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Course Outline for PCN 5

INTRODUCTION TO HUMAN SERVICES

Effective: Fall 2016

I. CATALOG DESCRIPTION:

PCN 5 — INTRODUCTION TO HUMAN SERVICES — 3.00 units

Course examines the history, themes, ethics, values and principles at work in the human services field. Emphasis is placed on modern practice, an overview of research techniques, and critical skills that lead to effective human service work. Students will examine human service roles, agency and community resources, a multicultural approach to diverse populations, personal motivation and professional characteristics needed to succeed in human services. 3 hours.

3.00 Units Lecture

Grading Methods:

Letter or P/NP

Discipline:

	MIN
Lecture Hours:	54.00
Total Hours:	54.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1

III. PREREQUISITE AND/OR ADVISORY SKILLS:

IV. MEASURABLE OBJECTIVES:

Upon completion of this course, the student should be able to:

1. articulate the major human services themes as described by scholars and explain the purposes of human service work as formed and practiced by leaders in the field, and explain the interdisciplinary nature of the field
2. review the evolution of modern human services in the United States in historical context, and discuss the philosophical, sociological, and economic conditions that have shaped human service delivery
3. distinguish new and emerging settings for human service delivery including the roles, functions, powers and limitations of the primary models of service delivery
4. describe the range of client populations in human services, and identify client characteristics, components of client problems, and common client expectations
5. identify the common human service professional roles, and compare these roles to other categories of helpers, and evaluate motives, values and personal philosophy to work professionally in human services
6. explain the practice of human services in terms of the helping relationship and analyze the helping relationship as it relates to service delivery
7. define cultural competence and examine the need for cultural competence in the helping relationship within the modern human service profession
8. summarize the purpose and limitations of codes of ethics in human services, and analyze the influence of law, diversity and technology on codes of ethics
9. examine research, evaluation and assessment techniques as they pertain to human services, and explain how research can improve human service delivery and efficacy

V. CONTENT:

- A. An introduction to human services
 1. Human service themes and purposes
 2. The interdisciplinary nature of human services
 3. Roles of the human service professional
- B. An overview of the history of helping
 1. Historical epochs in the human service field
 2. Developments in service delivery during these epochs
 3. Shifts in social and economic values across time
 4. A brief history of the psychological, counseling, and social work professions
- C. Studying human services today
 1. New and emerging settings for human service delivery
 2. Impact of technology and information management in human services
 3. The influence of managed care in human service delivery
 4. Common models of human service delivery such as medical, public health and human service
- D. Clients in human services
 1. Range of client characteristics and populations
 2. Components of common client problems such as poverty, mental illness, crime, violence and substance abuse

3. Client expectations
- E. The human service professional
 1. Job functions of human service workers
 2. Educational requirements of human service workers as they relate to jobs
 3. Working within a human service agency
 4. Other categories of helpers
- F. Working in human services
 1. Assessing motives, values and philosophy of service providers
 2. Characteristics of successful human service professionals
 3. Best practices, professional growth and satisfaction in the field
- G. The practice of human services
 1. Development of and stages in the helping relationship
 2. Courses of action toward problem resolution
 3. Challenging clients
 4. Crises and crisis intervention
- H. Cultural competence
 1. Cultural diversity in the United States
 2. The need for cultural competence
 3. Defining culturally competent helping: guidelines for working with diverse clients
- I. Ethics in human services
 1. Professional and ethical concerns
 2. The value and need for a comprehensive code of ethics
 3. Potential ethical problems in the helping relationship
 4. The influences of law, diversity and technology on codes of ethics
- J. Research, evaluation and assessment techniques in human services
 1. Overview of research processes and types of research commonly used in human services
 2. Evaluation of a process or a program, using quantitative or qualitative data
 3. Conducting a needs assessment to determine required services
 4. Using tools such as a clinical interview to gauge a client's needs or progress

VI. METHODS OF INSTRUCTION:

- A. **Written exercises and case studies** -
- B. Assigned Readings
- C. **Discussion** -
- D. **Lecture** -
- E. Interactive internet components as appropriate
- F. **Projects** -
- G. **Audio-visual Activity** - Video, television and/or adjunctive media

VII. TYPICAL ASSIGNMENTS:

- A. Web research
 1. Students will conduct an internet search to identify 5 human service agencies
 2. Students will summarize what each agency does and what type of human service professionals work there
 3. Students will share their findings about at least one of these agencies in class
- B. Watch a film, such as *Frances*, that depicts mental illness at a previous time in US history
 1. How does the historic treatment of mental illness in the film contrast with what you know about mental health treatment today?
 2. Write about your reactions and prepare to share in small groups
- C. Lecture: Educational requirements for human service workers as they relate to jobs in the field. Answer the following questions in small groups:
 1. What are some of the differences in responsibilities between human service workers who hold associate's or bachelor's degrees and those who hold master's or doctoral degrees?
 2. In terms of your own career, do you want to provide counseling-type services or general case management? Why?
 3. What level of education are you willing to pursue to achieve your career goals?
- D. Discuss ethics as related to the human services profession
 1. After a lecture on ethics, students will read vignettes on ethical dilemmas
 2. In small groups, students will analyze the dilemmas and decide which ethical principles apply
 3. Students will decide on a course of action and share their decision-making process with the class

VIII. EVALUATION:

- A. **Methods**
 1. Exams/Tests
 2. Research Projects
 3. Papers
 4. Projects
 5. Group Projects
 6. Class Participation
 7. Home Work
- B. **Frequency**
 1. Midterm and Final Exam
 2. End of term research project or group project
 3. Weekly homework
 4. 3-4 short papers

5. Weekly work evaluated in class

IX. TYPICAL TEXTS:

1. Woodside, Marianne, and Tricia McClam. *An Introduction to Human Services*. 8 ed., Cengage Learning, 2015.
2. Neukrug, Edward. *Theory, Practice and Trends in Human Services*. 6 ed., Brooks/Cole, Cengage Learning, 2017.
3. Karel, Kristi , and Melanie Horn Mallers. *An Overview of the Human Services*. 2 ed., Cengage Learning, 2016.

X. OTHER MATERIALS REQUIRED OF STUDENTS: