

Agency Analysis Paper

The Objectives of this assignment are to assist students in:

1. Data collection regarding their agencies in order to facilitate their understanding of and integration into the agency.
2. Understanding the roles of the social worker in the agency
3. Beginning to identify and assess the agency's accessibility to persons who are culturally, ethnically, and economically different
4. Understanding policies and legislation which impact practice within the agency
5. Understanding the demographics of the community in which the agency is located and the needs within the community being met by the agency.

This assignment will aid students in the mastery of CSWE Core Competencies 8 & 9. For further assistance with this assignment, please refer to your Practice II textbooks.

Prepare a **5-7 page narrative report** about your field agency that includes all the information listed below. Remember that you are a new addition to this agency, and your focus the first few weeks is on relationship building and establishing rapport with staff and clients. Your mission is to learn as much as possible about your field setting, and begin to utilize the assessment skills of data gathering and needs assessment. Much of this can be done through observation, reading, and independent research. However, you will need to request some time to interview various staff. Use this as an opportunity to "engage" with a variety of individuals and resources.

Papers must be written in APA format: 1 inch margins, Times New Roman 12 pt. font, with a cover page, running head and page numbers. This is not a traditional research paper, but you will be using web sites, having conversations "interviews", etc. which you need to include in a reference page at the end. Reminder: Mercy's online library system has a link to APA style, you can also find a step by step guide at <http://owl.english.purdue.edu/owl/resource/560/01/>

Part One

1. Identifying Information: Name and location of agency, department or division in which you are assigned. Please indicate if this agency is part of a larger organization. If so, what is the umbrella organization?
2. Mission/Vision/History: Brief description of how/why/when the agency was established. Please include the mission statement here.
3. Services: Describe types of problems/issues/needs that the agency addresses. What are the eligibility requirements? What services are provided to client from intake to discharge?

4. Clients: Provide a profile of relevant client data such as age range, gender, ethnicity, presenting problems, and referral sources
5. Structure and staffing: Briefly describe the organizational structure of the agency. Please indicate if there is a governing body (Eg. Board of Directors or Department of Education, etc.)
6. Funding Sources and Budget: Is the agency public or private? Non- or for-profit? What are the sources of funding?

Part Two

1. Overview of the neighborhood/community in which the agency is located: Include demographic information, access to public transportation, physical environment, "feel" of the area, and any other relevant info. What part does the agency play in the community? You might interview some people in the community about the agency. Are they aware of the agency's presence? How do they feel about it?
2. What are the specific community needs met by the agency? How accessible is the agency to the community? Assess the gaps in service.
3. Describe the roles played by the social workers in your agency. Does the agency have volunteers? If so, how are volunteers used? How is staff trained? Are consultants used? Does collaboration occur easily?
4. What are the major federal/state laws which impact service delivery? Describe how the agency complies with these.
5. Policy: Identify several key policies in the agency that you see as significant to "the work." What do you see as the strengths and weaknesses of these policies? What alternatives might be suggested? How are policies changed in the agency? Are these policies explicit or implicit? Are they written down? How do employees and clients find out about them?
6. Assess how your agency meets **and** doesn't meet the needs of diverse cultural and ethnic clients. Support your assessment with examples. Are there staff members who are bilingual? Is the waiting room culturally friendly and welcoming? Are there intake sheets in languages the clients speak? How does the agency meet the requirements for clients with disabilities?
7. What types of research and program evaluation takes place at the agency? What criteria are used to measure client progress? What types of reporting systems is used to collect data about clients and working activities? What use is made of the data collected about clients and services rendered? Is that information open to the public?

8. Assess the climate of the agency in regard to service delivery to clients. Do you think clients are satisfied with the services they receive? Do you think staff and employees are satisfied with the services they provide? Are referrals handled promptly? How would you describe the agency's attitude towards clients? Is burnout a problem in the agency? Give examples of your points. Although you are new to the setting, do you have any suggestions that would improve service delivery and/or staff morale?

Criteria for grading:

- Content: Is all the information requested addressed in the paper?
- Clarity, style, and editing: Is the paper **well organized, proofread, and free from spelling/grammatical errors**?
Tip: Use HEADINGS for each subject area, so that it is very clear that you included answers to all the questions.

****Please be very careful NOT to cut and paste (or copy) any information that has been written about this agency on the internet or in a brochure. This is plagiarism and if done, will result in a failing grade. The paper and fact sheet must be in your OWN words.**

Please remember this assignment is worth 25% of your FINAL GRADE.

Late assignments will NOT BE ACCEPTED.