



Course Number and Title: HMS 121 Introduction to Human Services

Campus Location:

Georgetown, Dover, Wilmington

Effective Date:

2020-51

Prerequisite:

ENG 090 or ENG 091 or higher, SSC 100 or concurrent

Co-Requisites:

None

Course Credits and Hours:

3.00 credits

3.00 lecture hours/week

0.00 lab hours/week

Course Description:

This course introduces the field of human services. Emphasis is placed on client needs, services, and the skills and attitudes required of the effective human services worker. It also provides an overview of the major functions of human service agencies and the occupations available in Delaware.

Required Text(s):

Obtain current textbook information by viewing the [campus bookstore - https://www.dtcc.edu/bookstores](https://www.dtcc.edu/bookstores) online or visit a campus bookstore. Check your course schedule for the course number and section.

Additional Materials:

All campus program and policy manuals

Schedule Type:

Classroom Course

Disclaimer:

None

Core Course Performance Objectives (CCPOs):

1. Examine one's motivation for entering the human services field. (CCC 2; PGC 2, 7)
2. Examine the characteristics, skills, values, and ethics of the effective human services professional. (CCC 1, 2; PGC 2, 6)
3. Examine how personal values and attitudes of the client and the worker influence the helping relationship. (CCC 1, 2; PGC 2, 5, 7)
4. Identify the types of agencies and the range of services and career opportunities found within Delaware's human services systems. (CCC 2, 5; PGC 2, 3, 5, 6)
5. Describe the different types of client populations. (CCC 1, 2, 5; PGC 2, 4, 5)
6. Discuss contemporary concerns and prevention in human services. (CCC 1, 2, 5; PGC 2, 3, 4, 5)
7. Explain significant historical and legislative developments within the field of human services. (CCC 1, 2, 5; PGC 3)
8. Express one's self in descriptive written form. (CCC 1, 2; PGC 1, 7)

See Core Curriculum Competencies and Program Graduate Competencies at the end of the syllabus. CCPOs are linked to every competency they develop.

Measurable Performance Objectives (MPOs):

Upon completion of this course, the student will:

1. Examine one's motivation for entering the human services field.
 1. Examine personal and professional reflections that relate to the field of human services.
2. Examine the characteristics, skills, values, and ethics of the effective human services professional.
 1. List and define characteristics of effective human services workers.
 2. Analyze these characteristics as they relate to self.
 3. Define *values*, and explain why they are important to becoming an effective human services worker.
 4. Analyze values that are important to self and how they contribute to effectiveness as a human services worker.
 5. List and describe skills that are important to the field of human services.
 6. Explain the importance of an understanding of and adherence to a professional code of ethics.
3. Examine how personal values and attitudes of the client and the worker influence the helping relationship.
 1. Describe how personal values, experience, gender, culture, and socio-economic status affect the client and the worker in the helping relationship.
4. Identify the types of agencies and the range of services and career opportunities found within Delaware's human services systems.
 1. List human services agencies and their services that are available to Delaware citizens to include agency mission, client population, services delivery model, and expected outcomes.
 2. Identify career options that are relevant to the field of human services to include names and descriptions of each career, required level of education, the roles and responsibilities of the worker, and the clientele each helps.
5. Describe the different types of client populations.
 1. Describe different groups of client populations served by human service workers.
 2. Summarize the major needs and/or issues of the client populations served.
 3. Demonstrate an empathic awareness of clients.
6. Discuss contemporary concerns and prevention in human services.
 1. Explain current problems, issues, and/or challenges that impact the client, service delivery, and the field of human services.
 2. Recognize the concept of prevention within the human services field.
7. Explain significant historical and legislative developments within the field of human services.
 1. Place in chronological order significant historical and legislative developments within the field of human services.
 2. Define significant historical and legislative developments within the field of human services.
 3. Describe the National Organization for Human Services (NOHSE), and explain its importance to the field of human services and to the human services student.
8. Express one's self in descriptive written form.
 1. Complete personal and professional reflections that relate to the field of human services.

Evaluation Criteria/Policies:

Students must demonstrate proficiency on all CCPOs at a minimal 75 percent level to successfully complete the course. The grade will be determined using the Delaware Tech grading system:

92	-	100	=	A
83	-	91	=	B
75	-	82	=	C
0	-	74	=	F

Students should refer to the [Student Handbook - https://www.dtcc.edu/handbook](https://www.dtcc.edu/handbook) for information on the Academic Standing Policy, the Academic Integrity Policy, Student Rights and Responsibilities, and other policies relevant to their academic progress.

Final Course Grade:

Calculated using the following weighted average

Evaluation Measure	Percentage of final grade
2-4 Exams (Summative) (Equally Weighted)	45%
Bi-Weekly Journals (Summative) (Equally Weighted)	10%
Philosophy Paper/Autobiography (Summative)	10%
Formative Assignments (Service Learning, homework assignments, class participation activities, quizzes)	35%
TOTAL	100%

Core Curriculum Competencies (CCCs are the competencies every graduate will develop):

1. Apply clear and effective communication skills.
2. Use critical thinking to solve problems.
3. Collaborate to achieve a common goal.
4. Demonstrate professional and ethical conduct.
5. Use information literacy for effective vocational and/or academic research.
6. Apply quantitative reasoning and/or scientific inquiry to solve practical problems.

Program Graduate Competencies (PGCs are the competencies every graduate will develop specific to his or her major):

1. Create and maintain effective and professional documents relevant to Human Services agencies.
2. Interact ethically and professionally within the Human Services field.
3. Apply information to identify client's strengths, weaknesses, and resources to create a treatment plan.
4. Provide effective client services at an entry level by utilizing professional Human Services principles and practices.
5. Establish effective working relationships within the Human Services arena.
6. Apply basic management and leadership skills in Human Services environments, including time management, organization, and the ability to follow directions.
7. Utilize feedback to assess the effect of oneself on Human Services outcomes and make adjustments accordingly.

Disabilities Support Statement:

The College is committed to providing reasonable accommodations for students with disabilities. Students are encouraged to schedule an appointment with the campus Disabilities Support Counselor to request an accommodation needed due to a disability. A listing of campus Disabilities Support Counselors and contact information can be found at the [disabilities services - https://www.dtcc.edu/disabilitysupport](https://www.dtcc.edu/disabilitysupport) web page or visit the campus Advising Center.