

The First Helping Interview Engaging The Client And Building Trust

This book provides practical, step-by-step guidance to the crucial first meeting with a client - at which the helping professional must initiate a relationship. Specific topics are discussed, such as the role of culture and ethnicity issues. Essential Skills of Social Work Practice, Third Edition presents the basics of effective social work practice and helps students develop competence in assessment, intervention, and evaluation. Its broad coverage explores the counseling, case management, and research skills necessary to implement evidence-based practice in contemporary social work. Part I of the text includes three chapters that address the core foundations of social work practice: how assessment, intervention and evaluation are linked; the role of theory and research in practice; and a chapter on ethics. Part II, in addition to explaining how to conduct sound assessments and treatment planning, also examines client supportive/engagement skills, cognitive-behavioral skills, and case management skills. Part III focuses on

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integrating these skills into evidence-based practices with common mental health disorders and problems-in-living with adults, children, and families. Case studies, inspired by real clients, are accompanied by a psychosocial assessment, intervention, and evaluation plan. Appendix B, "The Comprehensive Service Plan," is incorporated throughout the text.

This bestselling work has introduced hundreds of thousands of professionals and students to motivational interviewing (MI), a proven approach to helping people overcome ambivalence that gets in the way of change. William R. Miller and Stephen Rollnick explain current thinking on the process of behavior change, present the principles of MI, and provide detailed guidelines for putting it into practice. Case examples illustrate key points and demonstrate the benefits of MI in addictions treatment and other clinical contexts. The authors also discuss the process of learning MI. The volume's final section brings together an array of leading MI practitioners to present their work in diverse settings.

In this breakthrough book, Cynthia Bisman and David Hardcastle

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present research methods as tools that social workers can use to improve clients. Rather than describing how research is done, they focus on how social work practitioners can use the rigors and methodologies of research in practice. The authors provide students with the skills they will need to evaluate the relevance and effectiveness of their practice--including the ability to articulate what they are doing, monitor their effectiveness, and decide whether to continue the applications with other clients.

Interviewing in Criminal Justice

Gesprächsführung in der Sozialen Arbeit

Solution-Focused Interviewing

A Model for Effective Social Work

Culturally Engaging Service-Learning With Diverse Communities

Lebensweltorientierte Individualhilfe

The Community-Oriented Needs Assessment (CONA) model presented by the authors demonstrates that effective two-way communication between providers of human services and the community is necessary for effective and efficient social services. The (CONA) model uses data from demographic/statistical profiles, key informants, and random community members to define needed

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services, to develop programs, to enhance interagency cooperation, and to improve accountability. The authors both outline the logic behind the use of this model and sketch a step-by-step approach for developing the model for use in a variety of settings.

Based on Warner's extensive clinical experience and therapy workshops conducted over more than two decades, *Solution-Focused Interviewing* is the first skill-development manual based on this innovative tri-phase approach to counseling and applied positive psychology.

Built around a single case study, *Creating New Agency Programs* clearly illustrates how to effectively plan, implement, and evaluate a small scale social program. Each step in the planning process is introduced and described in a way that allows the reader to vicariously participate in the evolution of the program. Useful charts, time lines, and resource lists are included and can be easily referenced and utilized. This book's emphasis on planning is important, not only because it is a much used and generally under-taught skill, but because successful planning is the process that can turn the dreams of a community into concrete reality. This book is geared toward designing programs to meet specific social needs and organizing the relevant and human resources to implement them. The programs are specific, detail, and activity oriented but are designed to support long-range goals, which may be handed down by a parent organization

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or the community in general. The author's strategy of using a case study serves as a creative learning tool that leads readers through each practical step toward successfully creating their own small scale social program. Filling the void of literature on designing programs, *Creating New Agency Programs* is ideal for professionals and students in a variety of fields--social work, human services, clinical/counseling psychology, drugs and alcohol, psychology, nursing, and management--who are faced with the task of planning, designing, and evaluating a program.

