Afrigo Agency

**Introduction**

**Current State of the Agency**

The current state of the AfriGro Agency Corporation is deplorable to say the least. The agency is plagued with corruption allegations and mistreatment of its workers. For the past 10 years, the agency has been unable to provide a stable and safe working environment for its workers. It has been reported that several of the workers have bruises on their bodies owing to injuries at work. Productivity levels are low because of the unsafe working conditions.

Furthermore, job satisfaction in the agency is low, a factor that significantly contributes to poor performance of the employees. There have also been reports ofwrangles within the company. The wrangles are attributed to lack of clearly distinguished duties leading to an overlap of these duties. Ten employees have already left the organization owing to the poor working conditions and low levels of job satisfaction. Employee turnover is bound to increase if the current state of affairs is not reversed.

The current budgetary allocations are inefficient in meeting the needs of the organization. Looting of the donor funds has led to diminishing of budgetary allocations for key community projects. In addition, the agency has been blamed for prioritizing the wrong projects over projects that the communities it serves truly need.

The culture of the organization has been shattered because of the poor working conditions in the company and the fraudulent activities of the management. The employees are not cohesive because they do not believe they are working towards a similar goal. There is also a lot of mistrust between the employees and the management. The former do not believe that the management has their best interests at heart.

**Justification for Proposal**

The proposal is to develop a better organizational structure by improving working conditions and rooting out corruption in the company. New employees will be hired to replace the ones that left. In addition, stringent financial controls will be put in place to block any attempts to embezzle any of the donor funds. In fact, criminal investigations will be launched against the former CEO and other top managers for embezzlement of funds.

The proposal is essential at this time if it is to recover public and donor trust again. The mission for the company is to provide support to African farmers in order to eradicate hunger in the third world continent. The agency needs to resort back to this mission as a guideline for its activities. The impact of the proposal is increased efficiency in the delivery of services to the farmers across the continent. With better delivery of services, the farmers are able to grow more stable crops and earn a better living. Increase in income will alleviate the poverty of the farmers. The boost in food production will help eradicate hunger in different areas across the continent.

**Agency Mission**

The mission of the Agency is to ensure that African farmers are farming efficiently, increasing their income,and aiding in the alleviation of hunger on the continent. In other words, the agency has been charged with providing monetary and technical support to African farmers with a bid of boosting plant production and increasing the profit margin for the farmers.

If the current state of the agency continues then the organization will fail miserably at its mandate. Unsafe working conditions and corruption will lead to an increase in employee turnover. The result is a direct loss of knowledge capital in the agency. Employees provide the technical knowhow of implementing the objectives of the agency in the continent. Corruption and embezzlement will lead to a shortfall in cash making it harder for the agency to successfully carry out its mandate.

During the creation of the proposal, the management considered the implications that it would have on the fulfillment of the mission of the agency. The proposal considered the need to provide support for the farmers to improve their quality of life. The whole purpose of revamping the agency and weeding out corruption is to provide better technical and financial support to the farmers. The support will go a long way in improving the communities that the agency serves.

**Trends in Human Service Delivery**

A trend in human service delivery is the formulation of non-traditional partnerships with the aim of creating a new human services ecosystem. The need to maximize resources and find fresh ideas has led many agencies to shift from entrenched ways of human service delivery. Agencies, including Afrigo, normally work parallel to one another without having the same goals and practices. However, this is bound to change with decrease in resources and increase in demand for the services offered. Working together forces all the parties involved to focus on core competencies and determine how collaboration can have a system wide impact at a lesser cost (Wareing&Hendrick, 2013).

Social financing is another trend in the industry. The type of financing involves encouraging donors to invest in preventative social interventions that will benefit everyone in the society. The result is that everyone benefits and the society saves on money that would have been used for future remediation. The agency infuses capital for an intervention, and if the specific social outcome is achieved, the investors will get back their investment plus a hefty rate of return (Wareing&Hendrick, 2013).

These trends have pushed the agency to be keener on new partnerships with other agencies and governmental entities that work in human services delivery. The proposal will ensure that the agency is open to collaborating with other agencies by making it more efficient and accountable. It will also attract more potential investors who are willing to engage in social financing. These investors are looking for a transparent agency that can meet its social objectives.

