Needs Assessment-Project Name

# Delete all blue text before final submission. File name: Needs Assessment-Project Name, Location: Phase 1 Box Folder

# Description:

Needs assessment Often your Project Partner will have already identified a need in their organization that they believe will be within the scope of an Engineering Service Learning team. However, there are times that such a need as not yet been identified, at which times your team should complete a needs assessment. This typically involves observing and visiting your project partner to discover opportunities to improve some aspect of the organization. As a result of conducting the needs assessment, your project team should be able to identify and describe a need that your team will pursue.

# Instructions:

1. Schedule a meeting with community partner to learn about them
2. Take notes and answer the questions below
3. Write abstract for Needs Assessment

# Abstract:

Write one sentence for each section:

1. Describe the purpose of the activity.

2. Describe what steps you took to perform the activity.

3. What were the results?

4. How will the results help the project?

# Assessment Questions

Who does the organization serve? Who are their clients? What services does the organization provide to their clients?

* Clients of organization
* Services provided

What need (or “problem”) of the organization could be addressed by your team?

* Need (challenge) faced by Community Partner

What product or processes is your project partner currently using, and what are the problems with current approach that is motivating this project?

* How is Community Partner trying to meet the NEED currently
  + What are the shortcomings of current solution

What is the main goal of the project? (What is the preferred state that the project is attempting to achieve?)

* What would a solution to the need/challenge look like
* If you had something that did this…. Would that solve the problem?

How will addressing this need be important to your project partner?

* Why does the need exist, and what would be the benefit of solving this challenge?

# Example: Merced County Rescue Mission

# Abstract:

The Needs Assessment helps the team identify what need our client/community partner organization has. We talked to Bruce Metcalf (Executive Director, Merced County Rescue Mission, and Jason West, HOPE Medical Respite Care Program Manager) to uncover how the team can help their organization. Based on our interviews, we can help the Hope Respite program move their paper case management files to a digital system. Doing this will help the MCRM better serve their clients, and account for the services they are providing.

Who does the organization serve? Who are their clients? What services does the organization provide to their clients?

* MCRM serves the homeless population in Merced County
  + Homeless (people in crisis) are clients
  + Services:
  + Food support
  + Shelter for men (main facility)
  + Showers
  + Hope Respite for people newly out of hospital

What need (or “problem”) of the organization could be addressed by your team?

* file system of Hope Respite is paper (not digital)

What product or processes is your project partner currently using, and what are the problems with current approach that is motivating this project?

* Paper file system for case management
  + Not currently HIPPA compliant
  + Difficult to report on services provided

What is the main goal of the project? (What is the preferred state that the project is attempting to achieve?)

* Electronic files on hope respite clients

How will addressing this need be important to your project partner?

* MCRM will be able to document and report better numbers for the services they provide

Help report numbers for grants and funding agencies

* Make it easier to manage care for clients