University of Texas at Austin - School of Social Work

SW312: Generalist Social Work Practice: Knowledge, Values, and Skills (Required Course: BSW Program)

COURSE INSTRUCTOR: CLAYTON T. SHORKEY, PHD, LCSW

NUMBER: SW312

UNIQUE EMAIL: CSHORKEY@MAIL.UTEXAS.EDU

NUMBER: 61565 OFFICE

SEMESTER: SPRING 2015 NUMBER: SWB 1.218G

MEETING DAYS: TUE/THURS OFFICE

 MEETING TIME:
 12:30 PM-1:45PM
 PHONE:
 471-0520

 MEETING
 OFFICE
 TUES/THURS,

 PLACE:
 SWB 1.212
 HOURS:
 1:45PM - 3:00PM

OR BY APPT.



1. Standardized Course Description

This is the first course in the practice methods sequence, in which students are introduced to the fundamental values and ethics, skills, and knowledge relevant to generalist social work practice. Areas covered include the NASW Code of Ethics and Standards for Cultural Competence in Social Work Practice; the development of observation, communication, interviewing and assessment skills utilizing the problem-solving approach. Experiential learning is emphasized, including a **45-hour volunteer component** in which students have direct client contact.

2. Standardized Course Objectives

By the end of the course, students will be able to:

- 1. Explain the major dimensions of generalist social work practice and the planned change/problem-solving process with individuals, families, groups, organizations and communities.
- 2. Apply Social Work knowledge, values, and skills to their participation in the learning environment.
- 3. Demonstrate skills in observation, communication, interviewing, assessment and problem solving.
- 4. Demonstrate the ability to differentially use basic social work skills to reflect the needs of clients of diverse groups distinguished by race, ethnicity, class, gender, culture, sexual orientation, religion, age, physical or mental abilities, and national origin.
- 5. Identify ethical issues and recognize when client, societal, and/or personal values conflict emphasizing understanding, affirmation and respect for human diversity and social justice in the practice of social work.

3. Teaching Methods

Although a variety of teaching methods will be employed (e.g., lecture, discussion, and group projects), experiential learning (e.g., volunteering, conducting oral histories, and practice interviewing with video feedback) is emphasized in this course.

This course will use an electronic Canvas site. Canvas will be used for communication

between students, the instructor, and the TA. Some materials, grades, and attendance will also be posted online. To reach your class site on Canvas, please go to http://courses.utexas.edu or go to the Social Work web page and click on Canvas. To access the course website, you must have an internet connection and computer access. You will need a UT EID and password. The Help Desk available through the UT home page (www.utexas.edu/its/help) can assist you with your computer and Canvas questions. You can also call them at 475-9400. Additionally, the Learning Resource Center at the SSW has computers and computer assistance.

4. Texts that are Required & on Reserve:

Required texts:

Scales, T. Lane and Wolfer Terry A. (2006). Decision cases for generalist social work practice: Thinking like a social worker. Belmont, CA: Brooks/Cole.

On Reserve at LRC:

Cournoyer, B. (2011). The social work skills workbook (6th Ed.). Pacific Grove, CA: Brooks/Cole.

Walsh, Joseph (2009). Generalist social work practice: Intervention methods. Belmont, CA: Brooks/Cole.

5. Course Requirements & Assignments

Students are expected to attend class sessions regularly and participate in an interactive framework between collegiate students and professor. Students are expected to complete the readings prior to class, and should be well prepared to participate in discussions and experiential learning assignments. Failure to regularly attend the class and demonstrate through discussions that one comprehends the readings will be considered in assigning the final grade.

All presentations must be provided on USB (jump/thumb) drives or paper copies for use on the document camera.

