

Human Services Program  
BUNKER HILL COMMUNITY COLLEGE  
GENERIC SYLLABUS FOR REQUIRED COURSE

COURSE TITLE: HSV 117 Integrating Current Issues in Human Services

(3 CREDITS)

COURSE DESCRIPTION: This course is the study of current issues in the human services delivery system with emphasis on human, legal, civil rights, service delivery, and resource availability. Economic, political and social changes in society which affect the delivery of human services with particular attention to the needs for housing, employment, health, nutrition, and well-being of participants in the system will be examined.

COURSE COMPETENCIES: After completing this course the student should be able to demonstrate competency in the following areas with respect to current issues in human service delivery systems.

Participant empowerment and assessment

- (1) The student is able to provide the participant with opportunity to be self advocate, to speak on own behalf, and provide information on peer support.
- (2) The student is able to provide information about human, legal, civil rights, and other resources, and assists participant to use information for self advocacy and decisions about life, work, and social relationships.
- (3) The student initiates/assists in initiation of assessment process by gathering information and informing participants about what to expect.
- (4) The student arranges for assessment to determine needs, preferences, and capabilities using appropriate assessment tools and strategies, seeing inconsistencies, and making corrections.

Communication, collaboration, and facilitation of services

- (5) The student learns and uses terminology appropriately, explaining, as necessary, to ensure participant understanding.
- (6) The student shows an understanding of the need for and maintains collaborative professional relationships with the participant; all support team members follow ethical standards of practice and recognizes their own personal limitations.
- (7) The student assists and facilitates the development of an individual plan based on participant preferences, needs, and interests.

Service networking, advocacy, and support services

- (8) The student identifies the needs of participant for community supports, working with participant's informal system, and assists with identifying community connections.
- (9) The student shows ability to research, develop, and maintain information on community and other resources relevant to the needs of participants.
- (10) The student identifies advocacy issues by gathering information, reviewing, and analyzing all aspects of the problem.
- (11) The student has current knowledge of laws, services, and community resources to assist and educate participants to secure supports.
- (12) The student shows ability to facilitate, assist, and/or represent the participant when there are barriers to his/her service needs and lobbies decision makers, when appropriate, to overcome barriers.
- (13) The student participates in outreach of potential participants and interacts with and educates community members and organizations.

Crisis intervention and documentation

- (14) The student identifies a crisis, defuses the situation, evaluates and determines intervention strategies and contacts necessary supports.
- (15) The student demonstrates an ability to maintain records, collecting, compiling, and evaluating data, submitting records to appropriate sources in a timely fashion.
- (16) The student maintains standards of confidentiality and ethical practice.
- (17) The student learns and remains current with appropriate documentation systems, setting priorities and developing systems to manage documentation.

Professionalism and organizational involvement with “best practices”

(18) The student incorporates sensitivity to diversity issues (ethnicity, religious, racial, disability, language, and gender issues) into daily practices and interactions.

(19) The student provides input into budget priorities, identifying ways to provide services in a more cost beneficial manner.

CONTENT OBJECTIVES: Upon completion of the course, with respect to current issues in human services, the student should be able to:

(1) create opportunities for participant to self advocate and is able to arrange for collaboration of services to facilitate this empowerment of the participant.

(2) is current on the legal, civil, and human rights information needed to provide the participant with all needed services to meet his/her needs.

(3) initiate an assessment of the individual’s needs using all areas of life necessities as a base: employment, health, nutrition, housing, legal, and other needs, to determine appropriate alternatives for service.

(4) is able to use terminology appropriately when meeting with peers, participants, and community members with emphasis on current issues in the field of human services.

(5) is aware of the ethical code of conduct guiding human service workers and is able to apply practical situations to this code, acting appropriately when servicing a participant.

(6) is able to evaluate and consider limitations when using community resources based on the current economic, political, and social circumstances surrounding the use of these services.

(7) makes contact with family, friends, and others to assure that the current state of participant’s needs are understood and services provided are appropriate.

(8) is current on the legal issues surrounding service delivery and community resources when assisting participants and delivering services; in cases of conflict between agencies, is able to analyze and consider means for resolving disputes.

(9) understands and practices record keeping that is neat, coherent, accurate, and objective, using proper grammar, correct spelling, and sentence structure.

(10) is able to analyze a budget and review priorities to make suggestions about cost beneficial methods for using resources.

COURSE CONTENT: The course will cover the following topics so as to meet the competencies required. Actual time allotted to each subject will be determined by the instructor based on individual class needs and interests.

1. Legal issues in human services delivery.
2. Assessment and information gathering in human service delivery.
3. Advocating for participants in human service delivery systems.
4. Current issues in human, legal, and civil rights of participants in human service delivery system.
5. Current issues in delivery of services for health, nutritional, housing, employment, and other life necessities for human service participants.
6. Ethical issues in delivery of human services.
7. Outreach and community development in human services delivery.
8. Budgeting and financial issues with support for human services.
9. Current issues in barriers present in human services delivery.
10. Social, political and economic influences on the human services delivery system.

CLASS METHODS: The class will be taught using lecture, discussion, demonstration, and small group activities. Films will be used to enhance topics of discussion and to illustrate actual issues in human services delivery. Class notes are to be taken by students for use in study and for future reference.

REQUIRED TEXT(S): (In use as of Fall semester, 2005. Subject to change)

Finsterbusch. Taking Sides: Clashing Views on Controversial Social Issues. McGraw Hill, 2003-2004. (most current edition of text is used)

Each student will need to have the required text(s) available at the Bunker Hill Community College Bookstore.

EVALUATION TECHNIQUES: Grades will be assessed in a number of ways to be determined by the instructor. These may include attendance and participation, exams, lab experiences and observations, project development and design, reports, research papers, and others means of evaluation. Specific methods will be outlined at the first meeting of class and will be included on a specific syllabus for the particular course section of enrollment.

ASSESSMENT TOOLS FOR MEETING COURSE & CONTENT OBJECTIVES THROUGH ASSIGNMENTS:

Level I competencies: Basic knowledge of history, current issues in the profession, current state of service provision, and delivery systems with an integration of areas of need with resources available will be evidenced through testing and short reaction/research papers.

Level II competencies : Participation in current case materials with “observational” assignments from these cases to consider service delivery, implementation issues, participant concerns and needs, and resource development around current issues in the field. This level requires observational skills to describe and then analyze, integrate, and synthesize the materials presented.

Level III competencies: Participation in lab assignments beyond the observational level in which the student identifies and describes a current issue/problem in the human service system with assignments around the analysis of this issue. A detailed project around the effect of the current problem/issue on participants needs, the agencies delivery, the concerns with resource development, ethical issues, advocacy, and community involvement in helping participants move beyond dependence on these human services agencies will be required.

Level IV competencies: No level IV practice competencies will be required in this course.

INSTRUCTOR: The instructor for the course will be one familiar with Human Services education and methods. The instructor will blend the theoretical and practical throughout the course of instruction. The instructor is hired by Bunker Hill Community College, according to its personnel guidelines, and is supervised by the Dean of Professional Studies, Division of Academic Affairs.

FACILITY: The meeting place for the course will be agreed upon and announced before the first class meeting.

PREREQUISITE(S): HSV 101, PSY 101, PSY 115, and PSY 124 must be completed before enrollment in this course.