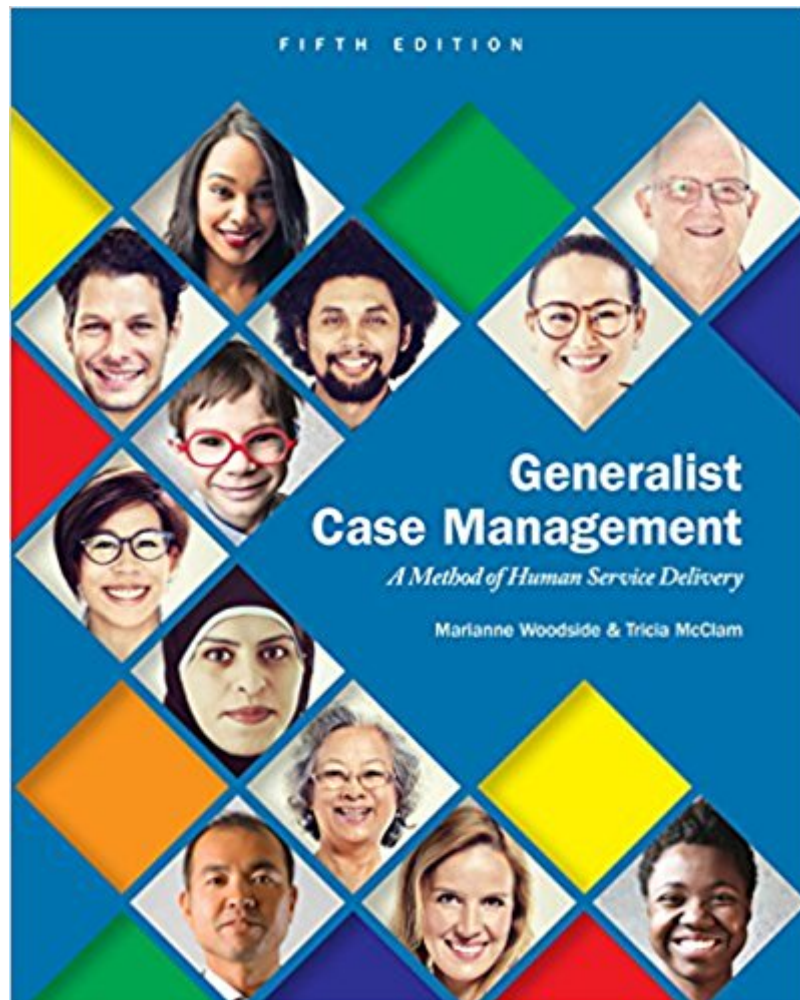




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# Generalist Case Management: A Method Of Human Service Delivery



## Synopsis

This practical text equips students with the fundamental information and skills needed to be effective case managers, covering such central issues as the responsibilities of case management, competencies needed for ethical and multicultural case management, participation in interdisciplinary and interorganizational teams, and engagement in advocacy and leadership. The first-person experience of a client and her case managers draws students into the text. To ensure that the book offers current and accurate information, the authors have continued to interview human service case managers nationwide about their jobs, skills, challenges, and clients. These interviews, combined with current research and numerous case studies, make **GENERALIST CASE MANAGEMENT: A METHOD OF HUMAN SERVICE DELIVERY**, 5th Edition, realistic and relevant. The text also aligns with NASW case management standards and helps to prepare students for earning C-SWMC certification and the HS-BCP credential.

## Book Information

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## Customer Reviews

Marianne Woodside, Professor Emerita, was affiliated with the Human Services, Mental Health Counseling, and Counselor Education programs at the University of Tennessee, Knoxville. She taught introduction to human services, case management, methods of helping, and foundations of counselor education, and supervises practicum and internship. Her primary research interests are international human services, human service education, and case management. Dr. Woodside has served on the editorial boards for Journal of Human Service Education, American Association for Counseling and Development Journal, and Tennessee Counseling Journal. Additionally, she served

as vice-president of regional development and secretary of the National Organization for Human Services Education. Dr. Woodside has published a wide range of journal articles and has an extensive record of presentations at national and international meetings. Her many awards include the Distinguished Recognition Award from the Council for Standards in Human Service Education, the Professional Development Research Award from the National Organization for Human Services Education, the Helen B. Watson Outstanding Faculty Research Award, and the Educator's Hall of Honor Award. With Tricia McClam, Dr. Woodside is co-author of AN INTRODUCTION TO HUMAN SERVICES (9th Ed.), AN INTRODUCTION TO HUMAN SERVICES: CASES AND APPLICATIONS (8th Ed.), GENERALIST CASE MANAGEMENT: A METHOD OF HUMAN SERVICE DELIVERY (5th Ed.), PROBLEM SOLVING IN THE HELPING PROFESSIONS, HELPING PROCESS: ASSESSMENT TO TERMINATION, and INTERVIEWING: WHAT STUDENTS WANT TO KNOW. Dr. Woodside also wrote INTERNSHIP IN HUMAN SERVICES: HELPING STUDENTS FIND THEIR WAY (Sage).

Tricia McClam, Professor Emeritus, was affiliated with the graduate programs in Mental Health Counseling (M.S.) and Counselor Education (Ph.D.) at the University of Tennessee, Knoxville. She also taught for over 10 years in the undergraduate Human Service Program. Among the courses she taught are Cross Cultural Counseling, Formal Measurement, Basic Counseling Skills, and Case Management. Her research broadly deals with case management in human service delivery, professional development, and international human services. Dr. McClam has served as editor of International Education and co-editor of Human Service Education, both refereed journals. Included among her professional awards are the Helen B. Watson Outstanding Faculty Research Award in the College of Education, the Dean's Award for Service, a Certificate of Appreciation from the Council for Standards in Human Service Education, and the Miriam Clubok Award from the National Organization for Human Service Education. With Marianne Woodside, Dr. McClam is co-author of INTRODUCTION TO HUMAN SERVICES (9th Ed.), AN INTRODUCTION TO HUMAN SERVICES: CASES AND APPLICATIONS, GENERALIST CASE MANAGEMENT: A METHOD OF HUMAN SERVICE DELIVERY (5th Ed.), PROBLEM SOLVING IN THE HELPING PROFESSIONS, HELPING PROCESS: ASSESSMENT TO TERMINATION, and INTERVIEWING: WHAT EVERY STUDENT WANTS TO KNOW.

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