<u>Assignments</u>	Points	Due Date
Eco-map/Question #3	10	2/3/15
Agency Selection Form	C/I	2/12/15
Cultural Profile, Genogram, and Questions	20	2/12/15
Reflection Paper 1	35	2/24/15
Rough Draft of Ed. Contract	C/I	2/26/15
Education Contract	10	3/3/15
Videotape Worksheet 1	10	3/12/15
Ethics Group Presentation	10	3/26/15
Reflection paper 2	35	4/7/15
Oral History Paper	10	4/7/15
At-Risk Population Presentation	15	4/9/15
Videotape Worksheets 2 & 3	10	4/16/15
Reflection Paper 3	35	5/5/15
Community Assignment	30	5/5/15
Volunteer Hour Log Sheet	C/I	5/7/15
Volunteer Evaluation Forms	C/I	5/7/15
Social Work in the Real World Presentation	5	Assigned
Social Work in the Real World Paper	5	Assigned
Group Case Presentation	10	Assigned
Total	250	

Grade Points		
233-250=	A	
225-232=	A-	
216-224=	B+	
208-215=	В	
200-207=	B-	
199-189=	C+	
183-190=	C	
175-182=	C-	
167-174=	D+	
159-166=	D	
150-158=	D-	
000-149=	F	

Assignments

1. Community/Volunteer Experience

• Students must complete 45 hours of volunteer work in an agency of their choice. [NOTE: Only 5 hours of training can be used toward the 45 hour requirement.] If you are concurrently enrolled in SW310, you only have to complete 70 volunteer hours (instead of 90).

- Students are required to choose an agency of their choice for completion of the volunteer requirement of this course from the list of recommended agencies compiled by the School of Social Work BSW Office. If you are interested in volunteering at an agency that is <u>not</u> on the recommended list you must provide the instructor with a request related to the alternate agency, this must be approved by the Associate Dean of BSW program. All agencies must provide specific social work services and employ licensed social workers. Provide the agency name, description of agency, and the contact information of the social worker employed by the agency. Instructor will follow up with agency social worker to verify the acceptance of the alternate agency.
- <u>Volunteer Agency Selection Form</u> (Required for course credit) Indicate the agency selected for volunteer work, location, supervisor, and scheduled volunteer hours.
- Student Evaluation of Agency (Required for course credit)
- Volunteer Hour Log Sheet (Required for course credit)
 Each student must turn in a log documenting all hours completed during the semester.
 A log sheet will be handed out as the beginning of the semester.
- <u>Volunteer Evaluation Form</u> (Required for course credit)
 Students will submit an evaluation of their performance in their volunteer placement by their agency volunteer supervisor.
- <u>Reflection Papers</u> (35 points each)

These papers will reflect on topics discussed in class and incorporate classroom and volunteer knowledge to discuss your learning and experiences in a 5-page paper. Papers should include a combination of content related to class topics, assigned questions, and personal insight and experience to be considered complete. You will receive a list of the topics for each paper in advance. Appropriate APA formatting and grammar will also be included in grading. APA style is considered the standard for assignments in the School of Social Work. Information is available in the latest addition of the <u>Publication Manual of the American Psychological Association</u> in the reference section in the LRC.

• Education Contract (10 points)

The education contract is a format for organizing your personal learning objectives for accomplishment at your volunteer agency with specific activities designed to help you meet those objectives. This contract also illustrates the type of contracts useful when working with clients. You will receive specific instructions for the format of this assignment.

2. Other Assignments

- Genogram/Questions and Cultural Profile (20 points)
- Eco map (10 points)

• <u>Generalist Case Group Assignment</u> (10 points)

Students will work in groups and will prepare a class presentation on a case assigned to the text (Decision Cases for Generalist Practice). Students not presenting an assigned case are also expected to read and be prepared to ask questions and contribute to the class discussion of the case being presented on the specific class day. Presentations should be 10- 15 minutes long.

NOTE: Only students who attend class and present the case will receive points for this assignment. Students will be graded on their portion of presentation.

- Social Work and the Real World (5 points for paper / 5 points for presentation)
 Each student will be responsible for selection and presentation of one current newspaper articles from the Austin American-Statesman (article should be current and no more than 21 days from date of presentation date). Dr. Shorkey will deposit copies of the recent issues of the newspaper at the front desk of the Social Work Learning Resource Center (located on the first floor in the School of Social Work) for your use. The Statesman is also available at the University Libraries. Students should choose and review the article for class presentation and discussion. Presentations should be 5-10 minutes and include:
 - a. A brief summary of the article
 - b. Relevance of article to social work
 - c. Reason for selecting the article
 - d. Personal reflection on the issue

Students should submit a 2-3 page paper to professor about the information that they presented, at the beginning of class on day of presentation.

