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# Introduction to Social Work and Human Services

College of the Redwoods – Social Work and Human Services Department

Fall 2021

## **COURSE INFORMATION**

Semester & Year: Fall 2024

Course ID & Section #: SWHS-2-V7496

Instructor's name: Carolyn Perkins

Day/Time of required meetings: Tuesday & Thursday from 1:15 – 2:40pm

Location: The Creative Arts Complex (CAC) room # 300

Course units: 3

## **Instructor Contact Information**

Office location: AT-135

Office hours: Tuesday's from 12:00pm – 1:00pm (on-campus or online)

Phone number: 707.476.4354

Email address: The best way to reach me is via the Canvas Inbox

## **CATALOG DESCRIPTION**

A focused exploration of case studies utilizing social work theory, emphasizing the development of social work skills, the principles of agency organization, and the nature of community social need and problems. The course provides the academic element for students simultaneously enrolled in supervised field experience in a community organization, agency, or institutional setting.

## **COURSE STUDENT LEARNING OUTCOMES *(from course outline of record)***

Upon successful completion of this course, students will be able to:

1. Demonstrate the ability to interact and support clients from a variety of diverse backgrounds using current theoretical perspectives that maintain ethical principles stated in the National Association of Social Workers (NASW) [Code of Ethics](#).
2. Demonstrate the ability to work effectively and cooperatively in an agency setting in a professional manner.
3. Identify personal strengths and weaknesses related to the student's ability to work in the human services and social work field. Student Course Outcomes CONCEPTS: Students will understand and be conversant with the following terms and ideas 1. Worker / Client Relationships 2. Professional and Ethical Conduct 3. NASW Code of Ethics
4. Confidentiality: Understand the importance of it in social work practice and demonstrate an ability to maintain it in and out of your placement.

5. Understand the Health Insurance Portability and Accountability Act (HIPAA) and demonstrate an ability to follow it in and out of your placement.
6. Identifying worker/client biases, understand transference and work to engage in active self-reflection so that your work own lived experiences do not negatively impact the lives of those you work with.
7. Cultural Competence: Understand and actively work on achieving this in your practice
8. Engage in direct service, understanding the differences between voluntary and involuntary services
9. Students will begin to understand the basic components of Case Management in the role of social work practice.
10. Students will begin to understand the role of Psychosocial Assessments in social work practice and how these are facilitated in the lives of those we work with.
11. Information and Referral: Students will come to understand the importance of providing clear, detailed information that is not misleading, while providing productive referrals to those we work with.
12. Crisis Theory and Crisis Intervention: Students will understand Crisis Theory and methods of crisis intervention in the field of Social Work.

## **PREREQUISITES/CO-REQUISITES/ RECOMMENDED PREPARATION**

SWHS-1: Introduction to Social Work

**EDUCATIONAL ACCESSIBILITY & SUPPORT:** College of the Redwoods is committed to providing reasonable accommodations for qualified students who could benefit from additional educational support and services. You may qualify if you have a physical, mental, sensory, or intellectual condition which causes you to struggle academically, including but not limited to:

- Mental health conditions such as depression, anxiety, PTSD, bipolar disorder, and ADHD
- Common ailments such as arthritis, asthma, diabetes, autoimmune disorders, and diseases
- Temporary impairments such as a broken bone, recovery from significant surgery, or a pregnancy-related disability
- A learning disability (e.g., dyslexia, reading comprehension), intellectual disability, autism, or acquired brain injury
- Vision, hearing, or mobility challenges

Available services include extended test time, quiet testing environments, tutoring, counseling and advising, alternate formats of materials (e.g., audio books, E-texts), assistive technology, on-campus transportation, and more. If you believe you might benefit from disability- or health-related services and accommodations, please contact [Disability Services and Programs for Students \(DSPS\)](#). If you are unsure whether you qualify, please contact DSPS for a consultation: [dsps@redwoods.edu](mailto:dsps@redwoods.edu).

- Eureka: 707-476-4280, Student Services Building, 1st floor
- Del Norte: 707-465-2324, Main Building, near the library
- Klamath-Trinity: 707-476-4280

If you are taking online classes DSPS will email approved accommodations for distance education classes to your instructor. In the case of face-to-face instruction, please present your written accommodation request to your instructor at least one week before the needed accommodation so that necessary arrangements can be made. Last-minute arrangements or post-test adjustments usually cannot be accommodated.

