**School of Social Work**

**SWK 328: SOCIAL WELFARE POLICY AND SERVICES**
<mark>SCHEDULE</mark>

*According to State of Texas HB 2504, this course syllabus must be submitted for review prior to the course's scheduled start date. Therefore, the instructor has the right to modify this syllabus and course calendar at any time between submission for publication and the first day of class. Furthermore, the instructor has the right to modify the syllabus as any time during the course provided (1) such changes do not increase expectations or requirements beyond a reasonable equivalent and (2) students must be given ample notice of any changes*

<mark>Instructor:</mark> Melonie Findley, LMSW

<mark>Office Location</mark>; None

<mark>Office Hours</mark>: By Appointment Only

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# Overview of Course

**COURSE DESCRIPTION:**

This practice is the foundation social welfare policy and services course for social work students. In the course, the student is expected to become acquainted with the social welfare institution and learn to analyze how its policies & services interact with other social forces in responding to social problems at all levels of client systems – from micro to mezzo and macro-level. The primary focus of the course is to emphasize examination of social policies and how they affect all levels of client systems, especially oppressed populations. Attention is given to the role of social welfare policy and policy practice in achieving social justice. Prerequisites: SWK 225, 250 and 275, Psci 220, and Hist 122. Concurrent enrollment in SWK 322 and SWK 325 is required. Restricted to social work majors.

**COURSE OBJECTIVE(S):**

1. To develop students' understanding and knowledge of the basic organizational structures and services of the major social welfare programs in the U.S.
2. To develop students' understanding of how social policy and services impact social injustice and inequality, particularly for women and diverse minority groups, thereby increasing students' awareness of how social policy can be effectively used as a mechanism for positive social change.
3. To increase students' understanding of the organizational context and various processes, including legislative, judicial, and administrative, by which social welfare programs are developed, implemented, and modified over time.
4. To enable students to develop the skills necessary to critically assess, analyze, and evaluate social and economic policies and programs, particularly as they affect disadvantaged populations, through the application of structured models of research and analysis.
5. To help students integrate their knowledge of societal values with social work values and ethics and understand how all of these affect social welfare policies and programs.
6. To develop students' abilities to demonstrate commitment to social work values and ethics and understand how all of these affect social welfare policies and programs.
7. To develop students' awareness of the political and economic forces impacting social welfare policies and services as a method to facilitate social justice.
8. To develop students' abilities to plan change strategies on behalf of clients at all levels of systems in ways that are responsive to relevant issues of oppression and diversity.


**RELATIONSHIP TO OTHER COURSES:**

This course is an integral part of the foundation sequence in the program. It is the first exposure to the social welfare institution, its policies and services, which is essential to an understanding of the generalist and advanced generalist courses, as well as field practicum courses.

**PROGRAM GOALS**:

1. Prepare students for competent and effective generalist social work practice with diverse client systems.

2. Provide students with a foundation of knowledge for professional development, graduate education and lifelong learning

3. Develop student capability to improve human service delivery systems and promote social justice

4. Socialize student to the profession of social work

**CORE COMPETENCIES**

Council on Social Work Education (CSWE) requires a competency-based approach to identify and assess what students demonstrate in practice.  In social work, this approach involves assessing students' ability to demonstrate the competencies identified in the educational policy.  Students to achieve programmatic goals listed above through demonstration the following nine competencies for generalist- level practice.

Competency 2.1.1  Identify as a professional social worker and conduct oneself accordingly

Competency 2.1.2 Apply social work ethical principles to guide professional practice

Competency 2.1.3 Apply Critical thinking to inform and communicate professional judgments

Competency 2.1.4 Engage diversity and difference in practice

Competency 2.1.5 Advance human rights and social and economic justice

Competency 2.1.6 Engage in research-informed practice and practice-informed research

Competency 2.1.7 Apply knowledge of human behavior and the social environment

Competency 2.1.8 Engage in policy practice to advance well-being and deliver services

Competency 2.1.9 Respond to contexts that shape practice

Competency 2.1.10 (a)-(d) Engages, assesses, intervenes and evaluates individual, families, groups, organizations, and communities