** Please bring a complete copy of <u>both</u> the original article from the newspaper, as well as, a hard copy of your paper.

NOTE: Articles *must be* approved *one week* before presentations by Professor, who will be available before and after class for article review.

<u>Special Note:</u> If you are absent on the day you are scheduled to present, you are responsible for setting up an alternative time to present for Professor. Additionally, you must provide copies of your presentation to the class during the next class period. Points will be deducted without physician documentation for missed presentation.

- Oral History Assignment (10 points)
 - Students will complete a 15-20 minute oral history interview of a selected community member. We will meet as a class at an agreed upon location and conduct interviews. The focus is on using interviewing skills, listening and exploratory skills and a strengths-based approach with the individual in conversation. Each student will be expected to submit a 1-2 page report on the interview/experience and give a brief report in class. You will receive specific instructions for this assignment.
- Ethics Group Presentation (10 points)

Small groups will be formed, and each group will receive a list of ethical scenarios that involve one or more ethical dilemmas. Groups will choose two cases to analyze, and present in class. Class time will be provided (additional time outside of class is often necessary), and a summary report will be made for each case and turned in during the class presentation.

Presentations should include: a reading of the case, outlining of the relevant legal duties and social work ethical principles, a listing of relevant stake holders (persons with an interest in the case), a discussion of possible courses of action and implications of each, and a discussion of the course of action chosen by the group. Presentations should be done in 10-15 minutes followed by questions/discussion from the class.

• <u>Video Recording</u> (10 points for worksheets for each session) Students will complete two video assignments during the semester in the video studios in the Social Work Learning Resource Center. Students will work in pairs and focus on listening skills and use of listening and exploratory responses. Attendance at this lab is necessary to receive credit for the assignment. A second video recording will be made in pairs in the LRC to demonstrate your progress in developing your exploratory skills.

Additional instructions will be handed out in class. Each student must <u>purchase one</u> <u>blank DVD video prior to the first taping and submit their interviews on their own tape.</u> You may want to purchase a package of tapes to share with classmates since they are often only available in packages of three to seven tapes.

• At-Risk Population Presentation (15 points)

Students will work in groups of four to research and prepare a PowerPoint presentation discussing a selected at-risk population. A person is determined to be at-risk when they are included in a group that significantly affects their individual experiences, perspectives, and increases risk factors for exposure to discrimination, deprivation, or oppression. Students will research the history, characteristics, incidence, current resources, continuing existing needs, and potential services. Class time will be provided for groups, although additional out of class time may be necessary. Further information will be given in class.

• <u>Community Assignment</u> (30 points)

Students will work in small groups and be asked to choose one neighborhood/community system for the project. Students will research the needs and problems of this system and select two problems or needs and develop an action plan. The plan should include: (1) identified goals, (2) tasks needed, (3) a timeline, and (4) identification of specific members in the action system completing coordinated tasks. Research topics for the community must include, among other things, history, census data, crime statistics, interviews with neighborhood leaders, special characteristics, etc.

Each group will produce a poster, which will include: photos, charts, graphs, census data, maps, and summary data related to goals and tasks. Additional data and photos are appropriate for the presentation, but all required information should be included on the display poster.

Since this assignment is due at the end of the semester, an "unsatisfactory" presentation or product cannot be resubmitted. Therefore, students may want to presubmit materials to the professor. Points for individual participation will be determined by team member ratings, which will be turned in at the time of the presentation.

Instructions for Formatting Papers and Assignments

Assignments should be typed, double-spaced on letter size paper, 1" margins, 12 point font in Times New Roman. Papers must meet the minimum page requirement; for example, at least 5 full pages are required for Reflection Papers. If you do not have a personal computer, computer are available for use at the Learning Resource Center (LRC) (first floor of the Social Work Building) and undergraduate Library Computer Facility (FAC) during business hours. Handwritten or unstapled reports will receive no credit. Papers that are incorrectly formatted will receive a grade reduction. Staplers are available in the LRC.

Exceptions to these requirements apply to the following assignments, which may be neatly handwritten: Volunteer Agency Selection Form, Group Member Evaluation Form for community project, Videotaping Assignment Review Papers, and the Final Evaluation Form.

