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**Service Delivery Model Analysis Assignment**

*This assignment can be used to measure student attainment of two PC/PD Competencies:*

*EPAS 2.1.10 (c) – Intervene with individuals, families, groups, organizations, and communities:*

* *Apply a strengths-based approach and build on individuals’ strengths, values, preferences, and goals.*
* *Identify the roles and responsibilities of the social worker and participant in a participant-directed service model.*

This is part of a larger semester-long assignment of a case from the student’s placement, which includes the components of assessment, planning, intervention, evaluation, and follow up. The piece that is relevant to PC/PD care is for the student to **write an analysis of how the agency’s service delivery model could be more empowering to foster consumers’ strengths and participant-directedness and to address social justice issues.** Include the following:

1. Engagement with consumer: How are relationships are built with consumers? To what extent is active listening used to understand the consumer’s approach, views, and what is important to them? How would you change things to facilitate the use of active listening to engage the consumer’s point of view?
2. Assessment: Is information sharing encouraged between the consumer, family, other agencies? How? If not, how could you facilitate the sharing of information to support the client and his/her goals?
3. Planning: Does the planning process allow the consumer to make his/her own decisions and goals? Does it include working with the consumer to discuss benefits and risks of options? Does it include the use of active listening and problem solving skills while planning? How could you facilitate more participation by the consumer in the planning process?
4. Intervention: To what extent does the intervention builds on the consumer’s strengths, values, preference, and goals? Does the intervention allow the involvement of family members, paid caregivers, or other formal supports? Does it encourage the consumer to develop support plans? Does it require the social worker to help support the consumer in carrying out the plan (e.g., with hiring help, managing budgets, etc.)? How could you facilitate the use of consumer strengths and involvement by others to support the client and encourage participation by the consumer?