Many students enter graduate programs with little or no experience of psychodynamic psychotherapy. Efforts to impart clinical skills have often been less than systematic and beginning psychotherapists have not always been encouraged to think about what they are doing and why they are doing it from a scientific standpoint. Thoughtfully building on current debates over efficacy and effectiveness, this book outlines a promising approach to training in which the work of therapy is divided into tasks patterned after Luborsky's influential delineation of "curative factors"--significant developments in the course of the therapy that are crucial for effective change. Each task step for the therapist--cognitive, behavioral, affective, or a combination--is analyzed, taught separately, and then put in sequence with the other task steps. Curative factors have been extensively studied in recent years and the approach rests on a solid empirical

base. In a climate of increased accountability, clinicians must demonstrate that they are responding to providers' requests to conduct evidence-based practices. Core Processes in Brief Psychodynamic Psychotherapy will be an invaluable resource not only for students and trainees, but for established therapists who find themselves asked to justify their work.

Applying Positive Psychology, A Manual for Practitioners

Essential Skills of Social Work Practice

Victims, Witnesses, Clients, and Suspects

Helping People Change

Effective Meetings

A Practical Guidebook for the Human Services Field

Die Anfangsphase der Zusammenarbeit von Sozialarbeitern und Klienten prägt entscheidend den weiteren Verlauf ihrer Beziehung zueinander. Insofern kommt diesem Anfang eine Schlüsselfunktion für die Qualität der beruflichen Praxis in vielen Teilbereichen sozialer Arbeit zu. Das Buch soll einer ersten allgemeinen Orientierung über grundlegende Probleme und Möglichkeiten bei der Gestaltung von Erstgesprächen dienen, ohne dabei auf spezielle Arbeitsfelder explizit einzugehen. Die vierte Auflage des Werkes wurde dabei gründlich überarbeitet und durch neue Veröffentlichungen ergänzt.

Government and nongovernmental human service organizations are under increasing pressure to demonstrate that their programs work. As stakeholders demand more accountability, human service organizations are increasingly utilizing performance accountability and performance measurement as a way of demonstrating the efficiency, quality, and effectiveness of their programs. Measuring the Performance of Human Service Programs, Second Edition examines the reasons why performance measurement has become the major method of performance accountability today. In this second edition of their classic work, Martin & Kettner explain in detail how to develop and utilize output, quality, and outcome performance measures in human service programs. Special attention is given to the four types of outcome performance measures: numeric counts, standardized measures, level of functioning (LOF) scales and client satisfaction.

The Handbook of Communication Skills is recognised as one of the core texts in the field of communication, offering a state-of-the-art overview of this rapidly evolving field of study. This comprehensively revised and updated fourth edition arrives at a time when the realm of interpersonal communication has attracted immense attention. Recent research showing the potency of communication skills for success in many walks of life has stimulated considerable interest in this area, both from academic researchers, and from practitioners whose day-to-day work is so dependent on effective

social skills. Covering topics such as non-verbal behaviour, listening, negotiation and persuasion, the book situates communication in a range of different contexts, from interacting in groups to the counselling interview. Based on the core tenet that interpersonal communication can be conceptualised as a form of skilled activity, and including new chapters on cognitive behavioural therapy and coaching and mentoring, this new edition also places communication in context with advances in digital technology. The Handbook of Communication Skills represents the most significant single contribution to the literature in this domain. Providing a rich mine of information for the neophyte and practising professional, it is perfect for use in a variety of contexts, from theoretical mainstream communication modules on degree programmes to vocational courses in health, business and education. With contributions from an internationally renowned range of scholars, this is the definitive text for students, researchers and professionals alike.

