

Siena Heights University
Lansing Community College Campus
Fall 2009
CSV 320 NA

CSV 320 Introduction to Community Services

Saturdays: 9:00 a.m. – 5:00 p.m. – September 12, October 3, October 24, November 14

Instructor: Jacqueline Steingold, LMSW, ACSW

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TEXT: *Understanding Generalist Practice (5thnd edition)*

Karen K. Kirst-Ashman and Grafton H. Hull, Jr.

Brooks/Cole, Cengage Learning 2009

Course Description

This course provides an overview and introduction to the field of community services. Key theories and processes in the field will be identified and examined with an emphasis on the role of the community services professional as an agent for positive social change. Defining and understanding neighborhoods and communities is included along with understanding organizational change, the change process and making agency policy.

General Studies Learning Outcomes

A general education curriculum seeks to be both expansive and incisive; at Siena Heights University we challenge students in the following areas:

- A. Liberal Arts Learning
- B. Modes of Learning
- C. Communication skills
- D. Diversity in community
- E. Ethical and Moral Understanding
- F. Social Responsibility
- G. Lifelong Learning

(Consult Undergraduate Catalogue, 2002-2004, pp 10 and 11, for details)

PROGRAM OUTCOME STATEMENT

Graduates of Siena Heights University will gain the necessary knowledge and skills in order to develop as practicing professionals. They will be capable of:

- Utilizing learning in daily work and personal lives
- Making informed decisions and taking appropriate actions
- Realizing that any search for answers involves lifelong learning

DIVISION/DEPARTMENT OUTCOMES;

Students will:

1. Develop an interdisciplinary approach to the study of community services
2. Acquire understanding of the PREPARE approach to organizational change
3. Be able to link theory and practice; apply theory to activities that occur in the classroom, to one's work setting, and in various areas of the community
4. Identify professional ethics and be committed to their practice
5. Develop effective communication and interpersonal skills
6. Understand the importance of cultural sensitivity and develop competency in working with people of diverse cultural and ethnic backgrounds
7. Understand the development of agency resources, programs and policy
8. Acquire understanding of IMAGINE, a process for initiating and implementing community level change

COURSE OBJECTIVES

Students will:

1. Broaden their understanding of communities and organizational structure
2. Acquire basic knowledge of theories and strategies involved in community services
3. Learn the NASW Code of Ethics
4. Learn how to apply the knowledge gained in this course to organizations to which they belong and/or work for
5. Learn the importance of planning and development of agency policy

LEARNING STRATEGIES

Methods used may include: lectures, assigned readings, small group exercises, videos, oral student presentations, exams, journals, research papers, field projects, etc.

ASSIGNMENTS AND COURSE REQUIREMENTS

See Class Schedule for reading and assignment due dates. All assignments are to be submitted on dates indicated; **points will be deducted for lateness**. Students are expected to be prepared for class by having read assignments in advance of class sessions. Attendance and participation are critical to a student's success in the course. Points are given for attendance and participation; if a student is going to be absent or late, notification of the Instructor is expected. Excused absences require a conference in advance with Instructor.

Time Estimate:

Class time:	32 hours
Outside reading/studying:	26 hours
Writing assignments:	27 hours
Research:	27 hours
Exams	4 hours
Other	<u>4 hours</u>
Total estimate:	120 hours

Methods of Evaluation

Students will be evaluated based on the quality of assignments (writing and content), attendance and participation in class;

Attendance and participation	15%
First written assignment	10%
Ethics quiz	10%
2 In-class exercises	20%
Written Report	20%
Oral Report	20%
Your choice	5%

Grade Scale: A = 100 – 92; B = 91 – 83; C = 82 – 74; D = 73 – 65

Written and Oral Report Assignment

Each student is to complete an Agency Inventory and Assessment. Select a social service agency. The format to complete this assignment is contained in the Agency Inventory and Assessment Tool. For this assignment, you are to conduct an interview with a top administrator of the Agency; additional interviews may be with line staff, board members, etc. The written paper should be **no less than eight or no more than ten** pages in length. Submit a statement about the Agency by September 9 (please e-mail); selection must be approved by Instructor. **Paper is due no later than November 14, 2009.**

The oral presentation (on November 14) is more informal, briefly describing the selected agency. State what you learned about the Agency. What is the importance to the community of the agency selected. Did anything surprise you? Please try to relate your comments to course material such as the development of agency policy, theoretical perspectives, etc. Evaluation guidelines will be distributed in class.

