Human Services

Overview

This CRC program prepares students for employment as para-professionals with agencies such as youth group homes, youth and family services agencies, schools, probation, welfare, and mental health departments.

Program Maps

Human Services, General, A.A. Degree (/crc/main/doc/programs/maps/hser-gen-aa-degree-ho.pdf)

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Department Chair
Brandy Jones-Thomas (/about-us/contact-us/faculty-and-staff-directory/brandy-jones-thomas)

Career and Academic Community
Health and Human Services (/academics/career-and-academic-communities/health-and-human-services)

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Associate Degrees

A.A. in Chemical Dependency Studies Degree

The program in Chemical Dependency Studies centers around the specific skills and abilities necessary to provide comprehensive drug and alcohol counseling. Course work include the twelve counselor core function applications in addiction screening, intake, assessment, orientation, counseling, crisis intervention, consultation, client education, client rights, confidentiality, professional ethics and reports and record keeping.

Catalog Date: June 1, 2020

Degree Requirements

COURSE CODE  | COURSE TITLE                        | UNITS
-------------|------------------------------------|-------
HSER 300     | Introduction to Human Services     | 3     
HSER 302     | Introduction to Psychology of Human Relations | 3     
HSER 340     | Introduction to Chemical Dependency | 3     
HSER 341     | Physiology and Pharmacology: Alcohol & Other Drugs | 3     
HSER 342     | Alcoholism: Intervention, Treatment & Recovery | 3     
HSER 350     | Employment Skills in Human Services | 3     
HSER 360     | Techniques of Interviewing and Counseling | 3     
HSER 362     | Practices in Human Services        | 3     
HSER 364     | Techniques of Group Counseling     | 3     
PSYC 300     | General Principles                 | 3     
HSER 498     | Work Experience in Human Services  | 1-4   
PSYC 368     | Cross Cultural Psychology (3)      | 3     

or SOC 321   | Race, Ethnicity and Inequality in the United States (3) | 3     
PSYC 340     | Abnormal Behavior                  | 3     

Total Units: 38 - 41

1Students must complete a minimum of 255 internship hours for HSER 498.

The Chemical Dependency Studies Degree Associate in Arts (A.A.) degree may be obtained by completion of the required program, plus general education requirements, plus sufficient electives to meet a 60-unit total. See CRC graduation requirements.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

- Evaluate the components of a quality chemical dependency counseling program
- Demonstrate the twelve essential counseling skills as they apply to chemical dependency and recovery processes
- Utilize counseling strategies based on examination of scientific theories of addiction
- Identify the community resources used in assisting clients with addiction issues
• Appraise and apply the knowledge of California Professional Codes of Ethics for Drug and Alcohol counselors
• Evaluate one's own values and attitudes as they apply to ethical decision making
• Demonstrate appropriate interpersonal and social skills in interactions with a diverse population using principles of equity, justice, and inclusion

Career Information
Substance Abuse Counselor; Mental Health Social Worker; Social Worker; Child and Family Counselor; Child Protective Worker; Adult Protective Worker; Employee Assistance Counselor

A.A. in Human Services, General

This CRC program prepares students for employment as para-professionals with agencies such as youth group homes, youth and family services agencies, schools, probation, welfare, and mental health departments.

Highlights include:
* Individual and group counseling
* Interviews with employers
* Employment training, including resumes, cover letters, and interviews

This degree is designed for persons who are seeking careers as youth group home workers, family welfare and health agencies workers, count or state eligibility workers, and other para-professional positions. Graduates will have a broad range of human service skills, including group counseling, client interviewing, communication, problem solving, and employment.

Note to Transfer Students:
If you are interested in transferring to a four-year college or university to pursue a bachelor's degree in this major, it is critical that you meet with a CRC counselor to select and plan the courses for your major. Schools vary widely in terms of the required preparation. The courses that CRC requires for an Associate's degree in this major may be different from the requirements needed for the Bachelor's degree.

Catalog Date: June 1, 2020

Degree Requirements

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<tr>
<td>HSER 498</td>
<td>Work Experience in Human Services</td>
<td>1-4*</td>
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A minimum of 6 units from the following:

SOC 321  Race, Ethnicity and Inequality in the United States (3)
PSYC 320  Social Psychology (3)
SOC 300  Introductory Sociology (3)

Total Units: 29 - 32

1Students must complete a minimum of 108 internship hours for HSER 498.

