

## **SOCIAL WORK 359—SOCIAL WORK METHODS: CASEWORK**

Hybrid

In-Person Wednesdays 9-10:50am (see calendar) and online  
UWSP Main Campus – **Room:** Professional Studies (CPS) 210

### **INSTRUCTOR**

Instructor: Tara Anderson DSW, LCSW, CSAC

Office: B345

Department of Sociology & Social Work phone: 715-346-2883

- This is a general shared mailbox and messages will be forwarded to me on weekdays during business hours. Please indicate the message is for me, course name, and return call information. To reach me the quickest please send an email or message through Canvas.

Email: [tanderso@uwsp.edu](mailto:tanderso@uwsp.edu)

Office Hours: Monday 1-4pm, Wednesday 11am-1pm, and online via Zoom by appointment.

Instructor's Corner: General course questions can be posted in the Instructor's Corner on the Canvas course site.

### **COURSE PRE-REQUISITES**

Admission into the Social Work Major or Consent of Instructor.

### **ONLINE LEARNING PLATFORM**

Canvas login, support information, and training opportunities are available at [www.uwsp.edu/canvas](http://www.uwsp.edu/canvas).

### **RENTAL TEXT**

Miley, K. K., O'Melia, M.W. & DuBois, B. (2017). *Generalist social work practice: An empowering approach* (8<sup>th</sup> ed.). Pearson.

### **ADDITIONAL REQUIRED MATERIALS (free online)**

NASW. (2015). NASW Standards & Indicators for Cultural Competence in Social Work Practice.

<https://www.socialworkers.org/LinkClick.aspx?fileticket=7dVckZAYUmk%3D&portalid=0>

NASW. (2021). Code of Ethics. <https://www.socialworkers.org/About/Ethics/Code-of-Ethics/Code-of-Ethics-English>

### **E-RESERVE READINGS**

Additional readings and multi-media are posted on Canvas. The instructor reserves the right to introduce readings or multi-media, with ample notice, after the semester has begun.

### **COURSE DESCRIPTION**

This course is designed help students develop beginning interviewing and casework theories and skills essential for professional social work practice. Particular attention is given to developing cultural competence. Students will learn and practice the phases of generalist social work practice with individuals including engagement, assessment, intervention, evaluation, and ending.

### **CORE COMPETENCIES AND EXPECTED LEARNING OUTCOMES**

Graduates of accredited social work programs should demonstrate competency in the nine areas listed below, as defined by the Council on Social Work Education (CSWE). As articulated by CSWE, "Social work competence is the ability to integrate and apply social work knowledge, values, and skills to practice situations in a purposeful, intentional, and professional manner to promote human and community well-being" (2015 EPAS). This course addresses many of these areas of competency as indicated under "course objectives" below.

- Competency 1: Demonstrate Ethical and Professional Behavior
- Competency 2: Engage Diversity and Difference in Practice
- Competency 3: Advance Human Rights and Social, Economic, and Environmental Justice
- Competency 4: Engage in Practice-informed Research and Research-informed Practice
- Competency 5: Engage in Policy Practice
- Competency 6: Engage with Individuals, Families, Groups, Organizations, and Communities
- Competency 7: Assess Individuals, Families, Groups, Organizations, and Communities
- Competency 8: Intervene with Individuals, Families, Groups, Organizations, and Communities
- Competency 9: Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities

## **COURSE OBJECTIVES**

At the completion of the course, all students will:

1. Further identify as a professional social worker and demonstrate professional behavior. (Competency 1)
2. Understand and apply ethical standards to social work practice with individuals. (Competency 1)
3. Demonstrate skill in professional documentation in an effective and ethical manner. (Competency 1)
4. Develop self-awareness, knowledge of other cultures along with the skill to tailor services to specific clients, and the ability to identify differences in power and privilege, in order to develop competence in multicultural social work practice. (Competency 2)
5. Demonstrate skill in carrying out the phases of strength-based generalist social work practice with individuals including engagement, assessment, intervention, evaluation, and ending. (Competencies 6-9)
6. Integrate theoretical concepts and practice methods in understanding and utilizing strategies of the change process. (Competencies 6-8)

## **UNIVERSITY POLICIES AND PROCEDURES**

### **First Nation Land Acknowledgement**

We would like to recognize that the University of Wisconsin-Stevens Point occupies the lands of the Ho Chunk and Menomonee people. Please take a moment to acknowledge and honor this ancestral Ho Chunk and Menomonee land, and the sacred lands of all indigenous peoples.