**Practice Behaviors**

Each competency (outlined above) describes the knowledge, values, skills and cognitive and affective processes that compromise the competency at the generalist level of practice.  While content and activities of each course in the BSW curriculum covertly or overtly addresses each of the nine competencies, integrated into each course is a set of behaviors (practice behaviors) representing observable components of one for more competencies.  Course content and assessment reflects the practice behaviors listed below:

2.1.8.1 Is skilled at analyzing, formulating and advocating for policies that advance social well-being

2.1.8.2 Is skilled at collaborating with colleagues and clients for effective policy practice

2.1.9.2 Is skilled at providing leadership in promoting sustainable changes in service delivery and practice to improve the quality of social services

# Course Structure

**Texts and Associated Materials**

**Required Texts**:

DiNitto, D. M. (2011). <u>Social Welfare: Politics & Public Policy </u>(7th edition). Boston: Allyn & Bacon.

ISBN 10: 0-205-79384-3
ISBN 13: 978-0-205-79384-6

**Overview of Course Assignments**

Policy Paper – Will be covered by instructor in class.

There will be 3 exams across the semester.

**Grading Scale**

In general, a course grade of "C" represents an acceptable level of work. A course grade of "B" represents a substantial effort and achievement, a grade for better than average product and effort. An "A" is awarded only in cases of both outstanding effort and quality in required products.

Grades will be awarded on the following basis:

A = 90% - 100% of possible points B = 80% - 89% of possible points C = 70% - 79% of possible points D = 60% - 69% of possible points F = 59% or below of possible points

Students are expected to take class exams on the days they are scheduled. If a student is unable to attend class on the day of the exam, the instructor should be contacted in advance of the student's absence. Make-up exams will be provided to students who have a documented official excused absence (following University policy) at a time to be determined by the instructor, but typically prior to the next class.

Exams – 3 @ 100 points    300 points

Policy Paper – due 11/20    100 points

Total possible points        400 points

| EXAMS **(100pts each)** |
| --- |
| |

# Student Rights and Responsibilities

"Civility in face-to-face classrooms, online courses and in labs, internships, practicum and all other academic settings necessitate respect for the opinions of others and is very important in all academic settings.  It is likely you may not agree with everything that happens or discussed in the academic setting; however, courteous behavior and responses are expected.  To create a civil and preserve learning environment that optimizes teaching and learning, all participants share a responsibility in creating a civil and non-disruptive forum" (Student Guide Book, p 35).  To create an optimum learning environment, students have rights and responsibilities.

**Student Rights**

*As set forth in Texas A&M University System Policy 13.02*

The rights of students are to be respected.  These rights include respect for personal feelings; freedom from indignity of any type, freedom from control by any person except as may be in accord with published rules of the system academic institutions, and conditions allowing them to make the best use of their time and talents toward the objectives, which brought them to the system academic institutions.  No officer [university faculty, employee] or student, regardless of position in rank, shall violate those rights, any custom, tradition or rule.

Students are expected at all times to recognize constituted authority, to conform to the ordinary rules of good conduct, to be truthful, to respect the rights of others, to protect private and public property, and to make the best use of their time toward an education.

*Students with Disabilities*

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities.  Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities.  If you have a disability requiring an accommodation, please contact:

**Office of Student Disability Resources and Services**

Texas A&M University-Commerce
Gee LIbaray - Room 132
Phone (903)886-5150 or (903) 886-5853
Fax 9903) 468-8148
StudentDisabilityServices@tamuc.edu

**Students Responsibilities**

**Class Attendance and Participation Policy**

- Class participation has three components: (1) appropriate interactions with classmates; (2) active involvement in class activities and (3) attentiveness

- Students will attend class, reflecting responsibility, inherent in the development as a social work professional. Being on time and prepared when class begins and remaining present throughout the entire class meeting demonstrates emerging professional behavior expected in social work graduates. Roll is taken in each class to document students' attendance.

- Classroom exercises, discussions, role-plays, guest speakers and other in-class experimental exercises are essential for a student's professional learning and continued development of self-awareness. Tardiness (or early departure) of more than 15 minutes will count as one-half absence and two (2) times being late to class or two (2) early departures culminating into one absence.

- A student is absent if he/she arrives more than 30 minutes late to class, leaves 30 minutes early or does not come to class.

