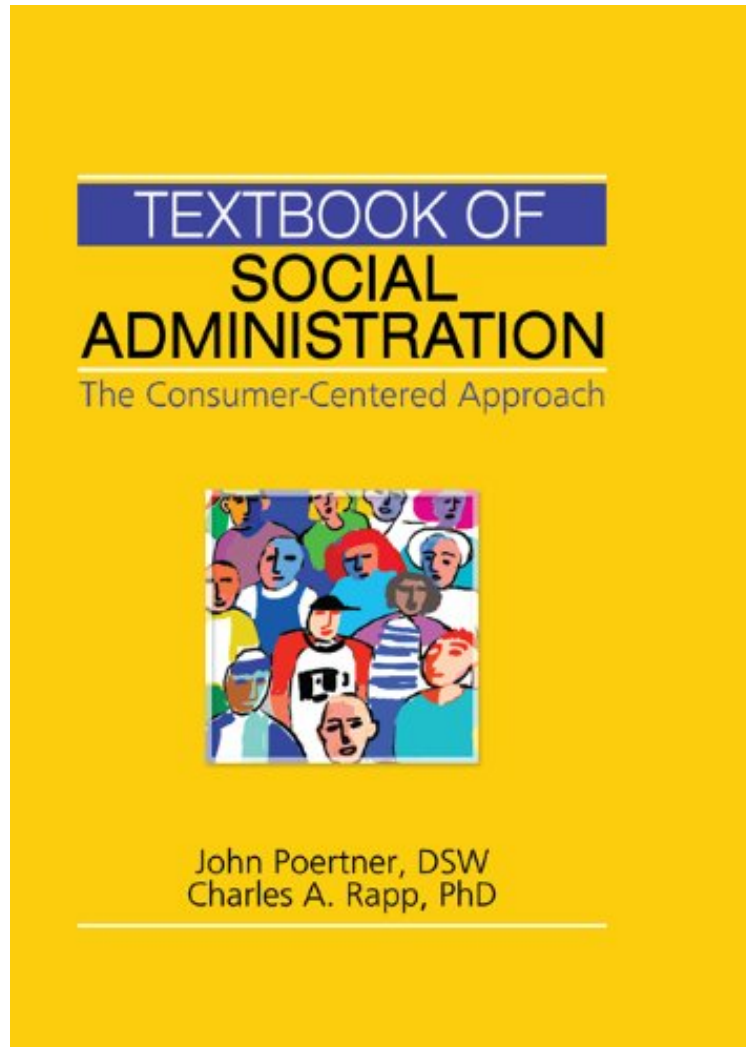


Textbook of Social Administration: The Consumer-Centered Approach

John Poertner, Charles A. Rapp
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John Poertner, Charles A. Rapp : Textbook of Social Administration: The Consumer-Centered Approach before purchasing it in order to gauge whether or not it would be worth my time, and all praised Textbook of Social Administration: The Consumer-Centered Approach:

0 of 0 people found the following review helpful. Not the one. By August B This textbook is quite poor. I found it very unorganized and had a hard time distilling pertinent information.

A hands-on guide to making human services work Textbook of Social Administration equips social programs managers with the skills they need to produce mutually desired outcomes for their consumers/clients and for their

staff. This comprehensive resource is a how-to guide to developing the management abilities needed to maintain an effective client-centered approach by using a social programs framework that uses information, personnel, and additional resources to support and direct the interaction between social workers and their clients. How does a social administrator structure an organization so that consumers achieve desired benefits and the work still gets done in an efficient manner? This hands-on, practical guide shows how, demonstrating both the basic principles of consumer/client-centered management through a micro-skills approach and effective personnel management that produces satisfied workers—and consumers. Textbook of Social Administration demystifies human services management with a simple but powerful approach that is both passionate and informed. Textbook of Social Administration includes: frameworks for organizing social administration skills strategies for initiating change through persuasion principles of consumer-centered management the elements of the social program analytic framework framework requirements for goals, objectives, and expectations helping behaviors examples of program elements that enhance consumer benefits applying the wrap-around approach to school-based mental health services managing information selecting and measuring performance indicators personnel management fiscal management the inverted hierarchy and much more Textbook of Social Administration is essential as a classroom resource for social work students interested in administration and as a professional resource for administrators in social service agencies.

As in their earlier book, Poertner and Rapp maintain **A LASER FOCUS ON THE KEY ISSUES AND PRIORITIES IN SOCIAL WORK ADMINISTRATION**, starting with an emphasis on achieving outcomes for the consumer. This consistent focus on purpose, consumer-centered administration, and getting results underlines the importance of these factors relative to all the administrative functions, from information systems to personnel and financial management. The authors give thorough and proper attention to the importance of program design, with an emphasis on the use of theory and research, which is especially important as evidence-based practice becomes more prominent. . . . Application exercises, built into the text, will be very useful in helping students apply the concepts. . . . **A MOST WELCOME ADDITION TO THE HUMAN SERVICES ADMINISTRATION LITERATURE**, and I am looking forward to using it as a text in my social work administration courses. -- Tom Packard, DSW, Associate Professor, School of Social Work, San Diego State University, San Diego Poertner and Rapp provide a modern, updated approach to human services administration—with a focus on the consumers of services. Their models of management center on services to people, several steps beyond the emphasis on adapting business management approaches to social services. . . . Minimizes jargon and provides content on such current issues as contracting with government for the payment for services and evaluation methods for documenting effectiveness. . . . **A welcome addition to the human services administration literature and one that is LIKELY TO BE WIDELY USED IN TEACHING AND SCHOLARSHIP** -- Leon Ginsberg, PhD, Social Work Program Director, Appalachian State University and editor, *Administration in Social Work* About the Author John Poertner, DSW, is Professor Emeritus in the School of Social Work at the University of Illinois at Urbana-Champaign, where he was Associate Dean and Director of the Children and Family Research Center. He has more than 25 years experience in teaching, research, and writing and social administration. Dr. Poertner has also conducted research and written on public child welfare. Charles A. Rapp, PhD, is Professor and Director of the Office of Mental Health Research and Training at the University of Kansas in Lawrence. He has been teaching social work administration courses for 25 years, as well as providing training and consultation to human service agencies. He has conducted extensive research and written on mental health, including policy and administration.