SECTION A

Unique ID Number: CCC000288125
Discipline(s): Counseling
Division: Counseling
Subject Area: Human Services
Subject Code: HSRV
Course Number: 120
Course Title: Introduction to Human Services

TOP Code/SAM Code: 2104.00 - Human Services, General* / C - Occupational

Rationale for adding this course to the curriculum: Changed from COUN-120 to HSRV-120.

Units: 3
This Course Is: AA/AS Degree
Degree Applicable: Transfer Prep
Cross List: N/A
Typical Course Weeks: 18

Total Instructional Hours

Contact Hours
Lecture: 54.00
Lab: 0.00
Activity: 0.00
Work Experience: 0.00

Total Contact Hours: 54

Hours per semester in outside of class assignments: 108.00
Open Entry/Open Exit: No
Maximum Enrollment: 
Grading Option: Letter Grade or P/NP
Distance Education Mode of Instruction: On-Campus
Hybrid
General Education Information:
NVC General Education:
    Area B - Social & Behavioral Sciences
CSU Transferable:
    CSU Transferable

Course Description
Repeatability: May be repeated 0 times
Catalog Description: The course is an introduction to the social welfare field and explores the
historical, cultural and societal aspects of the social work profession. The
course will introduce the essential helping skills of human service workers. The
broad career opportunities within social services will be examined and a
candid look at the demands and strains of choosing a social service career will
be explored.

Condition on Enrollment
1a. Prerequisite(s): None
1b. Corequisite(s): None
1c. Recommended: None
1d. Limitation on Enrollment: None

Course Outline Information
1. Student Learning Outcomes:
   A. Students will have a broad understanding of the field of social work, typical functions
      and the role of the helper within social service agencies, and the basic communication
      skills used to work with the diverse populations within the field.

2. Course Objectives: Upon completion of this course, the student will be able to:
   A. Evaluate the historical perspectives of social work and human services.
   B. Define common practices in social work and human service agencies including legal and
      ethical issues.
   C. Research and describe the goals and functions of local social service agencies.
   D. Examine community advocacy and design a mock plan for collaboration with local
      agencies.
   E. Assess and demonstrate essential helping skills.
   F. Evaluate biases, stereotypes and assumptions in working with diverse populations in
      social work.
   G. Analyze career opportunities and select a career focus in the field of social work and
      human services.
   H. Examine stress in self and clients and develop strategies for coping.

3. Course Content
   A. Introduction and Historical Overview of Social Work and Human Services
      a. Historical perspective of social work
b. Current social issues in human services
   c. Models of service delivery

B. The Practice of Social Work and Human Services
   a. The helping process
   b. Legal and ethical issues in social work and human services

C. Understanding the helping profession work environment
   a. Local agencies
   b. Statewide and governmental agencies

D. Community Advocacy
   a. The helper as a change agent
   b. Advocacy for individuals and community organizations
   c. Service coordination & collaboration in social work

E. Introduction to Essential Helping Skills of Human Service Workers
   a. Working with individuals
   b. Active listening
   c. Paraphrasing, reflecting
   d. Summarizing
   e. Trust, respect, unconditional positive regard
   f. The intake interview
   g. Working with groups
   h. Case Finding/Case Management
      i. Follow up and referrals
      j. Organizational & time management skills
      k. Setting goals/prioritizing

F. Working with Diverse Populations
   a. Perceptual bias and appropriate response
   b. Cultural, physical, psychological, other
   c. Stereotypes and assumptions

G. Career Opportunities in Human Services & Social Work
   Health
   a. Social Services & Social Work
   b. Child Care
   c. Home Health and Personal Care
   d. Probation/Parole
   e. Education
   f. Special populations
   g. Career ladders in Social Work and Human Services

H. Demands and Strains working in Human Services & Social Work
   a. Assessing complex client needs
   b. Setting professional boundaries and understanding limitations
   c. Examining physical and psychological aspects of stress
   d. Techniques to reduce stress
   e.

4. Methods of Instruction:
   Lecture
   Lecture, discussion, group work, projects, scenarios, case reviews. 1. Lecture on the historical perspective of social work in the United States. 2. Through group work and discussion, evaluate the strengths and weaknesses of the current welfare system in California. 3. Through case scenarios and role plays, practice essential helping skills. 4. Distance Education (hybrid) option will allow for instructor and student flexibility in
scheduling. Hybrid option will allow for both personal contact and incorporation of more online resources.

5. **Methods of Evaluation**: Describe the general types of evaluations for this course and provide at least two, specific examples.

**Typical classroom assessment techniques**
- Exams/Tests
- Quizzes
- Papers
- Oral Presentation
- Class Participation
- Class Work
- Home Work
- Labor Market Information
- Final Exam
- Mid Term

Additional assessment information:

**GRADES WILL BE BASED UPON:**
- Reading assignments, writing assignments including a paper, midterm &/or a final exam
- Example 1: a chapter quiz will be given on the reading.
- Example 2: a paper will be written on a local agency.

6. **Assignments**: State the general types of assignments for this course under the following categories and provide at least two specific examples for each section.

   A. **Reading Assignments**
      - Students will be assigned reading from the textbook and from articles on the topics discussed.
      - Example 1: Students will read from an introductory chapter and critically analyze the historical contributions in the field of Social Work.
      - Example 2: Read a chapter from the text and write a chapter summary as outlined by the instructor.

   B. **Writing Assignments**
      - Written assignments related to readings, research and in-class exercises.
      - Example 1: Students will be required to design a written mock plan for collaboration with local agencies.
      - Example 2: Students will choose a Human Services topic to research and write a paper that includes the historical and social perspectives and practical contributions within the field.

   C. **Other Assignments**

7. **Required Materials**

   A. **EXAMPLES of typical college-level textbooks (for degree-applicable courses) or other print materials.**

   **Book #1:**
   - **Author:** Neukrug, Ed
   - **Title:** Theory, Practice and Trends in Human Services: An Overview of an Emerging Profession
   - **Publisher:** Cengage
Date of Publication: 2013
Edition: 5th
Book #2:
Author: M. Woodside & T. McClam
Title: Introduction to Human Services
Publisher: Cengage
Date of Publication: 2011
Edition: 7th
Book #3:
Author: Burger, William R
Title: Human Services in Contemporary America
Publisher: Brooks/Cole Cengage
Date of Publication: 2014
Edition: 9th

B. Other required materials/supplies.