A milestone in human services

The milestone selected for the evaluation of human service includes accountability. The performance of human welfare services and their performance depend on accountability. Three milestones that assure accountability include efficiency, quality and effectiveness. Accountability focuses on eliminating the prevalence of malpractices such as lack of coordination and negligent behaviour of staff (Homer, 2017).

The milestone has affected emphasis on evaluation of the human services. Accountability stresses on responsibility for upholding a certain level of performance that is based on expectations of the agencies and the programs. Efficiency is used for evaluating performance by comparing the ratios of output and input and the number of services provided. Quality is evaluated by using quality assessment tools. It involves assessment of the patient satisfaction, performance evaluation of the staff and errors in services. The records are maintained that yield information about the performance of the staff. Effectiveness is evaluated by assessing the outcomes of human services. This will include an assessment of the number of clients or humans who received help (Martin & Frahm, 2010).

The overall program holds significance because it aims at improving the performance of the agency and staff involved in the provision of human service. This will ensure the provision of adequate support and social assistance to the people. The process will enhance the quality of human service that leads to greater welfare for society. The improvement in the delivery will lead to positive outcomes such as increased number of homeless children rescued by the agency. Setting performance monitoring criteria encourage employees to follow the professional standards and comply with the code of ethics. This will eliminate the prevalence of negative activities such as negligence, discriminating among clients and delay in services. The evaluation thus promotes positive environment for the clients.

References

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