The First Helping Interview SAGE

The First Helping Interview

A Model for Community Planning

Equipping the Christian Counselor for the Journey

Counseling Theories and Techniques for Rehabilitation and Mental Health

Professionals, Second Edition

Improving Group Decision Making

Improving Organizational Performance

"The authors of this book have made a very important contribution in producing a book that literally provides a roadmap for how to realize MI's potential in school and family contexts. They are the acknowledged leaders of MI in schools and deserve much credit for adapting this approach so well for effective use by educators. The content coverage of the book's chapters and its strong focus on the development of tools, strategies, and detailed, relevant examples of MI implementation in schools and also with families are, in my view, truly exemplary....I recommend it unconditionally as an invaluable resource for today's related services professional." Hill Walker, PhD University of Oregon "This is an important, well-written and groundbreaking book. Motivational interviewing (MI) has been widely applied in health care, corrections, mental health and addiction services, and social work, but this is the first book to explore broadly how it can be used by school professionals. This is an up-to-date, well-documented presentation of the spirit and method of MI, integrating it with

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behavioral theory and research. Practical exercises and examples support learning of how to apply MI in everyday conversations about change with parents, teachers, students, families, and school-based teams." William R. Miller, PhD The University of New Mexico One of the greatest challenges for mental health and other professionals in school settings is to get students, families, and staff willing to partake of and engaged in their services. This is the first book on applying motivational interviewing (MI)—a powerful, evidence-based technique for facilitating behavior change—throughout the school environment to help psychologists, counselors and other school-based professionals to improve the effectiveness of their practice. Based on encouraging research on the value of MI in K-12 settings, this practical book explains the basic elements of MI theory and demonstrates, step-by-step, how the four-stage process of engaging, focusing, evoking, and planning can be used with the families of students who need psychological or counseling services, teachers who need consultation and support to improve classroom management, and the students themselves. The book discusses barriers to readiness to change and describes

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how to foster engagement and compliance with school services to increase the likelihood that positive change will occur. It also describes how MI can be used to increase the effectiveness of inter-professional teams in school settings, along with ways in which MI can be integrated into and build support for already established programs. Richly illustrated with examples of using MI as a strategy for promoting everyday conversations about change--the nucleus of MI practice--the book also includes case studies and sample handouts for mental health professionals, students, family members, and teachers. Key Features:

Demonstrates how to apply motivational interviewing to the K-12 environment to help school professionals improve effectiveness
Explains the four-stage process of engaging, focusing, evoking, and planning
Shows how MI can be used with children, their families, and teachers to facilitate change
Describes how MI can be integrated into other established programs
Includes plentiful case studies and examples of MI as a strategy for promoting everyday conversations about change
Evaluating the experiences of racially marginalized and underrepresented groups is vital to creating equality in

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society. Such actions have the potential to provoke an interest in universities to adopt high-impact pedagogical practices that attempt to eliminate institutional injustices. Culturally Engaging Service-Learning With Diverse Communities is a pivotal reference source for the latest scholarly research on service-learning models that recognize how systemic social injustices continue to pervade society. Featuring extensive coverage on a broad range of topics and perspectives such as cultural humility, oral histories, and social ecology, this book is ideally designed for scholars, practitioners, and students interested in engaging in thoughtful and authentic partnerships with diverse groups.

A practical guide for human service workers and students which describes and shows techniques for use in assessing families. The author reviews a conceptual basis of family assessment in chapters that focus on the family as a system, the family and its environment, and the family life cycle. She goes on to describe such methods of assessment as the ecomap, the genogram, family sculpture, and the use of observation and checklists. Throughout the guide, case examples are used to illustrate

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concepts and show the techniques in use. A special feature of particular value is the self-teaching exercises designed to give the reader practice in applying these ideas and methods. A concluding chapter relates family assessment to treatment or intervention.

This revised and expanded Second Edition of the widely read *Understanding Your Social Agency* offers students and practitioners a simple yet comprehensive introduction to organizational theory and its meaning for social agencies. Each of the first ten chapters is devoted to a particular perspective for understanding the agency. The final chapter considers using each of the ten perspectives independently, or in tandem, to solve problems within or on behalf of the agency. It will be a useful guide to solving problems of an organizational nature within an agency.

Child welfare HHS could play a greater role in helping child welfare agencies recruit and retain staff.

