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# LINK

Editor: Steve Cockerham Assistant Editor: Kristina Morreale

## 2011 Annual Conference

Wednesday, October 19<sup>th</sup>,  
2011- Saturday, October 22<sup>nd</sup>,  
2011

Join with your colleagues in  
the Lone Star State of Texas  
for the 2011 National  
Conference.

Human services practitioners,  
students, and faculty are  
invited to engage in  
dialogue about how to best  
refine and promote the field  
of Human Services.

Location: Hyatt Regency  
Riverwalk, San Antonio, Texas

For more information:

Contact: Steve Cockerham

Phone: (770) 924-8899

Email:  
[conference@nationalhuman  
services.org](mailto:conference@nationalhuman<br/>services.org)

## Awards, Scholarships, and Grants

**Tammi F. Milliken**

The award winners for 2011 have been selected! Don't miss the announcement of recipients at the upcoming NOHS Annual Conference in San Antonio, Texas. The deadline for submission of application packets for 2012 is May 1<sup>st</sup>!

NOHS offers eight opportunities for professional recognition. To see which option is best for you, log on to the NOHS website and click "Awards, Scholarships, and Grants" in the selection bar at the top of the home page. You will be directed to a list of the possible honors. Select each one to obtain a full description, including necessary qualifications and instructions for application. In the past, several honors have not been awarded due to a lack of nominees or applicants. Don't let this happen to you!

## Deep in the Heart of San Antonio

The national conference is getting closer! October will be here before we know it and NOHS is really hoping you can make it to the event. We are holding it at the Hyatt Regency on the Riverwalk. Come experience the best of San Antonio. Overlooking the historic Alamo and built directly on top of the Riverwalk, the location is unequalled in dining and entertainment opportunities. The meeting and event space is the city's premier and the culinary personnel at the Hyatt are delectably excellent! There is a rooftop pool with a view like the top of the world. A gym and spa are located nearby. Great museums are nearby and trolleys take people directly to shopping that seems south of the border. You've got to do San Antonio if you have never been here. This will be both a cultural and educational occasion, and one you will always remember.

Here is some information on the city. San Antonio is the seventh-largest city in this country and the second-largest city within the state of Texas, with a population of 1.33 million. Located in the south-central part of Texas, the city serves as the seat of Bexar County. San Antonio has characteristics of other western urban centers in which there are sparsely populated areas and a low-density rate outside of the city. It was the fourth-fastest growing large city in the nation from 2000 to 2006 and the fifth fastest growing from 2007 to 2008.

San Antonio is a popular tourist destination. The jewel of the city is the RiverWalk, which meanders through the downtown area. Lined with numerous shops, bars, and restaurants, as well as the Arneson River Theater, this attraction is transformed into an impressive festival of lights during the Christmas and New Year holiday and is replete with the local sounds of folkloric and flamenco music during the summer and fall.

Millions of people visit the River Walk each year to enjoy this unusual urban sanctuary that winds along the San Antonio River in central San Antonio, one story below the bustling street level.

The lush landscapes, quaint pathways, tinkling waterfalls, quiet pools, outdoor art, and relaxing outdoor patios evoke the renowned public spaces of Europe. What started as the vision of a young architect, in 1929, has grown, over the decades, into one of the world's most distinctive meeting places -- old and new friends meet up, travelers pause, families congregate, lovers gaze; and weddings, reunions, business meetings spill over into the Riverwalk.

The Alamo, located nearby, is the top tourist attraction in Texas yet a very comfortable site and only a skip from the Hyatt. It's free! The River Walk is the second most visited attraction. So many of the restaurants have outdoor seating by the water, near bricked paths and shaded by oaks and large succulents. SeaWorld, located 16 miles west of downtown, is the next most visited attraction in the state, and there is also the very popular Six Flags Fiesta Texas. A most stunning theme park is Morgan's Wonderland, for special needs children.

The downtown area also features Cathedral of San Fernando, The Majestic Theatre, HemisFair Park (home of the Tower of the Americas and the Institute of Texan Cultures), La Villita, El Mercado, the Spanish Governor's Palace, and the historic Menger Hotel. On the northern side of the Alamo complex, beside the Emily Morgan Hotel, is the San Antonio Cavalry Museum, which features cavalry artifacts and exhibits and is frequented by local re-enactors. The Fairmount Hotel, built in 1906 and San Antonio's second oldest hotel, is in the *Guinness World Records* as one of the heaviest buildings ever moved intact. It was placed in its new location, three blocks south of the Alamo, over four days in 1985, and cost \$650,000 to move.

