



Eastfield College

DALLAS COUNTY COMMUNITY COLLEGE DISTRICT

Eastfield College Social Science Division

Orientation to Social Services SCWK 1321-41500

Course Syllabus

The Instructor reserves the right to revise the syllabus

Instructor: Linda Goodman, LMSW, CDP

E-mail: lindagoodman@dcccd.edu Hours available: After class

HYBRID-8 Week Course (RM. G-218) 5:30-6:50 pm

Class meets on Mondays and Wednesdays only; other course work is completed on-line

**REQUIRED TEXT: Theory, Practice, & Trends in Human Services: An Introduction. Neukrug, Ed. 6th ed.
Brooks/Cole. NEW EDITION**

Website: (NASW) Home Page: www.socialworkers.org

Ethics Code: www.socialworkers.org/pubs/code/code.asp

(NBCC) Home Page: www.nbcc.org

Ethics Board: www.nbcc.org/extras/pdfs/ethics/NBCC-CodeofEthics.pdf

(NCDA) Home Page: <http://ncda.org>

(AMHCA) Home Page www.amhca.org

Ethics Code: www.amhca.org/code

(APA) Home Page www.apa.org

Ethics Code: www.apa.org/ethics/

COURSE DESCRIPTION: This course is an introduction to the basic concepts, information, and practices within the field of social services. Topics include a survey of the historical development of social services; social, legal, and clinical definitions; and review of current information regarding indications for and methods of treatment.

Instructions on How to Access Online Course Material

1. Start by going to the website: <http://www.eastfieldcollege.com>
2. Look for the link "ecampus" on the upper right corner of the page and click it.
3. That will take you to the next page. Click the link "Access ecampus"
4. That will take you to your main log in page.
5. Enter a lower case "e" followed by your student ID # for both the username and password (for example: e123456). Then press enter on your keyboard or click on the login button. After your first log in you can change your password. If your welcome page does not appear or you get an "error" page after repeated tries, then contact technical support at 972-669-6402 or 1-866-974-7169.

6. The courses you have registered for should appear on the login page. If not click on the blue “courses” tab. If your course does not appear on the login page or under the blue tab, then contact our Social Science Division Secretary at 972-860-7156.
7. Click on your appropriate course.

DCCCD Technical Support Center Student Assistance If you require technical assistance, you may access our customer service center via phone or Web

Web: Technical Support

Phone: 1-866-374-7169

<http://d2.parature.com/ics/support/default.asp?deptID=8023>

Student Learning Outcomes

1. To identify the roles of the human service professionals.
2. Define terminology used by social service providers and apply the terminology to the delivery of social services.
3. To identify at least 7 characteristics and traits of a good counselor.
4. Discuss the history major social welfare programs with the regulations enacted by the Department of Health and Human Services and the effect they have on the delivery.
5. Discuss the ethic code and confidentiality issues of working with clients. (Social Work)

GUIDELINES FOR SUCCESSFUL COMPLETION OF THIS COURSE:

- 1 Read all textbook material as assigned in the syllabus and materials.
- 2 Complete all assignments to reinforce your understanding of the course material, and be better prepared at test time.
- 3 Participate in required course discussions & activities both in class and on-line
- 4 Stay current with course assignments and discussions.
5. Good time management is an essential skill for successful completion of this course.
- 6 Make sure all written assignments are submitted in Microsoft Word format or Word Perfect, Microsoft Excel, or Power Point

Attendance and Participation:

September 10TH WILL BE THE 12TH DAY I AM REQUIRED TO “CERTIFY” THE CLASS.

Netiquette Quiz: Each student must review the “Netiquette” website and take a quiz ***to be certified for classes***. Due September 3, 2018 @10pm

~The Core Rules of NETIQUETTE:

<http://www.albion.com/netiquette/corerules.html>

Withdraw DROP POLICY:

If you are unable to complete this course, you must drop or withdraw through the Admissions Office by (November 15th) . You will not be dropped if you stop coming to class. It is your responsibility to drop a course or withdraw from the college. Failure to do so will result in a performance grade of “F” which will greatly affect your GPA. Sometimes students withdraw when help is possible. Please let me know if I can help you before you withdraw from this class.

