Montgomery County Community College
HSW 101
Introduction to Human Services and the Helping Profession
3-3-0

COURSE DESCRIPTION:
This course is designed to help students explore human services as a generalist human services professional. Emphasis is on historical development, roles of the human service professional, theories of helping, technology, managed care, crisis intervention, international and multicultural issues in human services. Students are encouraged to examine themselves as helpers in the human services profession.

REQUISITES:
Previous Course Requirements
None

Concurrent Course Requirements
None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Identify the array of human services from a local, state and national level.	Assigned Readings Case Study Based Discussion Lecture/Discussion Agency Visits	Case Study Essays Required Component Needed for Portfolio-Building - Agency PowerPoint Presentation
2. Explain the relationship between human services delivery systems and the surrounding economic and political climate by formulating and expressing opinions of contemporary issues.	Assigned Readings Case Study Based Discussion Lecture/Discussion AV/Multimedia Materials	Web-based Research Projects Required Component Needed for Portfolio-Building - Agency PowerPoint Presentation
3. Use the scientific method to analyze a variety of human services needs in the community, and the interdisciplinary approach to addressing those needs.	Agency Readings Agency Visits Lecture/Discussion	Research Projects Required Component Needed for Portfolio-Building - Agency PowerPoint Presentation

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
4. Define the various models of helping within the human services profession.	Assigned Readings AV/Multimedia Materials Lecture/Discussion	Exams/Quizzes Case Study Essays
5. Demonstrate basic familiarity with the skills and attributes of effective helpers, including confidentiality practices.	Assigned Readings AV/Multimedia Materials Case Study Based Discussion Lecture/Discussion	Exams/Quizzes Case Study Essays/Quizzes
6. Recognize one's own values and cultural competence, developing an understanding of how these influence practice in the field.	Assigned Readings AV/Multimedia Materials Lecture/Discussion Professional Philosophy Statement Discussion	Exams/Quizzes Required Component Needed for Portfolio-Building - Professional Philosophy Statement
7. Examine advocacy, prevention, rehabilitation, case management and crisis intervention.	Assigned Readings AV/Multimedia Materials Case Study Based Discussion Agency Visits Lecture/Discussion	Exams/Quizzes Case Study Essays/Quizzes Required Component Needed for Portfolio-Building - Agency PowerPoint Presentation
8. Assess the role of clients and client groups in human services delivery.	Assigned Readings AV/Multimedia Materials Case Study Based Discussion Agency Visits Lecture/Discussion	Case Study Essays/Quizzes Required Component Needed for Portfolio-Building - Agency PowerPoint Presentation
9. Develop logical reasoning and investigational skills through case studies of contemporary issues in human services.	Assigned Readings AV/Multimedia Materials Case Study Based Discussion Lecture/Discussion	Exams/Quizzes Web-based Research Case Study Essays

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria*.

SEQUENCE OF TOPICS:
1. An Introduction to Human Services and the Interdisciplinary Nature of Human Services
    a. Themes and Purposes of Human Services
    b. The Interdisciplinary Nature of Human Services
    c. Roles and Activities of the Human Service Professional
2. The History of Helping
    a. Revising the Social Welfare System
    b. Legislative Changes in the 21st Century
3. Human Services Today and New Settings for Human Service Delivery
4. Models of Service Delivery and the Impact of Human Service Delivery
5. Clients as Individuals, Groups and Populations
6. Typology of Human Service Professionals
    a. Impact of Technology
    b. The International Dimension and Trends in Human Services
7. The Helping Process
    a. Intervention Skills – Crisis Intervention
    b. Culturally Different Clients
8. The Agency Environment, Using Available Services
    a. Promoting Community and World Change
9. Professional Competence and Responsibility
10. Ethical Considerations
    a. Confidentiality
    b. Ethical Decision Making and Ethical Standards of Human Service Professionals

LEARNING MATERIALS:

Textbook:

Woodside, Marianne and Tricia McClam. (2015). *An Introduction to Human Services* (8th ed.). Belmont, CA: Brooks/Cole, Thomson Learning.

Other learning materials may be required and made available directly to the student and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:

Prepared by: Diane Haar	Date:	4/1998
Revised by: Maureen Rose, M.S.W.	Date:	2/11/2010
Board of Trustees Presentation	Date:	11/15/2010
Interim VPAA/Provost Compliance Verification:		
Victoria L. Bastecki-Perez, Ed.D.	Date:	11/16/2010
Revised by: Maureen Rose, M.S.W.	Date:	9/9/2012
VPAA/Provost or designee Compliance Verification:		
Victoria L. Bastecki-Perez, Ed.D.	Date:	9/14/2012
Revised by: Maureen Rose, M.S.W., HS-BCP	Date:	12/17/2017
VPAA/Provost or designee Compliance Verification:	Date:	1/10/2018

This course is consistent with Montgomery County Community College's mission. It was developed, approved and will be delivered in full compliance with the policies and procedures established by the College.