

Maricopa County Community Colleges  
Glendale Community College

Course Syllabus and Class Schedule  
Social Service Delivery Systems

SWU 291  
Section 0001-22529  
January 20 - May 15, 2009

Spring 2009  
On-line course  
3 Credit hours

**Course Instructor:**

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Office hours: By appointment only\*

\*Volunteer office hours. Specific location will be announced

Saturday 24 January 10-12 noon GCC Library  
Saturday 14 March 10-12 noon GCC Library  
Monday 20 April 7-9pm GCC Library

**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:**

1. Community Information and Referral (2008 or 2009). *Directory of Human Services, Maricopa County*. Phoenix, Az.
  - You can purchase the Directory from <http://www.cir.org/publications-dhs.html>
  - You can also utilize the Online Directory of Human Services and Self-Help Support Groups, Maricopa County found at <http://www.cir.org/firstcall-search.html>

2. Woodside, Marianne and McClam, Tricia (2003). *Generalist Case Management*. Pacific Grove CA: Brooks/Cole Publishing Co.

This is an on-line (web based) course offering for the Department of Social Work, Glendale Community College. All discussions, assignments, examinations will be conducted in Blackboard at Glendale Community College.

### **MCCCD Official Course Competencies:**

#### **SWU291 Social Service Delivery Systems**

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

#### **Student Disciplinary Actions:**

Please see <http://www.gccaz.edu/student services/425.htm> for questions or concerns concerning this section.

### **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.

### **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

SWU 291 course syllabus and schedule

Social Service Delivery Systems

Spring 2009

Page | 3

- D. Communicating with agency professionals
- E. Report writing
- F. Handling confrontation and conflict
- G. Interagency cooperation and coordination of services

### **Grading:**

1150 points are available for this course. Each assignment has specific points. Late written assignments will have twenty (20) points deducted for each day late. **Assignments are due at 12:00 noon the day of the due date**

You have the responsibility during the course to read all the assignments and incorporate the material into your assignments. In other words, you are to reference material from your text, which has relevance to the assignment. This is particularly important to the final assignment.

You will utilize the format of the APA citation style 5<sup>th</sup> edition. Please obtain a copy of the APA material from the Glendale Community College Library. I have also provided some APA citation information below

### **APA Citation Style (American Psychological Association)**

#### **Instructions for the APA style:**

- APA Citation Style for References: Quick Guide (Prepared by Fletcher Library)  
<http://lib.asu.edu/citing/ala>
- APA Quick Guide for In-Text Citations (Prepared by Fletcher Library)  
[http://lib.asu.edu/citing/ala\\_intext](http://lib.asu.edu/citing/ala_intext)
- APA Research Style Crib Sheet (Georgia Southern University)  
<http://www.wooster.edu/psychology/apa-crib.html>
- APA Documentation Style (University of Wisconsin - Madison Writing Center)  
<http://www.wisc.edu/writing/Handbook/DocAPA.html>
- Using American Psychological Association (APA) Format (Purdue University Online Writing Lab)  
[http://owl.english.purdue.edu/handouts/research/r\\_apa.html](http://owl.english.purdue.edu/handouts/research/r_apa.html)

### Citing electronic/online sources in APA style:

- Electronic Reference Formats Recommended by the American Psychological Association (American Psychological Association)  
<http://www.apastyle.org/elecref.html>
- Electronic Sources: APA Style of Citation (Nancy Crane)  
<http://library.uvm.edu/guides/cite/APAElectro.pdf>
- Using APA Style to Cite and Document Sources (Online!: Citation Styles, Andrew Harnack and Eugene Kleppinger)  
<http://www.bedfordstmartins.com/online/cite6.html>

You can work on your assignments at your leisure; *however they must be completed and submitted by the due date.*

You are encouraged to contact your course instructor as frequently as you need during the semester.

