

#### 4. SWRK 280 – Accessing Agency Services - Safety Organized Practice (SOP)

Please refer to the CalSWEC website for resources at [www.calswec.berkeley.edu](http://www.calswec.berkeley.edu)

Conduct an observation at your field placement agency to assess the following components of client access to agency services. Use at least five of the following criteria:

- 1) Wait time for service (in waiting area; length of time between application and first provision of service).
- 2) Social stigma, if any, associated with applying for the service.
- 3) Clarity and restrictiveness of eligibility requirements. Does the agency serve all in need, refuse services to some groups of people, or refer prospective clients elsewhere.
- 4) Complexity and length of application. Documentation required (if any) to be submitted with application.
- 5) Accessibility for people with disabilities (both physical accessibility and availability of special services such as interpreters for the deaf or Braille translations of documents).
- 6) Transportation (availability of parking and public transportation; urban/rural location; access from highways and main roads).
- 7) Hours of operation. How are these hours likely to affect specific groups of clientele (for example, working people, families with children, etc.).
- 8) Costs (service fees and whether clientele are likely to need to spend own funds to produce documents or otherwise obtain service).
- 9) Language. Are documents available in languages other than English? Are workers who speak languages other than English available to serve clients? Does the organization rely on translators to provide service?
- 10) Do services appear to be culturally appropriate? (Hint: you will need to define cultural appropriateness for specific groups in order to address this question). Make a recommendation to your field supervisor about how the agency can improve access in at least one of these areas.