social Work Caucus. I will be taking the matter [of Council staff and financial resources to continue. . . developmental efforts for the Rural Caucus] before the Executive Committee of the Council's Board of Directors in early November to see how we might be able to respond in a way that would be most helpful."

- Rural social work was also represented at the American Public Welfare Association's national meeting in Minneapolis in October. Lobbying efforts at the APWA were carried out by Barry Morrisroe, Director of the Office of Rural Development, HEW.
- The Tennessee Chapter of NASW recently endorsed a proposed policy statement and implementation procedures on social work in rural areas for consideration by NASW's delegate assembly in Portland, Oregon in May.
- The practitioner's meeting of the Rural Social Work Caucus will be held in May at the National Conference on Social Welfare in Chicago.

Winter Quarter Courses

CHATTANOOGA 755-4121

SOCIAL WELFARE SEMINAR, 5161. Staff, 2-3 credit hours, TBA

DYERSBURG

INTERVIEWING PRINCIPLES AND PRACTICES, 3777 Sociology 3110. Stephen Spring, 3 Undergraduate credit hours, Dyersburg State Community College, 6-9 pm Thursday Offered by UT Martin, Division of Extended Services. For information on registration, fees, and credit, call (901) 587-7116.

KNOXVILLE

No classes open to social work community

MEMPHIS 725-4463

DEATH AND DYING, 5090. Thomasma, 3 credit hours, Monday 2-5 pm, UT Center for the Health Sciences

CULTURAL PLURALISM, IMPLICATIONS FOR SOCIAL PRACTICE, 5090. Tate, 2 credit hours, Wednesday 1-3 pm, 1246 Union Avenue, Room 110

SHORT-TERM TREATMENT, 5442. Collier, 2 credit hours, Wednesday 4-6 pm, 1246 Union Avenue, Room 110

SOCIAL PLANNING IN HEALTH CARE, 5670. Feit, 3 credit hours, Wednesday 4-6 pm, 1246 Union Avenue, Room 215

NASHVILLE 329-1212

FAMILY THERAPY, 5440. Sullivan, 2-3 credit hours, TBA

BEHAVIOR THERAPY SEMINAR, 5443. Kurtz, 2-3 credit hours, TBA (maximum of 4 CE students)

PLANNING AND MANAGEMENT OF CHANGE IN SOCIAL WELFARE, 5671. Mason, 2-3 credit hours, TBA

SUPERVISION IN SOCIAL WORK, 5741. Rubenstein, 2 credit hours, TBA (maximum of 5 CE students)

PROFESSIONAL LEADERSHIP IN SOCIAL WORK, 5745. McLarnan, 2-3 credit hours, TBA

For more information on courses offered by UTSSW, course descriptions, and registration information, call the phone num-

ber listed after the location. Fees are \$66 per course. If you have never been admitted to The University of Tennessee there is a \$10 one-time charge and two (2) transcripts of all college work will be required. The general prerequisite for advanced course work is an MSW or permission of the instructor. Classes start the week of January 3.

Non-Credit Opportunities

NATIONAL

COUNCIL ON SOCIAL WORK EDUCATION

February 27-March 2 - Phoenix

AMERICAN ORTHOPSYCHIATRIC ASSOCIATION

April 12-16 - New York City

NATIONAL CONFERENCE ON SOCIAL WELFARE

May 15-19 - Chicago (Incorrectly listed in the September issue of STIMULUS as May 22-27, Miami Beach)

NATIONAL INSTITUTE

ON CRIME AND DELINQUENCY

June 26-29 - Honolulu

LOCAL

NASHVILLE

AN INTRODUCTION TO FAMILY

ASSESSMENT AND TREATMENT

February 10 & 11 - Dr. Ann Hartman, University of Michigan School of Social Work. For information on this and other family series workshops planned for winter and spring in the Middle Tennessee area, contact OCSWE (615) 974-3175.

UPPER EAST TENNESSEE

SUPERVISORY TRAINING - PART II

2 classes of 10 sessions each

Wednesdays, 7-9 pm, starting January 12

Mondays, 7-9 pm, starting January 17

Kingsport University Center

TRANSACTIONAL ANALYSIS: RESPONSIBLE COMMUNICATION IN HUMAN RELATIONS

February 3 & 4 - Johnson City.

H. Stuart Bacon, Ph.D. & Emily Drum, ACSW

For information on the above two programs, contact ETSU Non-Degree Programs (615) 929-4112

Pilot Salary and Benefit Survey Run in Knox Area

A pilot survey of social work salaries and benefits has been completed in the Knox Area. The School of Social Work in cooperation with the Knox Area Branch of NASW surveyed some 26 agencies and 140 workers in an attempt to identify the current state of personnel practices in social agencies, salary levels for social workers with varying experiential and educational backgrounds, and the relationship of salary to such factors as race, sex, and age.

