

Delivering Human Services

Advanced, Non-Liberal 4 credits

Delivering Human Services is considered to be an advanced level knowledge that is non-liberal. It represents higher level skills and concepts that human service workers have acquired through applied practice. Advanced level knowledge indicates that you are able to use terminology, skills, and theory in an applied way.

Delivering Human Services is more often about how we do things (i.e., non-liberal) and not necessarily why we do things (i.e., liberal). At Empire State College, the Delivering Human Services course is offered at the advanced level.

Please use the questions below to structure your PLA submission on the topic of Delivering Human Services. 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 Delivering Human Services, asking for 4 credits, and designate this as Advanced Level and Non-Liberal.

Please note – responding to these questions is not 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.

Questions for Students to respond to

We suggest you save this document with your name and the title of the PLA (e.g., Smith Delivering Human Services PLA) and answer beneath each question below.

Name:

ID:

PLA Title: Delivering Human Services

Number of Credits Requested: 4

Type: Advanced, Non-Liberal

1. Describe in detail your experiences in providing human services in the community. This may have been through volunteering or paid employment. Name the organization where you worked, the types of activities that you performed, the length of time you

were at the organization, and the type of population that worked with. For example, you were a case worker at a home for individuals with disabilities in New York City for 5 years.

2. For the organization that you worked for, identify the roles within that organization and how you interacted with them. For example, the administrative structure, service provider structure, etc.

3. How does your job fit into the organizational service structure? What types of services did you perform versus those of others? Provide details about the models of care at the agency.

4. Evaluate potential barriers or gaps at the organization. Discuss how this affected the organization overall and specifically how it affected the services performed. What types of policies would you put into place to resolve the gaps or barriers?

5. What were the demographics of the individuals that you and the organization provided care to? Provide statistics if you can and make sure to cite appropriately. Do you feel that the services at the organization were appropriate for the individuals you provided care to?

6. Discuss in detail any training, workshops, or readings that you may have undergone in work.