6. Class Policies

Assignments: Except in the case of extreme emergencies, which should be reported to the professor immediately, late assignments will not be accepted without penalty. Students are expected to turn in all required assignments at the required due date at the beginning of class. Assignments turned in after class begins will be considered late. If accepted, late assignments will be assessed point penalties at the rate of two points each day late. Any adjustments in due dates MUST be requested in written form and discussed with the instructor at least one class session PRIOR to the regularly scheduled date.

Attendance: Students who fail to attend class on a regular basis (missing more than three classes without a valid excuse or medical documentation) will receive a letter grade lower than their final grade as indicated above. More than five absences will result in an increased grade reduction as determined by the instructor. It is the student's responsibility for ensuring that he/she has signed the daily attendance sheet for the class. There is a limit of four days of medically documented excused absences; beyond the four medically excused absences, the student must make special arrangements with the instructor to complete the course. Similarly, the instructor reserves the right to raise a student's grade at the end of the semester based on class participation. Students who arrive to class more than 15 minutes late or leave class more than 15 minutes early will receive ½ attendance credit for that class.

Special Note: Please **DO NOT** sign your friends name on daily attendance sheets when they are not present. This is viewed as a *serious honor code violation*.

<u>Participation:</u> In addition to regular class attendance, the instructor expects all students to actively participate in class discussion and be a contributing member to group assignments. The instructor reserves the right to reduce the grade up to one point for lack of class participation.

Students requesting an incomplete for the class for medical problems or family emergencies must fill out the required form available from the BSW office and discuss their request with the instructor.

<u>Use of Technology:</u> Use of technological devices (cell phones, ipods, mp3s, computers, etc.) is not permitted, and will reduce the participation grade of the student. For emergencies or family issues, you may leave your cell phone on in vibrate/silent mode (calls should be taken outside the classroom).

<u>Scholastic/Professional integrity:</u> Social work practitioners assume responsibility for themselves. Therefore, it is expected that work handed in will be your own. Scholastic dishonesty, including plagiarism, violates social work values and will result in recommendation against admission to the BSW program and a referral to the Dean of Student's Office.

Information shared in class about agencies and clients is considered to be covered by the NASW Code of Ethics regarding the sharing of information for supervisory purposes. Agencies are aware that information is shared in class for this purpose. However, discussion outside of class with individuals not in this class or with other class members in settings where you can not assure that no one else may overhear the conversation is considered a breach of confidentiality and will result in recommendation against admission to the BSW program.

Social work practitioners are assertive and function as team members. Therefore, feedback about the course is welcome and the course will be viewed as a joint effort between students and the instructor. Part of professional accountability includes treating others with respect and courtesy. Within this class, this means you will be expected to listen to the opinions and concerns of others with openness, to offer suggestions and ideas in a positive and respectful manner and to be willing to promote group cohesiveness in order to create a safe learning environment.

As part of professional social work education, students may have assignments that involve working in agency settings and/or the community. As such, these assignments may present some risks. Sound choices and caution may lower risks inherent to the profession. It is the student's responsibility to be aware of and adhere to policies and practices related to agency and/or community safety. Students should also notify instructors regarding any safety concerns.

Any student with a documented disability (physical or cognitive) who requires academic accommodations should contact the Service for Students with Disabilities area of the Office of the Dean of Students at 471-6259 (voice) or 471-4641 (TTY for users who are deaf or

hard of hearing) as soon as possible to request an official letter outlining authorized accommodations.

Religious Holidays: By UT Austin policy, students must notify the instructor of a pending absence at least fourteen days prior to the date of observance of a religious holy day. If the student must miss a class, an examination, a work assignment, or a project in order to observe a religious holy day, the instructor will give the student an opportunity to complete the missed work within a reasonable time after the absence.

<u>Safety:</u> As part of professional social work education, students may have assignments that involve working in agency settings and/or the community. As such, these assignments may present some risks. Sound choices and caution may lower risks inherent to the profession. It is the student's responsibility to be aware of and adhere to policies and practices related to agency and/or community safety. Students should notify the instructor regarding any safety concerns.

