



Syllabus: **SWU291: Social Services Delivery Systems**

Course Information

Course Title: Social Service Delivery Systems

Course Prefix/Number: SWU-291-2

Semester: Fall 2022

Class Days/Times: T/R @ 5:30 p.m. to 6:45 p.m. (Zoom/Online)

Credit Hours: 3

Instructor Information

Randy Begay, M.Ed., M.S

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Office location: Zoom by appointments

*Summer Session office hours:
Office Hours as Requested via zoom*

Course Description

Covers federal, state, private not-for-profit, and for-profit social service delivery system's purpose, structure and professional roles. Includes 40 service-learning hours. Explains how to meet client needs by identifying and coordinating community resources in accord with accepted social work practices. By familiarizing students with service delivery systems in Arizona and in the Native American communities, students will be able to identify a general framework for the delivery of social services. The case management model of service delivery is also introduced.

Prerequisite – SWU171

Student Learning Outcomes for This Course

Upon completion of the course, the student will be able to:

1. Demonstrate knowledge of Social Work Licensure, Professional Associations and the Code of Ethics.
2. Compare, contrast, and evaluate major current approaches to social work delivery in the United States
3. Evaluate service-learning experience in relation to one or more theoretical models of social work practice.

Course Structure

The structure of this course involves hybrid delivery; this includes on zoom lecture, class activities, and scholarly writing. Students must successfully complete a minimum of 40 hours of service-learning. The first half of the semester involves the survey of knowledge, values and skills essential to a service-learning integration experience. The second half of the semester is focused on community immersion learning in a service setting with online activities.

Service Learning (SL) requirement: The SL requirement in this course is a 40-hour commitment that is necessary to complete this course. The purpose is to provide students with an experiential introduction to the field of social work and a view of social work in action. This experience will expose you to social service agencies, the activities of a professional social worker, and social work clients/communities we serve. Through this human service experience, you will be able to evaluate your affinity for social work practice. ** If you do not complete the 40 hours, you will receive an ‘F’ in this course. You must begin your Service Learning by the start date indicated in Canvas.

Course Learning Materials and Textbook Information

Dubois, B. & Krogsrud Miley, K. (2019). *Social work- An empowering profession* (9th ed.). Boston: Pearson Education, Inc.

National Association of Social Workers. (2017). *Code of Ethics*. NASW Press. Retrieved: <https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English>

Other articles as assigned.

Course Outline and Important Dates

Course Schedule <i>All Assignments are due every Mondays by Midnight (11:59pm)</i>		
Semester Week/Date	Weekly Topic & Chapter Reading	Assignments <i>Activity is due the day of class unless otherwise noted</i>
<u>Week 1</u> 8/23/2022	Review: - Syllabus - Canvas	Chapter 1 – Social Work: A Helping Profession
8/25/2022	Chapter 1 – Social Work: A Helping Profession (Zoom Lecture and Discussion)	Quiz # 1 Chapter 1 (10 pts) Chapter 1 Discussion Question (5 pts)
<u>Week 2</u> 8/30/2022	Chapter 3 – Social Work and Social Systems (Zoom Lecture and Discussion)	Chapter 3: Social Work and Social Systems
9/1/2022	Independent Study: Service Learning and Discussion Question	Quiz #2 Chapter 3 (10 pts) Chapter 3 Discussion Question (5 pts)
<u>Week 3</u> 9/6/2022	Chapter 4: The Social Service Delivery (Zoom Lecture and Discussion)	Chapter 4: The Social Service Delivery
9/8/2022	Independent Study: Service Learning and Discussion Question	Quiz #3 Chapter 4 (10 pts) Chapter 4 Discussion Question (5 pts)
<u>Week 4</u> 9/13/2022	Chapter 5: Values and Ethics in Social Work (Zoom Lecture and Discussion)	Chapter 5: Values and Ethics in Social Work
9/15/2022	Independent Study: Service Learning and Discussion Question	Quiz #4 Chapter 5 (10 pts) Chapter 5 Discussion Question (5 pts)
<u>Week 5</u> 9/20/2022	Chapter 6: Human Rights and Social Justice (Zoom Lecture and Discussion)	Chapter 6: Human Rights and Social Justice