ACADEMIC HONESTY

Plagiarism is offering someone else's work as your own. This is not acceptable. In completing written assignments, it is advised that students consult the second on term papers from the *Handbook of Current English by Corder and Ruskiewicz* used in the Proseminar course. Students must put ideas into their own words which does not mean changing one or two words in a paragraph and presenting this as your own work. If students plagiarize their work, they will be asked to re-do the paper with the grade lowered by one full grade. If you are unsure while you are writing your paper, please ask for assistance from the Instructor.

ACADEMIC ACCOMMODATIONS

Siena Heights University is committed to providing a learning environment that benefits all students. Pursuant to the American with Disabilities Act of 1990, all reasonable accommodations will be made to meet the documented needs of students. The University Accommodations Policy for students with Disabilities requires a student to provide written documentation of his/her disability to the Academic Advising Office. If you require special accommodations, it is your responsibility to notify each instructor during the first two weeks of the semester.

Course Schedule – Schedule subject to change and may be modified by Instructor

Saturday September 12, 2009

8:30 a.m. - 10:00 a.m.	Orientation to Community Services
10:00 a.m. - 10:15 a.m.	Break
10:15 a.m. - 10:30 a.m.	Clarification of Syllabus
10:30 a.m.- Noon	Generalist Intervention Model
Noon – 1 p.m.	Lunch
1:00 p.m. – 2:00 p.m.	Discussion of first written assignment: Definition of helping professions and the uniqueness of social work; how you interpret generalist practice
2:00 p.m. - 3:00 p.m.	Guest speakers
3:00 p.m. – 3:15 p.m.	Break
4:00 p.m. – 4:30 p.m.	Micro Practice Skills
4:30 p.m. – 5:00 p.m.	Assignment
	Text: read Chapters 3 and 4; See PERT Chart on p. 138; Write a PERT Chart on any project you are or have worked on
	Statement of selected Agency due by September 9
	Handout on Running Meetings

Saturday, October 3, 2009

9:00 a.m. – 10:30 a.m.	Mezzo skills in the macro environment
10:00 a.m. – 11:00 a.m.	Discussion of PERT Chart
11:00 a.m. – 11:15 a.m.	Break
11:15 a.m. – Noon	Group Role Plays
Noon – 1:00 p.m.	Lunch
1:00 p.m. – 2:00 p.m.	Macro Practice Skills – Organizational & Community Change
2:00 p.m. – 3:00 p.m.	Macro Practice Skills – Worker Roles
3:00 p.m. – 3:15 p.m.	Break
3:15 p.m. – 4:15 p.m.	Planning and conducting meetings
4:15 p.m. – 5:00 p.m.	Assignment
	Text: Read Chapters 5 & 6
	Perform five hours of community service

Saturday, October 24, 2009

9:00 a.m. – 10:15 a.m.	Discussion of community service
10:15 a.m. – 10:30 a.m.	Break
10:30 a.m. – 11:00 a.m.	Engagement with clients/groups
11:00 a.m. – 11:30 a.m.	Exercise
11:30 a.m. – 12: 30 p.m.	Lunch
12:30 p.m. – 2:00 p.m.	Guest Speaker and Q & A
2:00 p.m. – 3:00 p.m.	Assessment
3:00 p.m. – 3:15 p.m.	Break
3:15 p.m. – 4:45 p.m.	Planning
4:45 p.m. – 5:00 p.m.	Assignment
	Text: Read Chapters 7 & 8
	Prepare for Oral Reports
	Final Paper due no later than June 18, 2005

Saturday, November 14, 2009

9:00 a.m. – 10:30 a.m.	Project Implementation Applications
10:30 a.m. – Noon	Evaluation, termination and follow-up
Noon – 1:00 p.m.	Lunch
1:00 p.m. – 4:00 p.m.	Oral Reports
4:00 p.m. – 4:30 p.m.	Final Comments
4:30 p.m. – 5:00 p.m.	Instructor Evaluations