

Location: UPPER IOWA UNIVERSITY-MADISON CENTER

Course ID & Term Info: PSY/SOC 377 METHODS OF HUMAN SERVICES II
3 hours
Term Dates: Term 2 Fall 2009

Wednesdays 5:30-10:00 p.m.

October 28, 2009-December 16, 2009

Course Description: PSY/SOC 377, Methods in Human Services II, 3 credits. This course is designed to educate the prospective human services/social worker about the newly emerging client population in the United States and to recognize the impact of the interaction between clients and their environments, looking at cultural barriers for diverse, at-risk populations and the systems that sustain at-risk clients.

Instructor: Alice A. Egan, MSSW, APSW
608-575-3937 or 608-270-6635
Email: aeagan@lsswis.org
My UIU email address is pending.

Biography: For the last five years, I have been a domestic adoption social worker and birthparent counselor at a private, non-profit child welfare agency. I also have experience as a treatment foster care case manager, running counseling groups for children, and facilitating strengths-based programs for families in schools. I graduated from UW Madison in 2003 with an MSSW.

Texts: Rothman, J. & Sager, J.S. (1998). Case Management: Integrating Individual and Community Practice (2nd edition). Boston: Allyn and Bacon.

LeMay, Michael C. (2000). The Perennial Struggle: Race, Ethnicity, and Minority Group Politics in the United States. (2nd Edition). Upper Saddle River, NJ: Prentice Hall

Egan, G. (2010). The Skilled Helper. (9th edition). Florence, Ky: Brooks/Cole.

Egan, G. (2010). Exercises in Helping Skills (9th edition). Florence, Ky: Brooks/Cole.

Objectives:

1. Identify environmental factors that put clients at-risk (such as racism, gender bias, and socioeconomic factors that are demonstrated through domestic and substance abuse, poverty, and illiteracy).
2. Discuss and analyze various cultural perspectives of social situations including marriage, gender roles, work ethic, and ethnic rituals/practices.
3. Determine the appropriate social worker role in such practices, using ethical guidelines as determined by the ACA manual.
4. Analyze the value of social work with at-risk populations.
5. Investigate the practices of a variety of systems impacting social change.

6. Identify appropriate goals for environmental change.
7. Explain the core values of social work practice:
 - Respect
 - Empathy
 - Genuineness
 - Commitment to client empowerment
8. Demonstrate the basic communication techniques used in social work practice:
 - Tuning in
 - Active Listening
 - Listening to internal self talk while listening to the client
 - Sharing empathic highlights
 - Probing
 - Summarizing
 - Clarifying
 - Information giving
 - Challenging

The core social work values and communication techniques will be evaluated by:

- Self evaluation
- Peer review
- Evaluation by the instructor

This course meets three objectives of the Human Service major:

1. Demonstrate a commitment to interact competently with members of the professional community.
2. Demonstrate commitment to self-assessment within the context of the Human Service profession.
3. Demonstrate an understanding of fundamental economic and political processes as they apply to the Human Service profession.

Skills: Explore the social, cultural, and behavioral foundations of human enterprise. Describe various organizational structures and analyze individual and group perspectives relative to each structure. Identify and discuss the concepts of diversity, global enterprise, and politics relative to human interaction in the organizational environment.

The reading material and in class discussions in the course also address current social responsibility issues for organizations and society. Global and national diversity as it relates to equitable and fair compensation will be examined during the course work.

Learners will be expected to stay current with reading assignments for purposes of class discussions. It is the learner's responsibility to contact the instructor should any questions or unexpected circumstances arise.

READINGS AND ASSIGNMENT SCHEDULE

Wednesday, October 28, 2009

Introductions & Ice Breaker
Syllabus & Expectations
Review NASW Code of Ethics & Core Values
Review and Discussion of Readings
Eco Maps

Rothman and Sager:

Chapters One & Two

LeMay:

Chapter One

Wednesday, November 4

Review and Discussion of Readings
Group Presentation
Cultural Competency
White Privilege
Heterosexual Privilege

Rothman and Sager:

Chapters Three & Four

LeMay:

Chapters Two & Three

Egan:

Chapter Six

**Group One Presents on LeMay (CH 2-3)*

Wednesday, November 11, 2009

Review and Discussion of Readings
Group Presentation
Cultural Competency (continued)
Intake and Assessment
Empathy and Empathic Response
Empowerment and Strengths-Based Approach

Rothman and Sager:

Chapters Five & Six

LeMay:

Chapter Four & Five

Egan:

Chapter Seven

**Group Two presents on LeMay (CH 4-5)*

Thursday, November 18th, 2009

Review and Discussion of Readings

Group Presentation

Advocacy & Social Change

Referral and Service Linkage

Review of Interviewing Techniques

Rothman and Sager:

Chapters Seven & Eight

LeMay:

Chapter Six & Chapter Seven

Egan:

Chapter Eight

**Group Three presents on LeMay (CH 6-7)*

**Subject & Outline of Paper Due*

Wednesday, November 25th, 2009

Review and Discussion of Readings

Group Presentation

In-Class Group Video Project-Demonstrating Interviewing and Basic SW techniques

Peer Critique

Rothman and Sager:

Chapters Nine & Ten

LeMay:

Chapters Eight & Nine

Egan:

Chapter Nine

**Group Four presents on LeMay (CH 8-9)*

Wednesday, December 2nd, 2009

Review and Discussion of Readings

Group Presentation

Professionalism

Burnout, Self Care & Boundaries

Rothman and Sager:

Chapters Eleven & Twelve

Egan:

Chapter Ten

**Group Five presents on LeMay (Ch-11-12)*

Wednesday, December 9th, 2009

Review and Discussion of Readings

Final Exam Review

Paper Presentations

Rothman and Sager:

Chapter Eleven and Chapter Twelve

Egan:

Chapter Ten & Chapter Eleven

**Paper & Presentation Due*

Wednesday, December 16th, 2009

Review and Discussion of Readings

Class Summary & Evaluation

Exam

Egan:

Chapter Twelve and Chapter Thirteen

***Final Cumulative Exam**

This course will utilize videos, class discussions, lecture, and small group work to facilitate learning.

Course Expectations

125 points

Exams: There will be one exam on the last day of class. The test will be multiple choice, short answer, and true false. The final exam will be administered in-class.

200 points

Paper-Each learner is expected to complete a research paper related to a population at-risk. They are also responsible for a short (10 minute presentation) regarding their research paper. The guidelines for this assignment will be passed out in class.

50 points

Interviewing Project-Each learner will participate in an in-class interviewing exercise, to be video taped and evaluated by the class.

75 points

Attendance and participation-All learners are expected to attend class regularly and participate in class discussions/assignments. This includes active participation in all small group assignments. Points will be deducted for lack of class participation.

COMPOSITION OF GRADE:

Grading Criteria for this Course:

Interviewing Project.....	50 points
Paper & Presentation:.....	200 points
Weekly Participation.....	75 points
Final Cumulative Exam:.....	<u>125 points</u>

Total for Course.....450 points

GRADING

450- 440.....	A
439-430.....	A-
429-420.....	B
419-410.....	B-
409-400.....	C
399-390	C-
389-380.....	D
379-350.....	D-
Below 349	F

CITATION e.g. Encyclopedias of any kind, including the very popular Wikipedia, are not primary sources and should not be cited or used in constructing academic papers at the graduate or undergraduate level. They can, however, be useful to help gather some background information and to point the way to more reliable sources.

Cheating, Academic Dishonesty and Plagiarism

Because cheating, academic dishonesty and plagiarism are affronts to the University community as a whole and a denial of the offender’s own integrity, they will not be tolerated. Cheating includes but is not limited to:

- The use of unauthorized books, notes or other sources in the giving or securing of help in an examination or other course assignments,
- The copying of other students’ work or allowing others to copy your work,
- The submission of work that is not your own or allowing others to submit your work as theirs,
- The submission of the same work for two or more classes without the approval of any instructors involved.

Academic dishonesty includes, but is not limited to:

- Sharing academic materials knowing they will be sued inappropriately,
- Having access to another person’s work without permission,

Providing false or incomplete information on an academic document,
Changing student records without approval.

Plagiarism includes, but is not limited to:

The presentation of another's published or unpublished work as one's own,
Taking words or ideas of another and either copying them or paraphrasing them
without proper citation of the source,
Using charts, graphs, statistics or tables without proper citation.

Detected cheating, academic dishonesty, or plagiarism will result in consequences that may, at the instructor's discretion, include course failure. In addition, an offender may be reported to the Senior Vice President for the Extended University, the Dean of the Extended University, or designee for possible disciplinary action, which may include suspension or dismissal from the University. Upper Iowa University may make use of various plagiarism detection services. Individuals, by enrolling in courses offered by the University, consent to submission by the University of course-related assignments to such services and the retention of a copy of such assignments by the service. (EU Catalog, pg. 73)

Please retain this syllabus as your contract for the class. The syllabus is subject to change at the discretion of the instructor.

Please speak to your instructor if you have documented disabilities and are in need of any special accommodations.

Attendance and participation

All learners are expected to attend class regularly and participate in class discussions/assignments.

Missed Exams/Assignments

Late assignments will not be accepted. Points will be deducted for lack of class participation.