- The following penalties for absences (unexcused, or excused, according to university policy) will be administered:

| **Weekly** **(class meets 1X week)** | Up to 2 absences: No Penalty | 3 absences: 1 letter grade drop | 4 absences: Class grade of "F" | |
|---|---|---|---|---|
| *Bi-Weekly (class meets 2X week)* | *Up to 3 absences: No Penalty* | *4 absences: 1 Letter grade drop* | *5 absences: 1 Letter grade drop* | 6 absences: Class grade of "F" |
| *Summer 10-week* | *Up t o 1 absence: No Penalty* | *2 Absences: 1 Letter grade drop* | *3 absences: Class grade of "F"* | |

*Online, Blended and Web Enhanced Classes:* Just as students are required to attend face-to-face classes, students are required to log in and participate in online venues. To receive credit for attendance online via eCollege, students must log in and complete assignments as required in the course. Not logging onto eCollege (monitored by the instructor) and completing assignments online during the required time is the equivalent of an absence for each week this occurs.

*Final Evaluation and Grade Depends on both Classroom attendance and Participation*

Inadequate participation or lack of required time commitment in each class significantly affects students' grades.  No matter the course venue, students must engage in a comparable amount of time.  Expectations of both Face-to-Face classes and those with Online components include time spent reading and studying course material.

## Student Conduct

Students preparing to become professional social workers must adhere to the *University Code of Conduct, Department Code of Conduct and National Association of Social Workers' (NASW) Code of Ethics.*

**University Code of Conduct** *located in the Student Guide Book at* [http://www.tamuc.edu/campuslife/documents/studentGuidebook.pdf](http://www.tamuc.edu/campuslife/documents/studentGuidebook.pdf)  (pp 34- 66).  On the University Website under Campus Life Documents
To become aware of University policies related to student academic and behavioral expectations for students refer to the Guidebook.

**Department Code of Conduct**
 *"Faculty have the authority to request students who exhibit inappropriate behavior to leave the class/lab/internship practicum or to block access to online courses and may refer offenses to the [Academic and Professional Issues Committee (API)] or to the Department Head. More serious offences by be referred to the University Police Department and/or the Judicial Affairs Office for disciplinary action" (Student Guidebook p 35)*

Social Work students conduct themselves in an ethical and professional manner.  Closely linked with professional recognition is the social worker's compliance with the profession's ethical standards.  It is imperative for professional social workers to be competent and ethical in practice if the profession is to maintain the public trust.  It is essential that each social work student gain a thorough understanding of the ethical principles that guide practice and actively demonstrate in behavior, both in and out of the classroom.  Student conduct is to reflect the tenets of *NASW  Code of Ethics* (located at [https://www.socialworkers.org/pubs/code/code.asp](https://www.socialworkers.org/pubs/code/code.asp) ) on the NASW website:

**Campus Concealed Carry**

Texas Senate Bill - 11 (Government Code 411.2031, et al.) authorizes the carrying of a concealed handgun in Texas A&M University-Commerce buildings only by persons who have been issued and are in possession of a Texas License to Carry a Handgun. Qualified law enforcement officers or those who are otherwise authorized to carry a concealed handgun in the State of Texas are also permitted to do so. Pursuant to Penal Code (PC) 46.035 and A&M-Commerce Rule 34.06.02.R1, license holders may not carry a concealed handgun in restricted locations. For a list of locations, please refer to ((http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/34SafetyOfEmployeesAndStudents/34.06.02.R1.pdf) and/or consult your event organizer).  Pursuant to PC 46.035, the open carrying of handguns is prohibited on all A&M-Commerce campuses. Report violations to the University Police Department at 903-886-5868 or 9-1-1.

**Plagiarism and Academic Dishonesty**

There is an expectation of maintaining high standards of integrity and honesty by all Social Work Graduate students at Texas A&M University-Commerce.  Faculty and staff are expected to uphold and support student integrity and honesty by maintaining conditions that encourage and enforce academic honesty.  *Conduct that violates generally accepted standards of academic honesty is academic dishonesty*.

The School of Social Work follows University Procedure 13.99.99.R0.03 Undergraduate Academic Dishonesty
http://www.tamuc.edu/aboutUs/policiesProceduresStandardsStatements/rulesProcedures/13students/undergraduates/13.99.99.R0.03UndergraduateAcademicDishonesty.pdf

Students are expected to read and understand the University's Academic Dishonesty Policy

The Office of the Provost documents and maintains a record of all incidents of academic dishonesty.  Multiple incidents of academic dishonesty will result in a student's dismissal

from the program and from the University.