Assignment Number ONE: REFERRAL LIST: It is important to begin familiarizing yourself with the different service providers in the community and related to the population in which you want to work. You will develop a list of 10 different real social services agencies for a specific population. Each referral needs to be a different type i.e. Do not just list 10 different food banks. This will be presented in a table or Excel format. If you know a population you would like to use let me know. Otherwise I can assist you in making a decision.

Your list of 10 different agencies will include all of the following 7 items for EACH agency:

- 1) Name of agency
- 2) Physical address where the client will go for services (not just corporate/admin office location),
- 3) Website,
- 4) Phone number,
- 5) Hours of operation
- 6) Cost for services, and
- 7) A very brief description of the services they offer.

You will need to call, visit, and/or email *along* with looking at the agencies website to obtain **all** the information needed. If they do not provide one of the points indicate this and why the agency does not provide this information.

Assignment Number TWO: AGENCY ANALYSIS -

Choose a Social Service Agency to meet face-to-face and/or via email with a Human Service Professional along with (but not instead of) reviewing the agency website. If you need assistance in choosing an agency I will help you decide. This does not need to be a formal paper. You will give a very very brief simple presentation to the class on the agency in a conversational style covering these 21 areas. Be sure to **answer ALL 21 of the areas**.

1. Name of Agency
2. Address
3. Contact info including social media info
4. What are the hours/days of operation
5. How did the agency start
6. What is the mission statement
7. Is this a for profit or nonprofit agency
8. What type of services are offered and How do the clients learn about the agency and services
9. Are there active policy and procedures
10. Is there a cost, do they accept insurance, do they accept Medicaid, is there sliding scale, what if the client cannot afford the cost
11. Where does funding come from
12. Does the client have to "qualify" to receive services
13. What type of positions does the agency utilize P/T, F/T, contract, PRN
14. What are the job titles of the different employees (directors, techs, therapists, counselors, program coordinators, direct care staff, coaches, etc.)
15. What type of degree/certifications do the different employees hold
16. What are the employee salary ranges
17. What type of orientation/training does a new employee receive

18. Does the agency work with Social Service interns
19. How long can a client receive services
20. Can the client return for more services
21. How does the agency evaluate employees, programs, and client progress

Grading Rubric:

Following Instruction: 50%

Mechanic: (e.g. capitalization, spelling) 20%

Format: (e.g. organization, development of theme) 30%

☞ <http://owl.english.purdue.edu/owl/resource/560/10/>

Chapter Discussion/Participation: This is worth **14 points** We will be having weekly discussions of the textbook chapters. You must actively participate in the chapter discussions and complete all related activities/exercises to receive full credit. This will require you to be in the class, & on-line, engaged, and attentive.

Tests and Exams: There will be a chapter test weekly covering the assigned chapter readings & discussions/notes. There will be a total of 12 test, one for each chapter. The test will multiple-choice and true/false. Each test will be available at the end of each class. There will be NO Mid-Term Exam or Final Exam: Obtaining Final Course Grades Using eConnect. Use your identification number when you log onto eConnect, an online system developed by the DCCCD to provide you with timely information regarding your college record.

GRADES SYSTEMS	POINTS
90 – 100 = A	100 pts - Referral List
80 – 89 = B	100 pts - Agency Analysis
70 – 79 = C	100 pts – In class Chapter Discussions
60 – 79 = D	100 pts- On-line discussion/activities
59 or below = F	100 each - Chapter Tests

All assignments and exams are given equal weight. The points will be added and divided **by 7** for final course grade. All exams will be given **online. An announcement and email will be sent to each student informing you of the exam dates with instructions**