The Human Services, General Associate in Arts (A.A.) degree may be obtained by completion of the required program, plus general education requirements, plus sufficient electives to meet a 60-unit total. See CRC graduation requirements.

Student Learning Outcomes

Upon completion of this program, the student will be able to:

• compete for employment as paraprofessionals with agencies such as youth group homes; youth and family service agencies; schools; probation, welfare and mental health departments.

Career Information

Peer Support Group Facilitator; Youth Group Home Worker; Family, Welfare, and Health Agencies Worker; Consumer Consultant; County or State Eligibility Worker; Conflict Containment Workers

Certificates of Achievement

Chemical Dependency Studies Certificate Certificate

The program in Chemical Dependency Studies centers around the specific skills and abilities necessary to provide comprehensive drug and alcohol counseling. Course work include the twelve counselor core function applications in addiction screening, intake, assessment, orientation, counseling, crisis intervention, consultation, client education, client rights,
### Certificate Requirements

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1 Students must complete a minimum of 255 internship hours for HSER 498.

### Student Learning Outcomes

Upon completion of this program, the student will be able to:

- Evaluate the components of a quality chemical dependency counseling program
- Demonstrate the twelve essential counseling skills as they apply to chemical dependency and recovery processes
- Utilize counseling strategies based on examination of scientific theories of addiction
- Identify the community resources used in assisting clients with addiction issues
- Appraise and apply the knowledge of California Professional Codes of Ethics for Drug and Alcohol counselors
- Evaluate one's own values and attitudes as they apply to ethical decision making
- Demonstrate appropriate interpersonal and social skills in interactions with a diverse population using principles of equity, justice, and inclusion

### Career Information

**Substance Abuse Counselor; Mental Health Social Worker; Social Worker; Child and Family Counselor; Child Protective Worker; Adult Protective Worker; Employee Assistance Counselor**

**Human Services, General Certificate**

This CRC program prepares students for employment as para-professionals with agencies such as youth group homes, youth and family services agencies, schools, probation, welfare, and mental health departments.

**Highlights include:**
- Individual and group counseling
- Interviews with employers
- Employment training, including resumes, cover letters, and interviews

This certificate is designed for persons who are seeking careers as youth group home workers, family welfare and health agency workers, county or state eligibility workers, and other para-professional positions. Completers will have a foundation in human service skills, including group counseling, client interviewing, and employment.

### Certificate Requirements

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1 A minimum of 6 units from the following:
Student Learning Outcomes

Upon completion of this program, the student will be able to:

- compete for employment as paraprofessionals with agencies such as youth group homes; youth and family service agencies; schools; probation, welfare and mental health departments.

Career Information

Peer Support Group Facilitator; Youth Group Home Worker; Family, Welfare, and Health Agencies Worker; Consumer Consultant; County or State Eligibility Worker; Conflict Containment Workers

Human Services (HSER) Courses

HSER 300 Introduction to Human Services

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<tr>
<th>Units:</th>
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<tbody>
<tr>
<td>Hours:</td>
<td>54 hours LEC</td>
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<tr>
<td>Prerequisite:</td>
<td>None.</td>
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<tr>
<td>Advisory:</td>
<td>Eligibility for ENGWR 300 or equivalent skills demonstrated through the assessment process.</td>
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<tr>
<td>Transferable:</td>
<td>CSU</td>
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<td>Catalog Date:</td>
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This course is a comprehensive overview of the field of Human Services in private and public agencies. This course includes learning of agency functions and worker activities through reading, class discussion, and class speakers. The emphasis of this course is understanding the roles and skills of associate professionals such as health workers, activity directors for the elderly, and adolescent and child welfare assistants.

Student Learning Outcomes

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

- SLO-1: Develop a comprehensive overview of the field of Human Services in both the public and private sector.
- discuss the role of the Human Services worker in a variety of environments and populations.
- understand diverse client populations served by Human Services workers.
- explain the career possibilities in the field of Human Services.
- analyze the core principles and values, communication skills, and self-care in Human Services.