*A student how fails to meet the professional expectation of the field of Social Work may be suspended from further study by the School of Social Work.*

## Technology Mediate Resources

*NOTE: PROBLEMS WITH YOUR INTERNET CONNECTION AND/OR COMPUTER ARE NOT REASONS FOR LACK OF PARTICIPATION.* You have access to the university's computer labs (in the social work department AND other campus facilities, including the library) as well as local libraries and other access to computers and ISPs

If you believe, you are unable to fulfill the requirements for the course you should talk with your instructor about the possibility of dropping or withdrawing.

Many courses utilize the learning management system. Below is information and recourse for using eCollege

## TECHNOLOGY REQUIREMENTS

- To fully participate in online courses you will need to use a current Flash enabled internet browser. For PC and Mac users the suggested browser is Mozilla Firefox.
- You will need regular access to a computer with a broadband Internet connection. The minimum computer requirements are:
- 512 MB of RAM, 1 GB or more preferred
  - o Broadband connection required courses are heavily video intensive
  - o Video display capable of high-color 16-bit display 1024 x 768 or higher resolution

- You must have a:
  - o Sound card, which is usually integrated into your desktop or laptop computer
  - o Speakers or headphones.
  - o *For courses utilizing video-conferencing tools and/or an online proctoring solution, a webcam and microphone are required.

- Both versions of Java (32 bit and 64 bit) must be installed and up to date on your machine. At a minimum Java 7, update 51, is required to support the learning management system. The most current version of Java can be downloaded at: JAVA web site http://www.java.com/en/download/manual.jsp

- Current anti-virus software must be installed and kept up to date.

- Run a browser check through the Pearson LearningStudio Technical Requirements website. Browser Check http://help.ecollege.com/LS_Tech_Req_WebHelp/en-us/#LS_Technical_Requirements.htm#Browset

Running the browser check will ensure your internet browser is supported.

Pop-ups are allowed.

JavaScript is enabled.

Cookies are enabled.

- You will need some additional free software (plug-ins) for enhanced web browsing. Ensure that you download the free versions of the following software:
  - Adobe Reader  https://get.adobe.com/reader/
  - Adobe Flash Player (version 17 or later) https://get.adobe.com/flashplayer/
  - Adobe Shockwave Player   https://get.adobe.com/shockwave/
  - Apple Quick Time   http://www.apple.com/quicktime/download/

At a minimum, you must have Microsoft Office 2013, 2010, 2007 or Open Office. Microsoft Office is the standard office productivity software utilized by faculty, students, and staff. Microsoft Word is the standard word processing software, Microsoft Excel is the standard spreadsheet software, and Microsoft PowerPoint is the standard presentation software. Copying and pasting, along with attaching/uploading documents for assignment submission, will also be required. If you do not have Microsoft Office, you can check with the bookstore to see if they have any student copies.

- For additional information about system requirements, please see: System Requirements for LearningStudio
https://secure.ecollege.com/tamuc/index.learn?action=technical

**ACCESS AND NAVIGATION**

Pearson LearningStudio (eCollege) Access and Log in Information

This course will be facilitated using Pearson LearningStudio, the learning management system used by Texas A&M University-Commerce. To get started with the course, go to myLeo and from the top menu ribbon select eCollege.  Then on the upper left side of the screen click on the My Courses tab.   http://www.tamuc.edu/myleo.aspx

You will need your campus-wide ID (CWID) and password to log into the course. If you do not know your CWID or have forgotten your password, contact the Center for IT Excellence (CITE) at 903.468.6000 or helpdesk@tamuc.edu.

Note: It is strongly recommended you perform a "Browser Test" prior to the start of your course. To launch a browser test login to Pearson LearningStudio, click on the My Courses tab, and then select the Browser Test link under Support Services.
Pearson LearningStudio Student Technical Support

Texas A&M University-Commerce provides students technical support for the use of Pearson LearningStudio.

Technical assistance is available 24/7 (24 hours, 7 days a week).

If you experience LearningStudio (eCollege) technical problems, contact the LearningStudio helpdesk at 1-866-656-5511 (toll free) or visit Pearson 24/7 Customer Support Site   http://247support.custhelp.com/

The student help desk may be reached in the following ways:

•       Chat Support: Click on 'Live Support' on the tool bar within your course to chat with a Pearson LearningStudio Representative.