**COURSE FORMAT:** This **hybrid** course asks that **students move one week at a time through focused material** laid out in each week's Modules. Students can move through these items at your convenience with the understanding that **all tasks** should be **completed by Sunday evening** at the **end of each week**. There are **four virtual classes that students are required to attend**. These are held from **1:15 – 3:15pm** on the last Wednesday of each (full) month in the semester. This semester that means that we will come together online **on 08/31/22, 09/28/22, 10/26/22, and 11/30/2022**. Attendance for these is a critical part of each student's grade. The link for these sessions is available from the "Home" page of our Canvas course.

**REQUIRED MATERIALS:** Days in the Lives of Social Workers ISBN: 9781929109852

**INCLUSIVITY STATEMENT:** Each of us is responsible for creating and maintaining inclusive environments. Inclusive environments require us to work to identify, examine, and limit the ways our implicit social biases impact our actions. I believe learning can happen when diversity and individual differences are understood, respected, appreciated & recognized as a source of strength, benefit and resource. Incidents of bias, discrimination, and microaggressions do occur, whether intentional or unintentional. These things contribute to creating unwelcoming environments for individuals and groups at our college. I encourage anyone who experiences or observes environments at our college that become unfair or hostile on the basis of peoples' identities to speak out for justice and support. Speaking out can take place within the moment of the incident or after the incident has passed. Anyone can share these experiences with a trusted CR faculty/staff/administrator, or by using the following CR resources: [Unlawful Discrimination Complaint Form](#); [Non-Academic Complaint](#); [Title IX](#); [Grade Change](#)

Students in this class are encouraged to speak up and participate in class. Each of us must show respect for each other because our class represents a diversity of beliefs, backgrounds, and experiences. I believe that this is what will enrich all of our experiences together. I recognize that our individual differences can deepen our understanding of one another and the world around us, rather than divide us. In this class, people of all ethnicities, genders and gender identities, religions, ages, sexual orientations, ability and neurodiversity, socioeconomic backgrounds, regions, and nationalities are strongly encouraged to share their rich array of perspectives and experiences. You will have the opportunity to let our classroom community know your name and gender pronoun and anything else you would like to

share. If you feel our classroom community isolates you in any way because of your differences or if you have a specific need, please speak with me early in the semester so that we can work together to help you feel welcome to be an active and engaged member of our class and community.

**Important note:** Given the sensitive and challenging nature of the material discussed in class, it is imperative that there be an atmosphere of trust and safety in the classroom. I will attempt to foster an environment in which each class member is able to hear and respect each other. It is critical that each class member show respect for all worldviews expressed in class. As outlined in our Classroom Agreements, in this class we are committed to equalizing our space, checking our assumptions, accepting each other's right to make mistakes, practice giving and receiving forgiveness, and recognizing consensual dialogue. It is expected that some of the material in this course may evoke strong emotions, cause discomfort, or call for us to examine our privilege, power, and/or individual lens. In the field of social work, this process of sitting in discomfort, unpacking our own lived experiences, and creating a space where others can also do these things, allows each of us to grow in our understanding of the human experience. That said, please let me know if something said or done in the classroom, by either myself or other students, is particularly troubling or causes offense. While our intention may not be to cause offense, the impact of what happens throughout the course is not to be ignored. It is something that I consider to be very important and deserving of attention. If and when this occurs, there are several ways to alleviate some of the discomfort or hurt that you may experience:

1. Discuss the situation privately with me. I am always open to listening to students' experiences and want to work with students to find acceptable ways to process and address the issue.
  2. Discuss the situation with the class. Chances are there is at least one other student in the class who had a similar response to the material. Discussion enhances the ability for all class participants to have a fuller understanding of context and impact of course material and class discussions.
  3. Notify me of the issue through another source such as your academic advisor, a trusted faculty member, or a peer. If for any reason you do not feel comfortable discussing the issue directly with me, I encourage you to seek out another, more comfortable avenue to address the issue that you trust.
- (Adapted from CSU Chico, Winona State University, Brown University and Cal Poly Humboldt)*

**SPRING 2024 ADMISSIONS DEADLINES & ENROLLMENT POLICIES:** You can find a rundown of important dates regarding the beginning of classes, add/drop deadlines, breaks, finals and more, by clicking [this link](#). This includes **the deadline to add/drop/withdraw from courses**. Be sure that you are familiar with these dates and how they impact your individual situation.

