

**Human Needs & Social Services**  
**Sociology 1540, CRN 15112, Fall 2009**

M/W/F, 9-9:50, BioMed 081

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Office Hours: Thursday, 4-6 and by appointment

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**About this course:**

The field of social services ranges from the local food pantry to UNICEF, from hospital-based programs to incubators of democracy movements, and from micro-lending institutions to second-hand clothing distribution. Diverse and complex, this sector continues to grow in size and influence around the world. This course examines the current status of the organizations in this field, assessing their contributions, limitations, opportunities and challenges. The focus is on services for the disenfranchised and impoverished, as those populations have been the main targets of social welfare systems. Over the past two decades, these systems have witnessed enormous change as states have retrenched and re-evaluated their commitments, service programs have assumed new roles and emphases, and new players, from the market to the church, have been engaged. The course examines these developments primarily as experienced in the U.S., but with a global eye on critical issues such as the impact, accountability, and sustainability of sector activities, interactions between international and domestic organizations, and the implications of social services for civic engagement and social justice.

**Goals for students in this course include:**

- To gain a broad and balanced understanding of social service policy in America
- To comprehend the relationship between social services and wider cultural and social structural forces
- To understand and be able to apply theoretical perspectives on social service organizations, their connections with state and market forces, and their relationships with clients
- To evaluate key trends affecting social services globally, including corporatization, professionalization, and social enterprise developments
- To weigh diverse views on achieving social justice goals through social service approaches
- To identify a personal position on key issues in social service practice and ethics
- To work effectively in partnership with peers and community agencies
- To develop skills communicating with different constituencies and audiences

**Class format:**

Mondays and Wednesdays generally will be lectures. Fridays will be class discussions, team meeting/presentation times, guest speakers, and readings exams.

### Assignments:

1. Team project = 35% of final grade (25% = team grade; 10% = individual grade)  
Team projects consist of community-based research with and for a community partner agency. Self-selected teams will connect with partners on pre-arranged topics and devise individual roles appropriate for students' interests, abilities, and schedules. Work products can take diverse forms: brochures or training materials for agency use; videos for public dissemination; policy briefs; or conventional team term papers. Community agency representatives will attend end-of-semester presentations, and their responses will affect final grades. The individual portion of the grade will be based on peer assessments as well as the instructor's evaluation.
2. Two Readings exams: 10% each : short exams based on course readings
3. Final (will be a combination of questions on readings and short answer/essay questions similar to the essay/reaction papers): 15%
4. Two Essay/Reaction papers (2-3 pp): 10% each: choice of question to address
5. Attendance/Participation; 10%

### Readings

The main reader for the course is Yeheskel Hasenfeld's **Human Services As Complex Organizations, Second Edition**. Readings with chapter numbers are from that book. Additional readings are either available through *Josiah* or *OCRA*, or they will be distributed during class.

### **Schedule of Topics and Readings:**

#### Weeks 1, 2: Human Needs and Social Services: Essential Perspectives

Week 1: 9/9, 11;

Week 2: 9/14, 16, 18

Hasenfeld, Ch 1: Introduction

Ch 2: The attributes of Human Service Organizations (HSOs), Y Hasenfeld

Ch 3: Theoretical Approaches to HSOs, E. Garrow and Y. Hasenfeld.

For discussion 9/18:

McKnight, John L. 1996. *The Careless Society: Community and its Counterparts*. New York: Basic Books. (Sections to be posted on *OCRA*)

#### Week 3: Social Policy and Service Responses

9/21, 23, 25

Ch. 3: HSOs and the Politics of Practice, E. Z. Brodtkin

Ch. 5: The US Nonprofit Human Services Sector: A creeping Revolution, K. A. Gronbjerg

Ch. 6: Organizational forms as moral practices: The case of Welfare Departments, Y. Hasenfeld

For discussion, 9/25:

Anheier, Helmut K. (2009). "What kind of nonprofit sector, what kind of society? Comparative Policy Reflections." *American Behavioral Scientist*, 52 (7): 1082-1094. Available through *Josiah*.

