The Newport News Department of Human Service Agency

HMSV 440W Program Development

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**Results**

 Through interviews, surveys, and observations I have found that 60% of non-crisis families are returning constantly for services. Many of the non-crisis families feel as if they must rely on the services for long-term use. Relying on the services for long-term use should never be an option. On the other hand, 90% of the crisis families feel as if they rarely return for services. From these results, it appears that there are some discrepancies somewhere.

**Implications**

 My findings can impact the program because the results show that there is some type of discrepancy somewhere. If a client/client’s feel as if they are supposed to rely on services for long-term use, then that is a problem. These services should only be used for temporary purposes to help the client/client’s get back to a stable position. My findings can impact the services because employee’s may feel as if they are not doing their job properly, which possibly could be true or either they need to figure out a different way to go about things with each client. These findings are negative results because we want the services the program offers to be a supplement for client’s, so they can gain full independence over their life.

**Recommendations**

I recommend that the stakeholders re-evaluate their employees to make sure they are following proper procedures. In doing so, stakeholder’s need to look at the services that they are offering, making sure employees are following the correct protocol when dealing with clients and not doing something for them temporarily to get the client/clients out of your sight. This is a helping profession so if it’s not something one wants to do they should reconsider their careers. There’s no way that the same client/clients should be returning consecutively.

**Goals/Objectives**

One goal would be for to keep the same clients from returning for services. An objective for this goal is to take the time and weigh all options/opportunities for all clients to better meet their needs. Another goal would be to have a 100% success rate for crisis and non-crisis clients within the next 6 months. An objective for this goal is to ensure that the proper procedures are being followed thoroughly and all resources have been provided to the client/clients.