### **Rights and Responsibilities**

For information on policies and resources associated with being a student at UWSP, please see the Student Handbook at: <https://www.uwsp.edu/dos/Pages/handbook.aspx>

### **Emergency Procedures**

UW-Stevens Point Emergency Management Plan at <https://www.uwsp.edu/emergency/Pages/emergency-procedures.aspx> for details.

### **Severe Weather**

In the case of inclement weather, please check your email to determine if class will be held in-person or virtually. If the class is cancelled, you may receive instructions to complete an alternate assignment. See UWSP's information about severe weather here: <https://www.uwsp.edu/emergency/Pages/severe-weather.aspx>

### **Policy Related to Sexual Violence on Campus**

UWSP is committed to fostering a safe, productive learning environment. Title IX and school policy prohibit discrimination on the basis of sex, which includes harassment, domestic and dating violence, sexual assault, and stalking. Please see the information on the Dean of Students webpage for information on making confidential reports of misconduct or interpersonal violence, as well as campus and community resources available to students. <https://www.uwsp.edu/DOS/sexualassault/Pages/default.aspx>

## **Special Needs**

Students who have special needs that affect their participation in the course may notify the instructor if they wish to have special accommodations considered in either instruction or examination. Students are encouraged to contact the instructor as early in the semester as possible to discuss special needs. If you have a disability or acquire a condition during the semester where you need assistance, please contact the Disability and Assistive Technology Center on the 6th floor of Albertson Hall (library) as soon as possible. DATC contact information: 715-346-3365 or [DATC@uwsp.edu](mailto:DATC@uwsp.edu). More information about disability services is available at this website: <http://www.uwsp.edu/disability/Pages/students/studentInformation.aspx>

## **Face Coverings**

See updated UWSP guidance throughout the semester related to policies on face coverings.

## **Academic Integrity**

Academic Integrity is an expectation of each UW-Stevens Point student; work integrity is also an expectation within the social work practice community. Campus community members are responsible for fostering and upholding an environment in which student learning is fair, just, and honest. Through your studies as a UW-Stevens Point student, it is essential to exhibit the highest level of personal honesty and respect for the intellectual property of others. Academic misconduct is unacceptable. It compromises and disrespects the integrity of our university and those who study here. To maintain academic integrity, a student must only claim work which is the authentic work solely of their own, providing correct citations and credit to others as needed. Cheating, fabrication, plagiarism, unauthorized collaboration, and/or helping others commit these acts are examples of academic misconduct, which can result in disciplinary action. Failure to understand what constitutes academic misconduct does not exempt responsibility from engaging in it. Please see this document for guidance: <https://www.uwsp.edu/dos/Documents/AcademicIntegrityBrochure.pdf>

## **University Supports**

The Dean of Students Office provides resources and referrals for students experiencing any personal issues or challenges: <https://www.uwsp.edu/dos/Pages/stu-personal.aspx>. Home page for Dean of Students <https://www.uwsp.edu/dos/Pages/default.aspx>

## **Branch Campus Contacts**

Wausau: <https://www.uwsp.edu/wausau/about/Pages/offices.aspx>

Marshfield: <https://www.uwsp.edu/marshfield/about/Pages/offices.aspx>

## **Library Supports**

- Online Chat: [www.uwsp.edu/library/chat](http://www.uwsp.edu/library/chat) Email: [librefd@uwsp.edu](mailto:librefd@uwsp.edu)
- Text: 715-602-3542
- Personal Research Consultation via Zoom <https://www.uwsp.edu/library/Pages/researchConsultation.aspx>

## **PROFESSIONAL BEHAVIOR AND CLASSROOM EXPECTATIONS**

### **Attendance and Class Participation**

Students are expected to attend class regularly, read all assigned texts, and watch assigned multimedia prior to class. If students are unable to attend class, they must discuss this with the instructor prior to class. Different students have different learning styles; as such, the instructor takes an inclusive view of participation which includes verbal and non-verbal participation, active engagement with all required texts and materials, and participation in small and large group discussions. Participation is actively completing in-class assignments, engaging with your peers in group work, and cooperating in creating a supportive, respectful environment.