Week 4: HSOs and their Environments

9/28, 30, 10/2

Ch 7: The emergence of Hybrid Organizational Forms: Combining Identity-Based Service Provision and Political Action, D.A. Minkoff

Ch. 8: The Political Economy of Contracting and Competition, S. Rathgeb Smith

Ch. 9: A preliminary theory of interorganizational network effectiveness: A comparative study of four community mental health systems, K. G. Provan and H. B. Milward

For discussion, 10/2:

Hood, C. (1995). "Contemporary public management: A new global paradigm?" *Public Policy and Administration*, 10 (2): 104-117. Available through *Josiah*.

Week 5: Leadership and Ideology in HSOs

10/5, 7, 9

Ch. 10: Leadership styles and leadership change in human and community service organizations, H. Schmid

Ch. 11: Rape crisis centers: helping victims, changing society, P. Y. Martin

Ch. 12: Organizational culture and climate: implications for services and interventions research, A. L. Hemmelgarn, C. Glisson and L. R. James

***First Readings Exam Friday, 10/9***

Week 6: Diversity and Human Services

10/12: no class

10/14, 16

Hasenfeld, Part VI: Organizational Diversity:

Ch. 16: Human Services as "Race Work"? Historical lessons and contemporary challenges of black providers, C. Watkins-Hayes

Ch. 17: Diversity and organizational performance, M. L. Mor Barak and D. J. Travis

Dressel, Paula L. (1992) Patriarchy and social welfare work, AND Gutierrez, Lorraine M. (1992) Empowering ethnic minorities in the twenty-first century: the role of human service organizations. In Hasenfeld, Y. (ed.), *Human Services as Complex Organizations, First Edition*. (Posted on OCRA)

Week 7: The Work of Human Services: Technology and relationships

10/19, 21, 23

Ch. 13: service technologies and the conditions of work in child welfare, B. D. Smith

Ch. 14: HS Organizational Technology: Improving understanding and advancing research, J. R. Sandfort

Ch. 15: Emotional labor in the HSO, M.E. Guy, M.A. Newman, S.H. Mastracci and S. Maynard-Moody

Ch. 18: Discretion in HSOs: Traditional and Institutional Perspectives, M. R. Sosin

Ch. 19: Worker-Client Relations: Social Policy in Practice, Y. Hasenfeld

***First Essay paper due 10/23***

Week 8: Values and Human Services: Faith-based Initiatives  
10/26, 28, 30

Wright, David J. (n.d.) Taking Stock: The Bush Faith-based Initiative and What Lies Ahead. Albany, NY: The Roundtable on Religion and Social Welfare Policy, The Nelson A. Rockefeller Institute of Government. Available at:  
[http://www.religionandsocialpolicy.org/final\\_report/full\\_report\\_060809.pdf](http://www.religionandsocialpolicy.org/final_report/full_report_060809.pdf)

Week 9: “Needs” or “Strengths”? Asset-based approaches to human services  
11/2, 4, 6

Readings are from the Asset-Based Community Development Institute at Northwestern University and can be found through the following site:

<http://www.abcdinstitute.org/publications/downloadable/>

Cameron, Jenny and Katherine Gibson. 2008. *ABCD Meets DEF: Using Asset Based Community Development to Build Economic Diversity*. Paper presented at the Asset Based Community Development Conference, The University of Newcastle. Found at:  
<http://www.abcdinstitute.org/docs/FigTreePaper.pdf>

Kretzmann, John and John L. McKnight, with Sarah Dobrowolski and Deborah Puntenney. (2005). *Discovering Community Power: A Guide to Mobilizing Local Assets and Your Organization’s Capacity*. Found at:  
<http://www.abcdinstitute.org/docs/kelloggabcd.pdf>

Kretzmann, John P. John L. McKnight, and Nicol Turner (1996). *Voluntary Associations in Low-Income Neighborhoods: An Explored Community Resource*. Found at:  
<http://www.abcdinstitute.org/docs/VoluntaryAssociations.pdf>

McKnight, John L. 2003. *Regenerating Community: The Recovery of a Space for Citizens*. Distinguished Public Policy Lecture, Institute for Policy Research, Northwestern University. Found at:  
<http://www.abcdinstitute.org/docs/abcd/regenerating.pdf>

***Recommended:***

**[Agents Rather than Patients](#)**, by the Building and Social Housing Foundation (2003)  
Found at: [http://www.abcdinstitute.org/docs/abcd/Windsor\\_2003.pdf](http://www.abcdinstitute.org/docs/abcd/Windsor_2003.pdf)

Kretzmann, John P. and John L. McKnight. 1997. [Building Communities from the Inside Out: A Path Toward Finding and Mobilizing a Community’s Assets](#). Chicago: ACTA Publications.

