## Dr. Beverly O. Ford Announces New Edition of Making Case Management Work: Empowering People for Change

This second edition of Making Case Management Work responds to the questions and issues I heard from staff like you across the country. It provides four new chapters and more in-depth case management strategies you can use to help achieve program outcomes.

## What's New?

- ⇒ Applying case management to specific "hard to serve" populations
- $\Rightarrow$  Practical techniques for better managing your time and energy
- ⇒ The Role of the Supervisor as "keeper of the process"
- $\Rightarrow$  Engaging job seekers in assessing their readiness to find and sustain employment
- ⇒ Using assessment to engage participants in self- evaluation and give you "ammunition" for influencing them to make changes
- ⇒ More "how to" strategies and skills for empowering participants to work in partnership with you
- $\Rightarrow$  Asking good questions that influence how participants think and behave

## .... AND MORE!

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