

Montgomery County Community College
 HSW/PSY 203
 Assessment and Documentation in Human Services
 3-3-0

COURSE DESCRIPTION:

This course is designed to teach students the necessary skills to assess and document client interactions in a human services agency or program. Students will explore the nature of the helping relationship, demonstrate their active listening abilities, learn how to gather information, build treatment plans, and write case notes. Students will also understand case management in a managed care environment, and the legal, ethical and regulatory implications of comprehensive assessment and documentation.

REQUISITES:*Previous Course Requirement*

- ENG 101 English Composition I with a minimum grade of "C"
- HSW 101 Introduction to Human Services and the Helping Profession with a minimum grade of "C"

Concurrent Course Requirements

None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Assess the needs of clients and/or client groups using the scientific method, taking into account the specific needs of culturally diverse client populations.	Lecture/Discussion AV/Multimedia Materials Case Study Based Discussion	Exams/Quizzes Web-based Research Case Study Essays/Quizzes
2. Evaluate the implications of skillful assessment and documentation as it applies to clients being served in a managed care and/or regulated environment.	Lecture/Discussion Assigned Readings Case Study Based Discussion Ethical Dilemma in a Human Service Agency Project Discussion	Exams/Quizzes Web-based Research Case Study Essays/Quizzes Required Component Needed for Portfolio-Building - Ethical Dilemma in a Human Service Agency Project

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHODS
3. Analyze case management and its role in the human service organization.	Lecture/Discussion AV/Multimedia Materials Case Study Based Discussion	Exams/Quizzes Web-based Research Case Study Essays/Quizzes
4. Demonstrate the role of information-gathering/ investigational skills, structuring client interviews and writing case reports.	Lecture/Discussion AV/Multimedia Materials Assigned Readings Case Study Based Discussion Ethical Dilemma in a Human Service Agency Project Discussion	Exams/Quizzes Web-based Research Case Study Essays/Quizzes Required Component Needed for Portfolio-Building - Ethical Dilemma in a Human Service Agency Project
5. Demonstrate mastery of foundational skills such as active listening and writing.	Lecture/Discussion AV/Multimedia Materials Assigned Readings	Exams/Quizzes
6. Develop and implement a treatment plan, and measure its effectiveness.	Lecture/Discussion AV/Multimedia Materials Case Study Based Discussion Ethical Dilemma in a Human Service Agency Project Discussion	Web-based Research Case Study Essays/Quizzes Required Component Needed for Portfolio-Building - Ethical Dilemma in a Human Service Agency Project
7. Apply the scientific method in usage of contemporary assessment tools such as the DSM (Diagnostic and Statistical Manual).	Lecture/Discussion AV/Multimedia Materials Assigned Readings Case Study Based Discussion	Exams/Quizzes Case Study Essays/Quizzes Web-based Research

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. From Natural Helper to Counselor
2. Stages of Counseling Relationship
3. Ethical, Professional, and Cross-Cultural Issues
4. Attitudes and Characteristics of the Effective Clinician

5. Foundational Skills: Nonverbal Behavior, Silence & Pause Time, Listening, Paraphrasing and Empathy
6. Information Gathering: Questions, Structured Interviews, Assessment Procedures
7. Writing a Case Report
8. Commonly Used Skills: Affirmation Giving, Encouragement, Modeling, Self-Disclosure, Confrontation, Offering Alternatives, Information Giving, Advice Giving, and Collaboration
9. Diagnosis: Developing DSM Skills
10. Case Conceptualization: Understanding the Client's Concerns
11. Treatment Planning
12. Case Management: Monitoring and Documenting the Professional Relationship

LEARNING MATERIALS:

McClam, T. and Woodside, M. (2012). *The Helping Process: Assessment to Termination*. Belmont, CA: Brooks/Cole.

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: M. Rose, M. Whitehill, J. Jervis, J. Kline	Date: 11/2009
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 B. Rose, M.S.W., HS-BCP	Date: 9/2012
VPAA/Provost or designee Compliance Verification: Victoria L. Bastecki-Perez, Ed.D.	Date: 9/21/2012
Revised by: Maureen B. Rose, M.S.W., HS-BCP	Date: 12/18/2017
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.