## **Confidentiality**

The classroom is a safe place for learning, inquiring, and expression; as such, there will be a professional standard of confidentiality maintained in the classroom.

## **Technology in the Classroom**

Students are encouraged to use technology to enhance their learning through this hybrid course.

UWSP Technology Support

- Visit with a Student Technology Tutor
- Seek assistance from the IT Service Desk (Formerly HELP Desk)
- IT Service Desk Phone: 715-346-4357 (HELP) or IT Service Desk Email: [techhelp@uwsp.edu](mailto:techhelp@uwsp.edu)

Course Technology Requirements

- a stable internet connection

## **Protecting your Data and Privacy**

UW-System approved tools meet security, privacy, and data protection standards. For a list of approved tools, visit this website. <https://www.wisconsin.edu/dle/external-application-integration-requests/>

Tools not listed on the website linked above may not meet security, privacy, and data protection standards. If you have questions about tools, contact the UWSP IT Service Desk at 715-346-4357. Here are steps you can take to protect your data and privacy.

- Use different usernames and passwords for each service you use
- Do not use your UWSP username and password for any other services
- Use secure versions of websites whenever possible (HTTPS instead of HTTP)
- Have updated antivirus software installed on your devices

## **Classroom and Canvas Civility and Respect for Diversity**

In this class we will learn multicultural social work practice skills. We will learn to apply self-awareness and self-regulation to identify and manage influences of personal biases and values and show a willingness to learn about diversity. We will communicate using professional, strength-based, and person-first language.

## **Written Assignments**

All assignments will be submitted through Canvas on or before the due date unless otherwise specified. All written assignments must adhere to APA guidelines. Please refer to the APA publication manual for additional guidance or utilize the free APA Style Blog: <https://apastyle.apa.org/blog/>

## **Late Work**

Students are expected to complete course work by the date it is due. Students are responsible for reaching out to the instructor to negotiate alternate due dates. You must do this at least 48 hours before the due date; however, requesting an extension is not guaranteed. If assignments are turned in late, student may not receive full credit and no late assignments will be accepted two weeks past their due date.

## **Student Feedback**

Students are encouraged to provide feedback during office hours, by phone, by e-mail, and by appointment, if they desire. The instructor welcomes the opportunity to discuss assignments and/or course content.

## **CLASS FORMAT**

This is a hybrid course with a combination of in-person and online/experiential learning. We will meet weekly in person on Wednesday with online and experiential work weekly also. Schedule and materials are posted in Canvas. You will use your UWSP account to login to the course from the Canvas Login Page. If needed, virtual sessions will be conducted via Zoom.

This course includes building knowledge and skills. The in-person classroom component will consist of lecture, discussion, and activities directed at helping the student absorb the knowledge, values, and skills essential for effective social work practice. The online/experiential component will additionally include online discussions, skill demonstration videos, skills practice and other learning activities. The practice component includes interviewing and casework skills with partners.

**Note: The instructor reserves the right to alter components of this syllabus at any time, including assignments and scheduling. Students will be given fair notice if such changes occur.**

**COURSE REQUIREMENTS**

|   |                          |
|---|--------------------------|
| ❖ Interviewing & Professional Documentation/Final Portfolio | 130 points               |
| ❖ Cultural Competence Self-Assessment Paper                 | 60 points                |
| ❖ In Class Assignments                                      | 15 points                |
| ❖ Social Work Interview & Paper                             | 60 points                |
| ❖ Quiz 1  | 50 points                |
| ❖ Final Exam  | <u>50 points</u>         |
|   | <b>Total: 365 points</b> |

**GRADING SCALE**

|    |                |        |    |   |              |
|----|----------------|--------|----|---|--------------|
|    | <b>Percent</b> |        |    |   |              |
| A  | =              | 94-100 | C+ | = | 78-80        |
| A- | =              | 91-93  | C  | = | 74-77        |
| B+ | =              | 88-90  | C- | = | 71-73        |
| B  | =              | 84-87  | D+ | = | 68-70        |
| B- | =              | 81-83  | D  | = | 60-67        |
|    |                |        | F  | = | 59 and below |