Motivational Interviewing, Second Edition

NIMHANS Journal

Psychology

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Advanced Case Management

Since the initial publication of this classic text, motivational interviewing (MI) has been used by countless clinicians in diverse settings. Theory and methods have evolved apace, reflecting new knowledge on the process of behavior change, a growing body of outcome research, and the development of new applications within and beyond the addictions field. Including 25 nearly all-new chapters, this revised and expanded second edition now brings MI practitioners and trainees fully up to date. William R. Miller and Stephen Rollnick explain how to work through ambivalence to facilitate change, present detailed guidelines for using their approach with a variety of clinical populations, and reflect on the process of learning MI. Chapters contributed by other leading experts then address such special topics as MI and the stages-of-change model; using the approach with groups, couples, and adolescents; and applications to general medical care, health promotion, and criminal justice settings.

For undergraduates and those pursuing a master ' s degree in counseling, psychology, social work, or pastoral counseling, Therapeutic Expedition is the only comprehensive basic helping skills textbook built upon a biblical world-view. Authors John C. Thomas and Lisa Sosin pull from their combined fifty years of clinical and classroom experience to prepare future counselors for their professional journey, fostering specific skills application in the areas of: Creating a helping relationship Assigning homework

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Exploring the counselee ' s concerns Spiritual strategies Facilitating the sessions Using metaphors Assessing the counselee The book ' s unique combination of qualities-a practical approach highlighting professional and personal growth based on authoritative, interdisciplinary, and biblical worldview outlooks-makes this an outstanding text within its field. Workbook excercises to foster skills application are included with each chapter.

Nurses are at the front lines of communications with patients, supervisors, physicians and administration, and they can use the skills they have developed as nurses to add value to those communications. Williams (nursing, U. of Miami) and her contributors start with the idea that to be effective and therapeutic communicators, nurses must understand

This is the authoritative, bestselling guide that professionals and students turn to for a complete introduction to motivational interviewing (MI), the powerful approach to facilitating change. The book elucidates the four processes of MI -- engaging, focusing, evoking, and planning -- and vividly demonstrates what they look like in action. A wealth of vignettes and interview examples illustrate the "dos and don'ts" of successful implementation in diverse contexts. Highly accessible, the book is infused with respect and compassion for clients. The companion Web page provides additional helpful resources, including reflection questions, an extended bibliography, and annotated case material. New to This Edition: Reflects major advances in understanding and

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teaching MI. Fully restructured around the new four-process model. All chapters now authored by Miller and Rollnick. Additional case examples and counseling situations. Reviews the growing evidence base and covers ways to assess MI fidelity. Pedagogical Features Include: Online reflection questions and annotated cases, ideal for classroom discussion. Bulleted key points at the end of each chapter. Engaging boxes with special topics and personal reflections. Extended bibliography and quick-reference glossary. This title is part of the Applications of Motivational Interviewing Series, edited by Stephen Rollnick and William R. Miller.

Understand Social Agency

Communications Skills for the Human Services

Measuring the Performance of Human Service Programs

Preparing People to Change Addictive Behavior

Grundlagen und Gestaltungshilfen

Creating Small Scale Social Programs

Die Konzepte der Einzelfallarbeit haben in der Theorie wie auch in der Praxis der Sozialarbeit einen schweren Stand. Bildeten sie in den 50er und 60er Jahren geradezu den Kernpunkt des professionellen Selbstverständnisses, so haben sie mit der Kritik im Zuge der 68er Bewegung und durch die Erfolge der verschiedenen therapeutischen Ansätze massiv an Bedeutung und Einfluss verloren. Diese Einführung vermittelt Studierenden einen Überblick über die Geschichte der Einzelfallhilfe und beschreibt ausführlich die damit gegebenen, spezifisch sozialarbeiterischen Herangehensweisen an Problemlagen einzelner Menschen. Der Autor entfaltet - in Abgrenzung u

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Weiterentwicklung des klassischen Casework-Konzepts - ausführlich und praxisnah die Grundlagen seines Konzeptes der lebensweltorientierten Individualhilfe.

A framework for interviewing; Self-understanding; People; The helping relationship; The helping interview; Group interviewing; Professional issues.

