



# Textbook of Social Administration: The Consumer-Centered Approach

*John Poertner, Charles A. Rapp*

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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*

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