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Sommario/riassunto	""A state of the art compendium of the I&R of the new millennium. Emphasizing technology, it also addresses operational issues, staffing, training, standards, organizational contexts of operation, and the proliferation of I&R services over time and geography..."". --Susan Sarnoff, DSW, Assistant Professor and Graduate Chair, Ohio University Department of Social Work. ""This book updates the vast social, demographic, political and organizational patterns in the web of human

services. From the organizational structure of this book, it should have utility and appeal across a fairly broad array of