Continued on pg. 3

If you have not done so, please make your reservation in San Antonio and register for the conference. The list of speakers will be thought-provoking and enlightening. We want to start out the conference with a reception loaded with great food and drink, having the chance to meet new folks and catch up with old friends. For the next few days, you'll have excellent selections of presenters to choose and interesting posters to review. A silent auction will be filled with items for bidding and you'll have a present or memento to take home. Your evenings will explore the offerings of this fair city and perhaps you'll stay the weekend and take in even more. We look forward to seeing you soon!

Steve Cockerham, VP for Conferences

Jiaju Wu, Editorial Assistant



## Journal of Human Services



Tammi Milliken & Ed Neukrug, Co-Editors

The **Journal of Human Services** is the flagship journal of NOHS. Members may obtain their copy of the 2011 Edition at the upcoming NOHS Annual Conference in San Antonio, Texas. In addition, this leading source for the latest research in the profession is currently accepting manuscripts for the 2012 Edition. Submit an article, brief note, or critical review today! Submissions may address topics including teaching methods, models of internships, faculty development, career paths of graduates, credentialing, accreditation, models of undergraduate and graduate study, clinical issues in human service treatment, and supervision of human service practitioners. For consideration in the upcoming edition, please submit your manuscript by

## Midwest Organization for Human Services

The Midwest Organization for Human Services is presenting their yearly conference titled, **Empowerment & Resiliency: To Empower LGBT Persons and Create Resilient Survivors of Sexual Assault, Abuse & Neglect, and Intimate Partner Violence**. This year's conference is graciously hosted by Baker College, in Jackson, Michigan on March 22-24, 2012. The title suggests quite an offering of opportunities for both students and faculty to enjoy. There is a strong need for a better understanding of some of our more sensitive issues and populations. This conference will raise awareness, focus attention, provide invaluable insight, and provide potential treatment modalities for diverse clients and populations. We look forward to seeing our strongly united Midwest Human Services members stand together and celebrate what is right for the world.

For more information on this exciting conference, please log onto the NOHS web site, and then follow the link to the Midwest page. You will find valuable information on where to sign up, hotels, and anything else you may need to be a part of this great learning opportunity. For those wishing for a copy of the poster for this conference, please go to the Midwest page, and there you will find the poster in .jpg format. It is already saved as a 5x7 color file, but can be stretched to any size at a local print shop for displaying on your campus, or in your organization. Baker College, and the Midwest Organization of Human Services look forward to seeing you all there.



## Client Change and the Need for Open Communication in Human Service Agencies

This article is focused on the role of open, direct, and assertive communication among human service professionals in agency settings and its impact on clients. I contend that open and direct communication between agency personnel at all levels (e.g., volunteers and direct care staff, supervisory and management staff, the agency's board of directors, and external stakeholders and community partners) is directly related to client empowerment and change.

In my experience, there is a style of communication in a variety of social service organizations that limits the potential of optimal relationships with colleagues and engagement in agency business. In my opinion, human service professionals are typically motivated by a strong desire to help others achieve their potential and overcome obstacles in life while seeking to minimize occasions of disagreement and conflict rather than resolve them. Unfortunately, minimizing disagreement and conflict in our workplaces can cause deterioration in functioning.

Our profession has been characterized by some as "conflict avoidant." It is tempting

to avoid rocking the boat in the workplace whether it is a hesitancy to confront a co-worker's behavior or reluctance to engage in discussions that challenge proposed changes in agency policy or procedure. We may justify avoiding the hard discussions with co-workers because we do not have the time to take away from direct service, believe that our supervisor may not welcome a challenge to their authority, or question our ability to change the agency's system. At other times unwritten and unspoken agency norms may discourage meaningful participation in the progress of the organization by defining what constitutes a legitimate topic for discussion.

