

MAHS Graduate Comprehensive Examination

Question # 2: Program Evaluation

Bellevue University

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Based on Question # 2: Program Evaluation, I will discuss and explain each question separately. This program evaluation will examine how the LFS organization performs, meets the needs of its clients and most importantly, how they comply with State regulations to carry on its business. This evaluation contains a listing of standards that the LFS must comply with under the State law.

Question # I

The mission of LFS overall is "the agency that expresses God's love for all people by providing quality human care services that build and strengthen individual, family, and community life.

The LFS model of care encompasses the following items:

1. Through case management, connect clients with services.
2. To identify and address gaps in the service continuum.
3. To collaborate with existing agencies to address gaps by modifying existing services before creating new programs.
4. To network within the community for resources for our clients.
5. To assist clients with the issues they present and teach them how to solve them along with us.
6. To help clients take steps toward self-sufficiency.

The LFS three key assumptions within this model are:

1. Information is power. By providing clients with the rules to navigating the U.S. system of services, they will learn what questions to ask and have the knowledge to begin taking control of their lives.
2. Clients are capable. Since they are new to our culture, there is a learning curve involved in adjusting to life in Omaha. We believe that the clients want to succeed and just need to learn the rules.
3. Clients are motivated and want to succeed. Just as generations before them, our immigrant and refugee clients are pursuing their dreams of opportunity, education and hard work here in America. Although they will struggle, they are motivated to improve their lot in life.

Question # 2

The plan is to develop and evaluate LFS to make sure the model is carried out successfully are as follows:

Consistency and Appropriateness of Intake assessments related to the model.

This strategic plan will help the LFS understands its stability and how to address the needs of their clients. This plan will be carried by:

1. The LFS should meet with clients and assess their conditions of needs.
2. The LFS should observe their clients to identify risk and find resolutions
3. The LFS should encourage their clients to fill out selective worksheets so that preferred areas of needs are identified.
4. The LFS should demonstrate the values and fulfill their legal obligations.
5. The LFS should know that they are advocates to help clients achieve their life expectations.

Consistency of Implementation of a Treatment or Service Component based on the Model

The LFS should understand that working with clients is a commitment to fulfill and provide a multidisciplinary approach to supply services to families, children and others in the community. Below are the ways the LFS implement its goals:

1. The LFS should have measurable agency success criteria. Knowing why they are heading down a particular area and being able to monitor success along the way is the keystone to the entire project.
2. The LFS should have proper communication through accurate documentation. Because documentation is vital for properly communicating across the project team, clients and organization.
3. The LFS should ensure that all the project details when working with clients are acknowledged so nothing is missing.
4. The LFS should determine whether the client needs further assessment and evaluation.
5. The LFS should identify clients who need services that are not available in their database.

Whether the Target Population is reached

Below are the few items to make sure you have reached the people you suppose to serve.

1. The LFS should know that they have reached their intended populations by conducting surveys to evaluate the potential response from their clients.
2. The LFS should have a headcount annually to know how many clients they have served.
3. The LFS should make sure that their services help clients connect with others and feel that they are part of humanity.
4. The LFS should meet the needs of their client by acknowledging their clients existing competence.

5. The LFS should meet the needs of their clients for self-sufficiency to make sure they have more choices in their lives after they helped them.

Whether Staff is Trained and Carrying out the Model of Care

It is important for the LFS to train its staff how to do their duties accurately and consistently so that clients will be contented and for a great impression of what they do. Below are a few items on how to train staff and meet the needs of clients they serve.

1. The LFS should train its staff to make sure they are clearly communicating the purpose, relevance and values of the LFS's role.
2. The LFS should make sure that the staff has good listening skills and the ability to communicate empathy, support and understanding to foster an atmosphere of mutual trust and respect.
3. The LFS should document an individual's progress or performance to review process and give special recognition to staff when he/she performs especially well.
4. The LFS should have its staff efficiently and effectively to foster an important relationship as well as a stronger sense of teamwork.
5. The LFS should do monthly staff evaluations to make sure the business is doing well on its way to building a staff of stars and those who need additional training. Additional training should be given to make sure the staff is more comfortable in their job.

