Maricopa County Community Colleges
Glendale Community College

Course Syllabus and Class Schedule
Social Service Delivery Systems

    SWU 291
    Section 3063

Spring 2008
Monday, Wednesday, Friday
12:00pm-12:50pm
CL-11
3 Credit hours

Course Instructor:

Edward L. James, III, MSW, ACSW
Office telephone number 602-684-8198
Office hours: By appointment only
Email address: edward.james@gcmail.maricopa.edu

Course Description:

Purposes, structures, and delivery systems of human service agencies. Includes 40 hours of volunteer experience in local human service agencies.
Prerequisites or Co-requisites: SWU102, or SWU171, or permission of the department.

Required Course Text:


MCCCD Official Course Competencies:

SWU291  Social Service Delivery Systems

1. Describe the organization, administration, and funding of human service agencies. (I)
2. Describe the practice of social work in a human service agency. (II)
3. Describe the relationship among self, professional identification, and agency work roles. (II)
4. Explain the importance of social work ethics and values in working as a social worker within an agency. (II)
5. Describe the concept of human diversity, and explain how social work ethics and values guide professional behavior. (II)
6. Describe the role of generalists practice and case management in human services. (III)
7. Describe and apply the problem-solving process as it relates to social work. (III)
8. Describe the process of assessment and service planning in human service agencies. (III)
9. Describe the role of service and support monitoring in case management and generalist practice. (III)
10. Describe and apply skills in identifying, linking, and coordinating community resources to meet client needs. (IV)

Class attendance:

Students are expected to attend each and every class. Student who are absent from class cannot participate in the rich discussions with fellow students. You are expected to inform the course instructor if you will be absent from class. You are responsible for any and all information covered or discussed. Examinations and group projects that are done during class hours cannot be made up. Absences do not excuse students from completing assignments on time. Students who accumulate unofficial absences in excess of the number of times class meets per week, may be withdrawn.

Make-up examinations must be arranged prior to or within 24 hours of the examination.

Student Disciplinary Actions:

Please see http://www.dist.maricopa.edu/gvpolicy/adminregs/students/2_5.htm for questions or concerns concerning this section
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Disciplinary Probation and Suspension
Misconduct for which students are subject to disciplinary action falls into the general areas including:

- Cheating on an examination, assessment tests, laboratory work, written work (plagiarism), falsifying, forging or altering college records

Disciplinary Removal from Class
A faculty member may remove a student from class meetings for disciplinary reasons

Withdrawal Procedure
To withdraw from a course or courses from the college, students must follow approved procedures. The Office of Admissions and Records (in the Enrollment Center on the GCC Main campus) provides information about the withdrawal process.

Taping of faculty lectures:
Taping of course lectures is allowed. Please see the instructor for any specific questions or requirements

Disability Resources and Services
Questions concerning Disability Services and Resources should be directed to DSR located in TDS 100 on the GCC Main campus

Course organization/grading and testing

Course Organization
The Human Service Agency

Social Work Practice in the Human Service Agency
A. Social work values
B. Social work ethics
C. Social work practice with diverse populations
D. Social worker's responsibility to self
Case Management in Human Services
   A. The role of case management
   B. Assessment and service plan development
   C. Monitoring service and support plans

Linking Clients with Community Resources
   A. Basic human service areas
   B. Community resources in Maricopa County
   C. Making referrals
   D. Communicating with agency professionals
   E. Report writing
   F. Handling confrontation and conflict
   G. Interagency cooperation and coordination of services

**Grading:**
425 points are available for this course. Each assignment has specific points. Late written assignments will have ten (10) points deducted for each day late

**Course Assignments**

**January 18.** 5 points. Course acknowledgement email to course instructor.

   • Part I-Go to your email site (private or college) and send an attachment message to edward.james@gcmail.maricopa.edu saying “I have logged on to SWU 291. I am looking forward to a great semester”. Please be sure to sign your message.

   • **NOTE:** This is the only email address you will use during the semester to submit your assignments.

**January 30.** 20 points. Choice of your volunteer experience due with your goals and objectives
February 13. 50 points Internet assignment due. Research one peer reviewed professional journal and write a two page paper summarizing an article concerning report writing as it relates to social work.

February 15. 50 points In-class examinations: Any class discussion, assignment, guest lecture is subject to be incorporated in the in-class examination.

March 17. 50 points. Library assignment due. From your field of social work practice you are volunteering, identify one (1) case management function and write a two page, double spaced paper identifying and describing the practice and the case management function

April 9. 50 points. In-class examination: Any class discussion, assignment, guest lecture is subject to be incorporated in the in-class examination.