HSER 302 Introduction to Psychology of Human Relations

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<td>AAAS Area II(b); CSU Area E1</td>
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This course is an introduction to attitudes, values, and methods that enhance communication skills in human relations. It is required for all students in the Human Services major and open to all students.

Student Learning Outcomes

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

- Demonstrate appropriate physical, tonal and verbal interpersonal responses in an individual or group counseling setting (SLO 1)
- Students will be able to define a contradiction between client’s spoken words and between client’s spoken words, body language and attitude in an interpersonal setting.
- Students will be able to identify the differences between poor responses and effective responses.
- Describe the innate emotional basis influencing the individual response patterns of different persons which affect how they respond to their environment. (SLO 2)
- Utilize the introspective approach to specific human relations topics. (SLO 3)
HSER 304 Introduction to Counseling Children

A study of the tools children use daily to cope with feelings, adjust to changes, overcome disappointment and trauma, make sense out of the world around them and grow in their various relationships. Children's play medium will be experienced, with special emphasis on the importance of imagination and the use of fantasy. Assignments will require association with children.

Student Learning Outcomes

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

- demonstrate understanding of children's issues.
- demonstrate understanding of the role and importance of play and fantasy.
- demonstrate understanding of the role of family dynamics and its influence upon the child's behavior and adaption.
- demonstrate ability to effectively use children's techniques with children: storytelling, puppets, art, active play, sand play, clay, table games, and puzzles.

HSER 340 Introduction to Chemical Dependency

A survey course that examines the psychological and physiological effects of chemical dependency on the individual. Also included is an analysis of the effects of substance abuse on the family; the sociological and economic conditions contributing to substance abuse, and a description of communication efforts at prevention and treatment.

Student Learning Outcomes

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

- SLO 1: DEVELOP AN UNDERSTANDING OF THE PSYCHOLOGICAL AND PHYSIOLOGICAL EFFECTS OF ALCOHOL AND OTHER DRUGS OF ADDICTION ON THE HUMAN BODY AND HUMAN BEHAVIOR.
- SLO 2: DEVELOP AN UNDERSTANDING OF INTERVENTION AND TREATMENT PLANS FOR ALCOHOL AND DRUGS OF ADDICTION.
- develop a comprehensive understanding of the physiological, sociological, economical and historical conditions contributing to substance abuse
- describe the psychological and physiological progression of substance abuse.
- identify the key components of assessment and recovery programs for alcoholism and drug abuse including AA, NA, ALANON, ACA, private and public in/outpatient therapy.
- identify the family dynamics inherent in substance abuse situations, including ACA and co-dependency issues.
- develop an understanding of prevention and treatment efforts used in the field of chemical dependency

HSER 341 Physiology and Pharmacology: Alcohol & Other Drugs

This course is a study of the chemical composition of alcohol, and the mechanism of action of alcohol and other psychoactive drugs in the human body including opiates, stimulants, depressants, psychotherapeutics, and psychedelics. The physiological and psychological mechanisms associated with tolerance, habituation, and withdrawal that occur during the addiction phase of drug use will be studied.

Student Learning Outcomes

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

- SLO 1: DEVELOP AN UNDERSTANDING OF THE PSYCHOLOGICAL AND PHYSIOLOGY EFFECTS OF ALCOHOL AND OTHER DRUGS OF ADDICTION ON THE HUMAN BODY AND HUMAN BEHAVIOR.
- SLO 2: DEVELOP AN UNDERSTANDING OF INTERVENTION AND TREATMENT PLANS FOR ALCOHOL AND DRUGS OF ADDICTION.
- compare the effects of each class of psychoactive drugs upon the human body.
- define the biological, social, and psychological implications of psychoactive drug use, misuse, and abuse.
- describe the effects of psychoactive drugs on behavior.
- analyze treatment issues and challenges.
- compare intervention and treatment approaches.
- examine alternatives to drug use.
HSER 342 Alcoholism: Intervention, Treatment & Recovery

This course is a study and evaluation of techniques used in the treatment of chemical dependency. Topics include intervention, individual and group counseling, detoxification, twelve-step programs, therapeutic communities, and aftercare programs.