The results suggest that although generally agencies have a standard set of benefit packages there are some significant gaps in their personnel procedures. Twenty-two percent had no written grievance procedure, 30% no written salary plan, 44% no provision for overtime compensation, and 56% no criteria for promotion. In addition, 33% of the workers indicated that the formal promotional procedures were not followed.

The pilot survey indicated a wide spread of salary levels which was not directly related to either graduate education or experience. Forty-six percent of the workers were earning less than \$11,000 annually and 39% received no sal-

ary increment last year.

Among MSW's there were some differentials found for social workers in administration and planning and for those with more than 10 years experience. The majority of those in administration and planning earned from \$10,000 to over \$15,000 a year regardless of years of experience, except that most administrators and planners with more than 10 years experience started at least at \$13,000. For those in direct treatment positions or supervision, most salaries were between \$10,000-\$12,000 at 1-2 years, supervisors increasing to \$13,000 at 3-5 years, direct treatment practitioners moving to \$13,000 top at between 6-10 years, and all MSW's regardless of position running from \$13,000 to over \$15,000 after 10 years experience. There was not a sufficiently large sample to identify a more specific norm.

On reviewing the relationship of sex or race to salaries, no significant pattern was apparent related to race but some potentially significant patterns appeared related to sex. For example: 40% of male direct treatment practitioners earned over \$15,000 compared to 6% of female practitioners. Fifty-eight percent of male supervisors earned over \$15,000 compared to 6% of females, and 53% of male administrators earned over \$15,000 compared to 6% of females. A closer analysis failed to identify any pattern of discrimination within a single agency but suggested a pattern in the employment system in total.

Based on the results of this pilot survey, the Knox Area Branch of NASW is developing plans to address the identified problem areas. In addition, the Tennessee Chapter of NASW will be joining the School to initiate a statewide survey. It is anticipated that survey forms will be sent out this spring to all Tennessee agencies. It is hoped that this survey can provide the basis for a statewide effort to rationalize and upgrade the level of salaries and personnel procedures affecting social workers in the state.

Season's
Greetings
from
ocSWe

Of Human Interest...

In addition to her professional social work career, *BETSEY JEAN BOWMAN*, UTSSW '57, is a featured writer for the Greeneville Daily Sun. Her column, "Nostalgia Is . . . Is . . ." appears regularly every other Tuesday in this East Tennessee daily newspaper. Ms. Bowman was also a contributor to the Greeneville Daily Sun's 200 - page bicentennial edition, "Greene County . . . A Place in History."

EMILY A. DRUM, UTSSW '73, Knoxville psychiatric social worker in private practice, will co-lead a February workshop on "Transactional Analysis: Responsible Communication in Human Relations" sponsored by ETSU in Johnson City, TN. Ms. Drum, ACSW, is completing clinical certification in Transactional Analysis under Martin G. Groder, M.D., Clinical Teaching Member, International Transactional Analysis Association.

The Florence Crittendon Home in Chattanooga has expanded its program to include a residential program for dependent-neglected and unruly girls and has been renamed Hastings House for *KATHARINE HASTINGS*, UTSSW '61. Mrs. Hastings was director of the Crittendon Home for nine years and is currently associate director of Community Services of Greater Chattanooga.

THOMAS D. MORTON will join the Nashville Branch on January 1 as assistant professor and continuing social work education coordinator for the Middle Tennessee area. He is a doctoral candidate in the University of Michigan's Urban and Regional Planning Program. For the past two years Mr. Morton has been an associate in the Program for Continuing Education in the Human Services at the University of Michigan School of Social Work

RUSSELL H. RICHARDSON, UTSSW '52, was presented the 1976 Sidney S. Chipman Award by The University of North Carolina at Chapel Hill. The Chipman Award is given annually to the most outstanding

alumnus of the UNC-CH Department of Maternal and Child Health. Mr. Richardson holds an MS in Public Health from UNC. He is currently assistant professor in the Emory University School of Medicine and is director of the Regional Training Center for Family Planning, in Atlanta.

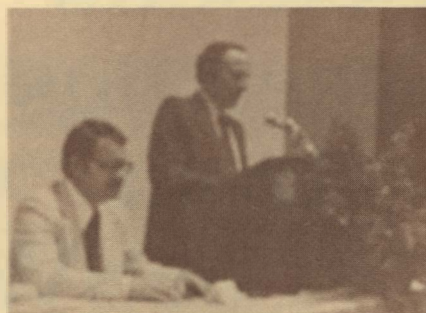
SHARON WEBB SHAW, UTSSW '72, is the newly elected Executive Director of the Tennessee Chapter of NASW.

The Memphis Branch faculty has produced its first grandchild, Anthony Evan Tate, Jr., son of Mr. and Mrs. Tony Tate and grandson of *NELLIE TATE*. "Triple T" or Tony Tate from Tennessee weighed in at 6 lbs., 4 oz. on October 27.