May 2. 200 points. Final examination. Written summary of volunteer experiences during the semester.

Note: specific information concerning the assignments will be discussed during the first week of class.

All your assignments will be submitted with a cover page with the following information:

Your name
SWU 291 Social Service Delivery Systems
Assignment name (please be specific)
Assignment due date

All assignments will be electronically submitted via email as an attachment to: edward.james@gcmail.maricopa.edu

Only RTF or DOC extensions will be accepted. APA 5th edition style will be used for all documentation.
A minimum of 5 points will be deducted from your assignment if the guidelines are not followed.
## Course Schedule

**Subject to Change**

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Assignments</th>
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<tbody>
<tr>
<td>January 14</td>
<td>Course introduction, assignments, responsibilities, expectations</td>
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<tr>
<td></td>
<td>Assignment: Read Woodside and McClam, Chapters 1 and 2</td>
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<td>Assignment: Complete Assignment #1, due January 18</td>
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<tr>
<td>January 16</td>
<td>Continuation of course introduction</td>
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<td></td>
<td>Discussion of volunteer expectation</td>
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<tr>
<td>January 18</td>
<td>Discussion of Woodside and McClam, Chapters 1 and 2</td>
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<td><strong>Course acknowledgement due</strong></td>
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<tr>
<td>January 21</td>
<td>Arizona Practice Model for case management</td>
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<tr>
<td>January 23</td>
<td>Evolution of case management practice (part I)</td>
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<tr>
<td>January 25</td>
<td>Evolution of case management practice (part II)</td>
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<td>January 28</td>
<td>Case management process (assessment)</td>
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<td></td>
<td>Assignment: Read Woodside and McClam, Chapters 3 and 4</td>
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<tr>
<td>January 30</td>
<td>Case management process (planning)</td>
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<td><strong>Volunteer experience choice due</strong></td>
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<td>February 1</td>
<td>Case management process (establishing communication)</td>
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<td>February 4</td>
<td>Case management process (follow-up)</td>
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<td>February 6</td>
<td>Case management process (case recording)</td>
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<td>Assignment: Read Woodside and McClam, Chapter 5</td>
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<td>February 8</td>
<td>Discussion of Woodside and McClam, Chapters 3 and 4</td>
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<td>February 11</td>
<td>Case management counseling skills (active listening)</td>
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<td>February 13</td>
<td>Case management counseling skills (asking questions)</td>
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<td><strong>Internet assignment due</strong></td>
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<tr>
<td>February 15</td>
<td><strong>Examination #1</strong></td>
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<tr>
<td>February 18</td>
<td>Observance of Presidents’ Day (no class)</td>
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Spring 2008
February 20  Case management counseling skills (confrontation)
February 22  Case management counseling skills (self-disclosure)
February 25  Case management counseling skills (summarizing)
February 27  Case management counseling skills (problem-solving)
February 29  Case management intervention strategies (micro, mezzo, macro)
March  3   Human behavior in the social environment (part I)
March  5   Human behavior in the social environment (part II)
March  7   Case management functions
March 10  Spring Break
March 12  Spring Break
March 14  Spring Break
March 17  **Library assignment due**
March 19  Linking clients to formal organizations
March 21  Linking clients to informal support networks
March 24  Cultural competence
March 26  Cultural competence
March 28  Cultural competence
April  2   Strengths perspective in social work practice (part I)
April  4   Strengths perspective in social work practice (part II)
April  7   Strengths perspective in social work practice (part III)
April  9   **Examination #2**
            Assignment: Read Woodside and McClam, Chapter 10
            Assignment: Review NASW Code of Ethics
April 11  Case management with homeless
April 14  Critical thinking and the case management process

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<tbody>
<tr>
<td>April 16</td>
<td>Critical thinking and the case management process</td>
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<tr>
<td>April 18</td>
<td>Critical thinking and the case management process</td>
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<td>April 21</td>
<td>Social Work Ethics</td>
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<td>Assignment: Read Woodside and McClam, Chapter 11</td>
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<td>April 23</td>
<td>Social Justice</td>
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<td>April 25</td>
<td>Compassion Fatigue</td>
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<td>April 28</td>
<td>Evaluation of case management practice</td>
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<td>April 30</td>
<td>Wrap up</td>
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<td>May 2</td>
<td><strong>Final examination</strong></td>
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<td>May 5-8</td>
<td>College final examination period</td>
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<td>May 9</td>
<td>Semester end</td>
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