Maricopa County Community Colleges
Glendale Community College

Course Syllabus and Class Schedule

Social Service Delivery Systems
SWU 291
Section 5974
Fall 2007

Thursday
7:10pm-9:55pm
CL-11

3 Credit hours

Course Instructor:

Edward L. James, III, MSW, ACSW
Office telephone number 602-684-8198
Office hours: By appointment only
Email address: edward.james@gcmail.maricopa.edu

Course Description:

Purposes, structures, and delivery systems of human service agencies. Includes 40 hours
of volunteer experience in local human service agencies.

Prerequisites or Co-requisites: SWU102, or SWU171, or permission of the department.

Required Course Text:

2006 Directory of Human Services, Maricopa County Sixth Edition. Phoenix, Az:
Community Information and Referral.

MCCCD Official Course Competencies:

SWU291 Social Service Delivery Systems

1. Describe the organization, administration, and funding of human service agencies. (I)
2. Describe the practice of social work in a human service agency. (II)
3. Describe the relationship among self, professional identification, and agency work roles. (II)
4. Explain the importance of social work ethics and values in working as a social worker within an agency. (II)
5. Describe the concept of human diversity, and explain how social work ethics and values guide professional behavior. (II)
6. Describe the role of generalists practice and case management in human services. (III)
7. Describe and apply the problem-solving process as it relates to social work. (III)
8. Describe the process of assessment and service planning in human service agencies. (III)
9. Describe the role of service and support monitoring in case management and generalist practice. (III)
10. Describe and apply skills in identifying, linking, and coordinating community resources to meet client needs. (IV)

Class attendance:

Students are expected to attend each and every class. Student who are absent from class cannot participate in the rich discussions with fellow students. You are expected to inform the course instructor if you will be absent from class. You are responsible for any and all information covered or discussed. Examinations and group projects that are done during class hours cannot be made up. Absences do not excuse students from completing assignments on time. Students who accumulate unofficial absences in excess of the number of times class meets per week, may be withdrawn.

Make-up examinations must be arranged prior to or within 24 hours of the examination.

Student Disciplinary Actions:

Please see http://www.dist.maricopa.edu/gvpolicy/adminregs/students/2_5.htm for questions or concerns concerning this section
Disciplinary Probation and Suspension

Misconduct for which students are subject to disciplinary action falls into the general areas including:

- Cheating on an examination, assessment tests, laboratory work, written work (plagiarism), falsifying, forging or altering college records

Disciplinary Removal from Class

A faculty member may remove a student from class meetings for disciplinary reasons

Withdrawal Procedure

To withdraw from a course or courses from the college, students must follow approved procedures. The Office of Admissions and Records (in the Enrollment Center on the GCC Main campus) provides information about the withdrawal process.

Taping of faculty lectures:

Taping of course lectures is allowed. Please see the instructor for any specific questions or requirements

Disability Resources and Services

Questions concerning Disability Services and Resources should be directed to DSR located in TDS 100 on the GCC Main campus

Course organization/grading and testing

Course Organization

The Human Service Agency

Social Work Practice in the Human Service Agency

A. Social work values

B. Social work ethics

C. Social work practice with diverse populations

D. Social worker's responsibility to self
Case Management in Human Services

A. The role of case management
B. Assessment and service plan development
C. Monitoring service and support plans

Linking Clients with Community Resources

A. Basic human service areas
B. Community resources in Maricopa County
C. Making referrals
D. Communicating with agency professionals
E. Report writing
F. Handling confrontation and conflict
G. Interagency cooperation and coordination of services

Grading:

425 points are available for this course. Each assignment has specific points. Late written assignments will have ten (10) points deducted for each day late

Course Assignments

1. August 30  5 points. Course acknowledgement email to course instructor.
   - Part I-Go to your email site (private or college) and send an attachment message to edward.james@gcmail.maricopa.edu saying “I have logged on to SWU 291. I am looking forward to a great semester”. Please be sure to sign your message.
   - NOTE: This is the only email address you will use during the semester to submit your assignments.

2. September 13  20 points. Choice of your volunteer experience due with your goals and objectives
3. **October 4** 50 points In-class examinations: Any class discussion, assignment, guest lecture is subject to be incorporated in the in-class examination

4. **October 11** 50 points. Library assignment due. From your field of social work practice you are volunteering, identify one (1) case management function and write a two page, double spaced paper identifying and describing the practice and the case management function

5. **October 25** 50 points. Internet assignment due. Research one peer reviewed professional journal and write a two page paper summarizing an article concerning report writing as it relates to social work

6. **November 15** 50 points. In-class examination: Any class discussion, assignment, guest lecture is subject to be incorporated in the in-class examination

7. **December 6** 200 points. Final examination. Written summary of volunteer experiences during the semester

Note: specific information concerning the assignments will be discussed during the first week of class

All your assignments will be submitted with a cover page with the following information:

**Your name**

**SWU 291 Social Service Delivery Systems**

**Assignment name (please be specific)**

**Assignment due date**

- All assignments will be electronically submitted via email as an attachment to: edward.james@gcmail.maricopa.edu
- *Only RTF or DOC extensions will be accepted. APA 5th edition style will be used for all documentation.*

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• A minimum of 5 points will be deducted from your assignment if the guidelines are not followed
Course Schedule
Subject to Change

August 20  Classes Begin (GCC Main, GCC North, GCC-ASU Partnership at the West campus)

August 23  Course introduction, assignments, responsibilities, expectations
Assignment: Read Woodside and McClam, Chapter 1 and 2 for discussion on August 30

August 30  **Course acknowledgement and Instructor email due**
Discussion of Woodside and McClam Chapter 1 and 2
Arizona Practiced Model

September 6  Evolution of case management practice

September 13  **Volunteer experience choice with goals and objectives due**
Assignment: Read Woodside and McClam, Chapters 3,4,5

September 20  Discussion of Woodside and McClam, Chapters 3, 4 and 5
Micro, Mezzo and Macro level of case management practice

September 27  Human behavior and the social environment

October 4  **Examination #1**
Role of a case manager

October 11  **Library assignment #1 due**
Case management skills: interpersonal, connecting and information gathering

October 18  Case management interviewing skills

October 25  **Internet assignment #2 due**
Case management with special populations

November 1  Case management report writing

November 8  Linking clients to formal organizations and informal support networks

November 15  **Examination #2**
Evaluation of case management practices

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November 22  Thanksgiving (Classes and campus closed)

November 29  Case management: values and social justice, Compassionate Fatigue

December 6  **Final Examination**