**ASSIGNMENTS- SEE DETAILED INSTRUCTIONS IN CANVAS**

**Interviewing & Professional Documentation Portfolio: 130 points in total, Competency 6-8**

With a partner, students will practice interviewing skills studied in this course to gain competency. You will complete professional documentation by completing casework records and reports. The casework records (listed below) will be completed throughout the semester. *I will grade these and provide feedback to further develop competency in writing these reports. At the end of the semester, you will re-submit these documents in a portfolio assignment that demonstrates your best work and incorporates revisions from feedback provided.*

Graded 1<sup>st</sup> drafts - Documentation will be submitted using templates provided (see dates in Canvas): (90 points)

- Summary recording (progress/case note) (20 points)
- Social history/Assessment (30 points)
- Video demonstrating interviewing skills (10 points)
- Action Plan (treatment plan/case plan) (20 points)
- Discharge Summary (10 points)

Portfolio: Resubmit documents with revisions based on feedback & include self-evaluation. (40 points total)

- Summary recording (10 points)
- Social history/Assessment (10 points)
- Action Plan (10 points)
- Discharge Summary (5 points)
- Self-Evaluation (5 points)

## **Practitioner-Level Cultural Competence, 60 points, (Competency 1-4, 6-8)**

See Rubrics on Canvas for grading and assignment expectations.

*Becoming Self-Aware Paper* - Students will complete a cultural self-inventory examining personal identity, spiritual beliefs, knowledge of others, and cross-cultural skills. Students will utilize the inventory to write a 5-page paper synthesizing these components.

## **Social Work Appreciative Inquiry Interview & Paper: 60 points, Competency 1, 8**

Appreciative Inquiry is a strengths-based approach to organizational assessment. Using this style, you will conduct an interview with a social worker to learn more about an organization/social work practice area as well as help you practice interviewing. The person you interview should not be a close relative or friend.

- Consider calling to schedule an interview soon, as it may take time to secure one. When you call, present yourself professionally. Share that you are doing an interview as part of a class assignment, but you also have an interest in their area of social work as a possible career path. Give them a sense for what the interview will involve, how long it will be, and how helpful they could be to your learning.
- The interview can be conducted over phone or video such as Zoom. Ask the interviewee which they prefer. Do not record the interview.
- Create an outline for a 30-minute interview. Your outline should include the process of the interview (How you will go about it) and questions you plan to ask. See pages 272-273 in the Finn e-reserve for sample questions to consider. Completing an outline will help you prepare.

## **Quizzes, Final Exam, Competency 1-9**

Quizzes & Final exam may consist of multiple choice, short-answer, essay, or case study. They will also include video responses to demonstrate interviewing techniques.

## **CLASS TOPICS & SCHEDULE**

Hybrid: In-Person Wednesdays 9-10:50am (see calendar) and online

## **See Canvas for detailed & up to date view of readings, multimedia links, & course activities including weekly online learning component**

| Module/Topic  | Date  | Readings/Assignments          | Hybrid Activities (see Canvas)                              |
|---|---|-------------------------------|---|
| <u>1: Competency 1</u><br>Topic: Introduction to Course, generalist social work practice values, purpose, functions & roles | Thursday 9/2-<br>Sunday 9/5<br><br><b>Online Week</b>                 | Read: Miley et al., Chapter 1 | Review course welcome videos<br><br>Video Introduction Post |
| <u>2: Competency 1, 6-9</u><br>Topic: Empowerment approach, phases of practice  | Monday 9/6-<br>Sunday 9/12<br>(no school 9/6)<br><b>In-person 9/8</b> | Read: Miley et al., Ch 5      | See Canvas  |
| <u>3: Competency 4</u><br>Topic: Social Work Theories, Human System Perspectives, social systems, ecosystems framework      | Monday 9/13-<br>Sunday 9/19<br><br><b>In-person 9/15</b>              | Read: Miley et al, Chapter 2  | See Canvas  |