Behavior Concerns Advice Line (BCAL): If students are worried about someone who is acting differently, they may use the Behavior Concerns Advice Line to discuss by phone their concerns about another individual's behavior. This service is provided through a partnership among the Office of the Dean of Students, the Counseling and Mental Health Center (CMHC), the Employee Assistance Program (EAP), and The University of Texas Police Department (UTPD). Call 512-232-5050 or visit http://www.utexas.edu/safety/bcal.

Emergency Evacuation Policy: Occupants of buildings on the UT Austin campus are required to evacuate and assemble outside when a fire alarm is activated or an announcement is made. Please be aware of the following policies regarding evacuation: 1. Familiarize yourself with all exit doors of the classroom and the building. Remember that the nearest exit door may not be the one you used when you entered the building. 2. If you require assistance to evacuate, inform the instructor in writing during the first week of class. 3. In the event of an evacuation, follow the instructor's instructions. 4. Do not re-enter a building unless you're given instructions by the Austin Fire Department, the UT Austin

Police Department, or the Fire Prevention Services office.

7. Course Schedule

Date	Description	Readings & Assignments
Session 1 – January 20 Tuesday	Introductions Syllabus Overview	Read: Walsh – Defining Generalist Practice, p. 3-12
Session 2 – January 22 Thursday	Volunteer OpportunitiesStudent IntroductionsStages of Change	Handouts:
Session 3 – January 27 Tuesday	Social Work Assessment I: Social Work is Easy as PIE (Person In Environment) Eco-Maps	Read: Cournoyer: p. 37-39, Question 3, p. 43-44 Handouts: • Eco-map assignment
Session 4 – January 29 Thursday	Family & Culture: Discussion on genograms & cultural profiles • Dr. Shorkey's Genogram example • Cultural profiles	Read: Cournoyer: p. 36-38, Questions 1 & 2 p. 42, 43 Handouts: Cultural Profile & Genogram assignment
Session 5 – February 3 Tuesday	Social Work Assessment II: Discuss ecosystems/societal influence on eco-maps • Class Present/Discuss Eco- maps	Due: Eco-map
Session 6 – February 5 Thursday	Culturally Competent Practice • Mexican-American Families	 Handouts: Culturally Competent Practice Standards Considerations for work with Mexican- American clients and their families
Session 7 – February 10 Tuesday	Culturally Competent Practice • African-American Families	Handouts: Considerations for work with African Americans and their families

Session 8 – February 12 Thursday	Class Presentations & Discussion of Genograms & Cultural Profiles	Read: Scales and Wolfer - Case 1 Due: 1. Agency Selection Form 2. Genogram 3. Group 1 Presentation:
Session 9 – February 17 Tuesday	 Four basic systems in social work practice Social work roles 	Case 1 Handouts: • Pincus & Minihan Ch. 3&4 • Social Work Systems • Relationships Among Social Work Systems • Social Work Roles
Session 10 – February 19 Thursday	Educational Contracts: Introduce and discuss duties/responsibilities and learning objectives	Read: Scales and Wolfer - Case 2 Due: Group 2 Presentation: Case 2
Session 11 – February 24 Tuesday	Broad range of Social Work Agencies: Community Resources • 211 Presentation	Read: Wash; Social Support Community Resources, p. 140-146 Due: Reflection Paper #1 Handouts: • 211
Session 12 – February 26 Thursday	Educational Contracts: • Work in small groups to discuss, plan, write	Read: Scales and Wolfer - Case 3 Due: 1. Rough draft of Educational Contract by the end of class 2. Group 3 Presentation: Case 3
Session 13 – March 3 Tuesday	Discuss basic concepts of interviewing Non-verbal communication	Handouts: • Interviewing Skills • Motivational