•       Phone: 1-866-656-5511 (Toll Free) to speak with Pearson LearningStudio

Technical Support Representative.

Accessing Help from within Your Course: Click on the 'Tech Support' icon on the upper left side of the screen inside the course.  Then you will be able to get assistance via online chat or by phone.

Note: Personal computer and internet connection problems do not excuse the requirement to complete all course work in a timely and satisfactory manner. Each student needs to have a backup method to deal with these inevitable problems. These methods might include the availability of a backup PC at home or work, the temporary use of a computer at a friend's home, the local library, office service companies, Starbucks, a TAMUC campus open computer lab, etc.
Policy for Reporting Problems with Pearson LearningStudio

Should students encounter Pearson LearningStudio based problems while submitting assignments/discussions/comments/exams, the following procedure must be followed:

1.      Students must report the problem to the help desk. You may reach the helpdesk at 1-866-656-5511.
2.      Students must file their problem with the helpdesk and obtain a helpdesk ticket number
3.      Once a helpdesk ticket number is in your possession, students should email me to advise me of the problem and provide me with the helpdesk ticket number.

4.      I will call the helpdesk to confirm your problem and follow up with you

**PLEASE NOTE**: Your personal computer and internet access problems are not a legitimate excuses for filing a ticket with the Pearson LearningStudio Help Desk.  Only Pearson LearningStudio based problems are legitimate reasons to contact the Help Desk. You strongly are encouraged to check for your internet browser compatibility BEFORE the course begins and take the Pearson LearningStudio tutorial offered for students who may require some extra assistance in navigating the Pearson LearningStudio platform.
**myLeo Support**

Your myLeo email address is required to send and receive all student correspondence. Please email helpdesk@tamuc.edu or call us at 903-468-6000 with any questions about setting up your myLeo email account. You may also access information at myLeo. https://leo.tamuc.edu

## Learner Support

The One Stop Shop was created to serve you by providing as many resources as possible in one location. http://www.tamuc.edu/admissions/onestopshop/

The Academic Success Center provides academic resources to help you achieve academic success.

http://www.tamuc.edu/campusLife/campusServices/academicSuccessCenter/

## FREE MobilE APPS

The Courses apps for phones have been adapted to support the tasks students can easily complete on a smaller device.  Due to the smaller screen size course content is not presented.

The Courses app is free of charge. The mobile Courses Apps are designed and adapted for different devices.

| | App Title: | **iPhone – Pearson LearningStudio Courses for iPhone** <br><br> **Android – LearningStudio Courses - Phone** |
|---|---|---|
| | Operating System: | **iPhone** - OS 6 and above <br><br> **Android** – Jelly Bean, Kitkat, and Lollipop OS |
| | iPhone App URL: | https://itunes.apple.com/us/app/pearson-learningstudio-courses/id977280011?mt=8 |
| | Android App URL: | https://play.google.com/store/apps/details?id=com.pearson.lsphone |

Once downloaded, search for Texas A&M University-Commerce, and it should appear on the list.  Then you will need to sign into the myLeo Mobile portal.

The Courses App for Android and iPhone contain the following feature set:

• View titles/code/Instructor of all Courses enrolled in online

• View and respond to all discussions in individual Courses

• View Instructor Announcements in individual Courses

• View Graded items, Grades and comments in individual Courses

• Grade to Date

• View Events (assignments) and Calendar in individual Courses

• View Activity Feed for all courses

• View course filters on activities

• View link to Privacy Policy

• Ability to Sign out

• Send Feedback

**LearningStudio Notifications**

Students can be alerted to course activities via text on their mobile phones or up to two email addresses.

Based on their preferences, students can automatically receive a push notification with every new: course announcement, threaded discussion post, grade, and/or assignment without having to login to the course. Enrolled students will automatically receive email notifications for announcements and can opt out of this feature. To receive text notifications, students must opt in.

To begin setting up notifications, go into your course in LearningStudio and click on the bell-shaped Notifications icon on the main menu ribbon.

By default the student's university email address will appear.  This cannot be changed in LearningStudio.  Additional email addresses may be added by clicking the Add button. After all of the other selections are completed be sure to click the Save and Finish button.

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