Program or Service Observation Form

**Record** your observations of the program or service your instructor approved for you. Submit this form with your final learning team assignment.

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| **Part 1: Basic Information** |  |  |
| 1. What is the name of the program or service? | | |
| Hughen Center | | |
| 1. Provide a description of the program or service. | | |
| Hughen Center is a place for the mentally challenged and physically challenged citizens of all ages.  The HughenCenter is a place for people to go and learn different things such as crap works, healthy eating habits, exercise, and educational programs. | | |

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| **Part 2: Program or Service Qualifications** |  |  |
| 1. Is the program or service licensed? Is it accredited? What requirements must it meet to obtain these? | | |
| Yes, theHughenCenter is licensed as a General Residential Operation by the Texas Department of Family and Protective Services. | | |
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| 1. How often is the program or service reviewed to ensure the program meets the requirements? How rigorous is the review process? | | |
| The center is normally reviewed once a year, but during the year they do have many inspections. The extender goes to a rigorous review process because of the type of services they provide to the mentally and physically challenged. The facility goes through and inspection that covers the equipment, facility safety, employee background checks, and safety. | | |
| 1. What are the staff’s qualifications? Does the program or service encourage or provide additional training for staff members? | | |
| The center has certified nurses and RN. It also has staff that have degrees in speech and language difficulties, physical therapy, and Certified Teachers. | | |
| 1. Who provides funding for the program or service? What are the requirements to receive this funding? | | |
| The center is a non-profit Center and receive many donations from people and grants for granted to them yearly.Legendary, famous people such as; Bob Hope, Jimmy Durante, Coach Bum Phillips and the generous support of the Southeast Texas community.. | | |

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| **Part 3. Public Perception** |  |  |
| 1. How long has the program or service been available in the community? Has it changed form or names since its creation? | | |
| Last year in 2019 the human School celebrated 75 years of service to the Port Arthur Texas area. During that time the center has expanded and over the last past 30 years, additional services were introduced, including physical, occupational and speech therapy programs. | | |
| 1. What category does this program or service fit into—educational or social? How is this evident? | | |
| This program fits in both the educational and social programs. The school offers not only a daycare center for the older adults to communicate and learn different things, but it is a home for 16 Philippi challenge people that or attending the charter school there. | | |
| 1. How is the program or service advertised? What is the most effective form of communication for this program or service? | | |
| The program is not really advertised. The center is legendary and people like Bob Hope and his wife have taken interest in the center. The most effective form of communication is by word of mouth. | | |
| 1. Who benefits from this service or program? What populations does it serve? | | |
| The mentally and physically challenged benefit from this program and its services that it provides. It serves the population of all those that or handicapped and disabled. | | |
| 1. Is the program local or is it available in other communities? | | |
| The program is local, but provides services for the mentally challenged population and Community for these cities surrounding Port Arthur Texas as well. | | |
| 1. Does the program or service have a good reputation in the community? How does this program or service work with other organizations, the government, or local residents? | | |
| The HughenCenter has a great reputation due to all ofthe different services that it provides to a wide range of people of any race or nationality and age. The community, government, and local residents are very proud of the accomplishments that the HughenCenter has made.The Hughen Center does not discriminate and they have their services available to anyone that may need them. | | |

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| **Part 4. Conclusion** |  |  |
| 1. Does the program or service appear effective? How can you tell? | | |
| This program has proven to be very effective due to the fact they have 267 people that have graduated from the Bob Hope Charter School | | |