Without empowerment to speak up, professionals may acquiesce to these unspoken norms and carry them into their work with clients. Thus, how we interact with our agency co-workers may influence the quality of our helping efforts. Because of the human service profession's commitment to the client's right to self-determination (cf. Statement 8 of the Ethical Standards for Human Service Professionals), we must be able to empower clients to speak for themselves and make independent choices.

Continued on pg. 4



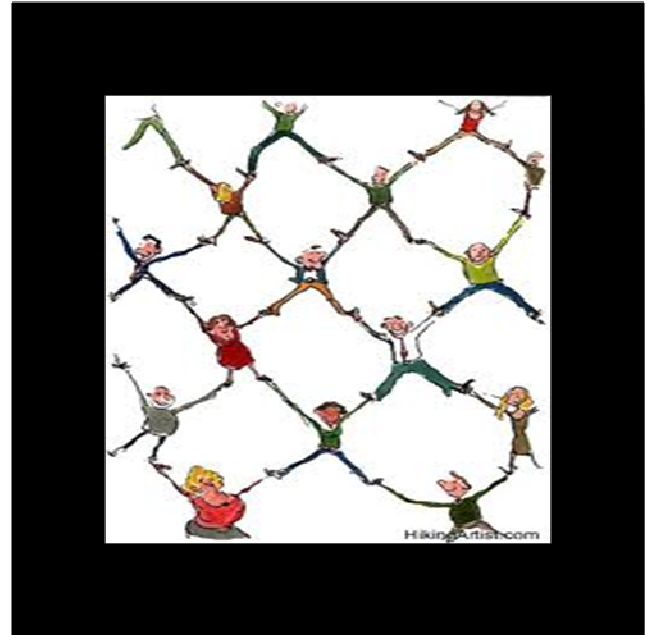
A common characteristic of people who seek services from human service agencies is multiple experiences of disempowerment. For example, they may not experience their actions having a direct impact on the quality of their lives. They may belong to a vulnerable population where the power to participate is minimal or nonexistent. Choices may be limited due to lack of financial stability. There may be a lack of skills to cope with conflict. Clients may receive unhelpful information that yields poor results.

Clients' communication and problem solving skills involve the ability to directly express personal needs and preferences, locate relevant information, acknowledge and resolve differences of opinion. Self-advocacy for changes in programs, agencies, and larger systems are steps toward client empowerment. It is not sufficient for human service professionals to focus on client skill acquisition and behavioral rehearsal without also attending closely to our clients' experience of how to gain power to control their lives. To do so is to seriously oversimplify the process of change.

In sum, to meet our clients' needs, it is important that we challenge ourselves to identify the ways in which our organizational cultures influence in the subtle and not-so-subtle ways of communicating and decision-making. To the extent that we actively seek out different opinions and viewpoints, are able to broach unpopular or controversial topics, acknowledge power differentials, share information widely, and include all levels of agency staff and stakeholders in decisions speaks volumes about the values associated with the distribution of power in our organizations.

Michael Sobocinski, Ph.D.  
Department of Human Services  
University of Alaska Anchorage

This article is submitted by the NOHS Ethics Committee chaired by Linda Wark





## NOHS-President's Message



As we approach our annual national conference in October, I am excited about our prospects for strengthening our shared commitment to Human Services through the sharing of research, information, ideas and fellowship that the NOHS National Conference always brings about! I cannot think of a time in my professional career when such strengthening of networks and shared commitments has been more important to the profession, and to the seemingly millions of service recipients that our efforts touch on a daily basis.

The late summer of 2011 finds the national news media speaking about a "new recession." For those of us working with human services clientele, it is difficult to see where a "recovery" from the perspective of those in need of services has ever appeared since the "first recession" now some three years old! Practitioners and Human Services Educators alike feel the effects of lean budgets and growing demands for a broad spectrum of services. Our continuing work has proceeded through these tough times with the extraordinary efforts of so many Human Services Professionals that give of themselves to ensure that quality services yet reach those in need.

In all of this, I see a need to increase the professional identities of human services personnel, through advancing education, grass roots innovation and advocacy for the populations that we serve. Each year when I attend the National Conference, I am bolstered by the amazing communication regarding shared values, effective programs, empowerment of those being served and a joining of human service professionals to find new means of not only meeting immediate service needs of clients, but also to seek ways that we might impact the larger systems of our society to bring about changes toward social justice.

