Maricopa County Community Colleges
Glendale Community College

Course Syllabus and Class Schedule
Social Service Delivery Systems
Subject to Change

SWU 291
Section 23812
3 credit hours

Spring Semester 2010
16 January to 14 May 2010

Course Instructor:

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

*Volunteer office hours. Specific location will be announced

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.

Important dates for the spring semester:

Jan 18- MLK Day
Jan 15- President’s Day
Mar 15-21 Spring Break
May 9- Last Day of Class
May 10-13 Final Exams
May 14 Commencement

Special fee payable at time of registration:

Class 23812 is an Online course. Students must register by the start date of the class. Students MAY be required to come to the main campus to take examinations. Students are required to submit a minimum initial assignment within the first five days of class, including the start date. For information on how to get started, go to www.gccaz.edu/eCourses.
You can access the course by going to: http://ecourses.maricopa.edu/webapps/portal/frameset.jsp
Look for “My Courses” view and find “Courses in which you are enrolled” and located “10 GCC-Spring 291 23812”

**Required Course Text:**


   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


**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)
You are expected to:

1. Participate in the on-line class discussions. You may be dropped for poor attendance in the on-line class discussions;

2. Furthermore, material not found in the text may be covered in the class on line discussions on Black Board;

3. Be able to access Maricopa’s Blackboard system. This will be necessary in order to access important class information;

4. Fill out a withdrawal form if you wish to withdraw. Do not stop participating and assume that you will be dropped from the course. This may result in you receiving a failing grade. Withdrawing from a class is the responsibility of the student;

5. Read the text. You are responsible for the material;

6. Follow codes of conduct as outlined in the GCC Student Handbook;

7. Let the course instructor know if you have a disability that may have some impact on your work in this class and for which you may require accommodation. If necessary, notify the Disability Services and Resources Office at 602-845-3080;

8. Ask questions and make comments on the class discussion page;

9. Be responsible for the information in this course syllabus.

EXPECTED COURSE OUTLINE. Course content may vary from this outline to meet the needs of this particular group. Students will be notified by the instructor of any changes of course requirements or policies. You will be responsible for the content of the course outline in your final assignment.

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:
1300 points are available for this course. Each assignment has specific points. Late written assignments will have twenty (20) points deducted. Assignments are due by 12:00 noon the day of the due date. Any assignment submitted after 12:00 noon will be considered late and have the twenty (20) points deducted.

Assignment Submission:
- Sending assignments to your instructor will be done electronically during the semester to edward.james@gcmail.maricopa.edu
- You can send email messages through Maricopa’s Blackboard or your regular email
- You are to put this information in the SUBJECT LINE
  - Example: SWU291, 23812, Assignment #1, Smith, Joan
  - (Course name, Section #, Assignment Number, Your name [last name first])
- You are to submit your assignments in either a RTF (rich text format) or DOC (Word Document). You are to attach your assignments to your email. If you are challenged with this requirement, please seek help in the High Tech Center
- You are responsible, during the course, for reading all assignments and incorporating 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.

All your assignments will be submitted with a cover page with the following information. You are to submit your cover page, the body of the assignment and the references in ONE attachment
Your name

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Assignment name (please be specific)

Assignment due date

Save your assignments:
It is your responsibility to SAVE your assignment on a USB flash drive or other removable media. Keep these copies in a safe place until you have received your final grade.

APA Citation Style (American Psychological Association)

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

Instructions for the APA style: (links checked and valid 1/5/2010)

- 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

- APA Documentation Style (University of Wisconsin - Madison Writing Center)

- Using American Psychological Association (APA) Format (Purdue University Online Writing Lab)
  http://owl.english.purdue.edu/handouts/research/r_apa.html

Citing electronic/online sources in APA style: (links checked and valid 1/5/2010)

- Electronic Reference Formats Recommended by the American Psychological Association (American Psychological Association)
  http://www.apastyle.org/elecref.html
• 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 and time.*

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

**Course Assignments**

**January 25 (25 points) Blackboard I**

• From the Glendale Community College web site at [http://www.gc.maricopa.edu/](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.
3. Go to “My Courses” and click on “Courses in which you are enrolled” click on “10 GCC-Spring 291 23812”
4. Go to “Email” on the left side panel
5. Click on “Send Mail” and “Select Users”. Find “James III, 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. Sign you message with your name
8. Click on “Submit” in the lower right corner

**February 01 (25 points) Blackboard II tutorial**

• Go to [http://www.gccaz.edu/hd/tutorials/blackboard](http://www.gccaz.edu/hd/tutorials/blackboard)

Please answer the following questions. No long elaboration is necessary in answering these questions. Please include both the question AND the answer

1. What is Blackboard?
2. What is the telephone number for the 24x7 support line?
3. What are the two things needed to log-in to Maricopa’s Blackboard?
4. What is the URL for obtaining instructions for your cGCC username and password?
5. What is the URL for the Blackboard homepage
6. How do you view your grades?
7. What is the online tutorial URL?
February 22 (100 points). Volunteer Assignment

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.