### Course Assignments

**January 26**    50 points. Blackboard tutorial and email messages

#### Part I

- Go to <http://www.gc.maricopa.edu/ic/gcchelp/tutorials/Blackboard/index.html>  
Please answer the following questions. No long elaboration is necessary in answering these questions.
1. What is Blackboard?
  2. What is the telephone number for the 24x7 support line?
  3. What are the two user names you need to have before you log-in
  4. What is the URL for obtaining instructions for your cGCC username and password?
  5. What is the URL for the Blackboard homepage
  6. What are the five steps for Blackboard email-attachments?
  7. How do you view your grades?
  8. What is the online tutorial URL?
  9. What is your student Glendale Community College email address?
  10. What is your personal email address?

#### Part II

- From the Glendale Community College web site at <http://www.gc.maricopa.edu/>
  1. Click on “Blackboard” under Quick Links

2. Login to the Maricopa's Blackboard with your user ID (MEID) and password. If you do not know your MEID and password contact the Help Desk and Support at 1-888-994-4433. You should have learned about the MEID from the Blackboard tutorial
3. Go to "My Courses" and click on "GCC2009.Spring 22529"
4. Go to "Discussion/Email" on the left side panel
5. Go to "Send Mail" and Select Users. Find "James, Edward" under the available to select and add to the Selected list
6. Subject: "Assignment One"
7. Message: "I have logged on to the SWU 291 course and I am looking forward to a great semester. I have completely reviewed the Blackboard tutorial and I am prepared to use Blackboard for the Spring 2009 semester"
8. Click on "Submit"

**February 16. 100 points.** During the semester, you have the responsibility and assignment to participate in a volunteer experience with a local social service organization of your choice. The *Directory of Human Services* will be of invaluable use for this assignment. This assignment is to assist you with determining what field of practice you may likely choose as you enter the social work profession. At the end of the semester, you will complete a final assignment concerning your volunteer experience. Please see Volunteer Experience Final Assignment for details.

For this assignment due **February 16**, you will report on your choice of a volunteer experience for the semester and report your *established goals and objectives*. These goals and objectives should be established in collaboration with your supervisor at the volunteer agency. You will identify your supervisor by name, academic degree and years of experience.

Please keep in mind:

- Goals are broad, generalized statements about what is to be learned. Think of them as a target to be reached, or "hit."
- Objectives are specific tools you use to make sure you reach your goals.

**16 March. 200 points** Arizona Practice Model of case management delivery. Review the Arizona Practice Model located on <http://www.azdhs.gov/bhs/children/azfacteng.pdf> Choose one (1) of the summary principles and write a two page, double spaced paper why that particular principle is important to the field of social work case management.

***In your assignment, you will illustrate how your volunteer agency integrates the principle you have chosen for your assignment in their service delivery.***

**06 April. 200 points** Jaffee v. Redmond (95-266), 518 U.S. 1 (1996). Provide a 3 page summary of the United States Supreme Court Decision which impacts the social work profession. How does your volunteer experience organization explicitly employ the outcomes of this court decision? Please cite the explicit organizational policy.

**20 April. 150 points** Questions from applicants for service (See Chapter 4 of the course text)

Frequently Raised Questions from Applicants for Services

Applicants will often have many questions about the agency, the process, the helper, and costs. The beginning of the intake interview is a time for client queries.

1. Read the following agency description.

Midtown Rehabilitation Center

***Purpose and Services.*** *Midtown Rehabilitation Center, an inner-city after-care program for recovering alcoholics, is operated by Alcohol Services of the Midwest. Established in 1974, the Center assists highly motivated alcoholics who have made a commitment to remain sober and develop an improved lifestyle. Services include evaluation of medical, social, emotional, and vocational needs; supervised and supportive residential aftercare; group and individual counseling; recreational and occupational therapy; educational, vocational, and professional training; physical restoration; anti-abuse supervision; legal assistance and employment assistance.*

***Eligibility.*** *Both males and females who have had prior treatment or inpatient treatment for alcohol and/or drug abuse are eligible for treatment. The center also serves Pre-release Clients for the Federal Bureau of Prisoners (FBP).*

***Fees.*** *The center operates on a sliding fee scale and private pay.*

***Hours Open.*** *The Center is open 24 hours, 7 days a week.*

***Sources of Support.*** *The Center is supported with funding from the federal and state governments, client fees, and contributions.*

2. Assume you are employed by the Center as an intake case manager. How do you answer the following applicant questions that frequently arise during this initial meeting? Write your response to each question.