As a "primer" for the upcoming conference, I would ask each of you to

consider the following self-directed questions:

- What is my professional identity?
- What are my meaningful professional affiliations that support my professional identity?
- What are my values as a Human Services Professional?
- What innovative ideas can I bring to the table to improve human services?
- How does my human services practice contribute to social justice within our society?
- How might I engage in advocacy for social justice and positive change that will empower the population I serve, in becoming healthier, self reliant and positively self sustaining as human beings?

If we can come together and be prepared to share and discuss our respective personal response to each of these six questions, we will have started a meaningful dialogue on coming together as a profession!

In the midst of tough times, I yet believe that we are at a key point in time to achieve greater understanding of the needs and potential of human services and the various populations we serve. Further I believe that through our shared commitment, we can become a major force in the improvement of our society for all of our people. And I believe that the Human Services Profession will be the key to such positive change.

Please join me this coming October in San Antonio and be part of the Human Services Movement!

Sincerely,

Robert W. Olding, PhD, HS-BCP  
President

National Organization for Human Services

## Mentoring via Theatre Arts: Building a Supportive Network from Middle School through College

Jamie Branam Kridler, Professor in the Human Services program and Women's Studies at East Tennessee State University and Gerald Maloy, Associate Professor of Theatre and Music at Walters's State Community College presented at the 3<sup>rd</sup> International Conference on Education, Society and the Economy in Paris this summer. Kridler and Maloy have worked for over a decade in performance arts programs that support healthy development and positive relationships for youth.

Relationships built through performance arts programs are unique and can create a strong lifetime bond for faculty, students and community advocates. Evidence of long term relationships and increased protective factors for young people from an economically distressed area of the Appalachian Mountains provide support for the use of performance arts in people. Case studies groups, engaged in sponsored by social change secondary school, a a major university were presentation. working with the include the Newport Community House The East Tennessee term funder through and Arts Funds. The largely tied to the collaboration of all the groups.



working with young on individuals, as well as theatre arts programs community theatre, a organization, a local community college and featured in the Community groups schools and colleges Theatre Guild, Cooperative, Inc. and Foundation as a long-their Youth Endowment success of the work is

Indicators related to building resiliency are evidenced through decreased participation high-risk behaviors and increased college attendance and graduation by the youth. The mentoring network created by community and educational institutions, as well as dedication of the adult mentors, are critical in developing and maintaining a supportive safety net for the youth. The experience of working toward a common goal of a public performance through creative skills, hard labor, problem solving, and shared pride are unique to the performance arts. A value added benefit has been the number of parents, previously disengaged from their children, attending performances and affirming the process.



## Editorial Comment

### “Conversation of the Nation”



This is a momentous time for Human Services. We are engaged in a larger conversation about the future of our field. Inevitably tied to economics, the challenges of private and public funding are pressing heavily, confusingly, and surprisingly. Politics may not be pleasant but it's the reality for funding in much of human services. Billing and contributions rise and fall with the business cycles. When our sources of funding are threatened, the lives of the people we help and the livelihoods on which we depend are also at risk. Decades and even centuries of advancement in the delivery of human services are threatened. The age-old dialectic is rearing again in media and governmental information sources. How much do we let people do what they want and how much do we exert control over what they do. Human services tiptoes and tap dances between freedom and responsibility, encouraging the achievement of human potential and being there whenever anyone falters. We never feel like we are able to do enough and now we must worry about doing more with less.

One particular challenge lies with the attacks on unions. Now, nothing's perfect and unions are as capable of error as management but there appears a prevailing lack of appreciation for the collective voices of labor. Our history books in schools are so cleansed of the battles for freedom and equality that people don't know how many lives were lost and how much the struggle for safety and sanity cost. People know all about the Civil War but little about the Coal War, the largest insurrection in the US since the War Between the States. I just learned recently about a series of battles between coal miners and state militia in Tennessee during the late 1800s. Occurring in the town of Coal Creek, the Tennessee Mining Company stymied its workers on strike by bringing in prison labor. The miners reacted aggressively and the governor, John Buchanan, brought in the National Guard. In line with the state of West

Virginia's recent stance against memorializing the Battle of Blair Mountain, the name of Coal Creek was later changed to Lake City so that people would not remember.