Student Learning Outcomes

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

- SLO 1: DEVELOP AN UNDERSTANDING OF TREATMENT OPTIONS FOR DRUG AND ALCOHOL ADDICTION.
- analyze drug and alcohol use, misuse, abuse, and addiction
- compare various theories of drug and alcohol addiction
- differentiate treatment issues of drug and alcohol use, misuse, abuse, and addiction
- describe treatment methods and counseling approaches of drug and alcohol use, misuse, abuse, and addiction

HSER 350 Employment Skills in Human Services

This course is an introduction to interviewing and counseling with adults and children; family system dynamics; family and drug interventions; crisis intervention training; court mandated reporting laws; code of ethics and conduct; and laws pertaining to counseling minors and other client populations within the Human Services field.

Student Learning Outcomes

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

- SLO-1: Implement those skills required of a working professional in the helping profession.
- SLO-2: Comply with reporting laws for children and adults in the helping profession, as well as duty to care and harm to self or others.
- SLO-3: Comply with the professional code of ethics and standards of practice in the helping profession.
- SLO-4: Understand and implement the protocol for crisis intervention, mental health assessment, and client treatment planning.
- SLO-5: Understand and put into practice the concepts of client confidentiality and limits to confidentiality as they pertain to the helping profession.

HSER 360 Techniques of Interviewing and Counseling

This course is a survey of effective interviewing and counseling techniques as applied to the paraprofessional experiences of counselor aides, group counselor aides, mental health workers, social service technicians, case management workers, and other human service related fields. This course is an integral part of the Human Services curriculum.

Student Learning Outcomes

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

- SLO 1: Demonstrate the ability to provide basic empathetic responses in a dyad setting as described in the course text and simulated situations including case management.
- SLO 2: Demonstrate the techniques of interviewing and counseling appropriate for helpers in social service agency settings
- Construct and express basic empathetic responses in a dyad setting in dealing with a variety of human problems
- Demonstrate appropriate approaches in dealing with a variety of human problems
- Demonstrate awareness of your own reactions based on past experiences, reactions to clients and reactions to client's experiences.
- Develop a case file for case management and follow-up services.
- Write case histories, summaries of case conferences of paraprofessional counseling sessions, and develop appropriate goal setting and follow-up services after interviews with clients.

HSER 362 Practices in Human Services
This course provides advanced study and lecture of the helping profession in settings that include: public and/or private agencies that provide mental health services; corrections and rehabilitation; alcohol and other drugs; and child/adolescent treatment services. This is a lecture-based course that integrates both the theory and concepts of the helping profession, as well as discussion of the practical application of experiences in the field. Student evaluation is competency-based.

Student Learning Outcomes

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

- SLO-1: Develop an understanding of the function of a community based organization (CBO), and put into practice those skills learned in the classroom.
- Show evidence of understanding agency structure, intake, documentation, and case management skills.
- Demonstrate insight and the understanding of working with a diverse client population.
- Demonstrate a working knowledge of community resources and the proper referral process.
- Demonstrate the necessary competencies for successful employment in the field of human services by knowing the concepts of confidentiality, by knowing and utilizing sound clinical judgment in responding to ethical dilemma, and by responding appropriately to crisis.

HSER 364 Techniques of Group Counseling

This course provides an overview of basic group counseling and facilitation skills including ethical issues as used by Human Services paraprofessionals. Topics explored will include communication skills within group dynamics, theories of group counseling, best practices guidelines and diversity issues. Laboratory exercises will include group work with outside groups and evaluation methods.

Student Learning Outcomes

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

- SLO 1: DEVELOP AN OVERVIEW OF THE TECHNIQUES AND SKILLS NEEDED FOR GROUP COUNSELING FACILITATION.
- SLO 2: DEMONSTRATE MULTIPLE GROUP COUNSELING TECHNIQUES
- categorize the general goals of the group counseling experience
- assess and discuss ethical and professional issues in group experiences
- compare and identify the rights of group participants and/or obligations of group facilitators
- distinguish the theoretical and practical orientations with which they feel most successful as group facilitators
- list areas of growth in self-understanding and in communicating with others

HSER 494 Topics in Human Services

This course is an exploration of those topics and issues which are most relevant for future and present workers in human services. Emphasis will be on those issues which are not consistently covered by other required human services courses. These issues may include: chemical dependency, interventions in poverty, stress management, child neglect and abuse, patient rights, and organization for advocacy.