**OFFICE HOURS:** Every Thursday from 9:00am – 10:00am, I will hold Office Hours. Students may join me in person at my office (AT-135) or via the Zoom link (provided under Course Resources on Canvas). This is a good time to check in with me about questions, discuss upcoming assignments, alert me to anything that I should know about your personal situation, or simply check-in and chat.

***If this time slots do not work for your schedule, let me know. I am more than happy to set up another time for us to talk in person or online.*** When seeking an alternative meeting time, please know that it may take a few days to find a time when we are both available. If your matter is *urgent*, please be sure to explain that to me with your meeting request.

**ASSIGNMENT FORMAT:** Most of the assignments for this course will involve written materials. When submitting a paper for this course, be sure to demonstrate that you have read/watched/listened to the presented materials, while also providing a *digestion* of that material in *your own words*. Papers should be dominated with *your interpretation, thoughts and understanding* of the material, rather than quotations you have picked up elsewhere. If using quotations, be sure to cite them using APA format. **All submissions for this course are to be double-spaced, using Times New Roman in a font of 12. All assignments must be submitted in MS Word or PDF format.**

**FREE FOR STUDENTS - OFFICE 365 EDUCATION:** Office 365 Education is available for free to students who are currently attending CR. You can access these by clicking on the “MyCR” link located at the top of CR’s main webpage ([www.redwoods.edu](http://www.redwoods.edu)). This link is where you access Canvas, and provides you with access to multiple free apps/software.

**DUE DATES AND LATE ASSIGNMENTS:** **No late submissions will be accepted.** With all assignments known *well in advance*, students must work to create a schedule of completion on their own that meets the timeline laid out below. Each student is expected to create a buffer for yourself, accounting for any unexpected events (personal and academic) that may occur near the due dates. When submitting assignments to Canvas, technical issues can arise. Be sure that you are allowing time to seek assistance from the Canvas Support folks, should something prevent you from submitting the assignment. ***This is great practice for the pressures and deadlines that are a key part of your future career as a Social Worker. Late assignments/work in our field means that individuals go without.***

**BEFORE ASKING FOR HELP FROM YOUR INSTRUCTOR:** **Be sure to check your syllabus for the information that you are seeking.** In the field of Social Work, professionals are often asked to find answers to complex laws, policies, and regulations. Often, we are working in agencies that are fast paced and require us to be on the move. This can mean that we are on our own to find the answers that our clients need. Your ability to find and interpret those answers on your own is key to your success. This course is a great opportunity to hone your skills.

**COURSE ASSIGNMENTS AND POINTS AVAILABLE THIS SEMESTER:** There are 2 primary ways to earn points in this SWHS-2 course. The rundown below provides the overview of the points that are available for this semester. Before doing that though, students are expected to understand the following information around the Field Placement link to this SWHS-2 course.

**FIELD PLACEMENT:** SWHS-2 is a course that is taken with SWHS-42. For clarification, the SWHS-42 course represents the field experience (also known as “occupational work experience”) hours. The SWHS-2 course is a space for students to develop a deeper understanding of social work practice, while also processing their direct field experiences from the SWHS-42 course.

**Students are responsible for locating and securing a field placement at a social service agency, which has been approved by the instructor prior to beginning the placement. In addition, each**

student will need to identify a field site supervisor to complete/engage in the following with the student: orientation & safety checklist, development of a learning agreement, certification of all field hours, virtual or in-person site visit from the instructor, and student evaluation toward the learning objectives.

*Note: Students will be required to complete all required field placement hours by the end of the semester. No hours can be earned passed the date that final hours are due for this course. Students who fail to obtain their required hours for SWHS-42 will be unable to receive the points necessary to pass both the SWHS-2 and SWHS-42 courses.*

**1. PARTICIPATION IN WEEKLY DISCUSSIONS POSTS – (10 pts each / 150 total)**

A large part of Social Work and Human Services education is growing from our own experiences, as well as from those around us. This requires a level of vulnerability, a willingness to self-reflect and an ability to hear from differing world views. This course is a chance for you and your colleagues (AKA “classmates”) to reflect on your internship experiences, areas of personal growth, goals and tasks at hand. Each week students will be given a discussion prompt that you are required to respond to. Student’s initial response that week’s prompts must be at least 400 words in length. Once you’ve done this, you must then respond to at least two of your colleagues posts as well. These responses/engagements must be at least 100 words in length each. These responses/engagements with our colleagues are a chance to find common ground, learn from one another and push yourself to see things through another world view. Students will be given full credit for that week’s participation once they have completed all three steps for that week’s discussion. Students are asked to read through and digest the “Classroom Agreements” (available on the course’s “Home” page) before engaging in the first week’s Discussion Post. Throughout the semester, students are encouraged to check back in with it.