9/22/2022	Independent Study: Service Learning and Discussion Question	Quiz #5 Chapter 6 (10 pts) Chapter 6 Discussion Question (5 pts)
Week 6 9/27/2022	Chapter 8: Empowerment Social Work Practice (Zoom Lecture and Discussion)	Chapter 8: Empowerment Social Work Practice
9/29/2022	Independent Study: Service Learning and Discussion Question	Quiz #6 Chapter 8 (10 pts) Chapter 8 Discussion Question (5 pts)
Fall Break		
Week 7 10/11/2022	Chapter 9: Social Work Functions and Roles (Zoom Lecture and Discussion)	Chapter 9: Social Work Functions and Roles
10/13/2022	Independent Study: Service Learning and Discussion Question	Quiz #7 Chapter 9 (10 pts) Chapter 9 Discussion Question (5 pts)
Week 8 10/18/2022	Chapter 10: Social Work and Social Policy (Zoom Lecture and Discussion)	Chapter 10: Social Work and Social Policy
10/20/2022	Independent Study: Service Learning and Discussion Question	Quiz #8 Chapter 10 (10 pts) Chapter 10 Discussion Question (5 pts)
Week 9 10/25/2022	Service learning Part 1 (Independent Study)	Service Learning Part 1
10/27/2022	(Independent Study)	Submit Service Learning P1 (15 pts)
Week 10 11/1/2022	Journal Entry #1 (Independent Study)	
11/3/2022	(Independent Study)	Submit Journal Entry #1 (15 pts)
Week 11 11/8/2022	Service learning Part 2 (Independent Study)	
11/10/2022	(Independent Study)	Submit Service Learning Part 2 (15 pts)
Week 12 11/15/2022	Journal Entry #2 (Independent Study)	
11/17/2022	(Independent Study)	Submit Journal Entry #2 (15 pts)
Week 13 11/22/2022	Service learning Part 3 (Independent Study)	
11/24/2022	(Independent Study)	Submit Service Learning Part 3 (15 pts)
Week 14 11/29/2022	Journal Entry #3 (Independent Study)	
12/1/2022	(Independent Study)	Submit Journal Entry #3 (15 pts)
Week 15 12/6/2022	Make Up Work (Independent Study)	
12/8/2022	Make Up Work (Independent Study)	
Week 16 12/13/2022	Service Learning (Independent Study)	Service Learning Time Sheet
12/15/2022	Service Learning Time Sheets	Submit Time Sheets (20 pts) 12/16/22 Last Day to Submit Assignments

Evaluations and Grading & Assignments

Grading Scale

90 – 100% (207-230) and above is an A

80 – 89% (184-206) is a B

70 – 79% (161-183) is a C

60 – 69% (138-160) is a D

Under 60% (<138) is Failing

Your grade will be determined and evaluated by the following:

- Your course grade will be determined using the above full letter grades.
- Learning assessment consists of weekly discussions/activities, class presentation, mastery training, quizzes and a comprehensive exam.
- Additional assignments (other than below) may be added at the discretion of the instructor, to allow an opportunity for students' mastery demonstration during the semester.
- Students that receive below 70% C must repeat the course for transfer credit.
- All work must be submitted online as directed in each specific assignment. It is important to read the directions before submitting your work. Please do not e-mail an assignment to me, as it will not be graded.

Standards for Written Assignments

Course assignments are the student's opportunity to display mastery of the course concepts, terms, and competencies. Assignments will not only be graded on the quality of the knowledge conveyed, but how well those ideas are communicated in writing. This includes avoidance of the use of language that degrades women, Persons of Color, Gay, Lesbian, Bisexual, Transgender and other diverse and/or at-risk populations.

- All work is assessed for scholarly writing adhering to critical content, accurate spelling, grammar, and organization/flow.
- Students are strongly encouraged to utilize college writing support/tutor resources to assist in meeting these standards.
- Assignments should be submitted in the *Canvas* course portal.
- If you believe that you will be unable to submit assignments, please, alert your instructor prior to the due date. Make-up assignment may be rescheduled, if an accepted absence. All make-up work must be submitted within 7 days of the missed assignment. Bottom-line, communication with the instructor is critical.
- Assignments submitted after the 7 days will receive 0 points.
- It is the student's responsibility to know what assignments may be missing or the submission due date.

Assignment Descriptions

Students are provided weekly assignments that address the learning outcomes of this course (see above).

The total learning evaluation points possible for this course is 230 points.

1. **Quiz:** 10 points per Chapter @ 8 Quizzes = 80 points
2. **Discussion Questions:** 5 points @ 8 questions = 40 points
3. **Journal Entries:** 15 points @ 3 Entries = 45 points
4. **Service Learning Writing:** 15 points @ 3 Parts = 45 points
5. **Service Learning Time Sheet:** 20 points

San Carlos Apache Cultural Component

Human behavior, mental processes, and indeed our interpretation of such things always occurs within the context of culture. During the exploration of each of the topic areas within this course, emphasis will be placed on how each concept is viewed through the lens of the *San Carlos Apache* way of life and experience

San Carlos Apache Core Values (Hago Nnee ndlij ni bee adat'ée-go)

Respect – Our Belief (Nohwii Odlá')

Wellbeing – (Nohwii Tsi' Nzhoo-go)

Respect (Nohwii Dilzihni Nldzil-go)

Together (Dalazhi Nada sldzil-go)

Policies and Expectations

Attendance Policy:

You are expected to arrive to class on time and be prepared to participate in each class period. Four unexcused absences may result in withdrawal and a “W” or “Y” will be recorded. You may request to be excused from class for religious observances and practices, for illness, for school or work-related travel or for personal or family emergency. If you will be absent, please notify the instructor as soon as possible.