Friends and classmates of *ALVIN WALTER*, UTSSW '60, will be interested to learn that he has received his doctorate in Social Work from Catholic University of America. Dr. Walter is currently associate professor in the Graduate School of Social Work, Norfolk State College.

CHARLES WILSON, Memphis Branch student, has accepted appointment as one of UT President Edward Boling's 16 student counselors. These student advisors are not chosen as representatives of any student group but are expected to express their personal views when serving as a communications link between the president, the faculty, and the student body.

Tennessee Juvenile Court Services Association President Jim Keebler,



left, UTSSW '64, listens as Dr. Ed Pawlak, Knoxville Branch, addresses annual TJCSA meeting in Knoxville

5 Courses Designed

(Continued from Page 1)

Field Supervisors II and III.

The five courses will be developed by prominent social work educators in the state. These educators will develop course objectives, readings, lectures, and teaching materials for each course. The Supervision course is being developed by Dr. Hia Rubenstein of the Nashville Branch of UTSSW. Dr. Rubenstein has done extensive work in the area of social services supervision and brings a great deal of knowledge and experience to this task. The Social Services course is being developed by Dr. Bob Bonovich of the Nashville Branch. Dr. Bonovich is a recognized national authority in the area of social work practice. We are very lucky to have this caliber of people developing these courses.

In order to develop courses aimed specifically at DHS personnel rather than standard courses that would be taught in a graduate curriculum, Drs. Bonovich and Rubenstein have been consulting with a social services advisory group at the state level. Included in this group are field supervisors and line workers from throughout the state. In addition, Dr. Bonovich and Dr. Rubenstein will be in touch with DHS personnel in local offices.

The overall effort is being guided by DHS administrative program staff in Nashville, including Charles Hackney, Virginia Moore, Bertalee Quarry, Rachel Touchton, and Robert Underwood.

Under the Supervision course, every Field Supervisor I in the state will receive 30 hours of training this year in the components of and tasks in supervision. Social Services training will be given to approximately 240 Junior and Senior Counselors throughout the state. This number of social service counselors represents approximately half of the total social services line staff in the state. Social services personnel who will receive the training are being selected by regional directors in the Department's regional offices.

Due to logistical considerations of

teaching throughout the state, there will be ten separate supervisory training classes and thirteen social services classes. For rural-based supervisors and line staff the course will be taught on five separate days, six hours a day. In the urban areas there will be ten three-hour meetings spaced across two months.

Since it would be impossible to have one person do all of the teaching, grant funds will be used to hire social work educators across the state to deliver the programs locally. This means that we will be tapping some graduate and undergraduate social work educators with demonstrated teaching excellence. The training will begin in January of 1977 and will be completed by June 30, 1977. By using locally based educators, we are trying to build in as much locality-relevant information as possible. The courses will be designed specifically for DHS personnel and will not be copies of courses taught in existing social work curricula.

There is a continuing dialogue about the efficacy of staff development and training. There are varying schools of opinion about the most effective ways to carry out training and to insure that the learning transfers from the classroom situation to the work situation. OCSWE is embarking on an ambitious evaluation project related to this grant-funded training. The work is being carried out by Phyllis Betz, a staff associate in the Office of Continuing Social Work Education.

Evaluation measures include a pre-test to determine the actual learning needs and objectives for the course, a test immediately following the course to determine the amount of learning that took place, and a test six months later to determine the internalization of the knowledge and transfer to the work situation. Several other evaluation measures will also be used to determine satisfaction with the training and desires for additional training. In order to develop base lines about the present knowledge and skill of supervisors and line workers, Ms. Betz has been meeting with staff from Region II and IIA in group sessions to look at training needs and desires.

"It Ain't Peanuts"

Regardless of one's political affiliation, the election of the Carter/Mondale ticket should strike a positive note for those interested in the delivery of social services and in education for social workers in the southeast, there is every indication that the attitude of the new administration is receptive to support improving the quantity and quality of services to persons in need.

As stated in the *NASW Advocate*, President-Elect Carter told NASW's President-Elect Art Katz in a conference they had in September that he understood the concerns of social workers and "felt close to that work that social workers do." In addition, Vice-President Elect Mondale, who gave the major address at the 1975 NASW Delegate Assembly, has maintained a close working relationship with social work through social work students working with his Senate sub-committees and the NASW legislative staff in Washington.

The question before us is whether we're up to this unique opportunity. Will we be able to translate the day in and day out data all social workers gain from clients regarding real needs and gaps in service into realistic, concrete, workable proposals? Can we avoid the 1963 social policy fiasco of promising to eli-

minate poverty if we just increase the number of trained social workers in the welfare system? Will each social work practitioner and educator take the professional responsibility of supporting their professional associations in providing the collective resources necessary to capitalize on this opportunity?

This Holiday Season, when we consider our personal well-being, may be the time to act collectively to improve the potential for the well-being of others—an objective which cannot be achieved without our concerted efforts, but of which it can certainly be said, "It ain't peanuts."

Stimulus

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