**[A Guide to Building Sustainable Organizations from the Inside Out: An Organizational Capacity Building Toolbox from the Chicago Foundation for Women](#)**, by Deborah Puntenney (2000). Found at:  
<http://www.abcdinstitute.org/docs/CFWText.pdf>

**Mapping Tools:** Available as PDF files at <http://www.abcdinstitute.org/resources/>

*Introduction to Capacity Inventories*, Kretzmann and McKnight, 1993.  
*Capacity Inventory*, Kretzmann and McKnight, 1993.  
*How to Use the Capacity Inventory*, Kretzmann and McKnight, 1993.

***Second Readings exam Friday, 11/6***

Week 10: Accountability: Concept and Practice

11/9, 11, 13

Malena, Carmen, with Reiner Forster and Janmejaj Singh. (2004). *Social accountability: An introduction to the concept and emerging practice*. (Social development papers). Washington, DC: World Bank, Social Development Papers, Paper no. 76. Available at: <http://siteresources.worldbank.org/INTPCENG/214578-1116499844371/20524122/310420PAPER0Solity0SDP0Civic0no1076.pdf>  
OR: <http://tinyurl.com/lbf9kf>

Panel on the Nonprofit Sector. *Principles for Good Governance and Ethical Practice: A Guide for Charities and Foundations*. Washington, D.C.: Independent Sector. Both the “Reference Edition” and “Executive Summary” are available at: [http://www.independentsector.org/pubs\\_cart.htm](http://www.independentsector.org/pubs_cart.htm)  
or through <http://www.nonprofitpanel.org/Report/index.html>

Kaldor, M. (2003). “Civil society and accountability.” *Journal of Human Development*, 4 (1): 5-26. Available through *Josiah*.

Ebrahim, Alnoor and Edward Weisband. (2007) *Global Accountabilities Participation, Pluralism, and Public Ethics*. New York: Cambridge University Press. (Selected chapters, to be posted on OCRA).

Week 11: Global perspectives: The Third Sector and Human Needs

11/16, 18, 20

Vandemoortele, Jan. (2007). “Can the MDGs Foster a New Partnership for Pro-Poor Policies?” AND Brinkerhoff, Jennifer M., Stephen C. Smith and Hildy Teegen. (2007). “Beyond the ‘Non’: The Strategic Space for NGOs in Development.” Chapters 3 and 4 in Brinkerhoff, Jennifer M., Stephen C. Smith and Hildy Teegen (Eds.). *NGOs and the Millennium Development Goals*. New York: Palgrave Macmillan, pp. 23-80. (Posted on OCRA)

*Additional readings to be posted on OCRA.*

***Second Essay paper due 11/20***

Week 12: Social Services and Social Change

11/23, 25 (Thanksgiving recess begins on 25<sup>th</sup> at noon)

Hasenfeld, Part X: Advocacy and Social Change

Ch. 23: The policy advocacy role of HS Nonprofits: incentives, involvement and impact, J. E. Mosley

Ch. 24: Social Movement service organizations: the challenges and consequences of combining service provision and political advocacy, M. Meyer

Week 13: Reports on student projects

12/1, 3, 5

***Final Version of the team product is due by Friday, 12/5.***

**Summary of Assignment Due Dates:**

*First Exam on Readings: Week 5, Friday, 10/9*

*First Essay paper: Week 7, Friday 10/23*

*Second Exam on Readings: Week 9, Friday, 11/6*

*Second Essay paper: Week 11, Friday 11/20*

*Final Version of the team product: Week 13, Friday, 12/5.*

*Final Exam: 12/19/09, 2 p.m.*