Here's just a brief list of what unions have done for us and does not even include child labor, racial exploitation, women's pay, sane working conditions...a century of progress we now take for granted. Advocating regulations to reduce dust in the cotton industry lowered brown lung disease by more than 97% after five years of implementation. Regulations requiring manufacturers to place locks and warning labels on power equipment prevents 50,000 injuries and 120 deaths per year. Rules in the construction industry have reduced fatalities from cave-ins by 40%. Upgraded standards for grain-handling facilities reduced deaths by 95% and were opposed by the Reagan administration and agribusiness. Laws requiring inspections in coal mines in addition to new health and safety standards resulting in a 50% reduction in fatalities after the first year of implementation. Lax enforcement and uncaring, criminal management resulted in the Upper Big Branch mining disaster. A complete list of the lives and livelihoods saved by unions needs more than an article to be inclusive. Unions have been and remain a critical force for human services.

One can observe a strong similarity between reduction in union membership and the increase in income equality, recently estimated that the US ranks 64<sup>th</sup> in the world. We once ridiculed South American and African nations as dual class citizenry, the very rich and the mostly poor. Now it is challenging to find a country with as large a differential. The lowering of union membership in this country has increased more in the US than anywhere else around the globe. The reason given by most unions is blamed on systematic opposition from management and owners. They have worked to lower membership in the private sector to less than 10% of workers.

The bright spot has been the public sector, where membership has increased. With the changes in political parties from the last election, public sector unions are now under serious attack. This is having a direct affect upon human services. As unemployment and regressive taxation plague the economy, some politicians and corporate leaders are blaming public entities, eroding the power of health, education, and human services to help those in need and secure necessary benefits.

We have spent trillions of dollars for national security in the last decade. We have subsidized energy, finance, and banking to similar tunes. We have legislated the exportation of jobs and raw materials. We have enabled millions of people to become millionaires and put their money in financial instruments that are put in more financial instruments that buy more financial instruments and put all this money into bank accounts that stay outside the real business of main street economics. There is where all the money is. Because we won't tax it, and put it to work back into getting people working, then we go after what money is left and attack sources that fund human services. It's that simple and also that complex. The answer, the solution is right in front of us but we can't see it anymore than our grandparents did during the Great Depression. The correct response is redistribution. Money does grow on trees and we print it in order to get people to spend it. We can generate something called capital as a way to further generate economic activity but if we get too much capital and not enough spending, not much happens except unemployment.

Joblessness in America would not be a problem for our country if we manufactured more here and less elsewhere. Sure, there may be a better vision than exclusion and isolation but not when the enormous shift in financial resources to wealthy individuals and political power to corporations undercuts a transformative society. Yet, a new way of life based on an educated, aware, ecological populace employing technology effectively

means that we have to return resources to more people. We have to buy good, quality stuff made in America, sell the world good, quality stuff, and import only a healthy percentage from other countries. We have to re-make our niche, which used to be most everything made. Our productivity a few decades ago dominated the world. We are still the largest economy but the reason why has changed. We have to achieve a balance to live in a global economy. As David Brooks mentioned recently on NPR, we are a nation living on high consumption and low productivity. This is not sustainable for lasting economic success.

Business and industry sit on a great deal of cash, 3 trillion by best estimate. They have experienced the economic recovery, recording record profits and significant growth. They make money off the rest of the world; participating only in the American economy is not part of the mission. As long as government is lessening their financial responsibility, the bottom line is advantaged. The stock market has grown steadily and significantly during the recession. Whenever it falters, media and money goes berserk, ready to marshal a plan to rescue the shares. When unemployment fails to lessen, we sigh and blame everyone but ourselves. Scott Niswonger, the wealthiest man in Greene County, TN, claims he has 50 jobs waiting for people in his county where unemployment is around 13%, but he cannot find anyone who has been trained for the positions. Evidently, it is the government's job to train employees for his trucking company.

Have you given thanks today? The corporate media blatantly avoid the success of the Obama stimulus plan. We avoided a major economic meltdown and still remain the world's best investment.

