Task 9.

Reflective Letter

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In the fall of 2019 I had enrolled in HMSV440W in ODU as one of my fall semester classes. Taking this course is part of a requisite for my major in Human Service with a minor in Public Service. I currently work in a military library and my passion is to help others. I always wanted to make a difference and help others so hopefully in the future, I can find a career that I love. My hope to get out of this course was a better understanding on how evaluations in a human service profession works. Our assignment for this course was to pick an agency and conduct an evaluation. We had to complete 10 different tasks, with the last task being an E-portfolio. I had not had any experience conducting an evaluation and I had never went to a human service agency. I found it a little uncomfortable going to an agency and critiquing their mission and goals. I felt like I was in no position to judge what an agency worked so hard to achieve. However, overall it was an amazing and fun experience to do and the agency I chose were friendly and put me at ease.

 The agency that I had chosen was the Help and Emergency Response, Inc. (H.E.R. Shelter). Their mission is to provide shelter to women under violent attacks and educate communities, especially women who were threatened. This agency strives to give women back their power to fight for their self-worth. I had chose this agency with the hope of spreading the word that women do not need to stay at the home where there is abuse. Although I did not get to personally meet one of the stakeholders, he was busy on a phone call, I did get to see him at a distance and it was exciting to see a stakeholder after learing about them in class. I learn that stakeholder is a person who is interested in the performance of a agency and at times each shareholder can contribute their various skills to the agency. The shareholder that was there during my evaluation works at Town Point Bank using his skills to handle the financial side of the agency.

 Where I felt I was the most successful was during my interviewing process. I really felt comfortable with Ms. Summer who was the volunteer coordinator. She gave me a tour around the agency and sat with me to ask her any questions. She was such an easy going person that I felt assertive enough to ask her questions, even the kind of questions that I was a bit uncomfortable to ask. I asked her what can the agency do to improve to further help these women and she responded in a polite and professional manner. As we were talking we were brain storming ideas on how to better the agency and it was fun doing that with her. What was great about our conversation was that it intersecting with my current career. She explain how she would like to expand the resource center of the agency by adding laptops, books and more outside information. I took her I worked at a library and that’s basically what we do and it would be awesome for them have almost a library setting as a resource center for these women and their children so nearby in case they were not comfortable enough to go to a public library. It would be amazing to have more children programs, like a storytime, for the children staying with their mom.

I have not been able to apply concepts I have learned in the course to what I do at work, however I hope to use this informationand skill for my future job as a human service professional. For any future agency I choose to work in I hope to remember this course and the key conponents that I learned to better understand my agency, research their objective, undertand their mission, be familiar who their stakeholders are and what can I do to better improve the agency.