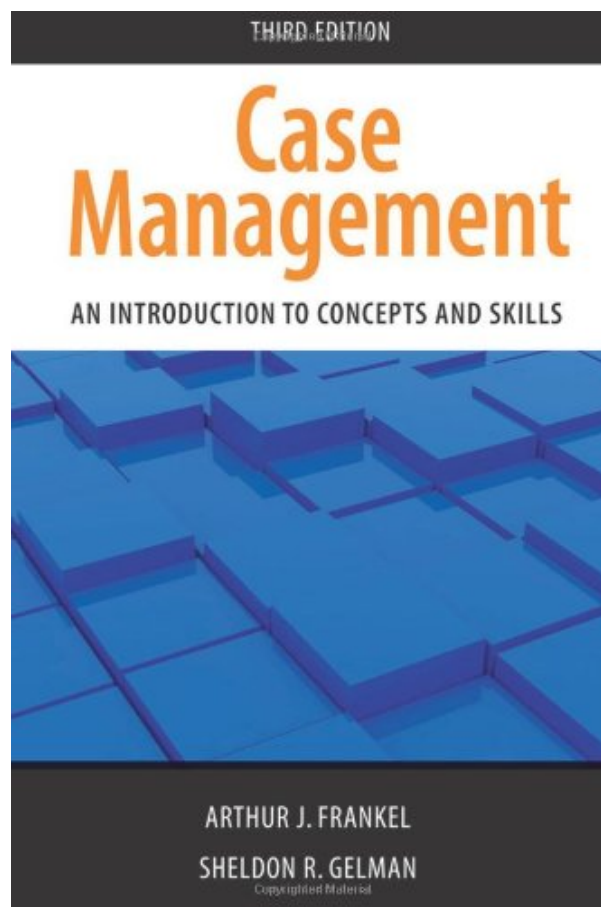


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About the Author

Arthur J. Frankel (PhD, MSW, University of Michigan) is professor of social work at the University of North Carolina, Wilmington, and has previously taught at the University of Louisville and Rutgers University. He has written many publications relating to case management and has conducted extensive research in the areas of child welfare, the homeless, and forensic social work.

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Case managers provide an indispensable service, acting as both experts and liaisons to the wide variety of services, resources, and opportunities available to their clients. The authors use their extensive practice, classroom, and research experience to delineate clearly the steps of the case management process and to address the myriad roles case managers fill in different practice situations. By detailing the various processes and goals of case management and the different populations they help, the authors present a resource that is invaluable not only to social workers, but also to case managers in nursing centers, community mental health facilities, and criminal justice centers.

The third edition of this essential and accessible book is updated to reflect the constantly changing nature of the helping professions. New and updated references provide readers with an array of options for pursuing specific aspects of case management. The book is attentive to the evolving needs of a variety of populations, and it now contains a new section on working with members of the military and their families. This edition also contains new information on case management within larger organizations that provide mental health services.

- Sales Rank: #308456 in Books
- Brand: Lyceum Books
- Published on: 2011-07-26
- Original language: English
- Number of items: 1
- Dimensions: 8.50" h x 5.50" w x .50" l, .55 pounds
- Binding: Paperback
- 216 pages

Features

- Used Book in Good Condition

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So yes, I hated this book, mainly because the work was just impossibly hard. But that wasn't the books fault. That was the fault of my hard head, exhaustion and difficult concepts. Now that I'm on the other side, I'll hide the book awhile, forget the agony of it, and enjoy reading scholarly articles with more insight and a frame of reference. I can't judge the authors on the material, only their take on it, and it wasn't bad. I don't know anything about anything still, but I can pretend as if I had stayed at the holiday inn express.

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