



**Credit Hours:** 3

**Contact Hours:** This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

**Faculty Information:** Faculty contact information and office hours can be found on the faculty profile page.

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## **COURSE DESCRIPTION AND OUTCOMES**

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### **Course Description:**

This course provides students with an overview of the human services field including theoretical models for delivery and the roles and responsibilities of human services workers. Students explore human services occupations, professional organizations, and community resources as well as ethical and legal issues. Students engage in several key areas of the human services field including but not limited to law, diversity, mental health, institutions, private and nonprofit organizations, and the scope of building a career in human services.

### **Course Overview:**

In this course, you will explore a broad overview of the human services field, examining key policies implemented globally and by the U.S. government throughout history, and highlighting the role played by recent political movements to shape the programs and services that are available to assist human services clientele. Central to an understanding of the human services field is a review of theories that aid human services workers in the provision of assistance and shape the development of various models of human service delivery.

In HSM300, we examine the various interchanges of human systems including: individual, interpersonal, group, family, organizational, community, and societal. You will begin to develop awareness of your own values, biases, personalities, and limitations through various assignments. You will also examine non-profit organizations and the role played by charities and other agencies that serve the needs of human services clients, as well as ethical guidelines that impact the field. HSM300 is an excellent introduction to the human services field as a whole and is recommended for those currently employed or seeking future work in the human services field.

### **Course Learning Outcomes:**

1. Analyze the contributions to human services made by sociology, psychology, and anthropology.

2. Identify different types of diversity and describe the challenges presented by diversity issues in human services.
3. Describe the medical model and the public health model of human service delivery and explain why it is important for human services professionals to understand and use both models.
4. Explore the historical development of human services.
5. Identify ways that the human services professional can continue to develop professionally while avoiding encapsulation and burnout.
6. Summarize the influence of law, diversity, and technology on codes of ethics.

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## **PARTICIPATION & ATTENDANCE**

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Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first 7 days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

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## **COURSE MATERIALS**

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### **Required:**

Woodside, M. R., & McClam, T. (2019) *An introduction to human services* (9th ed.). Stamford, CT: Cengage Learning ISBN: 9781337567176 (with MindTap)

***NOTE:** All non-textbook required readings and materials necessary to complete assignments, discussions, and/or supplemental or required exercises are provided within the course itself. Please read through each course module carefully.*

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## **COURSE SCHEDULE**

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### **Due Dates**

The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- **Discussion Boards:** The original post must be completed by Thursday at 11:59 p.m. MT and peer responses posted by Sunday at 11:59 p.m. MT. Late posts may not be awarded points.
- **Mastery Exercises:** Students may access Mastery Exercises through the last day of class. Students will have three attempts at the Mastery Exercises.
- **Critical Thinking:** Assignments are due Sunday at 11:59 p.m. MT.

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## **WEEKLY READING AND ASSIGNMENT DETAILS**

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### **Module 1**

## Readings

- Chapter 1 & 2 in *An Introduction to Human Services*
- Public, non-profit, and private sector employment in human services. (n.d.). *HumanServicesEdu.org*. Retrieved from <https://www.humanservicesedu.org/hs-employment.html#PE>
- Winfield, C., Sparkman-Key, N. M., & Vajda, A. (2017). Interprofessional collaboration among helping professions: Experiences with holistic client care. *Journal of Interprofessional Education & Practice*, 9, 66-73.

## Discussion (25 points)

## Mastery Exercise (10 points)

## Module 2

### Readings

- Chapter 3 in *An Introduction to Human Services*
- Parsons, K. A. (2015). Human services historical timeline [Presentation]. Retrieved from <https://prezi.com/2qix1nprsr/sry/human-services-historical-timeline/>
- U.S. Department of Health & Human Services (DHS). (n.d.). Historical highlights. Retrieved from <http://www.hhs.gov/about/hhshist.html>

## Discussion (25 points)

### Critical Thinking (100 points)

#### Option #1: History of Social Problems

You are the director of an agency that serves populations with the following social problems:

- Substance abuse,
- Child abuse,
- Elderly health and social care,
- Issues in corrections,
- Homelessness,
- School behavior-related issues, and
- Poverty.