**Workforce Structure**

**Structure and Culture**

The agency was intended to provide a hospitable climate for workers to engage each other and exchange critical skills and information for the benefit of African farmers. A culture of this sort would provide comprehensive service delivery. The proposal aims at enforcing the culture of cohesiveness and working together in the workplace for the common good of the people it serves.

**Personnel and retention**

The proposal aims at improving the retention of personnel in the agency. The high employee turnover rate is draining the agency’s skills, labor, and knowledge. The result is that the quality of service delivery is severely hampered. The proposal seeks to establish a reputable working environment where job satisfaction is guaranteed. Increased job satisfaction leads to a decrease in employee turnover and an increase in the quality of service delivery.

**Personnel and recruitment**

The proposal also aims to establish a new recruitment process that will attract the top talent from across the continent and beyond. Previously, recruitment was based on the network capital of the applicant and there weremany nepotism incidences in the recruitment process. However, with the new proposal, the recruitment process will be fair and applicants will be accorded equal treatment. Hiring the right people for the job will greatly influence the quality of the services delivered by AfriGro.

**Current Trends**

A current trend in the workforce structure for human services is paying more attention to the needs of the workers. Most of the workers join agencies such as AfriGro because they want to help the communities they live in. Their pay is minimal compared to those working in for profit companies. Neglect of these workers will lead to a significant increase in employee turnover (Donahue Institute, 2006). More has to be done to cater to the financial, health, physical, emotional, and mental needs of Afrigro’s employees. The agency needs to create a creative atmosphere for these employees where they can nurture their talents and passions.

**Budget and Funding**

**Delivery of Services**

The agency’s budgeting will need to be aligned with the current ethical standards set by the Ethical Standards for Human Service Professionals. The money allocated in the budget should be equitably distributed among the priority projects of the agency. Allocation for salaries of top management should also be ethical unlike in the past. Reports indicate that some frivolous projects were listed in previous budgets. The proposal aims at eradicating such incidences by ensuring that an independent accountant audits the budget and other financial reports for the agency. The selection of projects to fund using the money received from donors will also be made on ethical grounds and not for commercial purposes or the benefit of the management or unscrupulous business and government officials.

**Quality of Services**

The National Organization for Human Services advocates that all human services’ agencies need to ensure decent quality of services to the clients. The quality of service and delivery needs to be the top priority for the agency. A high quality of services will guarantee that the agency respects the dignity and worth of the clients, integrity, and social justice.

**Grant Funding**

The agency will adhere to ethical standards regarding grant funding. The channels for attracting grant money shall be ethical. The agency will not offer bribes to receive more grant funding or offer promises to grantors. In addition, the agency will provide full accountability of how the grant money is being utilized and the societal benefits of each project initiated by the agency using the grant funds.

**Future Funding Sources**

The agency is also looking into new sources of funding in a bid to stop over-reliance on specific donor funds. Partnerships with other agencies will see the agency opening new funding sources. Social financing is also an additional form of financing that the agency will begin to apply in the near future (Stevens, 1998). The agency will also look into ways of entering into profitable partnerships with the farmers. The aim is to re-invest part of the profit earned in developing new projects that can help alleviate poverty and hunger in the surrounding communities.

**Conclusion**

**Future Program Service Delivery**

The proposal will greatly improve the process of service delivery for the agency. Following ethical guidelines, the proposal seeks to ensure that all budgetary allocations are fair and will have the greatest impact in the targeted communities. Corruption and high employee turnover will be a thing of the past with the implementation of the new proposal. The result will be a dramatic increase in the quality of services provided by the agency. Ethics will play a major role in the agency’s accountability to its employees, its donors and grantors, and to the client it serves.

**Trends and Benefits to the Community**

The proposal is aligned to current trends in human service delivery. Major current trends are more focus on ethical standards of operation and providing reputable work environments to employees. The proposal is aimed at improving the culture of the organization for the sake of the workforce. Creating a cohesive and ethics-oriented organizational culture will ensure that employee turnover rates decrease in the agency. Qualified employees will also be brought on board as per the proposal. The skills and knowledge inherent in the organization will be a driving force for change in the communities that the agency serves.

References

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