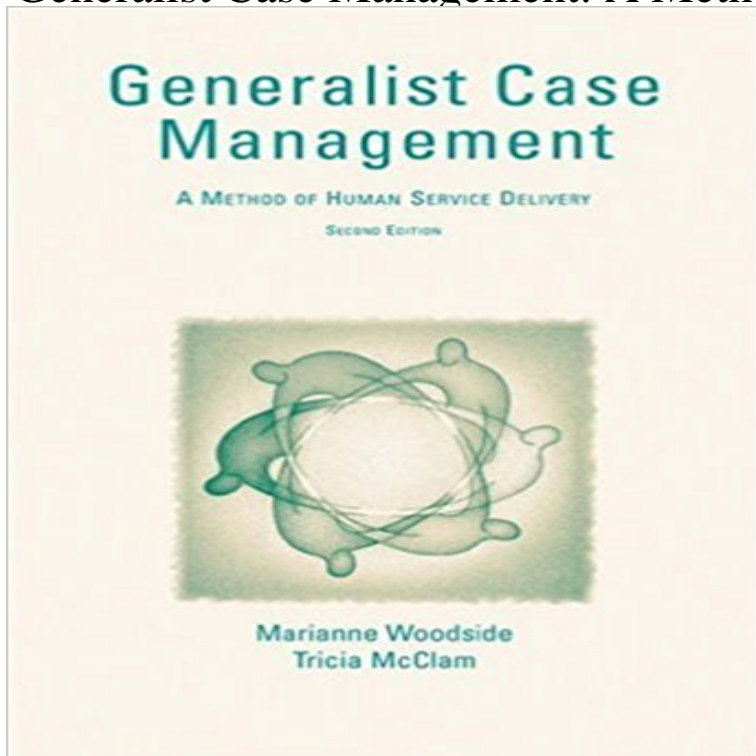


# Generalist Case Management: A Method of Human Service Delivery



This practical text is designed to equip students with fundamental information and skills needed to be effective case managers. This comprehensive and practical text provides students with the definition of case management, the responsibilities of case managers, with the skills needed for effective case management and the context in which case management occurs. In order to present students with the most current and accurate information the authors interviewed human service case managers nationwide about their jobs, the skills they need, the challenges they face and the clients they serve. These interviews combined with the most current research make this text the most realistic and relevant text available that effectively teaches students about case management.

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