

Spokane Falls Community College

Course Learning Outcomes and Outline

Prefix and Course Number ICS 100

Course Title: Introduction to Integrated Community Services

Version Date: 11/30/18

Course Learning Outcomes

Upon successful completion of the course, the student will be able to:

1. Demonstrate increased awareness of community, national, and international concerns as they relate to social services and behavioral health.
2. Integrate current concepts of professional helping with examples of service issues taken from contemporary practice.
3. Demonstrate problem-solving skills in the provision of social and behavioral health services.
4. Recognize individual biases and how they may interfere with service delivery.

Course Outline

- I. Overview of Social Services and Behavioral Health
 - A. Outline of human needs
 - B. The purpose of services
 - C. Public health developments
 - D. Codes of ethics
- II. History of Social Services
 - A. Social work practice
 - B. The Industrial Revolution
 - C. Reform movements
 - D. Managed and integrated care
- III. Models of Social Services Delivery
 - A. Theories and practices
 - B. Generalist practice
 - C. The medical model
 - D. The public health model
- IV. Implementation of Social Services
 - A. Frameworks for agencies
 - B. Quality control
 - C. Technological changes
 - D. Workforce training

V. The Client

- A. Perceptions of client problems
- B. The client's lived experience
- C. Taking the client's perspective
- D. Assessing client needs

VI. The Service Provider

- A. Professional helping
- B. Ethical boundaries
- C. Categories of providers
- D. Compassion fatigue

VII. The Helping Process

- A. Case management
- B. Counseling
- C. Role modeling
- A. Working with Peer Support Specialists
- B. Paperwork and documentation

VIII. Trends in Social Services

- A. Integration of services
- B. Trauma-informed agencies
- C. Outreach
- D. Wrap-around services