



# Accountability in Social Services: The Culture of the Paper Program (Haworth Health and Social Policy Series)

*Jill Florence Lackey*

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## **Accountability in Social Services: The Culture of the Paper Program (Haworth Health and Social Policy Series) Jill Florence Lackey**

*Accountability in Social Services* examines how - and why - social and human services programs can function even though they are monitored by written communication instead of face-to-face interaction. Author Jill Florence Lackey draws on her experience as a consultant for more than 50 social programs and as director of two nonprofit organizations to demonstrate the strong need for accountability mechanisms and an ethics-based leadership when running social service programs. This unique book walks you through the process of how “paper programs” emerge and operate, the monitoring mechanisms that are - and aren’t - in place during program operations, and recommendations to increase accountability in the social service delivery system.

The book examines programs focusing on:

- youth aftercare
- adolescent health
- drug prevention
- rural community development
- crime prevention
- violence intervention
- services to the homeless
- and more.

*Accountability in Social Services* concludes with recommendations for organized action by consumer groups to increase responsibility in the social service delivery system. This book is invaluable as a resource for students, teachers, and practitioners working in social work and welfare, evaluation, organizational leadership, public policy, applied anthropology, and consumer science, including local organizations such as PIRGs (Public Interest Research Groups).

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