**2. INTERVIEW & ASSESSMENT PRACTICE SCENARIOS – (4 “Complete”/“Incomplete”)**

Four times during the semester, students will practice engaging in real-time assessment and interviewing work. Students will be given a mock assessment tool and asked to complete this form through the timed interview of a classmate. The content of the scenario will be provided to all students in class.

**3. PROGRESS NOTES – (20 pts each / 40 total)**

Students will submit two progress notes during the semester. The purpose of this assignment is intended to provide students with an opportunity to demonstrate their ability to develop clear and complete case notes which are congruent with the student’s field placement policies and procedures. Due: October 10th & Dec 5th (20 pts each= total 40 pts).

**4. ATTENDANCE FOR LIVE VIRTUAL CLASS SESSIONS – (50 pts each / 200 total)**

Over the course of the semester, students will be required to attend 4 live virtual class sessions. These will occur from 1:15 – 3:15pm on the last Wednesday of each (full) month of the semester. This means that we will meet **on 08/31/22, 09/28/22, 10/26/22, and 11/30/2022**. The link for these is available through the “Home” page of our Canvas course.

**5. SIGNED & APPROVED CONFIRMATION OF COMPLETION – (200 points total)**

Once completing the required number of field placement hours (120 for volunteers, or 150 for paid employment), students must get the Confirmation of Completion document signed by themselves and their field placement supervisor. These then must be uploaded into Canvas. Only once all required signatures and approvals have been completed, and the document is in Canvas, can the grades for this assignment be entered into the Canvas gradebook.

**6. EXTRA CREDIT OPTION – (40 points total)**

This course offers one opportunity for extra credit. Students wishing to engage in this assignment must reach out CR's Career Center, make an appointment to meet with staff, and engage in their Resume Building and/or their Mock Interview services. Once this has been complete, students must submit proof of attendance into this assignment in Canvas, so that the grade can be added to their overall score. Failure to comply with the services offered, cutting the session short, or otherwise acting unprofessionally while engaging with the Career Center staff and/or services offered will result in the student's failure to complete this assignment. This assignment will remain open for the duration of the semester, closing on the Friday prior to Finals Week.

<b>TOTAL CLASS POINTS AVAILABLE FOR THE SEMESTER ..... 590</b>
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**ATTENANCE POLICY AND GRADING STANDARDS:** The Department of Social Work of Human Resources recognizes the relationship between values, skills, and knowledge gained in the classroom and our professional accountability to the communities we serve. Further, attendance and punctuality demonstrate professional behavior and respect for peers and the learning environment.

**Students are expected to communicate with instructors regarding any absence and are encouraged to communicate with faculty about any circumstances that may interfere with their academic progress. If an unexpected event comes up for you, be sure to reach out to your instructor so that we can work together and ensure that you meet all of the course requirements to pass this class on time.**

**SOCIAL WORK AND HUMAN SERVICES DEPARTMENT GRADING STANDARDS:**

The following grading standards are for course assignments and course grades. Some grading categories are not used by the college for course grades – but may be used for assignments. The department has worked to establish this grading scale for all courses based on academic and practice standards of excellence. These standards may be different from other courses at CR; however, you will find the same standard used for all social work courses. This standard is used to help you achieve your own level of mastery of the material and demonstrate competency in the practice behaviors that are the hallmark of professional social work.

- A (94-100%)** - Excellent work which meets a level of professional competence and expertise that is worthy of publication and/or public presentation.