You are asked by your supervisor to train new volunteers at your agency. You need to provide the volunteers background education on your agency, the social problem, and the populations being served. The topic is: "The History of Human Services" pertaining to specific social problems in the community.

Choose one of the aforementioned social problems that your agency serves and discuss the following items:

1. Describe the issues related to the social problem at this point in time.
2. Discuss the timeline of major historical issues of the problem.
3. Provide two solutions to the problem.
4. Explain the predominant human service concerns during this current year compared to the very start of your timeline?

Your training manual should be 2-3 pages in length. You are welcome to include graphics for visual interest, use colorful font, and apply APA Style citations and references when thoughts, ideas, graphics, or another author's work is utilized.

**Note:** If you need assistance with captioning to access any video posts within the weekly Discussion assignments, please reach out to the CSU-Global Disability Services Office at [ada@csuglobal.edu](mailto:ada@csuglobal.edu) or by calling 720-279-0650.

### **Option #2: History of Social Problems**

You are the director of an agency that serves populations with the following social problems:

- Substance abuse,
- Child abuse,
- Elderly health and social care,
- Issues in corrections,
- Homelessness,
- School behavior-related issues, and
- Poverty.

You are asked to present at a conference to create awareness of your agency and the social problems being served. The topic is: "The History of Human Services" pertaining to specific social problems in the community.

Choose one of the aforementioned social problems that your agency serves and discuss the following items:

1. Describe the issues related to the social problem at this point in time.
2. Discuss the timeline of major historical issues of the problem.
3. Provide two solutions to the problem.
4. Explain the predominant human service concerns during this current year compared to the very start of your timeline?

Your oral presentation, including video, should be 5-7 minutes in length.

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### **Mastery Exercise (10 points)**

#### **Module 3**

##### **Readings**

- Chapter 5 in *An Introduction to Human Services*
- Cultural competence self-assessment awareness checklist. (n.d.). *La Crosse Medical Health Science Consortium*. Retrieved from [http://www.lacrosseconsortium.org/uploads/content\\_files/Awareness\\_self\\_assessment.pdf](http://www.lacrosseconsortium.org/uploads/content_files/Awareness_self_assessment.pdf)

##### **Discussion (25 points)**

## Mastery Exercise (10 points)

### Module 4

#### Readings

- Chapter 4 & 6 in *An Introduction to Human Services*
- National Organization for Human Services (NOHS). (2015). Ethical standards for human service professionals. Retrieved from <https://www.nationalhumanservices.org/ethical-standards>
- Smith, S. R., & Phillips, S. D. (2016). The changing and challenging environment of nonprofit human services: Implications for governance and program implementation. *Nonprofit Policy Forum; Berlin*, 7(1), 63-76.

#### Discussion (25 points)

#### Critical Thinking (100 points)

##### **Option #1: Case Study: Isaiah/Anger Management Services**

Jane is a mental health counselor working with adults who have been arrested for domestic battery. She works in a program funded by a non-profit organization whose mission is to prevent domestic violence by teaching anger management skills.

Isaiah, a 24-year old male, has been referred to her for anger management counseling after he was arrested for punching his girlfriend during an argument the previous week. According to the arrest report, Isaiah didn't think it was wrong to punch his girlfriend because, in his words, "She made me mad." This is Isaiah's first arrest. He has been required by the State Attorney to attend eight weeks of counseling in exchange for deferring, and ultimately not filing, criminal charges.

Isaiah is restrained from returning to his girlfriend's home, and he is currently sleeping on the sofa of a friend. Isaiah must leave his friend's home and find another place to stay in two weeks. Additionally, he missed two days of work following his arrest and subsequent incarceration, and faces suspension from work and loss of pay for one week due to his unexcused absence. If Isaiah is charged with a criminal offense, he will lose his job. Isaiah has never had any counseling and was raised by his mother, who taught him that counseling was "for crazy people."

Documentation is important in this field. Now that you have completed an interview, it is time to organize your notes. Write a report that you will keep, confidentially, on file that addresses the following items:

1. Describe Isaiah's physical, emotional, and monetary needs.
2. Identify and list all ethical challenges that could arise with this particular case.
3. Identify three challenges Jane will face while working with Isaiah.
4. What can Isaiah plausibly expect from Jane and the system?
5. Evaluate the likely successes and shortcomings of the services provided.
6. Describe the criteria you use to evaluate successful service delivery.
7. What specific goals will you help your client establish?

