



# From the Eye of the Storm: The Experiences of a Child Welfare Worker

*Cynthia Crosson-Tower*

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## **From the Eye of the Storm: The Experiences of a Child Welfare Worker** Cynthia Crosson-Tower

Crosson-Tower's first-person narrative, interwoven with glimpses of over 20 social welfare system cases, is a combination of engaging storytelling and stark reality. It recounts the early days of her career that spanned more than three decades. After landing a position in the Division of Child Guardianship in Boston, Crosson-Tower is quickly indoctrinated by department manuals, a heavy caseload, and the challenge of dealing with the unexpected. This exceptional window to the role of a social worker reveals unique and turbulent circumstances in which resiliency and sensitivity play a large part. Incisive and discussion-generating "Questions for Thought" instigate readers to pause and consider the practices they would use in each case.

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