INTRODUCTION TO HUMAN SERVICES

Term 1, Weeks 5-9
Welcome to Introduction to Human Services! I am excited about the possibilities that the next 5 weeks might hold. During this time you can anticipate learning the following: study of the philosophy, historical development, and major concepts of human services. The course serves as an introduction to the many facets of human services as a profession, including practice with special populations. It is also my desire that you will be challenged to develop understanding of the concept of integration of professional practice with Christian perspective.

REQUIRED TEXT:

COURSE OBJECTIVES:
The following performance objectives are provided to serve as focus for learning in the Introduction to Human Services Course. Please review these objectives prior to working on assignments and attending class sessions.

Prior to and during session one, learners will:

- Define the Human Services concept, including how it applies to the profession
- Identify the many attitudinal, social, and political factors which led to the growth of the Human Services as a profession
- Identify the history of helping, including the involvement of the church dating back to the Old Testament
- Understand the correlation between society’s values on those needing services, and the social welfare system in the United States

Prior to and during session two, learners will:

- Understand and analyze the various role functions that Human Service workers perform
- Identify a variety of Human Service workers in their community
- Analyze their view of diversity, and become aware of personal biases or stereotypes that might hinder them as a professional Human Service worker
- Understand the various theoretical orientations utilized within the Human Services to explain problem causality
- Identify a multitude of populations commonly in need of Human Services, and settings in which to work with them
Prior to and during session three, learners will:

- Understand the medical, psychiatric and behavioral approaches to working with clients within a Human Service framework
- Identify and understand three therapeutic intervention models utilized most often with clients within a Human Service framework
- Become familiar with and be able to demonstrate interpersonal relationship skills utilized in the profession
- Discuss the importance of a supervisory structure in the work environment and how it relates to competent and ethical practice

Prior to and during session four, learners will:

- Identify and analyze the core components to an effective and thorough client assessment within the Human Services field
- Conduct and critique a client assessment
- Understand the change process and how it relates to client motivation
- Begin to explore the role of case management within a Human Service orientation, including a variety of practice settings it is utilized within

Prior to and during session five, learners will:

- Understand and explain the current theories of crisis experienced by clients
- Identify a variety of common crisis situations
- Identify the basic principles behind effective crisis intervention
- Explain how the environment of clients contribute to their life situations, and how modifying this environment can produce change and prevent problematic conditions from occurring
- Understand how ethical principles guide the profession, and the impact these tenets have on the Human Service worker

ASSIGNMENTS:

The assignments in this course are designed to help you apply the theory learned in class and from the text to your current work situation. When completing the readings for class, this premise should drive learning and all critical thinking. Additionally, students should be prepared to discuss application learned from the reading in class during small groups and the class as a whole.

All assignments are due at the beginning of each class, and late assignments will receive a 10-percentage reduction in grade each day it is late.

Assignments must be typed and use the following guidelines: 12-point font, 1 inch margins, double spaced and grammatically correct. Additionally, all assignments must be composed in APA format.
Attendance/Participation-
Due to the accelerated nature of this program, attendance each and every week is essential. For this reason, students will receive points each week of class for attendance and participation. Students must demonstrate participation and class preparation by engaging in critical thinking discussions during the class that illustrates integration of text material and work experience.

Discussion questions-
Each week students will be required to complete two papers in response to discussion questions listed below in the “assignment details”. These papers must be well thought out responses based on the reading completed and integration of material with work experience. Each paper should be between 1-2 pages double-spaced, and must reflect knowledge gleaned from the text along with original thought. These papers must be APA style, thus each should have a title page.

Volunteer Experience and Essay-
Due to the nature of this degree program, it is essential students become aware of local Human Service agencies. Therefore, as an introduction to this students are required to complete 8 hours of volunteer work at a human service agency approved by the professor. Students will be given access to a list of appropriate agencies (see “assignment details” under week 1), and must choose an agency that is separate from their current place of employment. This assignment not only carries significant points, but also is a requirement for completion of the course. Specifically, should a student not complete this assignment, but manage to carry a passing grade due to other assignments and tests, they will be given an incomplete in the class. This professor understands that this assignment may cause some stress due to scheduling and other obligations, however students receive enormous benefit and academic value from this “real life” application. Should a student be unable to complete this due to extenuating circumstances, an alternative assignment is available. This alternative assignment can be discussed in further detail with the professor, but consists in part of an additional 10-page paper. This option must be approved by the second week of class.

Following completion of the eight hours of volunteer work, students must complete an essay which details a response to this experience (see “assignment details” under week 5).

