

Agency analysis

Sociology



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Agency Analysis Agency Analysis Q What is the Agency's Mission and Goals? The agency is committed to providing social welfare services to the vulnerable. With its mission statement of 'one step at a time in social transforming', the agency is aimed at impacting on the lives of the less fortunate in the community by soliciting for resources that can help achieve this. It operates under the spiritual principles of humility, love and care, kindness and compassion.

Q. 2: What Services does the Agency provide?

Mercy House, as its name may depict is a voluntary organization that is established purposefully to provide free essential services to members of the society who ascertainably need them. For this particular project, the agency sought to provide emergency shelter to homeless people residing in Orange County.

Q. 3: How are clients' Needs Determined and What are the Means Criteria to Be a Client in the Program?

To ascertain that a client requires and is eligible for this program, the officers assessed if one has lived in the streets for over a period of one week. This is because living outside for more than a week indicates gross lack of shelter.

Q. 4: What is the Organizational Structure of the Agency?

The organization operates under functional structure in which volunteers and personnel are grouped according to their expertise. The team is headed by a person who is professionally knowledgeable in their operations.

Q. 5: Describe Your Volunteer Activities

I was charged with collecting sleeping materials in the morning at 8: 30 am while the clients leave the center. Also, in the evening made coffee for the clients as well as set up donations on the table and during night shift I

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engaged in disinfecting sleeping mats the clients use.

Q. 6: Does your Volunteer Service Activities Relate to the Mission and Goals?

I positively contributed to fulfilling the agency's mission of providing 100 beds a night to the homeless by performing different works. By making coffee, I ensured the social welfare of the clients were taken care of collection were relevant. Collecting and distributing mats enabled the clients to find the solace the agency sought to provide. These relate to the organizational goals of this agency.

Q. 7: What is Your Overall Impression of the Agency (Positive or Negative)?

The agency's reputation is undoubtedly positive. This is because despite the limited funding sources, the management and the stakeholders have managed to go out of their way to fulfill their dreams of seeing a better society. The rules and regulations put such as allowing only volunteers with decent dressing shows what moral grounds it operates on

Q. 8: Do the Clients appear to Be Satisfied with the Services

The clients are very much satisfied. You could hear the acclaims and praises they gave to the agency. Also the 100 beds a night matched the clients' number.

Q. 9: If You Needed Services at this Agency Would You Want to Apply?

Personally, I would want to be associated with this reputable organization. My personal vision an objective for the society parallels those of the organization and I am certain we would work well.

Q. 10: How Could the Agency Improve their Services?

The agency faces financial challenges. It needs to seek for more sources so
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that it can broaden and expand its service to not just Orange County (Liao-Troth, 2008).

Reference

Liao-Troth, M. A. (2008). Challenges in volunteer management. Charlotte, N. C: IAP-Information Age Pub.