

I. CATALOG DESCRIPTION:

A. Department Information:

Division: Social Science
Department: Human Services
Course ID: HUMSV 170
Course Title: Introduction to Human Services
Unit: 3
Lecture: 3 Hours
Laboratory: None
Prerequisite: None

B. Catalog and Schedule Descriptions: Historical and theoretical perspectives of human services in response to social problems. Legal, ethical, and problem solving models are presented. Implications of ethnic, gender, and cultural diversity issues are discussed.

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One

III. EXPECTED OUTCOMES FOR STUDENTS:

Upon completion of the course the student should be able to:

- A. Describe the goals, functions, and organization of contemporary human services
- B. Evaluate significant trends in the historical development of human services as a response to social problems
- C. Interpret various theoretical perspectives for organizing and integrating knowledge and skills, and for guiding helping interventions
- D. Explain the helping process and problem solving models in human services workers;
- E. Identify the implications of ethnic, gender, and cultural and religious diversity for contemporary human services workers
- F. Construct a brief description of legal and ethical issues in the human services field.

IV. COURSE CONTENT:

- A. Introduction to Human Services
 - 1. Human Services defined
 - 2. Human Services workers
 - 3. The importance of values
 - 4. Self-awareness
- B. Agency Systems and Policies
 - 1. Historical responses to social problems
 - 2. Theoretical perspectives
 - 3. Organizational classifications
 - 4. Systems Theory
 - 5. Agency Policies and Practices
- C. The Helping Process
 - 1. Definition and dimensions
 - 2. Micro, mezzo, macro practice
 - 3. Current helping approaches

4. Problem-solving models
5. Integrated approaches

D. Diversity of Human Services

1. Views of diversity
2. Impact on human services
3. Self-awareness
4. Developing a knowledge base
5. Barriers and risks

E. Ethical and Legal Issues

1. Ethical decision-making
2. Informed consent
3. Confidentiality
4. Special issues such as abuse, AIDS, dual relationships

F. Professional Relationships

1. Relationships with colleagues
2. Relationships with administrators
3. Relationships with agency staff
4. Relationships in the community

G. Personal Issues

1. Sources of Stress
2. Burnout

V. METHODS OF INSTRUCTION:

Designed under the lecture/discussion format. There must be at least one evaluated written assignment. The instructional methods to be used include, but are not limited to:

- A. Lecture
- B. Class Discussion
- C. Small Group Discussion
- D. Relevant Video Tapes
- E. Skill Exercises
- F. Role Play
- G. Guest Speakers

VI. TYPICAL ASSIGNMENTS:

- A. Write a professional resume which you could submit to a prospective human services employer as part of your application for employment. The resume must be typed. Standards of spelling, grammar, punctuation and neatness should be observed.
- B. Write a term paper describing a contemporary human services agency. Address the following topics in your paper:
 1. Agency mission
 2. Agency services
 3. Agency requirements for employment
 4. Agency pay scales
 5. Agency provisions for outcome evaluation
 6. Your critical assessment of the agency's organization and practices, and helping approach
- C. Write an autobiographical sketch in which you make connections between your life experiences and issues in Human Services.

VII. EVALUATION(S):

- A. Methods of Evaluation:

Based on clarity of thought and expression and application of course concepts to materials studied. The evaluation methods must include at least one evaluated written assignment and may include:

1. Objective and/or essay examinations for lecture and regarding assignments
 2. Evaluate essays
 3. Presentations
 4. Skill exercises
 5. Term Paper
- B. Frequency of Evaluation:
Will vary with instructors and may include:
1. One mid-term examination
 2. One final examination
 3. Weekly written assignments
 4. Weekly observation of skills exercises
 5. Term Paper at end of semester
- C. Typical Exam Questions:
1. Breach of Confidentiality is:
 - a) Considered an exception to confidentiality
 - b) Occurs when clients share their treatment experience with others
 - c) Occurs when a helper shares information about them to a designated person(s)
 - d) Rarely occurs in human services as helpers are typically extra careful to have clients sign release of information forms
 2. A court decision, which mandates reporting of clients who present a serious danger to others, is called?
 - a) Taralton Decision
 - b) Department of Justice decision
 - c) Tarasoff Decision
 - d) Tananbaum Decision
 - e) None of the above
 3. According to Lenore walker there are three distinct phases related to domestic violence. Briefly describe each phase.
 4. According to Walker Jr. there is an identification process that occurs between helper and client. How does this influence the development of counter transference reaction?

VIII. TYPICAL TEXT (S):

Neukrug, Ed. Theory Practice & Trends in Human Services, 2nd Edition. Pacific Grove, CA: Brooks and Cole, 2000

Neukrug, Ed. Skills & Techniques for Human Services Professionals. Pacific Grove, CA: Brooks and Cole, 2001

Woodside & McClam. An Introduction to Human Services. Pacific Grove, CA: Brooks and Cole, 2002

Corey, Marianne Schneider & Corey, Gerald. Becoming a Helper, 4th Edition, Pacific Grove, CA: Brooks and Cole, 2003

IX. OTHER SUPPLIES REQUIRED OF STUDENTS: None