

HSRV-120: INTRODUCTION TO HUMAN SERVICES

Effective Term

Fall 2020

BOT Approval

05/14/2020

SECTION A - Course Data Elements
CB04 Credit Status

Credit - Degree Applicable

Discipline

Minimum Qualifications	And/Or
Counseling (Master's Degree)	

Subject Code

HSRV - Human Services

Course Number

120

Department

Counseling (COUN)

Division

Counseling (COUN)

Full Course Title

Introduction to Human Services

Short Title

Intro to Human Services

CB03 TOP Code

2104.00 - *Human Services

CB08 Basic Skills Status

NBS - Not Basic Skills

CB09 SAM Code

C - Clearly Occupational

Rationale

Adding distance education mode (100% online) for more options in scheduling and to accommodate students who are working professionals.

SECTION B - Course Description
Catalog Course Description

The course is an introduction to the social welfare field and explores the historical, cultural and societal aspects of the social work profession. The course will introduce the essential helping skills of human service workers. The broad career opportunities within social services will be examined and a candid look at the demands and strains of choosing a social service career will be explored.

SECTION C - Conditions on Enrollment
Open Entry/Open Exit

No

Repeatability

Not Repeatable

Grading Options

Letter Grade or Pass/No Pass

Allow Audit

Yes

Requisites**SECTION D - Course Standards****Is this course variable unit?**

No

Units

3.00

Lecture Hours

54.00

Outside of Class Hours

108

Total Contact Hours

54

Total Student Hours

162

Distance Education Approval**Is this course offered through Distance Education?**

Yes

Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Entirely Online	Permanent
Hybrid	Permanent

SECTION E - Course Content**Student Learning Outcomes****Upon satisfactory completion of the course, students will be able to:**

1. Students will have a broad understanding of the field of social work, typical functions and the role of the helper within social service agencies, and the basic communication skills used to work with the diverse populations within the field.

Course Objectives**Upon satisfactory completion of the course, students will be able to:**

1. Evaluate the historical perspectives of social work and human services.
2. Define common practices in social work and human service agencies including legal and ethical issues.
3. Research and describe the goals and functions of local social service agencies.
4. Examine community advocacy and design a mock plan for collaboration with local agencies.
5. Assess and demonstrate essential helping skills.
6. Evaluate biases, stereotypes and assumptions in working with diverse populations in social work.
7. Analyze career opportunities and select a career focus in the field of social work and human services.
8. Examine stress in self and clients and develop strategies for coping.

Course Content

1. Introduction and Historical Overview of Social Work and Human Services
 - a. Historical perspective of social work
 - b. Current social issues in human services
 - c. Models of service delivery
2. The Practice of Social Work and Human Services
 - a. The helping process
 - b. Legal and ethical issues in social work and human services
3. Understanding the helping profession work environment
 - a. Local agencies
 - b. Statewide and governmental agencies
4. Community Advocacy
 - a. The helper as a change agent
 - b. Advocacy for individuals and community organizations
 - c. Service coordination & collaboration in social work
5. Introduction to Essential Helping Skills of Human Service Workers
 - a. Working with individuals
 - b. Active listening
 - c. Paraphrasing, reflecting
 - d. Summarizing
 - e. Trust, respect, unconditional positive regard
 - f. The intake interview
 - g. Working with groups
 - h. Case Finding/Case Management
 - i. Follow up and referrals
 - j. Organizational & time management skills
 - k. Setting goals/prioritizing
6. Working with Diverse Populations
 - a. Perceptual bias and appropriate response
 - b. Cultural, physical, psychological, other
 - c. Stereotypes and assumptions
7. Career Opportunities in Human Services & Social Work Health
 - a. Social Services & Social Work
 - b. Childcare
 - c. Home Health and Personal Care
 - d. Probation/Parole
 - e. Education
 - f. Special populations
 - g. Career ladders in Social Work and Human Services
8. Demands and Strains working in Human Services & Social Work
 - a. Assessing complex client needs
 - b. Setting professional boundaries and understanding limitations
 - c. Examining physical and psychological aspects of stress
 - d. Techniques to reduce stress.

