

Interview an agency administrator



**ASSIGN
BUSTER**

Interviewing an Agency Administrator
al affiliation: Information given by an Agency administrator
The mission of the Human Service agency advocates for the provision of high quality human services that give the people the ability to develop their full potential and maintain the highest standards of fiscal and ethical responsibility. The agency offers variety of services which include employment, health, education and residential services among others. A case record in human services is a recorded written compilation describing the client and the services given according to Sow, Rowe and Dulmus (2008). The case record in an agency has several purposes. One of the purposes is to provide information for quality improvement and evaluation of activities. It is also used for purposes of research as it provides a baseline for the research. The case record ensures transparency and accountability of the financial bodies of the agency. The content elements in the case record structure include the problem or diagnose including its cause. Another content element is the interventions which provide the way in which the problem is treated or solved. The outcome is the last content element in the case recording structure. It presents the progress of the case that is, whether it is fairing well or it is worse. Thus the structure is designed in that, the problem appears first followed by the intervention and lastly is the outcomes of the case. There are different purposes of content and structure in case recording. One of the purposes is to provide clear information about the client situation which is the problem. According to Kiser (2007), content and structure provide a clear flow of the assessment that was done on the client. They show the information about the services that are offered to the client hence accountability. They also provide details of case was implemented and also information about the end of the case.

Finally, content and structure provide the base for intervention strategies. The agency can change its content or structure in different ways. One of the ways is through providing details of content and structure of a case to clients who can access the details. Can be changed to provide information which is relevant to the client but the client can not access it clearly. The agency can change content and structure by providing a strategy that makes the records available to user even in conditions where the client not allowed accessing the records. Can also be changed through ensuring that those who developed the records are aware it exists and are motivated to upgrade it. The agency chose to use the particular content elements and structure for various reasons. First is due to the fact that its content and structure provides critical and historical details which form the important part of the case records. As suggested by Zastrow (2009), the agency's structure and content is gives clarity on complex information and also interprets the records. It also provides full record of events and conditions of the case to the client. The agency's structure and content is provides a way of retrieving and understanding information. The particular content element and structure also offers an opportunity for professionalism and accountability when recording the case. References: Kiser, P. (2007). *The Human Services Internship: Getting the Most from Your Experience*. Auckland NZ: Cengage Learning. Sow, K., Rowe, W. & Dulmus, C.(2008). *Comprehensive Handbook of Social Work and Social Welfare: Social work practice*. New Jersey: John Wiley and Sons. Zastrow, C. (2009). *Introduction to Social Work and Social Welfare: Empowering People*. Auckland NZ: Cengage Learning.