

1. What was the first impression the staff had of Herb? What did they think was his problem?

2. What excuse did the staff give for not taking on Herb as a client? Why wasn't Herb taken seriously?

3. Why did you, as Director of the Center, need to see Herb's intake form? What was the problem with it? What information would a thorough **needs assessment** have revealed?

4. What did you decide about how to handle the Herb situation? Why?