The Practice of Case Management in the Human Services offers a succinct yet comprehensive guide to carrying out a case manager's responsibilities. The author explores assessment of the service of the client, facilitating the client's contact with the appropriate institutions and services, monitoring the quality of services provided to the client, and taking action when the client's needs are not met. The author also considers the therapeutic role required when needs are not met because the problems are indigenous to the client. Providing an integrated look at practice technologies applicable to a variety of practice areas, the volume is appropriate for both preservice and inservice education in the field of human services.

Obtaining valid and complete information is one of the most critical skills that any professional working in the criminal justice field can possess. Interviewing in Criminal Justice teaches the fundamentals of effective interviewing, including critical communication skills, interpretation skills, and how to effectively relay information. This solid resource prepares criminal justice students and professionals in other fields how to assess probation clients, communicate with juveniles, collect information from defendants, and much more.

Strategies for Engaging Parents, Teachers, and Students

Family Assessment

Assessment, Intervention, and Evaluation

Engaging the Client and Building Trust

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Eine Einführung für soziale Berufe
Motivational Interviewing in Schools

Designed to provide a thorough survey of the field that is equally accessible to students with a general interest as well as to those with professional aspirations, this text presents a scholarly portrayal of the history, content, professional functions, and the future of clinical psychology.

Designed to provide a thorough survey of the field that is equally accessible to readers with a general interest as well as to those with professional aspirations, this book presents a scholarly portrayal of the history, content, professional functions, and the future of clinical psychology. Chapter topics cover various approaches to clinical psychology; assessment; interviewing, observation, and testing; clinical interventions; clinical child psychology; health psychology; clinical neuropsychology; forensic psychology; and professional issues. For anyone with an interest in clinical psychology—especially future

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clinical psychologists.

Kompetente Gesprächsführung stellt für alle psychosozialen Berufe eine professionelle Kernkompetenz dar und wird in der Sozialen Arbeit zum eigentlichen Nadelöhr für jede Professionalität. Krisensituationen, Unfreiwilligkeit, Komplexität und Entscheidungsdruck oder auch nur die Alltagsorientierung der Hilfen schaffen spezifische Herausforderungen für gelingende Gespräche in der Klientenarbeit. Das Buch erarbeitet und vermittelt Grundlagen für Gesprächsführung und für spezifische Gesprächsformen in der Sozialen Arbeit.

This highly practical guide for both experienced and novice professionals and students reveals the steps involved in the crucial first meeting with a client. The authors approach the task of an initial interview by providing an overview of the therapeutic process and what to expect from clients. The book also explores the practical basics of therapy - counsellor-client roles, physical settings, communication dynamics, assessment and diagnosis, record-keeping, goals

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and contracts and trust-building. Individual chapters discuss specialist topics such as working with couples and families, the role of culture and ethnicity, when and how to refer clients with serious problems, and legal and ethical issues.

Learning to Counsel

Interviewing and Change Strategies for Helpers

Effective Grantsmanship

Needs Assessment

Core Processes in Brief Psychodynamic Psychotherapy

Toward Networking and Societal Practices

In this innovative book Fabio Folgheraiter presents a systematic introduction to networking and reflexive practice in social work. The text explores how the interested parties in social care can acquire a shared power in care planning and decision making and that when this networking occurs, the efficacy of caring initiatives increases.

Lauded for its accessible format and humorous writing style, *Effective Meetings: Improving Group Decision Making* by John E. Tropman, offers practical strategies for running effective meetings by highlighting the

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processes involved in decision making and the ways individuals contribute to making better quality decisions as a group. The Third Edition of this brief text begins with guidelines for effective decision making, then covers topics that include member recruitment, meeting preparation, agenda building, and the positions and roles required for effective meeting outcomes. Subsequent chapters deal with electronic meeting formats, the chair and participants, and the various types of meeting groups such as boards, advisory groups, and staff groups. Author John E. Tropman teaches at the University of Michigan in the School of Social Work, the Stephen M. Ross School of Business, and the Executive Education Programs. Dr. Tropman also works with for-profit, nonprofit, and government entities in a consultative capacity.

