

## **Documentation in Human Services**

Advanced, Non-Liberal, 4 credits

Documentation in 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.

Documentation in 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 Documentation in Human Services course is offered at the advanced level.

Please use the questions below to structure your PLA submission on the topic of Documentation in 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 Documentation in 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 Documentation in Human Services PLA) and answer beneath each question below.**

Name:

ID:

PLA Title: Documentation in Human Services

Number of Credits Requested: 4

Type: Advanced, Non-Liberal

1. Briefly describe your experiences in documentation in human services.

2. In order to illustrate your knowledge and/or learning in this topic area, you may utilize the case study below or utilize a case situation in which you have been able to illustrate this learning. If choosing the private case situation, provide enough detail on the case, but make sure to maintain confidentiality and do not mention any names or identifying information.

For either your case or the case study, you will be expected to use the following questions to guide how you would document your work and demonstrate your knowledge and/or learning in this area. Make sure you answer **ALL** of the questions below.

- Identify the key issues that the client is experiencing
- Explain the resources that the client needs
- Document the goals as indicated by the client
- Articulate cultural issues that may exist for this client
- Justify the service that you are recommending based on the issues identified by the client
- Identify the potential ethical and legal issues
- Identify in detail the strategies and interventions that you would utilize
- Explain the potential client barriers or obstacles to success
- Explain who would make up the care coordination team for this client
- Name any organizational, structural, or resource barriers that may exist to serve this client
- Identify any other information that you would need

### **Case Study**

Jane has come by the free drop-in counseling clinic where you work as a counselor to get some information and advice. Jane is a 24 year old single woman who has been living with her boyfriend Jack in Manhattan's lower east side for the last four years. She and Jack have been heroin addicts for as many years.

When Jane was 10 years old, her father, whom she says was a very heavy drinker, left her mom and the kids and never came back. At 14 she started drinking and smoking marijuana. At 16 she had dropped out of high school and at 18 she moved in with Jack. He introduced her to heroin. She reports using about a 1/2 gram of heroin per day just to be able to function and feel comfortable. In order to pay for the heroin and pay the rent on their apartment, Jack doesn't work, instead, she works the streets at night. She usually drinks four or five beers each night before going out to work. If she can't score enough heroin, she will try to score either some Valium or Klonopin to "tide me over until I can get some 'horse'". She says she has tried cocaine but, "I really didn't care for the high all that much."

Jane tells you that the alcohol and heroin help to calm her nerves and get her through the night. She and Jack are not having sex all that much. When they do make love he

never wears a condom. He says that's what makes him different from her "john's"  
"Which is true because I won't work without a condom."

Lately she has noticed that her breasts have become swollen and more tender. She also hasn't had her period in the last 12 weeks. She is pretty sure she is pregnant and knows it's her boyfriend's baby. However she not sure she can stop using dope or work to have the baby even though Jack wants her to keep it. She really confused at what she should do and is her asking for you to help her make some decisions. Her friend who works with her at night told her not to stop using dope if she is pregnant. "Because it's worse for the baby than to keep using."