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Review of *Managing to Care: Case Management and Service System Reform*. Ann E. P. Dill. Reviewed by Charles D. Cowger.

Charles D. Cowger
University of Missouri, Columbia

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or hamper economic growth. With the exception of only a few streams in economic theory, economists ignore the importance of institutions and political processes. However, Gao provides a convincing explanation of the problems of economic growth.

However, it should be noted that Gao fails to discuss the relevance of mainstream economic growth theories (such as those of Simon Kuznets and Nicholas Kaldor) to the Japanese case. A more general discussion on the applicability of neoclassical economic thought to Japan would also have been beneficial. Nevertheless, this is an excellent book that deserves attention from economists, sociologists and social policy experts alike. Its account of the structural and institutional explanations for economic growth and stagnation are highly relevant to the world situation today.

Christian Aspalter
University of Hong Kong

Ann E. P. Dill, *Managing to Care: Case Management and Service System Reform*. Hawthorne, NY: Aldine de Gruyter, 2001. \$40.95 hardcover, \$20.95 papercover.

This book is a product of fifteen years of Ann Dill's various encounters—scholarly and personal—with case management. She carefully describes, analyzes, theorizes, synthesizes, and provides historical, institutional, and organizational contexts to case management. Dill, a sociology professor at Brown University, has been greatly influenced by sociologists Elinson, Colombotos, and Mechanic, each of whom have made significant contributions to our understanding of social services. This book provides a sociological and historical context for case management that is seldom considered or understood in case management practice books.

Dill demonstrates how case management began as a reform movement to improve coordination of care and better access to services. Over time, as a conservative ideology became more prominent, case management has become a tool to regulate costs, maximize efficiencies, rationalize service delivery, and ration service resources.

Dill is highly critical of case management practice, particularly as it has "come to absorb and reflect the organizational

flaws of the very service systems it was intended to reform" (p. x). In chapter one she presents the many definitions of case management, reviews its organizational and institutional history, and identifies three theoretically grounded views of case management; as a boundary spanning position; as an institutionalized practice; and as a concept within a system of symbolic relations. In subsequent chapters she examines case management: 1) in long-term care for the elderly, 2) for people with chronic mental illness, and 3) in "social welfare" with an emphasis on income transfer programs. In each of these chapters Professor Dill presents a case management historical and sociological context of which every "helping profession" practitioner and student should be familiar. She demonstrates how case management in all its many forms and for many different reasons, continues to be popular despite a lack of evidence that it is effective. In Chapter 5, she answers some questions and asks others. She argues that case management's past, present, and future are linked to its role as a bureaucratic tool and its link to the social structure of our society.

According to Dill, case management has been successful for three significant reasons. First, case management programs have been part of much broader policy movements, secondly, in each service sector there has been a constituency promoting case management and at least one funding it, and, finally, its arrival coincided with high turbulence in the environments surrounding human service organizations. She documents the complexity of case management and its relationship to its many environments. To fully understand case management is to understand issues of design, culture, organizations, efficacy, and efficiency. Case management is implemented with multiple purposes that cut across program and sector boundaries. Over time it has continued to be the product of conflicting objectives. Dill identifies the following additional trends: 1) designed as a mechanism to bypass the categorical limitations of service bureaucracies, case management has itself become bureaucratized, 2) in the movement from goals for clients to goals for service systems it has increasingly lowered worker educational qualifications, 3) the authority of case managers has narrowed, 4) the ultimate irony for case management itself is to reinforce social class inequities through its differential

use as a result of privatization and its increasing use in private practice.

Dill concludes that it may not be possible to keep case management programs from reflecting the broader class system. However, she argues that case management has an under realized potential for advocacy to “empower clients and class advocacy to regress problems and deficiencies in service programs and systems.”

This book reads well, has an exceptional logical integrity, is full of delightful insights, and is grounded in a theoretical and historical framework. Dill is a master at weaving together history, culture, organizational theory (particularly bureaucratization), the role of professions, and the analysis of multiple objectives and paradoxes, with a value system that is committed to “a fabric of care that could sustain us all” (vii).

Charles D. Cowger

University of Missouri, Columbia

Stuart A. Kirk and William J. Reid, *Science and Social Work: A Critical Appraisal*. New York: Columbia University Press, 2002. \$49.50 hardcover, \$22.50 papercover.

This is a landmark book in the history of the relationship of social work research, as science, and social work practice. The authors, highly respected social work scholars who have made many contributions to debates about and practices in social work research, succinctly describe and analyze major movements in the past half century to integrate social work research and practice: scientifically based practice; computer assisted social work practice; classification systems of client problems; research-based practice (evidence-based practice); models for the design, development and testing of social work interventions; and research dissemination and utilization. Rather than examining major scientific influences from a broad interdisciplinary perspective such as principles of uncertainty, information theories, non-linear models or quantum mechanics, the authors focus on the social work literature with respect to scientific models for conducting practice and the use of scientific knowledge to inform practice.