



## Introduction to Human Services: Policy and Practice, An with MyHelpingLab with eText -- Access Card Package (8th Edition)

By Betty Reid Mandell, Barbara Schram

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agencies.

It presents the many options offered in the field of human services and discusses the stresses that a human service worker will face in day-to-day work, with practical suggestions for avoiding burnout. The text compares the U.S. social welfare systems to systems in other countries, and uses a strong multicultural and social systems approach that distinguishes it from other texts.

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## **Editorial Review**

### About the Author

**Betty Reid Mandell** is Professor Emerita at Bridgewater State College, Massachusetts. She is the editor of *The Crisis of Caregiving: Social Welfare Policy in the United States*, Palgrave/Macmillan, 2010, and is the co-editor of *New Politics*.

**Barbara Schram** graduated from Antioch College and received masters degrees in both sociology and social work from Columbia University and a doctorate from Harvard University with a specialization in education and social policy.

Worked as a program direction of a large recreational and cultural organization, planning programs for children and young adults and supervising staff who delivered these services. Spent several years as the director of a community agency in a low income urban area helping parents become involved in their children's education and effect changes in the schools that better reflected their cultural background and values. Spent 26 years at Northeastern University where she originated and then taught in the Human Services Program. Designed appropriated courses and supervised student internships.

Has done extension volunteer work with citizen groups involved in interracial and special needs adoptions, improving services for persons with learning disabilities and improving prison education programs.

In addition to this text she has written over 20 articles and a book entitled, *Creating the Small Scale Social Program: From idea to implementation to evaluation*.

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