- How often will I come to see you? (You need to understand the managed care issues that may impact the Center)

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- Can I reach you after the center closes? (How does the client utilize the formal and informal social support systems)

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- What happens if I forget an appointment?

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- Is what I tell you confidential? (Important to have an understand about privileged communication from the case study)

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- What if I have an emergency? (Who can I count on? What do you know about the crisis theory?)

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- How will I know when our work is finished? (Managed care question. Client goals and objective question)

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3. Review the questions you were not able to answer. What information do you need in order to answer those questions? Where can you get that information?

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**April 27 150 points.** From Chapter 11 of the course text, please address the following questions concerning professional survival skills. You must read the chapter to be able to answer the questions.

Part I:

- A. Identify and discuss five characteristics of burnout
- B. List and discuss ways that burnout can be identified and prevented
- C. Explain in detail why time management is an important skill for the case manager
- D. Summarize the four steps in establishing a time-management system
- E. Define assertiveness and explain why it is important; Illustrate ways in which the case manager can be assertive

Part II:

Please identify and discuss your personal strategy to prevent burnout

**May 11. 300 points.** Final examination. See Volunteer Experience for details of your assignment and examination.

# The Volunteer Experience

## SWU 291

### Spring 2009

## Glendale Community College

The purpose of this assignment is to provide students with an experiential introduction to the field of social work and a view of social work in action. This experience will expose you to social service agencies, the activities of a professional social worker, and social work clients. Through this human services experience you will be able to evaluate your affinity for social work practice.

#### *Volunteer experience.*

#### Requirements:

1. Spend a minimum of 40 hours observation, direct service, or both in a social service organization or department, approved by the course instructor.
2. Your volunteer experience must be involved with direct contact with clients. Office work, stuffing envelopes, filling boxes, sweeping sidewalks will not count for your volunteer experience.
3. Make arrangements for yourself directly with the organization's volunteer coordinator.
4. There must be a BSW or MSW social worker on staff at the agency, but this person does not have to be your volunteer coordinator or supervisor.
5. Once arrangements are made, students are to advise the course instructor by completing the assignment due on 16 February.
6. Keep an accurate log of all dates and times you were present at the agency in fulfillment of the 40 hours minimum required.

This is a mandatory assignment. Students who do not complete the volunteer experience will not receive a passing grade in the course.

***Final examination.*** You will complete a Volunteer Agency paper, summarizing your volunteer assignment for the semester. This will be a minimum 7 page, double spaced paper. ***Your paper must include the following sections:***

1. Describe the organization, its purpose and the program(s) offered.
2. Describe the organization "Mission Statement".

3. Include an organization chart in your paper. Describe the organization's "leadership team", their discipline and number of years with the organization.
4. Describe the population(s) served.
5. Describe the principle intervention employed with the organization.
6. Describe the case management function(s) employed by the organization.
7. Describe the primary values of the organization.
8. Describe the diversity of key staff members and clients served (Does the staff meet the diversity of the clients?)
9. Describe the organization's cultural competence.
10. Examine your role as volunteer. What was your specific function? How would you rate your performance as a volunteer? Did you contribute, or were you treated as "cheap labor"? What was the reason you volunteered for this particular organization?
11. Evaluate, from your point of view, the impact of the organization on its defined populations at risk. Do you believe it has been successful in providing services to its clients? What criteria did you use to make this assessment?

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

**Your name**

**SWU 291 Social Service Delivery Systems**

**Spring 2009**

**Assignment name (please be specific)**

**Assignment due date**

**Course Schedule  
Subject to Change**

<b>Jan 20</b>	Assignment: Read Woodside and McClam, Chapters 1-6
<b>Jan 26</b>	Blackboard
<b>Feb 16</b>	Goals and Objectives
<b>Mar 16</b>	Arizona Practice Model assignment due.  Assignment Read Woodside and McClam, Chapters 7-11
<b>Apr 16</b>	Jaffee v. Redmond
<b>Apr 20</b>	Midtown
<b>Apr 27</b>	Personal survival skills
<b>May 11</b>	Final examination