Your report should be 2-3 pages in length. The CSU-Global Library is a good place to find supporting references.

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## **Option #2: Case Study: Ethical Obligations**

Foster care agencies face many challenges. There are often more children than there are beds in foster homes, resulting in the use of emergency shelters to house children. Placement is even more difficult for children who need therapeutic foster homes because of the scarcity of such homes. Adolescents face particularly daunting challenges when they “age out” of foster care, often with an incomplete education, a lack of critical job skills, and unaddressed mental health issues. As a result, they have a markedly increased risk of homelessness.

Imagine you work for a foster care agency. Your agency recruits, trains, and supports foster families and then places children and adolescents in the foster homes. It also provides supervision and oversight during the placement, all under contract with the state department of services for children and families.

Your supervisor has requested that you present to your new team of foster families on the following to create awareness of ethical concerns, emphasize responsibilities, and to provide the families full working knowledge of the entire process:

1. What are your ethical obligations to the children/adolescents?
2. What are your ethical obligations to the families?
3. Consider and explain the entire process, from recruitment on.
4. What are your obligations to the agency?
5. What is the agency's ethical obligations to you, as their employee?

Prepare your report in writing. Your report should be 2-3 pages in length. The CSU-Global Library is a good place to find supporting references.

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## **Mastery Exercise (10 points)**

### **Module 5**

#### **Readings**

- Chapter 7 in *An Introduction to Human Services*
- Cherry, K. (2017). Understanding body language and facial expressions. *Verywell Mind*. Retrieved from <https://www.verywellmind.com/understand-body-language-and-facial-expressions-4147228>
- Cherry, K. (2018). Types of nonverbal communication. *Verywell Mind*. Retrieved from <https://www.verywellmind.com/types-of-nonverbal-communication-2795397>
- Heinerichs, S., Cattano, N., & Morrison, K. (2013). Assessing non-verbal communication skills through video recording and debriefing of clinical skill simulation exams. *Athletic Training Education Journal*, 8, 17-22.

- United Nations Educational, Scientific and Cultural Organization (UNESCO). (2017). Promoting tolerance. Retrieved from <http://www.unesco.org/new/en/social-and-human-sciences/themes/fight-against-discrimination/promoting-tolerance/>

### **Discussion (25 points)**

#### **Critical Thinking (100 points)**

##### **Option #1: Listening and Attending**

Think of a co-worker, friend, client/consumer, or family member with whom you interact with regularly or in the recent past. Reflect on your listening and attending skills. What could you be doing better? What should you continue to do that seems effective?

Develop a structured plan to improve your attending behavior with this particular individual or other individuals in general. Include any multicultural or diversity-related components to the plan. Reflect on the setting where you typically communicate with this individual.

Your paper should be 2-3 pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two scholarly references in addition to the course textbook to support your analysis and position. The CSU-Global Library is a good place to find these references.

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##### **Option #2: Social Observational Activity**

Spend some time observing another adult interacting with at least one other adult (at home, in a park, at the mall, at work, etc.) and reflect on the nonverbal cues and body language that they tend to use. What are they trying to “say” to the other person?

Locate scholarly materials to help support your accuracy of what the person’s body language and nonverbal communication is conveying (eye contact, posture, appearance, leaning in, facial expressions, artifacts [a uniform, etc.] gestures, etc.) Be descriptive in your analysis of all non-verbal communication that you identify and body language examples.

Use this module’s required readings to assist you with the research for this assignment. Your paper should be 2-3 pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two scholarly references in addition to the course textbook to support your analysis and position. The CSU-Global Library is a good place to find these references.

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#### **Mastery Exercise (10 points)**

## **Module 6**

### **Readings**

- Chapter 8 in *An Introduction to Human Services*
- ShelterListings.org. (n.d.). Homeless prevention - Federal Homeless Prevention & Rapid Re-Housing (HPRP) Program. Retrieved from [http://www.shelterlistings.org/homeless\\_prevention.html](http://www.shelterlistings.org/homeless_prevention.html)
- Waters, R., & Buchanan, A. (2017). An exploration of person-centered concepts in human services: A thematic analysis of the literature. *Health Policy, 121*(10), 1031-1039.