This comprehensive book is essential for would-be counselors, those working in the helping professions, and anyone who uses counseling skills as part of their work. With its practical, hands-on approach, a wealth of case studies, examples of skills, illustrations, exercises, and extensively updated resource sections, this updated edition is a valuable tool for tutors of counseling skills courses.

Drawing on the authors' extensive experience of obtaining resources from both public and private funding sources, this step-by-step guide demystifies the development and writing of a successful grant proposal.

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Practice of Case Management

Proposal Writing

The Handbook of Communication Skills

Therapeutic Expedition

Introduction to Clinical Psychology

Indochina Chronology

A practical guide to recently developed management principles, *Improving Organizational Performance* takes the reader beyond the basics of the TQM fad to the core concepts that undergird it. The book provides a basic reference and field guide for mental health service organizations that are interested in learning about and applying sound management principles. In addition to basic theory, it presents procedures for putting quality practices in place, using examples from the field to illuminate points, and including a complete case study to help organizations learn the quality improvement team process. *Improving Organizational Performance* is an effective tool for improving performance for managers in mental health, human services, and social services.

The only text about counseling theories and techniques developed specifically for upper-level rehabilitation counseling students and practitioners, this book is now fully updated with a focus on evidence-based practice. It reflects the great strides made in incorporating research-based knowledge into counseling/therapy interventions since the first edition's publication nearly 10 years ago. The book

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disseminates the expertise of many of the most esteemed leaders and academic scholars in rehabilitation counseling. These authors emphasize state-of-the-art scientific evidence that supports the effectiveness of various counseling approaches and techniques for people with and without disabilities.

Fully updated and streamlined to be used more easily within the parameters of several quarters or a semester, INTERVIEWING AND CHANGE STRATEGIES FOR HELPERS, Eighth Edition offers readers an introduction to the knowledge, skills, values, and tools needed by today's professional helpers. The book's conceptual foundation reflects four critical areas for helpers: core skills and attributes, effectiveness and evidence-based practice, diversity issues, and critical commitments and ethical practice, using an interdisciplinary approach that reflects the authors' extensive experience in the fields of counseling, psychology, social work, and health and human services. The text skillfully combines evidence-based interviewing skills and evidence-based intervention change strategies, thus preparing readers to work with clients representing a wide range of ages, cultural backgrounds, and challenges in living. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Now that business, government, and other fields are embracing Total Quality Management (TQM) as their management philosophy, TQM may also hold the solution for problems that exist in human services organizations today. After a brief history of TQM, the author discusses the philosophy of management, quality

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as an organizational goal, the challenges of determining an organization's customers, and collecting and using customer quality data. He also describes how to achieve quality improvement through teamwork and shows how to use brainstorming, cause and effect diagrams, check sheets, and pareto analysis. Among the other topics examined are contractor involvement, training top management personnel, training middle managers and staff, and selecting an implementation strategy. All the examples used in this volume are drawn from the fields of public administration, gerontology, public health, and management of nonprofit organizations. Total Quality Management in Human Service Organizations is a good "backgrounder" for human service administrators and organizations prior to undergoing a more detailed agency discussion of, or training in, TQM. It is also of great value to students and faculty in social work administration programs who are interested in the basics of TQM.

Therapeutic Interaction in Nursing

Relational Social Work

Erstgespräche in der sozialen Einzelhilfe

Integrating Research Into Practice

New Strategies for the Nineties

Preparing People for Change

This overview of issues pertinent to case management in the social services illustrates the diversity of innovative approaches which have been developed. These include: new forms of outreach and

assessment; alternative methods for engaging family members and natural supports; and strategies attuned to the needs of culturally diverse constituencies. The degree to which existing services are available to meet clients' needs, and variations in service philosophies and resources are among the issues discussed. Examples from many practice settings illustrate the adaptability of case management.

Motivational Interviewing

Planning, Implementation, and Evaluation

Advancing Effective Practice

Tools for Understanding and Intervention

Total Quality Management in Human Service Organizations