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Family; 1920's: Prosperity Fuels the Growth of a Movement; Social Work Achieves Professional Status; 1930's: The Depression Era Further Defines the Movement  
A Fundamental Change in the Social Services Role New Opportunities for Service; 1940's: World War II Fuels Greater Demand; The Committee on Current and Future Planning; Expansion of Services; An Urgent Need for Community Leadership; A New Name Reflects a Changing Focus; 1950's: Societal Changes Mark the Advent of Service Expansion; Information and Education Advance the Field; Methods Adapt to Current Needs; 1960's: Revolutionary Societal Changes Force Rapid Human Services Changes; Federal Funding Offers Opportunities, Challenges; The Infusion of Public Funds Generates Explosive Growth National Focus and a Demonstration Project Push Aging Services The Civil Rights Movement is a Wake-up Call; 1970's: Authority and Institutions Challenged; The National Association of Homes for Children is Founded; A Revolution Arrives: Privatization; The Formation of the Council on Accreditation; 1980's: Cutbacks, Recession, and General Unease Bring New Direction; A New Leader for a New Direction; A Volatile and Challenging Environment; Social Enterprise; 1990's: Community-Based Focus Emerges; Alternatives to Residential Care; 2000's: New Millennium Begins with Tumultuous Events  
Preparing for the Future with Lessons from the Past Public Policy Continues to Make Inroads; Disruptive Forces that are Revolutionizing the Sector; References; Chapter 3: Forces Shaping the Human Services Sector in the Early 21st Century; Embracing the Industry of Courage; Beyond the Knowledge Economy; Know Your People; Where's the Money?; Charitable Giving Under Pressure to Fill the Void; Rethinking Social Finance; Health Care and Health Reform-New Frontiers for Human Services; Neurological Differences-Emerging and Unmet Needs; Fresh Thinking Closer to Home; Foster Care; Education  
Courage in our Communities

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### Sommario/riassunto

This the first guide to achieving long-term impact and social change in communities by employing critical, proven strategies in health and human services organizations. It is based on lessons learned from 20 human services organizations and their Chief Strategy Officers, who engineered significant improvements in their ability to adjust to change, reap the benefits of more data-driven decisions, innovate in ways that have meaningful impact, and establish fruitful partnerships with companies, communities, and government.

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