

Thank you!

Whispers

CH - H

Goehler

### Self-Assessment

- Outline the differences among the medical model, the public model, and the human service model.

A- The medical model views the person being helped as a "patient", the public health model focuses on individuals and populations; it attempts to solve many of society's social problems. The human service model helps individuals solve their problems.

- What principles of the Medical model and the public health Model are present in the human service model?

A- Underlying each of the three models is a set of philosophical assumptions that guide the delivery of services and shape beliefs about the cause of problems, their treatment, and the role of the professional in service delivery.

- Compare the treatment of mental illness in the three service-delivery models.

A- Medical diagnoses and prescribes. Public health considers environmental factors and strives to educate the individual - and public, with emphasis on preventing the problem<sup>(G)</sup> through supporting activities (i.e. education). Human Services focus on problem solving ~ which may refer client to Medical and/or Monitor and help "patients" solve their problems.

- List the key factors that contributed to the development of the human services model.

A- Deinstitutionalization. Intitlement. Advocacy.

- Describe how the three models suggest services to address a human service problem such as teen pregnancy.

A- Medical sterilization. public ostracize, hs abortion.  
Educate — Educate — Educate

1) What about prenatal physical care  
2) Human Services?

Whispers

Ch. 5  
Self Assessment

Gehler

- What are the strengths and limitations of the different ways to categorize problems?

A- The definitions of problems suggest that "problems in living" can have two components: a description of the problem and a course of action for resolving the problem. A way of defining human problems is Maslow's hierarchy of needs, which begins with the most basic of physical human needs and ends with the needs of self-actualization.

- Explain the problem of homelessness base upon the developmental, situational, and human needs perspective.

A- Developmentally at Ego integrity vs. despair, the older adult with no responsibility to others at work or family, sees the situation of living free and off the grid, regardless to the status quo of keeping up with the Joneses. As a "helper", I can only stand and salute the independence isn't a "problem".

- What are the barriers to receiving services and how might a human service professional counter them.

A- Clients may experience dissatisfaction when there is a lack of clarity about the problem and what the intervention or plan will be to resolve it.

Clients satisfaction is linked to their perceptions of the helping professional and of the relationship, the helpers ability to solve problems, and the amount of change the clients thought occurred during the helping process.

- What are the possible sources of client reluctance?

A- Not admitting they need help / Someone else decided they need assistance / Embarrassment / Anger

- What expectations do clients have of human services?

A- Quality of care / Unbiased attitude / Communication to achieve practical improvements in their lives - as well as intangible improvements

- Describe the motivations for choosing a helping profession.
- A- One primary reason why is the desire to help others. To feel worthwhile as a result of contributing to another's growth. On the other hand, factors that influence career choice are direct work experience, college courses, and the involvement of friends or relatives in helping professions
- How do values and a philosophy of helping relate to motivations for choosing a helping profession?
- A- Philosophical values give direction to behavior. For instance, the welfare-to-work single mother of eight multicultural progeny of rape and incest may have been rescued by a compassionate social worker who had helped her re-habilitation. Emulating that helpful valence she strives to do likewise - but may meet with frustration as the professionals determine a dysfunctional population or psychotropics are easier to manage, such as is the case within prisons.
- List the helper characteristics that are important for the human service professional.
- A- Acceptance, tolerance, individuality, self-determination and confidentiality.
- What are the similarities and differences among human service professionals?
- A- Physicians, psychologists, social workers, and counselors, possess the knowledge, values, and skills to perform a number of job functions. Those in direct service "help people solve and cope with problems - while clinical workers diagnose and treat mental, behavioral, and emotional issues."
- How does the Occupational Outlook Handbook's entry on human service workers help you define them?
- A- By listing the range of entries that describe human service professionals and their requisite training and assigned responsibilities.
- What are the three primary areas of job responsibility for human service professionals?
- A- Providing direct service; administrative work; working with the community.

1. What does it mean to be a helper? *Helping other people understand, overcome, or cope with problems.*
2. What are the four characteristics or qualities of helpers? List them and know why they are important.  
*Helping others - contributes to another's growth.  
Self-exploration - Discover more about self  
Exert control - Good administration and organization  
Positive role models - Inspired by help from others*
3. What characteristics or qualities will be a challenge to attain and what will be essential in the role of being a helper at MCSP? *The "challenge" as a "helper" is not to become jaded by lack of co-operation. As brokers, we can lead the horse to the water of rehabilitation, but doesn't necessarily mean they'll drink their fill. It is essential to know the proper gradient of "help" which others are able to partake of and nudge them along — patiently, confidently.*
4. Why are you interested in helping? How does this relate to some of the reasons others help? *There is an exchange value in helping others to help themselves in the economy of things. It is Social Darwinism in that society reflects its best and/or its worst. I myself prefer to exist amongst the able-minded, and consequently have the option of preying upon carnal idiots, or re-habilitating them to co-exist with me as responsible and sapient peers.*
5. What are 5 commonly accepted human service values? *Acceptance, Tolerance, Individuality, self-determination, confidentiality*
6. What are the 3 different categories of helpers? *Professionals / non-professional helpers / specialists.*
7. What are 3 areas of job responsibilities for human services professionals? *Ability to communicate, use knowledge, skills, values and experience to provide help; professional commitment and flexibility; self-awareness*  
*\* 1- Providing direct services, 2- Performing administrative work, 3- Working with the community.*
8. How does self-awareness in helpers impact services? *Self-knowledge affects service. Recognizing stereotypes, biases, and cultural or gender differences is paramount for helpers because it assists them in understanding and changing their attitudes and feelings that may hinder helping.*

