

Welfare Reform in Motion... NYC Human Resources Administration/Department of Social Services

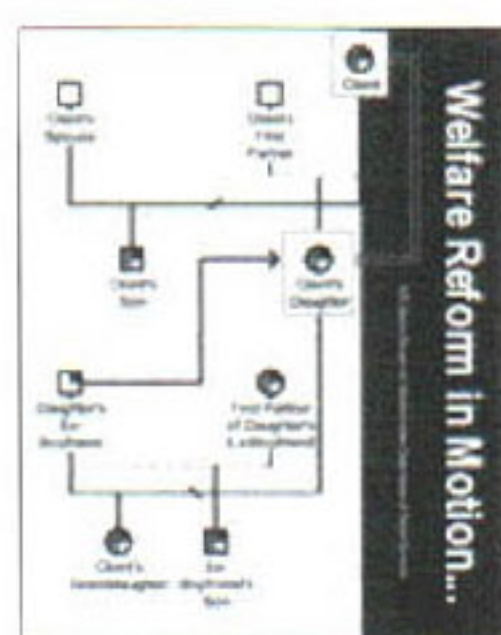
City of New York, Department of Social Services. Softcover/123 pages. First edition. 2006. Price Not Listed

"It's self-evident that the best welfare reform is to keep people from needing welfare in the first place. That means directing services to the young people most at risk of becoming welfare recipients. . . . It also should be a national priority to help the hundreds of thousands of Americans who have moved off public assistance continue to succeed"

—Mayor Michael Bloomberg

It's clear what Bloomberg had in mind about social welfare for the city—and what he thought should be for the nation as a whole—when he said that in May 2002, the same year he named Verna Eggleston commissioner of the city's human resources administration. There is no domestic policy that can be more complex and complicated and more politically charged than the one in New York, the barometer of welfare programs since the federal government mandated public assistance programs through the Social Security Act of 1935.

Charged with this mandate from the mayor and facing the daunting prospect of a 7.5 percent unemployment rate in the city that had just been traumatized by the Sept. 11 terrorist attack while the country was going through a recession, Eggleston led the city through this tumultuous time and came up with an effective welfare reform program that not only addressed those being helped, but also those who were helping them.



Eggleston set about to address three tasks: infrastructure-building, service-restructuring, and policy-shaping. She and her co-workers and advisers devised a plan that not only improved customer service, implemented cost savings and induced workload efficiency through automation, it also met the challenge of having to meet the federal mandate to develop a plan for reauthorization of the Temporary Assistance for Needy Families (TANF). The plan also focuses on special-needs populations and sanction cases through intensive case management services. Her comprehensive reform plans incorporate lessons learned from TANF I, evaluations of the caseloads and the changing culture of the city welfare workforce. They also include restructuring of service delivery and retooling of the support service's infrastructure and management philosophy through technology and performance measurement.

This publication lays out methodically how the city went about its welfare reform plans. It is a wonderful addition for any human service agency administrator contemplating improving his or her agency, be it in terms of clients served or those who serve the clients.

Technology in Social Work Education and Curriculum The High Tech, High Touch Social Work Educator

By Richard Beaulaurier and Martha Haffey. 341 pages/The Haworth Social Work Practice Press. First edition. 200/ ISBN-13: 978-0-7890-2962-1. Softcover \$29.95

Social workers have traditionally embraced the latest technologies and scientific developments since the early days. This book continues that tradition, offering invaluable guidance to educators and administrators, no matter how experienced or inexperi-

enced they are, in dealing with communications technologies.

This book takes the mystery out of the online experience with practical information on using technology to enhance and enrich learning, but not at the expense of the "human" approach to social work. This publication presents creative methods for incorporating technology that's affordable and user-friendly, and for developing online skills that won't become obsolete as computer hardware and software evolves.

The book examines:

1. using instructional technology to emotionally engage students in the learning process
2. using digital video and qualitative data analysis software to teach group practice
3. the role technology plays in advocacy
4. distance-education technologies in policy education
5. incorporating web-assisted learning into a traditional classroom setting
6. the advantages of distance education over more conventional approaches
7. a model for planning the use and integration of computer technology in schools of social work
8. how the behaviors of computer consultants can affect the students who seek their help
9. using innovation diffusion theory in technology planning

The strengths of this book include its grounding in the literature and empirical observation, sensitivity to the needs and concerns of adult learners, and pragmatic discussions of techniques and methods that have appeared to be successful, unsuccessful, or simply not well-received. **P**

