Human Service Management

Advanced, Liberal, 4 credits

Human Service Management is considered to be an advanced level knowledge that is liberal. It represents higher level theory and concepts that human service workers have acquired through applied practice. Advanced level knowledge indicates that you are able to use terminology, concepts, and theory in an applied way. Human Service Management is more often about why we do things (i.e., liberal) and not necessarily how we do things (i.e., non-liberal). At Empire State College, the Human Service Management course is offered at the advanced level.

Please use the questions below to structure your PLA submission on the topic of Human Service Management. Copy each question and respond directly below it. If you utilize an outside source, such as a website or a book, make sure to reference this in your response. The responses to the questions should be submitted in a Word document and uploaded in PLA Planner. In PLA Planner, you would list the topic as Human Service Management, asking for 4 credits, and designate this as Advanced Level and Liberal.

Please note – responding to these questions is <u>not</u> a guarantee of credit. You will still be expected to speak with an evaluator and answer any supplemental questions that they may have. The evaluator would then make a credit determination.

<u>Questions for Students to respond to</u>

<u>**We suggest you save this document with your name and the title of the PLA (e.g., Smith Human Service Management PLA) and answer beneath each question below.**</u>

Name:

ID:

PLA Title: Human Service Management

Number of Credits Requested: 4

Type: Advanced, Liberal

1. Briefly describe your experiences in human service management.

2. Describe a human service organization that you have worked with as a manager. This should include the following information: the type of services provided, how many clients were served, what population were served, and/or how many staff worked there. Additional information can be shared that you feel is relevant.

3. Every human service organization needs to conduct a needs assessment; this will help to determine the needs within the organization. For a human service organization that you have worked with, please answer the following questions:
   a. Demographic characteristics of your city/town
   b. Identify relevant health population statistics
   c. Discuss the fit of the organization with the level of need that you have noted in the population statistics
   d. Discuss the community contextual factors may impact upon your organization

4. Program design or evaluation is crucial to a human service organization in order to determine if our programs are effectively meeting the needs of the population its serving. Based on your needs assessment, explain if a program at your organization is needed? Is the staffing appropriate? Why or why not? Does the structure of the program match its needs? Why or why not?

5. Recent organizations have noted that there is a need to have information technology as a core component of the management structure. For an organization that you have worked with, evaluate the information technology needs that will need to be considered, as well as any issues that need to be considered.

6. Thinking about one of the organizations that you have worked with, select one type of organizational theory and discuss how it would apply and impact upon the structure of the organization.

7. Please list any workshops or trainings that you have taken for human service management.