- A- (90-94%) – Admirable work which meets a level of professional competence that with minimal changes would be worthy of publication and/or presentation.
- B+ (87-89%) – Great work which meets a level of professional competence that with some changes could be worthy of publication and/or presentation.
- B (84-86%) – Very Good work which meets a level of professional competence that with additional changes could be worthy of publication and/or presentation.
- B- (80-83%) - Good work which meets a level of professional competence that with considerable changes could be worthy of publication and/or presentation.
- C+ (77-79%) - Above Average work which minimally meets professional standards of competence, that through addressing the challenges may at some point be worthy of publication and/or presentation.
- C (70-76%) – Average work which minimally meets professional standards of competence and with considerable revision, may be worthy of publication or presentation.
- D (64-69%) – Barely adequate work that does not meet minimum professional standards of competence and is not worthy of publication and/or presentation.
- F (63% or below) – Unacceptable work that does not meet minimum course expectations.

**CANVAS ISSUES/TECHNOLOGY HELP:** It is crucial to seek help when you can't access Canvas, or you have difficulty with your computer settings or browser. If you run in to issues with technology throughout the semester, contact the Student Tech Support office at 707-476-4288 or via email at [tech-helpline@redwoods.edu](mailto:tech-helpline@redwoods.edu)

**ACADEMIC INTEGRITY:** In the academic community, the high value placed on truth implies corresponding intolerance of scholastic dishonesty. In cases involving academic dishonesty, the determination of the grade and of the student's status in the course is left primarily to the discretion of the faculty member. In such cases, where the instructor determines that a student has demonstrated academic dishonesty, the student may receive a failing grade for the assignment and/or exam and may be reported to the Chief Student Services Officer or designee. The Student Code of Conduct ([AP 5500](#)) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located in the [Course Catalogue](#) and on the College of the Redwoods [website](#).

**DISRUPTIVE BEHAVIOR:** Student behavior or speech that disrupts the instructional setting will not be tolerated. Disruptive conduct may include but is not limited to: unwarranted interruptions; failure to adhere to the instructor's directions; vulgar or obscene language; slurs or other forms of intimidation; and physically or verbally abusive behavior. In such cases where the instructor determines that a student has disrupted the educational process, a disruptive student may be temporarily removed from class. In addition, the student may be reported to the Chief Student Services



Officer or designee. The Student Code of Conduct ([AP 5500](#)) is available on the College of the Redwoods website. Additional information about the rights and responsibilities of students, Board policies, and administrative procedures is located on the College of the Redwoods [website](#).

### **EXPECTATIONS OF THE STUDENT:**

- Come to class prepared with *readings and assignments completed by the first class each week*.
- Expect to spend about 2-4 hours per week working on this course.
- Find ways to *engage in class* so that you can demonstrate & deepen your understanding.
- While it is fine to look ahead a week or two on Canvas, *please refrain from pre-watching video clips or looking through PowerPoint slides until we have gone through them together*. This will ensure that class is more interesting for all, while also allowing room for the instructor to make changes and bring in areas of interest expressed by the class over time.
- Work to *maintain a sense of flexibility and humor* as we work our way through this semester. With the ever-shifting sands of life during a global pandemic, there will be situations that we cannot anticipate. In those moments, a sense of humor will be helpful.
- *Engage in timely communication with the instructor* if unexpected events occur which require your attention and make it difficult to complete assignments on time. Talk to me about issues right away, do not wait until afterwards (when it is too late to develop a plan for success).
- *Take the time to learn about campus services*. Then take steps to utilize them as needed.
- *Create the opportunities for self-care* that you need to maintain your mental health and overall success in this course.

### **EXPECTATIONS OF THE INSTRUCTOR:**

- I will *come to class prepared*, with *course materials that are current*.
- I will be *available to answer questions or issues that may arise for you* during this course, be it in class, during my office hours, or at another time that is more convenient.
- I will *return emails within a 24-48-hour turnaround* time during the 5-day work week. If something is URGENT, please indicate that in the subject line.
- I will *prepare you* for the quizzes and other assessments in this course to the best of my ability.
- I will utilize *fair and honest evaluation* techniques for each assignment required for this course.
- To the best of my ability, make this a *valid and worthwhile learning experience*.
- I will do my best to *address the needs of a diverse range of learning styles* in this course.
- I will *only* share your student information per FERPA guidelines.
- I will *remain flexible regarding unexpected events impacting all of us* over the semester. Examples of these are rolling power shutoffs, internet disruptions, road closures and fires. If any of these occur, deadlines will move to ensure there is adequate time for students to complete the assignment.

<i>Course Outline, Readings and Due Dates Subject to Change at Instructors Discretion</i>
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