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Activity	Small group discussion/work and in-class presentations by students.
Discussion	Students will complete online discussion boards on assigned topics.
Field Trips	Student has to go to a social services agency and complete an interview.
Lecture	Student will attend instructor led lecture (in-person, synchronous, or prerecorded).
Projects	Final paper.
Visiting Lecturers	Instructor will locate instructors to discuss topics of the field in social services.

Other

Lecture, discussion, group work, projects, scenarios, case reviews. 1. Lecture on the historical perspective of social work in the United States. 2. Through group work and discussion, evaluate the strengths and weaknesses of the current welfare system in California. 3. Through case scenarios and role plays, practice essential helping skills. 4. Distance Education (hybrid) option will allow for instructor and student flexibility in scheduling. Hybrid option will allow for both personal contact and incorporation of more online resources.

Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards
Chat Rooms
Discussion Boards
E-mail Communication
Telephone Conversations
Video or Teleconferencing

Student-Initiated Online Contact Types

Chat Rooms
Discussions
Group Work

Course design is accessible

Yes

Methods of Evaluation

Methods of Evaluation

Types	Examples of classroom assessments
Exams/Tests	Midterm Exam, Final Exam
Quizzes	A chapter quiz will be given on the reading.
Essays/Papers	A paper will be written on a local agency.
Oral Presentations	
Class Participation	
Other	Class work Labor Market Information

Homework

Assignments

Reading Assignments

Students will be assigned reading from the textbook and from articles on the topics discussed.

Example 1: Students will read from an introductory chapter and critically analyze the historical contributions in the field of Social Work.

Example 2: Read a chapter from the text and write a chapter summary as outlined by the instructor.

Writing Assignments

Written assignments related to readings, research and in-class exercises.

Example 1: Students will be required to design a written mock plan for collaboration with local agencies.

Example 2: Students will choose a Human Services topic to research and write a paper that includes the historical and social perspectives and practical contributions within the field.

Other Assignments

Working in groups the students will complete a mock community assessment and propose community intervention.

SECTION F - Textbooks and Instructional Materials

Material Type

Textbook

Author

Woodside, Marianne & McClam, Tricia

Title
An Introduction to Human Services

Edition/Version
9th edition

Publisher
Cengage Learning

Year
2018

ISBN #
9781337567176

Material Type
Textbook

Author
Burger, William R

Title
Human Services in Contemporary America

Edition/Version
10th

Publisher
Brooks/Cole Cengage

Year
2017

Material Type
Textbook

Author
Neukrug, Ed

Title
Theory, Practice and Trends in Human Services: An Overview of an Emerging Profession

Edition/Version
6th

Publisher
Cengage

Year
2016

Proposed General Education/Transfer Agreement

Do you wish to propose this course for a Local General Education Area?

Yes

Proposed Local General Education Area

Local GE Area	Proposed To
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Local GE Area B: Social and Behavioral Science

Do you wish to propose this course for a CSU General Education Area?

Yes

Do you wish to propose this course for a UC Transferable Course Agreement (UC-TCA)?

Yes

Do you wish to propose this course for an IGETC General Education Area?

Yes

Course Codes (Admin Only)

ASSIST Update

No

CB00 State ID

CCC000288125

CB10 Cooperative Work Experience Status

N - Is Not Part of a Cooperative Work Experience Education Program

CB11 Course Classification Status

Y - Credit Course

CB13 Special Class Status

N - The Course is Not an Approved Special Class

CB23 Funding Agency Category

Y - Not Applicable (Funding Not Used)

CB24 Program Course Status

Program Applicable

Allow Pass/No Pass

Yes

Only Pass/No Pass

No