### Discussion (25 points)

### Critical Thinking (70 points)

#### Option #1: Avoiding Help

For this assignment you will select an agency to represent and which populations it serves.

The agency's goal for the coming year is to examine specific ways that your agency can make it easier for clients to ask for help. How can you, as a human service professional at this agency, make it easier for a client to ask for assistance when needed?

Present your proposal to the hypothetical team you are working with at this agency. Your presentation, including video, should be 5-7 minutes in length.

Provide viable solutions to this issue in the field that are evidenced in the current existing literature. For example, you might focus on homeless veterans with services readily available and outreach programs identifying them, but their resistance to seek out or accept services.

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#### Option #2: Maslow's Theory

In 1954, Abraham Maslow created a model that has been used to identify the importance of satisfying needs in human development and growth. The National Organization for Human Services (NOHS) annual conference in your region (WNWOHS) is coming up soon and you are determined to co-present with a faculty member in your program. The faculty member agrees! Now it is time to write up the proposal to submit to WNWOHS. Address your topic, that summarizes Maslow's theory and how it can be used to assist other human service professionals for optimal service delivery.

Your presentation should address the following:

1. Who was Abraham Maslow? Describe briefly.
2. What was his major contribution to the field of psychology?
3. How can Maslow's theory be used to assist human service professionals in providing care, such as abused and neglected children, natural disaster survivors, and homeless persons, for example.
4. Explain why you find Maslow's theory to be important so to the human services when working with clients.

Be creative and have fun with this written proposal of your presentation. Good luck!

Your written presentation should be 2-3 pages in length and conform to CSU-Global Guide to Writing and APA. Include at least two scholarly references in addition to the course textbook to support your analysis and position. The CSU-Global Library is a good place to find these references.

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### **Mastery Exercise (10 points)**

## **Module 7**

### **Readings**

- Chapter 9 in *An Introduction to Human Services*
- Boyas, J. F., Wind, L. H., & Ruiz, E. (2015). Exploring patterns of employee psychosocial outcomes among child welfare workers. *Children and Youth Services Review, 52*, 174-183.
- Mészáros, V., Ádám, S., Szabó, M., Szigeti, R., & Urbán, R. (2014). The Bifactor Model of the Maslach Burnout Inventory-Human Services Survey (MBI-HSS)-An alternative measurement model of burnout. *Stress & Health: Journal of The International Society for The Investigation of Stress, 30*(1), 82-8.

### **Discussion (25 points)**

### **Mastery Exercise (10 points)**

## **Module 8**

### **Readings**

- Chapter 10 in *An Introduction to Human Services*
- Human Services Research Institute (HSRI). (n.d.). Evidence-based practice. Retrieved from <http://www.hsri.org/topics/evidence-based-practice/>
- The TemPositions Group of Companies. (2016). Current trends driving changes in social services. Retrieved from <https://www.tempositions.com/2016/12/01/current-trends-driving-changes-social-services/>

### **Discussion (25 points)**

### **Mastery Exercise (10 points)**

### **Portfolio Project (350 points)**

#### **Option #1: Human Services Position Interview**

Conduct field research on a position (provide job title) within the human services sector in your geographic area. As part of your research, interview someone who holds the position currently or who works for a human services organization where the position exists. Write a paper about the position that addresses the following key items:

- In what agency, company, and (if applicable) department does this position exist?
- How is the agency funded?
- What is the position title?

- What types of salaries and benefits are available to a person holding the position?
- What are the essential functions of this position?
- What types of ethical considerations arise on a regular basis for persons holding this position and on what bases are they addressed?
- Would a person holding the position be likely to encounter client resistance or reluctance? If so, how is resistance addressed?
- What types of diverse clientele does a person holding the position commonly encounter?
- Does the position require continuing education and/or training? If so, what does this consist of?
- How might one holding this position avoid burnout or compassion fatigue?
- What types of technologies are used regularly to facilitate the position's success? What types of demands and challenges does technology and the requirement of technical competence make on a person holding the position?