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	exercise	Interviewing
	• Sign up for partners	Due:
	for video lab	Final Draft of Educational
	 Motivational 	Contract
	Interviewing	
Session 14 – March 5	More Interviewing Concepts:	Read: Scales and Wolfer -
Thursday	Exploring affective	Case 4
	(feelings/emotions), cognitive	
	(thoughts/beliefs), &	
	behavioral (verbal/skeletal	
	motor)	Due: Group 4 Presentation:
		Case 4
Session 15 – March 10	No regular class meeting.	Handouts:
Tuesday		
Tuesday	• Videotape Interview 1	Videotape Worksheet 1
	Meet in LRC for	
	Individual Lab	
	Sessions at your	
	scheduled time.	
	Bring your own VHS tape or	
	DVD+R.	
Session 16 – March 12	Group assignments and	Read: Scales and Wolfer -
Thursday	instructions for Ethics Group	Case 5
	Exercise	
		Walsh:
	In class preparation for Ethics	 Value Principle and
	Group Exercise	Social Justice, p. 36-
		39;
	Video:	 Establishing and
	Therapist/Client Boundary	Maintaining
	Challenges	Boundaries in
		Relationships, p. 61-
		68;
		Handouts:
		Case presentations for
		Ethics Group Exercise
		Presentation format
		Due:
		1. Group 5 Presentation:
		Case 5
		2. Videotape Worksheet
		1
March 16-20		- -
	Spring Break – No class	
	• 0	

Session 17 – March 24 Tuesday	In class preparation for Ethics Group Exercise	
Session 18 – March 26 Thursday	Ethics Group Exercise Presentations • Discuss class fieldtrip for oral history interview	Read: Scales and Wolfer - Case 6 Due: 1. Group 6 Presentation: Case 6 2. Ethics Group Presentations
Session 19 – March 31 Tuesday	Class Fieldtrip for Oral History Interview Meet in front of the School of Social Work to ride bus to Austin Resource Center for the Homeless, Caritas, & Salvation Army	Handouts: • Oral History Instructions
Session 20 –April 2 Thursday	 Report on fieldtrip Introduction to At-Risk Population Projects Discuss Assign groups 	Read: Scales and Wolfer - Case 7 Handouts: • At-Risk Population Assignment Instructions Due: Group 7 Presentation: Case 7
Session 21 – April 7 Tuesday	Group Time for At-Risk Presentations	Due: 1. Reflection Paper #2 2. Brief Oral History Interview paper
Session 22 – April 9 Thursday	At-Risk Group Presentations	Read: Scales and Wolfer - Case 8 Due: 1. Group 8 Presentation: Case 8 2. At-Risk Group Presentations
Session 23 – April 14 Tuesday	No regular class meeting. • Videotape Interview 2 • Meet in LRC for Individual Lab Sessions Bring your own VHS tape or	Hand outs: • Videotape Worksheets 2 & 3

	DVD+R (Can reuse VHS from previous session; Cannot reuse DVDs)	
Session 24 – April 16 Thursday	Introduction to Community Project • Discuss • Assign groups	Read: Scales and Wolfer -Case 9 Handouts: Community Project Packet Due: 1. Group 9 Presentation: Case 9 2. Videotape Worksheets 2
Session 25 – April 21 Tuesday	Problem Solving & Brainstorming Problem solving exercise Brainstorming exercise Brainstorming exercise Planned Change Emphasis on strengths perspective Research-informed practice	& 3 Handouts: • Problem-solving • Brainstorming • Planned Change • Evidenced-Based practice • Strengths Perspective
Session 26 – April 23 Thursday	 Goal Setting Discuss goal specification Tangible and intangible goals Decision making Task development / timeline 	Read: Scales and Wolfer - Case 10 Cournoyer: Establishing Goals, p. 348-353 Handouts: • Goal specification Decision-making Due: Group 10 Presentation: Case 10
Session 27 – April 28 Tuesday	Neighborhood Tours: Meet in front of the School of Social Work to travel with your group to the neighborhood you chose for your Community Project	

Session 28 – April 30 Thursday	 Decision Making Task Analysis 	Read: Scales and Wolfer - Case 11 Cournoyer: Developing an Action Plan, p. 356-357 Handouts: Decision Making Task Analysis Due:
		Group 11 Presentation: Case 11
Session 29 – May 5 Tuesday	Community Project PresentationsCourse Evaluations	Due: 1. Community Assignment Projects 2. Reflection Paper #3
Session 30 – May 7 Thursday	Community Project Presentations	Read: Scales and Wolfer - Case 12
		 Due: Group 12 Presentation: Case 12 Volunteer Hour Log Sheet Volunteer Evaluation Forms