Tests-
There will be four tests throughout this course each occurring at the beginning of the class, beginning week 2 and continuing through week 5. Tests will be objective in nature with some short answer, and will primarily cover information gained through the text readings.
ASSIGNMENT DETAILS:

WEEK 1 - to be completed prior to and submitted on the first night of class

TOPIC:
Introduction and Overview of Human Services

READ:
Mehr & Kanwischer Chapter 1 & 2

COMPLETE:

Discussion Question #1 -

A: After reading the text, in what ways do the current values in society affect our social welfare system and programs? Be sure to identify specific values and their correlation to programs. What political perspective do you find yourself most aligned with in regards to social welfare issues (try to separate out your political ideologies on other issues)?

Volunteer/Job Shadowing Assignment -

Refer to the Volunteer Agencies list below. Come to class prepared with 2-3 ideas of agencies you are interested in volunteering/job shadowing at. Attempt to make a phone contact with each of the 2-3 agencies to inquire about the possibility of completing 8 hours of volunteer or job shadowing time with them over the next 4 weeks. Remember, this assignment must be completed by the last night of class therefore it is essential you begin this process early as it often takes time to initially set up the experience.
Week 2- to be completed prior to and submitted on the second night of class

**TOPIC:**
Roles, Diversity and Practice Settings

**READ:**
Mehr & Kanwischer Chapter 3, 4, & 5

**COMPLETE:**

Discussion Question # 2-

A: Using the agency you work in, or your volunteer agency, interview three (3) Human Service workers to discover which of the “SERB” functional roles they perform. Be specific as to why they fit in each particular role. What role do you fill? What role do you desire to fill?

Discussion Question # 3-

A: Which of the following approaches do you feel most accurately defines problems and their causality: organic causality, psychodynamic causality, client-centered self-concept, learning theory, or cultural societal causality (you may choose more than one)? Why? How do your values affect your view on problem causality?

Volunteer Experience:

By now you should have firmed up your plans to conduct your volunteer or job shadowing time with an agency. If you desire to spread your time over several different days, you should have already completed at least 3 hours. If you wish to complete your time in one or two blocks, these times should be formalized and scheduled.
Week 3- to be completed prior to and submitted on the third night of class

TOPIC:
Theoretical Approaches, Interpersonal Skills, and Supervision

READ:
Mehr & Kanwischer Chapter 6, 7, 8, & 9

COMPLETE:

Discussion Question # 4-

A: What are the advantages and disadvantages of using the psychoanalytic approach with clients at your agency? What role does diversity play when utilizing various therapeutic interventions?

B: Which of the personal relationship skills are you most comfortable utilizing? Which are you least comfortable utilizing? Which skills are essential for the effectiveness of Human Services?

Volunteer Experience:

You should be half way through your hours by this stage of the course. Remember to have your supervisor or other staff member familiar with your volunteer work fill out the “Volunteer Experience Verification” form found at the end of this syllabus when you complete your time.
Week 4- to be completed prior to and submitted on the fourth night of class

TOPIC:
Assessment and Case Management and the Change Process of Clients

READ:
Mehr & Kanwischer Chapter 10, 11, & 12

COMPLETE:

Discussion Question # 5-

Enlist a family member or a friend to help you practice a client assessment (do not use a client from your agency or volunteer placement). Instruct them to either make-up a problem or use a real one that is non-threatening and not emotionally charged (this is simply for practice and you are not to formally take on the role of their helper, so make this point clear to your volunteer). Using the assessment outline on page 184-186, develop a detailed summary of the assessment interview. You and your volunteer may make up any information needed to fulfill the exercise. The purpose of this is to help you learn how to gather information, therefore the validity of the content is not in question. Be advised, a thorough assessment should be approximately 4-6 pages in length. Be prepared to discuss your experience in class including barriers faced, biases encountered, feelings experienced and any other impressions gathered.
Week 5- to be completed prior to and submitted on the fifth and final night of class

TOPIC:
Crisis Intervention, Environmental impact on clients, and Human Services Ethics

READ:
Mehr & Kanwischer Chapter 13, 14, & 15

COMPLETE:

Discussion Question # 6-
Identify a problem faced by clients you work with. What must be changed in their environment and culture that could reduce or eliminate this problem? Develop and briefly describe a limited social intervention that would assist these clients. Be creative in your idea and try not to identify an intervention already in existence (such as formalized welfare programs).

Volunteer Experience Essay and Verification Form:

Have a supervisor or other staff member at your place of volunteer work fill out the “Volunteer Experience Verification Form” found at the end of this document. Note: This form must be completed in order for a grade to be assigned.