Additionally, imagine that you have an upcoming job interview for a similar position. As you prepare for your job interview, think about the following questions and add a concluding page that addresses why you would be a good candidate for the position. Use examples from your own professional life now and/or from the past:

- How would you use critical thinking in decision making and problem solving as a professional in this position?
- What are the three most important elements of personal and professional etiquette that you need to employ in this position?
- What would be your biggest communication strengths in this profession? What about your weaknesses?
- What strategies would you employ to stay on-task and on-time in this profession? How would you manage your professional goals?

This paper must include an introductory paragraph with a succinct thesis statement, and a concluding paragraph that summarizes your major themes and restates your thesis in an expanded manner. Make sure your paper includes a summary and analysis of research materials, such as scholarly journals, professional articles, legal documents, government documents, legal decisions, media clips, software, measurement instruments, websites, or personal communication.

Your paper should be 8-10 pages in length and conform to CSU-Global Guide to Writing and APA. Include at least four scholarly references in addition to the course textbook to support your analysis and position. The CSU-Global Library is a good place to find these references.

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### **Option #2: Human Services Position Analysis**

Explore the Internet and CSU Library regarding a specific human services position of your choosing (positions may include Child Protective Investigator, Targeted Case Manager, and Non-Profit Manager, for example). Touch base with your instructor early in the course for more suggestions on appropriate human services positions. Write a paper about the position that addresses the following key items:

- In what types of agencies, organizations, or corporations (if applicable) would the position exist?
- What is the position title?

- What types of salaries and benefits are available to a person holding the position?
- What are the essential functions of this position?
- What types of ethical considerations arise on a regular basis for persons holding this position?
- Would a person holding the position be likely to encounter client resistance or reluctance? If so, how is resistance addressed?
- Discuss the types of diverse clientele a person holding the position commonly encounter?
- Does the position require continuing education and/or training? If so, what does this consist of?
- How might one holding this position avoid burnout or compassion fatigue?
- What types of technologies are used regularly to facilitate the position's success? What types of demands and challenges does technology and the requirement of technical competence make on a person holding the position?

Additionally, imagine that you have an upcoming job interview for a similar position. As you prepare for your job interview, think about the following questions and add a concluding page that addresses why you would be a good candidate for the position. Use examples from your own professional life now and/or from the past:

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- What would be your biggest communication strengths in this profession? What about your weaknesses?
- What strategies would you employ to stay on-task and on-time in this profession? How would you manage your professional goals?

This paper must include an introductory paragraph with a succinct thesis statement, and a concluding paragraph that summarizes your major themes and restates your thesis in an expanded manner. Make sure your paper includes a summary and analysis of research materials, such as scholarly journals, professional articles, legal documents, government documents, legal decisions, media clips, software, measurement instruments Web sites, or personal communication.

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## COURSE POLICIES

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Grading Scale	
A	95.0 – 100
A-	90.0 – 94.9
B+	86.7 – 89.9
B	83.3 – 86.6
B-	80.0 – 83.2
C+	75.0 – 79.9
C	70.0 – 74.9
D	60.0 – 69.9
F	59.9 or below

### Course Grading

20% Discussion Participation  
8% Mastery Exercises  
37% Critical Thinking Assignments  
35% Final Portfolio Project

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## IN-CLASSROOM POLICIES

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For information on late work and incomplete grade policies, please refer to our [In-Classroom Student Policies and Guidelines](#) or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

### **Academic Integrity**

Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /repurposing your own work (see CSU-Global Guide to Writing & APA for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and internet resources.

### **Citing Sources with APA Style**

All students are expected to follow the CSU-Global Guide to Writing & APA when citing in APA (based on the most recent APA style manual) for all assignments. A link to this guide should also be provided within most assignment descriptions in your course.

### **Disability Services Statement**

CSU-Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email [ada@CSUGlobal.edu](mailto:ada@CSUGlobal.edu) for additional information to coordinate reasonable accommodations for students with documented disabilities.

### **Netiquette**

Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults, or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom. If you have concerns about something that has been said, please let your instructor know.