9. Explain the various aspects of direct service? Behavior changers range from coaching/counseling to psychotherapy/behavior therapy. Caregivers provide social support/financial assistance. Communicators exchange ideas and develop relationships. Crisis interveners provide short term services during crisis. Participant empowerers shares responsibility with the clients to develop/implement plan of action. Teacher or educators perform instructional activities from coaching - to teaching technical content.
10. What is a helper's responsibility to administrative work? Planning, linking clients to services, allocating resources and evaluating. Brokers help make services more accessible to clients. Data managers gathers and synthesizes data/evaluates programs and plans. Evaluators assess standards of care that reflect evidence-based practice, whether medical/psychiatric/social/educational. Facilitator of Services brokers and then monitors progress. Planners help define problems and needs/develops strategies to meet the needs, and monitors the helping process. Resource allocators makes recommendations to finance support of the client.
11. How does community work differ from individual work from the helper's point of view? Advocates fight for services, policies, rules, regulations and laws on behalf of clients. Service networkers connect agencies to provide better services and link clients to services they need. Planners work with community boards/committees to ensure community services promote mental health and self-actualization. Consultants work with other professionals and agencies regarding their handling of problems, needs and programs. Mobilizers help get new resources for clients and communities. Outreach workers identify people with problems, refers them to appropriate services, and follow up to assure they continue to their max rehab.
12. What is a Cultural Broker? What are the characteristics of one? All human service workers assume the role of Brokers as they commit to help clients negotiate the cultural divide that influences access and effective use of services. They must recognize the values and identities that guide attitudes and behaviors/communicate in a cross-cultural context/advocate on behalf of families/Negotiate service delivery systems/mediate conflict.
13. What will be some of the challenges and benefits to a cultural broker at MCSP? Lipstick on a pig! It's a challenge to assist degraded beings to restore their fractured integrity, but each assist at least helps to make them mindful that there are solutions to problems of any kind. As a cultural broker, I simply must gauge the condition and ability of the broke individual I'm brokering to make the most of the right rehabilitation service(s) I intend to introduce.
14. What are the differences between responsibilities in a frontline helper and an administrator's role? Frontline helpers focus on caring for the client, while the administrator's primary focus is on planning and organizing services.
15. What are the key factors to glean from Carmen Rodriguez's case study? Her position as a case manager and the corresponding responsibilities to help the range of needs of clients and linking service professionals networks to service them. Accordingly - the bureaucratic frustrations as well.
16. Key Terms-list them-define in your own words.

Entire test worth 60 points

## Match Definitions - 1 point each

1. Neurosis 12 Accepting the client to the point that you can understand them from their perspective.
2. Gentrification 4 Hesitancy to seek help.
3. Involuntary Clients 1 A disorder of the mind or emotions.
4. Reluctance 9 A human services role that involves speaking on behalf of the client.
5. Situational problems 8 A human services professional with diverse skills and functions.
6. Societal change 2 Urban renewal to revitalize an area.
7. Strengths-based approach 3 Clients who don't freely choose the services they are receiving.
8. Generalist 5 Unpredictable difficulties that occur that may result in short or long term problems.
9. Advocate 4 Individuals experience problems due to a breakdown of traditional forms of society.
10. Values 7 Helper encourages the client to see the past problems they have resolved as resources.
11. Tolerance 14 The act of one deciding for themselves a course of action or resolution to a problem.
12. Empathy 11 A helper's ability to be patient and fair with all clients.
13. Social workers 10 Statement of beliefs about what guides behavior and provides direction in people's lives.
14. Self-determination 13 Professionals with training in social welfare, human behavior and social environments.

## Multiple Choice – 2 points each

15. What is the most widely used treatment for mental disorders?  
 a. Therapy  b. medicine c. isolation d. self-care
16. Who is Mary Richmond?  
 a. Author of medical model b. a doctor  c. wrote Social Diagnosis d. Wrote the poor law
17. How does advocacy play a role in Human Services?  
 a. providing a voice b. Solving problems c. being patient d. environmental influence
18. When you address the physical, mental, environmental and emotional needs you are addressing  
 a. The client b. the family  c. the whole person d. the helper
19. Which of the following is not part of Maslow's Hierarchy of needs?  
 a. safety b. self-actualization c. food  d. transportation
20. What are some different levels of environmental influences?  
 a. job b. family c. justice system d. living situation e. b & d  f. all of the above
21. The family, and individual or a couple is known as  
 a. an influence b.  a client c. impactor d. all of the above
22. A metal health insurance biller is a  
 a. back office worker b. front office worker c. indirect service provider  d. administrator

**Short Answers- 5 points each**

-25

23. Give an example of the medical, public health and human services models related to opioid overdose.

Med. determines to revive the patient.

Pub. Health determines to graph statistics and establish Prevention and Treatment to community

Hum. Services determines to get client help: rehab/education/problem-solving - empowerment

+5

24. Describe the difference between a Cultural Broker in community and individual human services work?

Individual service helps re-habilitate the client

Cult Broker refers the client to particular services/services to client

+25

25. Explain the primary focus of the human service model and how it differs from the public health model?

Primary focus is upon Client solve problems, with Human Services.

Public Health focuses upon community problems/remedies

+5

26. What does the human service philosophy emphasize; explain why and how it differs from other philosophies?

HS emphasizes rehabilitation. Med. treats patients and

Pub. Health is concerned with social impacts and remedies.

+5

27. Who was Erikson and why was he important? Give an example of one of Erikson's stages and how it works.

Psychologist/Psychoanalyst. Trust/Distrust was the first stage of "development", which... if that was lost, then life appears as a battlefield

+5

28. Why is it important for a helper to know their values?

Self awareness permits the helper to understand their personal liabilities and prevent them from negatively impacting the client.

+5