Effectiveness of the Service/Model

Below are the criteria that will be used to assess whether the LFS is meeting its goals. High performing organizations consistently demonstrate strengths in leadership, financial management and performance management.

1. The effectiveness of the LFS service/model should be evaluated to make sure the organization's conduct demonstrates probity, sound financial administration, stewardship of public resources and compliance with regulatory standards.
2. The LFS should evaluate its services to ensure the efficiency, effectiveness and how best to use the funds.
3. The LFS should analyze service activity costs and trends and use comparisons to bring about performance improvements.
4. The LFS Board of Directors should enable the organization to plan for the future and to support its resource allocation with its business objectives.
5. The LFS should collaborate in change programs, so that the organization can move forward compromising of core financial management values and responsibilities.

I would assess one of these areas by meeting with clients who have received services from LFS. In doing so, they will share with me how the LFS has reached and fulfilled their needs. I would also do an audit to make that they have proper case management documentation to make sure that clients' personal history are maintained. I would do a survey of clients' opinions and learn about their experiences at the LFS. I would visit with the managing team to make sure that they are collaboratively working together serving the community.

After evaluating the LFS's performance objectives including services demonstration, financial management and services delivery to the community. I believe that this evaluation is effective to improve and point out areas that the LFS needs quality improvement to meet reasonable standards of a functioning legal organization. The areas that they need to pay attention to is to make sure that the staff's knowledge, skills and ability levels are captured to make sure the job is done right. Below are ways to consider when evaluating staff performance:

1. Recognize staffs' evaluation: It is important to screen the staff against the following expectations and qualifications of the organization: skills, experience and distinctiveness of each individual performance. This is to make sure staff will meet and exceed the job expectations.
2. Staffs with positive strengths: This principle, of course, is tempered by an individual's differences, such as a person's self-sufficiency.
3. Staff approach: A staff with good understanding of his/her day-to-day performance can improve and do well in his/her job. It is the positive strengths, which gives a staff the strong point and determination to try harder in areas of weakness.
4. Staffs pay increase: To get the raise you deserve, you need to demonstrate positive contributions to the organization. Based on the organization's policy your salary negotiations will be determined according to your skills, work experience and many other expectations seen in you.
5. Staff relationship: Staff must respect themselves. As a staff member, you must think about each step in order to have a better understanding of your job. When you initiate the goals and establishing a timeline to reach future expectations, your performance evaluations will be good.
6. Staffs' effective communication: communicating well with others and setting goals are important part of staffs' success in workplace. It is an opportunity where you begin to know about the organization and mission and develop the ability to do your job in a safe working environment.

Question # 3

Provide a section that describes how this program evaluation study could be used to improve services.

The LFS is seeking for staff that can work, justify and identify their positive strengths to enforce the growth of the business. In this regard, a manager with motivated strengths would be a great team player. He/she is always ready to bring his/her leadership experiences and skills to staff for help to promote the expansion of the organization. If a mistake exists his/her leadership skills would demonstrate how to prevent that mistake in the future. A strong leader has these remarkable strengths to demonstrate compassion, respect and service toward staffs and clients. Gathering ideas from staff and peers is a valuable strength and for a manager it is very important for a leader to have acceptable qualities and responsibilities to perform well. I believe that a managing Director of operation at the LFS must focus and pay full attention to improve his/her weaknesses.

Ultimately, the LFS must handle a misunderstanding immediately when something has gone wrong in any areas of operation and open up the lines of understanding as soon as possible. The LFS must provide its staff with a clear sense of how their assignments are connected with the company's missions. I think it is important to let the staff know how they are doing or meeting the objectives and exceeding expectations of the LFS.

Reference

<http://www.lfsneb.org/>