Develop a 5-7-page essay response to your volunteer experience utilizing the following guidelines:

• What type of problems do the clients’ face that request services from the agency?
• A description of the history of the agency and current services that are offered.
• How did the human service workers at this agency deal with both the person and environment in this area?
• A description of the interventions/skills and the degree required of the Human Service worker unique to this population.
• What training opportunities are offered to the Human Service staff?
• Describe the waiting room in the agency and your observations (how are clients received, does there appear to be a stigma attached to services etc).
• Discuss current biases that possibly might impact you working with this population as well as the strengths you would bring to this agency.
• As you refer to the Ethical Standards for Human Service Workers, what value or ethical issues might a social worker face in this practice area?
• What was your overall impression and feelings of volunteering for this agency? Will you continue to volunteer time there despite the end of the requirement? Why, why not?

*Be prepared to share these insights with your fellow classmates on the last night of class, in an informal presentation.
The following table will help you keep accurate track of your grade:

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<th>Assignment</th>
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**Grade Scale:**

Grades will be determined according to the following point distribution:

Weekly Assignments (5 @ 25 points)  125  A= 427-475
Volunteer experience                50  B= 380-426
Volunteer essay                     50  C= 332-379
Participation (5 @ 10 points)       50  D= 285-331
Tests (4 @ 50 points)               200  F=below 285

Total                                475
VOLUNTEER SITES

When calling any of the below sites to request a volunteer placement, be sure to communicate the following information to the contact person: Name of the class the volunteer work is required for, number of hours you will need to complete, the time frame in which to complete the hours, and the fact you may need to sit down and interview a professional from the agency. If you would like to volunteer at an agency not listed, you must receive approval from Alina Black prior to making a contact.

You may ask to spend your hours shadowing a professional such as a social worker, case-manager, or counselor.

*If a contact person is not listed, request to speak with the agency’s volunteer coordinator.

- AIDS Project of the Ozarks
  881-1900 Sheila Freeman

- Big Brothers/Big Sisters
  889-9136 Thressa Key

- Boys and Girls Town of Missouri
  865-1646 Mary Martin

- CASA-Court Appointed Special Advocate
  864-7413

- Child Advocacy Center
  831-2327 Micki Lane

- Community Partnership of the Ozarks
  888-2020 Amy Evans

- DYS-Excel School
  985-6240 Trisha Long

- Developmental Center of the Ozarks (near EU)
  831-1545 Sherry Hailey

- Easter Seals
  882-6500 Christine Lawless

- Family Violence Center
  837-7700

- Green County Juvenile Services
  829-6130 Sarah Simpson
- Grupo Latino Americano
  865-0608

- Habitat for Humanity
  831-3841

- Healthy Life Changes (substance abuse)
  890-9386  David Johnson

- The Kitchen (Missouri Hotel)
  837-1500  Kippie Kutz

- Maranatha Village
  833-0016  Tim Trafford

- OACAC- Ozarks Area Community Action Corporation
  447-0554  Debbie Young

- Ozarks Food Harvest
  865-3411  Jacque Neal

- Pregnancy Care Center
  877-0877  Michelle Finch

- Regional Girls Shelter
  862-9634  Kelli Henson

- Salvation Army
  862-5509  Shirley McDonald

- Southwest Center for Independent Living
  886-1188  Marion Trimble

- Southwest Missouri Office of Aging
  862-762  Starr Kohler

- Special Olympics
  887-7766  Mary Valloni

- Springfield Regional Center
  895-7480  Chris Wilson

- The Victim Center
  863-7273

- Victory Mission
  831-6387  Doug Flynn
EVANGEL UNIVERSITY HUMAN SERVICES PROGRAM
VOLUNTEER EXPERIENCE VERIFICATION FORM

Student Name: ________________________________

Agency Name: ________________________________

Supervisor’s Name: ____________________________

Date and Hours completed: __________
__________________
__________________
__________________
__________________

To the supervisor:
In signing this form you verify that the above student completed the requirement of volunteering at your agency for eight (8) hours. During their time, please rate them on the following characteristics:

1=Never, 2=Seldom, 3=Sometimes, 4=Often, 5= Always

_____ The student was on time for scheduled hours

_____ The student was appropriately dressed for all volunteer times

_____ The student was cooperative and willing to do assigned tasks

_____ The student interacted with staff and clients professionally

Yes/No I would invite this student to volunteer at our agency again in the future

_________________________________________   ____________
Supervisor’s signature                  Date

The Human Services program at Evangel University would like to thank-you for allowing our students to learn from you and your agency.