Academic Integrity:

Violations of scholastic ethics are considered serious offenses by San Carlos Apache College, the Student Services Department, and by your instructor. Students may consult the SCAC Student Handbook sections on student code of conduct, on scholastic ethics and on the grade appeal procedure. Copies are available at San Carlos Apache College.

Course Feedback:

All assignments will be graded and returned to the students promptly, typically within a week after the assignment is closed for handing in. Email messages will be returned within two days. Quarterly grade reports will be provided to each student, either in person, by email or via the electronic system of Canvas.

Incomplete Policy

Incomplete (I) grades are not awarded automatically. The student must request an "I" from the instructor who can choose to award an Incomplete only if all three of the following conditions are met:

1. The student must be in compliance with the attendance policy.
2. The student must have unavoidable circumstance that would prohibit the student from completing the course.
3. The student must have completed over 75% of the course requirements with at least a “C” grade.

Incompletes are not a substitute for incomplete work due to frequent absences or poor academic performance. Incomplete grades that are not made up by the end of the ninth week of the following semester will be automatically changed to an “F” if the agreed upon work, as stipulated on the written form signed by the instructor and the student when the “I” grade is awarded, is not completed.

Instructor Withdrawals

Students who have missed four consecutive classes (or the equivalent) not submitted any assignments nor taken any quizzes by the 45th day census report, due on [date of 45th day found in Academic Calendar on SCAC website] are assumed NOT to be participating in the class and may be withdrawn at the faculty member's discretion. [faculty members should be clear in their withdraw policy, if you do not withdraw students please note in appropriate sections].

Student Withdrawals

Students may withdraw from class at any time during the first 2/3 of the semester without instructor permission and without incurring any grade penalty. Please be sure to withdraw yourself by [withdrawal deadline date found in Academic Calendar on SCAC website] if you do not expect to complete the class, otherwise you may receive an "F" grade.

Special Withdrawals (Y) Grade

The "Y" grade is an administrative withdrawal given at the instructor's option when no other grade is deemed appropriate. Your instructor must file a form stating the specific rationale for awarding this grade. "Y" grades are discouraged since they often affect students negatively. Your instructor will not award a "Y" grade without a strong reason.

Equal Access Statement/Disability Accommodations

San Carlos Apache College seeks to provide reasonable accommodations for qualified individuals with disabilities. The College will comply with all applicable regulations, and guidelines with respect to providing reasonable accommodations as required to ensure an equal educational opportunity. This process includes self-identifying as a student with a disability, providing supporting documentation of their disability, and being approved for services through the Disability Resources Office (DRO). It is the student's responsibility to make known to their instructor(s) the student's specific needs within the context of each class in order to receive appropriate accommodations. We will work together in order to develop an accommodation plan specifically designed to meet the individual student's requirements.

For more information or to request academic accommodations, please contact: Anthony Osborn, TOCC Disabilities Resource Coordinator, aosborn@tocc.edu, or 520-383-0033 for additional information and assistance.

Title IX

San Carlos Apache College encourages each student to have the knowledge and skills to be an active bystander who intervenes when anyone is observed or being harassed or endangered by sexual violence. Sexual discrimination and sexual violence can undermine students' academic success and quality of life on campus and beyond. We encourage students who have experienced or witnessed any form of sexual misconduct to talk about their experience and seek the support they need.

Conduct: Bias, Bullying, Discrimination and Harassment

San Carlos Apache College faculty and staff are dedicated to creating a safe and supportive campus environment as a core value. Harassment based on age, class, color, culture, disability and ability, ethnicity, gender, gender identity and expression, immigration status, marital status, political ideology, race, religion/spirituality, sex, sexual orientation, and tribal sovereign status will not be tolerated.

All work done for this class must be your own, or the original work of your group. While you may discuss assignments with other class members, the final written project must clearly be original. You may use work from books and other materials if it is properly cited. Copying from a book without proper reference or from a person under any circumstances will result in an “F” for the assignment, and at the instructor’s discretion, possibly an “F” for the course. If you are uncertain about proper citations, ask your instructor or the librarian.

Technology for this course

1. Microsoft software: Assignments will require you to submit uploaded attachments or post other evidence of learning through Canvas. Microsoft software must be used to complete all assignments. Microsoft Word must be used to complete all written assignments (not Microsoft Works, not WordPerfect, not Works, etc.).