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|--|--|--|---|
| <u>4: Competency 1-4,6,8</u><br>Topic: Multicultural Social Work, recognizing and activating cultural strengths                              | Monday 9/20-<br>Sunday 9/26<br><br><b>In-person 9/22</b>         | Read: Miley et al., Chapter 3 & 9<br>Optional Read: NASW Standards & Indicators for Cultural Competence in Social Work Practice. | Watch: supplemental instructor video lectures<br><b>Due: Cultural Competence paper (9/26)</b>   |
| <u>5: Competency 1-2,5- 6</u><br>Topic: Strengths Perspective, Empowerment Based Practice, Engagement- forming partnerships, confidentiality | Monday 9/27-<br>Sunday 10/3<br><br><b>In-person 9/29</b>         | Read: Miley et al., Ch 4 and 6   | See Canvas  |
| <u>6: Competency 1, 6, 8</u><br>Topic: Engagement- models of communication, responding   | Monday 10/4-<br>Sunday 10/10<br><br><b>In-person 10/6</b>        | Read: Miley et al., Chapter 7  | Watch: video on the engagement process  |
| <u>7: (Competency 1, 6-8)</u><br>Topic: Engagement- record-keeping and documentation, eco-maps, forming a partnership, summary recording     | Monday 10/11-<br>Sunday 10/17<br><br><b>In-person 10/13</b>      | Read: Miley et al., page 259 (eco-maps), page 266-270<br>Record-Keeping<br>Read: e-reserve                                       | Watch: posted videos<br><b>Due: summary recording</b>   |
| <u>8: (Competency 6-8)</u><br>Topic: Engagement- Stages of Change, enhancing client motivation, taking priority actions                      | Monday 10/18-<br>Sunday 10/24<br><br><b>In-person 10/20</b>      | Read: Miley et al., Chapter 8<br>Read: Chapter 10 e-reserve pages 372-375<br><b>Due: Quiz 1 (Modules 1-7)</b>                    | Watch: instructor video lecture on enhancing motivation<br>Listen: podcast<br><a href="http://socialworkpodcast.blogspot.com/2009/10/prochaska-and-diclementes-stages-of.html">http://socialworkpodcast.blogspot.com/2009/10/prochaska-and-diclementes-stages-of.html</a> |
| <u>9: (Competency 1, 7-8)</u><br>Topic: Assessment- assessment tools, assessing resource capabilities, social histories, problem exploration | 10/25-10/31<br><br><b>In-person 10/27</b>                        | Read: Miley et al., Chapter 10   | Read: see additional e-reserve readings   |
| <u>10: (Competency 1, 7)</u><br>Topic: Practice Interview Skills   | 11/1-11/7<br><br><b>In-person 11/3</b>                           | <b>Due: Social History/ Assessment &amp; Interview recording</b>   | Preparation for assessment & recording  |
| <u>11: (Competency 1, 7)</u><br>Topic: Application of interview skills   | 11/8-11/14<br><br><b>Virtual interviews with a social worker</b> | Read: See Canvas   | Complete interview with a social worker<br><b>Due: Social Work Interview</b>  |
| <u>12: (Competency 7,8)</u><br>Topic: Assessment: Planning, Goals & Objectives, Actions Plans  | 11/15-11/21<br><br><b>In-person 11/17</b>                        | Read: Miley et al., Chapter 11<br>Read: e-reserve  | <b>Due: Action Plan 11/21</b>   |

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|--|--|---|--|
| <u>13: (Competency 7, 8, 9)</u><br>Topic: Intervention, Case Management                                      | 11/22-11/24<br>(Thanksgiving week)<br><b>Virtual Class 11/24</b> | Read: Miley et al., Ch 12 & 13  | Virtual Class 11/24-<br>via Zoom link in<br>Canvas |
| <u>14: (Competency 7, 8)</u><br>Topic: Evaluation and Ending: Recognizing successes, evidence-based practice | 11/29- 12/5<br><b>In-person 12/1</b>                             | Read: Miley et al., Chapter 15 through page 394,<br>Read: Chapter 16 through 424 and pg 431 | <b>Due: Discharge/Closing Summary 12/5</b>         |
| <u>15:(Competency 1-3,6- 9)</u><br>Topic: Wrap-up/Catch-up, reviewing documentation                          | 12/6-12/12<br><b>In-person 12/8</b>                              | Read: Review materials from Modules 9-14  | <b>Due: Final Exam (Modules 8-14)</b>              |
| <u>Finals Week: (Competency 1-9)</u>   | <u>12/13-12/17</u>   | <b>Due: Portfolio</b>   |  |