

Case Study of a Human Services Organization for HSM480 Capstone Assignments

The Center for Self-Actualization (CSA) was founded in 1989 to assist individuals progressing through different levels of need to reach their highest potential. The CSA operates out of a large building in downtown Maslowsville on a major bus line. The organization prides itself on nearly being a “one-stop shop” to meet the needs of all of its clients. The leaders of the organization are involved in various outside groups, committees, and boards that serve the human services needs of local communities. All staff persons with CSA are trained in the availability and purpose of outside resources and how to make referrals if/when the needs of a client cannot be met at their agency.

CSA Staff

Chief Executive Officer – Responsible for the functioning of the organization as a whole. Oversees all personnel and policy issues. Collaborates with other leaders in the community and is a point of direct contact with all major funding sources.

Director of Development – Responsible for the development and sustainability of all organization programs. Identifies and applies for grants and other sources of revenue to support programs and the overall functioning of the organization. Works with the CEO and other program directors to identify program needs.

Chief Financial Officer – Responsible for all financial management of the organization, including patient billing, tracking and managing all sources of income, financial output, and payroll.

Human Resource Director – Manages all personnel issues and hiring, oversees disciplinary actions (with the program director involvement), and identifies staff training needs (outside of clinical staff).

Housing Director – Oversees the functioning of the 20-bed offsite housing program. Develops and maintains program policy and requirements. Coordinates with other program directors to ensure coordination of shared clients. Participates in completing program grant applications and attends appropriate community and funding meetings. Manages the training, oversight, and discipline of the housing case manager. Responsible for screening, interviewing, intake, and discharge of housing clients.

Housing Case Manager – Point of contact for all current housing clients. Provides direct support to housing clients (in and out of the office), ensuring that they comply with program requirements and individualized housing treatment plans to move toward self-sufficiency. Participates in screening, interviewing, intake, and discharge of housing clients.

Clinical Director – Oversees the outpatient behavioral program and staff. Develops and maintains program policy and requirements. Coordinates with other program directors to ensure coordination of shared clients. Participates in completing program grant applications and attends appropriate community and funding meetings. Manages the supervision and training, administrative oversight, and discipline of the counseling staff, peer support specialist, case manager, intern, medical records specialist, and psychiatrist. Oversees all client activities. Responsible for training of clinical staff.

Mental Health/Substance Abuse Counselor – licensed professional who provides individual, family, and group counseling to individuals with a mental health diagnosis and/or substance abuse issues. Develops and maintains individual service plans and evaluates client goal attainment. Completes psychosocial assessment of clients at intake, annually, at any point of major change, and at discharge. Attends to crisis situations with current clients.

Peer Support Specialist/Recovery Coach – utilizes personal recovery experience to assist behavioral health clients (mental health/substance abuse) in goal accomplishment. Provides individual and group peer counseling. Coordinates with other programs as applicable to provide individual client support and advocacy.

Case Manager – Responsible for ensuring that clients with multiple needs are accessing all applicable organizational and outside resources to promote complete wellness. Has access to all community resources, assists clients in applying for appropriate programs, and advocates on behalf of clients. Identifies all sources of client need and works with client, family, and other professionals to ensure that all needs are met.

Intern – Student enrolled in counseling, social work, or other applicable human services program seeking direct work experience for program completion. Provides individual, family, and group case management and crisis services under the supervision of the clinical director.

Medical Records Specialist – Maintains behavioral health counseling records to ensure that they comply with funding and licensure requirements. Meets with clients to complete appropriate paperwork and obtain documentation supporting eligibility. Works under the development director and quality improvement specialist to maintain quality clinical records. In charge of releasing records to other providers.

Psychiatrist – Provides psychiatric evaluation and medication monitoring to all mental health clients in need. Coordinates with other appropriate behavioral health providers involved in client care.

Registered Nurse (part time) – Coordinates with psychiatrist to provide medical evaluation and monitoring of psychiatric clients with co-occurring medical conditions.

Quality Improvement Specialist – Evaluates all program policies, practices, and documentation to ensure that all agency, funding, and licensure standards are being complied with. Works directly with program directors to provide quality outcomes related to client improvement.

Administrative Assistant – Responsible for all front office tasks including greeting clients, scheduling appointments, managing phone calls and agency emails, and directing people seeking information to the appropriate agency staff.

CSA Programs

Behavioral Health

The CSA offers individual, family, and group counseling services to assist clients with a variety of presenting concerns including, but not limited to, depression, anxiety, addictions, personal identity and worth, sexual and gender identity, career issues, grief and loss, and coping with physical illness and disability. An outpatient substance abuse group is facilitated three days a week to help clients with substance abuse and other addictions reduce and stop use. Licensed and/or supervised clinicians deliver all treatment interventions. Psychiatric evaluation and medication monitoring, along with concurrent medical oversight/monitoring, are made available to clients in need of psychotropic medications.

The CSA employs a peer support specialist/recovery coach to include a personal approach to the individual and group therapy process toward promotion of personal growth, self-determination, and consumer choice in the planning, delivery, and evaluation of treatment and support services

Case Management

The CSA offers case management services to assist clients with multiple needs access diverse services. Case management services include case planning, referral, outreach, advocacy, assistance with application processes, and treatment coordination with other providers.

Transitional Supportive Housing Program

The transitional supportive housing program of the CSA provides to individuals who meet the qualifications of homelessness a safe, drug-free, supportive housing environment for a maximum of 24 months to acquire the skills and resources needed to move to more permanent housing options and self-sufficiency. The program often works in conjunction with other CSA services.

Participants are encouraged to address issues that have exacerbated homelessness, which may include mental health conditions, addiction, medical diagnoses, criminal issues, vocational training, and financial education.

Applicant will be responsible for providing all HUD-required verifications to qualify.

Organization program funding sources include:

- SAMHSA grant
- Mental health/substance abuse funding through Medicaid
- Medicare
- United Way grant
- HUD

- Fundraising and individual/corporate donors

Agency Hours

Agency hours for counseling, housing, and case management services: Monday-Friday 9:00 a.m.-8:00 p.m.

CSA Organization Chart