The Volunteer Agreement will be submitted with this assignment.

For this assignment due February 22, you will report on your choice of a volunteer experience for the semester and report your *established instructional goals and objectives*. Take this assignment to your supervisor for collaboration. You will identify your supervisor by name, academic degree and years of experience.

- Please keep in mind the following

  Instructional goals are broad, generalized statements about what is to be learned. Think of them as a target to be reached, or "hit."

  Instructional objectives are specific, measurable, short-term, observable student behaviors.

  The purpose of objectives is not to restrict spontaneity or constrain the vision of education in the discipline; but to ensure that learning is focused clearly enough that both students and teacher know what is going on, and so learning can be objectively measured.

Example: Goal- “Explore the relationship between client strengths and length of service”

Example: Objective - "By the end of the semester, and given the opportunity to work in a multidisciplinary team, the student will demonstrate a positive increase in knowledge of utilization of client’s strengths, as measured by a length of service report kept by the agency.

March 12 (200 points). Approaches to Working in Human Services

- Working in human services will expose you to many types of client/helper interactions. Many approaches to helping can be employed at various practice levels: micro; mezzo and macro.
- For this assignment, write a 4 page paper considering your experience in your volunteer agency. Describe in detail the type of practice is the agency involved in? Is there an area
the agency needs more experience in? Please explain. Interview one of the agency’s supervisors to learn more about aspects of helping at this level.

- You are to use information learned in SWU 102 for this assignment

**March 29 (200 points) Jaffee v. Redmond (95-266), 518 U.S. 1 (1996).**

- Provide a 5 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 provide a copy of the explicit organizational policy.

**April 12 (150 points). Questions for Discussion (See Chapter 4 of the course text)**

- Why do you think the interview is an important part of the case management process?
- What evidence can you give that a good assessment is vital to the case management process?
- Speculate on what could happen if a client’s confidentiality were violated.
- Develop a plan to interview a client who has applied for public housing.

For this assignment, you will use at least one reference or fact you learned from the SWU 102 course. You are to clearly identify that one reference or fact in your paper.

**April 26 (200 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: (150 points)**

- Identify and discuss five descriptions of burnout
- Identify and discuss factors that contribute to burnout
- Explain in detail why time management is an important skill for the case manager

**Part II: (50 points)**

- Please identify and discuss your personal strategy to prevent burnout

**May 7 (400 points). Final examination.**

- See Volunteer Experience for details of your assignment and examination.

**Total Semester points 1300**

1300-1170 A; 1169-1040 B; 1039-910 C
This agreement will be submitted as a part of the “Volunteer Assignment” to the course instructor.

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<tr>
<th>Student Name</th>
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<tr>
<th>Volunteer Agency Social Worker</th>
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<table>
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<th>Name of organization</th>
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<tr>
<th>Address and telephone number of organization</th>
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<th>Dates of Volunteer assignment</th>
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| Semester August ______ Yr___ through Dec _______ Yr___ |

| Semester Jan________ Yr___ through May _______ Yr___ |

- This course requires 40 hours of direct contacts with clients or client systems
- Indirect services (office work) is not acceptable for this course

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<th>Agreement on holidays, winter break, and spring break</th>
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<th>What is the agency’s expectation for coverage during school breaks?</th>
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<th>Supervision Formats to be used. Check all that apply.</th>
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- One on One supervision
- Group Supervision
- Online / e-mail communication
- Telephonic

Signed Student______________________________________________ Date_________

Signed Agency Social Worker___________________________________ Date_________

Any questions regarding the volunteer assignment for this course, should be directed to Edward L. James, III, MSW, MPM, LMSW at 602-684-8198
The Volunteer Experience

SWU 291

Spring 2010

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, stuff 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 February 22
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 10 page, double spaced paper. Your paper must include the following sections:

1. Describe in detail the organization, its purpose and the program(s) offered.
2. Describe in detail the organization “Mission Statement”.

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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. (You will want to have an understanding of the CLAS standards)

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?
<table>
<thead>
<tr>
<th>Assignment due date</th>
<th>Assignment</th>
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<tbody>
<tr>
<td>Jan 19</td>
<td>Assignment: Read Woodside and McClam, Chapters 1-6</td>
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<tr>
<td>Jan 25</td>
<td>Blackboard I</td>
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<tr>
<td>Feb 01</td>
<td>Blackboard II</td>
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<tr>
<td>Feb 22</td>
<td>Volunteer Assignment Goals and Objectives</td>
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<tr>
<td>Mar 1</td>
<td>Assignment Read Woodside and McClam, Chapters 7-11</td>
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<td>Mar 29</td>
<td>Jaffee v. Redmond</td>
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<td>Apr 12</td>
<td>Chapter 4 assignment</td>
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<td>Apr 26</td>
<td>Chapter 11 assignment</td>
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<tr>
<td>May 7</td>
<td>Final examination</td>
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