Continued on pg. 10

Research by Feyrer and Sacerdote last year and used by the Congressional Budget Office estimated that the American Readjustment and Recovery Act saved up to 80,000 jobs in education and generated significant numbers of jobs for lower income groups. The remaining funding went primarily to repair the nation's decaying infrastructure, which not only created large numbers of jobs but also improved the substratum for economic activity. Unemployment would have been much higher. Local and state taxes would have been increased or else layoffs would have decimated public services. A key feature of this report was the major improvement in opportunities for those who Human Services work most diligently. Without the Obama stimulus, the increase in poverty would have been so much more drastic.

Mainstream economic theory or, in other words, most economists, insisted the stimulus plan was absolutely necessary and many believed it should have been more. The tax breaks and expenditures of the previous administration had no basis in economic theory and contributed to the budgetary woes of today. That administration added more to the national debt than the current one, on a year by year basis. We gave the budget surplus to the rich and now expect the public to pay for the excesses. The Savings and Loan fraud of the 1980s paled in comparison to the financial heist of 2008. The American Dream lives on...residing in the pockets and bank accounts of the wealthy. They have stolen the dream and taken it to Switzerland or the Caymans, leaving the rest of us in a nightmare. It is time they gave it back. It is time for them to show that they are truly patriots, honest citizens of this country willing to do their fair share instead of hiding their ill-gotten gains and locking the gates of their guarded communities. If not, the time is near when all the rest of us will do is work for them, instead of ourselves and for the advancement of our society.

If this sounds a lot like a political perspective, then it illustrates how NOHS expresses its voice thru its membership. Advocacy is a primary

mission for NOHS and we offer a platform for sending a message to all and anyone engaged in making our world a better place. We have practical goals and we have lofty ones. We have to change diapers, wipe tears, and hold out our hands as well as combat child poverty, counsel the distressed, and cook meals for the homeless. We change the world by each act of human service and every idea about a better life. We may be facing life's greatest challenges yet we do have the best existence ever experienced on the planet. We can lose it or we can keep on moving forward, progressing into the next stage of positive personal and progressive development. This is a call for involvement and engagement. Please contribute your thoughts and ideas. What you believe is very important. Your actions make it happen. We need you in the field of Human Services. Exercise your voice and excite your students. Thank you for your membership in NOHS and help us make a difference in the lives of other people. There is no more important goal.

Steve Cockerham, Editor of LINK, the newsletter for NOHS







## Report by Public Citizen



- A rule requiring the cotton industry to reduce dust in textile factories lowered the prevalence of brown lung among industry employees by 97 percent in the first five years. In addition, when factories upgraded their equipment to comply with the rule, they found the new machines were seven times faster than the old ones. Also, compliance cost far less than originally anticipated.
- A rule requiring manufacturers to place locks and warning labels on powered equipment prevents 50,000 injuries and 120 fatalities per year.
- A rule on excavations at construction sites has reduced the fatality rate from cave-ins by 40 percent.
- A grain-handling facilities standard has reduced the number of fatalities caused by dust-related explosions by 95 percent. When the rule was being considered, industry groups and the Reagan administration opposed it. Years after the standard was issued, however, the National Grain and Feed Association said it is remarkably effective.
- A law instituting inspections in coal mines as well as new mine health and safety standards led to a rapid 50 percent decrease in the coal mine fatality rate.

“Corporate interests love to bash regulations in the abstract, so it is important that we recognize the benefits that we – the public – enjoy from particular safeguards,” said Justin Feldman, worker health and safety advocate with Public Citizen’s Congress Watch division. “These are rules that keep us healthy and keep our friends and family members alive.”

Many corporate-backed GOP lawmakers in Congress are pushing to prevent federal health and safety agencies from being able to issue rules at all. Over the past several months, they have introduced several bills that would undermine the regulatory process or, in one instance, place a moratorium on all new regulations. Just recently, Gang of Six member Sen. Tom Coburn (R-Okla.) called for cuts to the Occupational Safety and Health Administration’s budget that would be devastating to workers relying on government protections.



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FALL 2011

# Tau Upsilon Alpha

"Excellence in Service to Humanity"

TUA merchandise is now available online at Café Press. The proceeds from the purchase of this merchandise will go to fund student scholarships. Get yours today!

Don't forget to join us on Facebook at *Tau Upsilon Alpha National Human Services Honor Society!*



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