Student Learning Outcomes

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

- analyze the most up-to-date information in areas which community human services employers feel are necessary exposure for students seeking employment within the agency. (SLO #1)

HSER 495 Independent Studies in Human Services

This course provides advanced study and lecture of the helping profession in settings that include: public and/or private agencies that provide mental health services; corrections and rehabilitation; alcohol and other drugs; and child/adolescent treatment services. This is a lecture-based course that integrates both the theory and concepts of the helping profession, as well as discussion of the practical application of experiences in the field. Student evaluation is competency-based.
An independent studies project involves an individual student or small group of students in study, research, or activities beyond the scope of regularly offered courses. See the current catalog section of "Special Studies" for full details of Independent Studies.

Student Learning Outcomes

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

- SLO #1: Actively engage in intellectual inquiry beyond that required in order to pass a course of study (College Wide Learning Outcome – Area 4).
- Discuss and outline a proposal of study (that can be accomplished within one semester term) with a supervising instructor qualified within the discipline.
- Design an independent study (to be completed individually or by collaboration of a small group) to foster special knowledge, skills, and experience that are not available in any one regularly scheduled course.
- Use information resources to gather discipline-specific information.
- SLO #2: Utilize modes of analysis and critical thinking to apply theoretical perspectives and/or concepts in the major discipline of study to significant problems and/or educational activities (College Wide Learning Outcome – Area 3).
- Analyze and apply the knowledge, skills and experience that are involved in the independent study to theoretical perspectives and/or concepts in the major discipline of study.
- Explain the importance of the major discipline of study in the broader picture of society.
- SLO #3: Communicate a complex understanding of content matter of the major discipline of study (College Wide Outcome – Area 3).
- Demonstrate competence in the skills essential to mastery of the major discipline of study that are necessary to accomplish the independent study.
- SLO #4: Identify personal goals and pursue these goals effectively (College Wide Outcome – Area 4).
- Utilize skills from the "academic tool kit" including time management, study skills, etc., to accomplish the independent study within one semester term.

HSER 498 Work Experience in Human Services

| Units: | 1 - 4 |
| Hours: | 60 - 300 hours LAB |
| Prerequisite: | None. |
| Enrollment Limitation: | Students must be in a paid or unpaid internship, volunteer position or job related to career goals in Human Services. |
| Transferable: | CSU |
| General Education: | AA/AS Area III(b) |
| Catalog Date: | June 1, 2020 |

This course provides students with opportunities to develop marketable skills in preparation for employment in their major field of study or advancement within their career. It is designed for students interested in work experience and/or internships in transfer level degree occupational programs. Course content includes understanding the application of education to the workforce; completion of required forms which document the student's progress and hours spent at the work site; and developing workplace skills and competencies. Appropriate level learning objectives are established by the student and the employer. During the semester, the student is required to participate in a weekly orientation and 75 hours of related paid work experience, or 60 hours of unpaid work experience for one unit. An additional 75 or 60 hours of related work experience is required for each additional unit. Work Experience may be taken for a total of 16 units when there are new or expanded learning objectives. Only one Work Experience course may be taken per semester.

Student Learning Outcomes

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

- DEMONSTRATE AN UNDERSTANDING AND APPLICATION OF PROFESSIONAL WORKPLACE BEHAVIOR IN A FIELD OF STUDY RELATED ONE’S CAREER.(SLO 1)
- Understand the effects time, stress, and organizational management have on performance.
- Demonstrate an understanding of consistently practicing ethics and confidentiality in a workplace.
- Examine the career/life planning process and relate its relevance to the student.
- Demonstrate an understanding of basic communication tools and their appropriate use.
- Demonstrate an understanding of workplace etiquette.
- DESCRIBE THE CAREER/LIFE PLANNING PROCESS AND RELATE ITS RELEVANCY TO ONE’S CAREER.(SLO 2)
- Link personal goals to long term achievement.
- Display an understanding of creating a professional first impression.
- Understand how networking is a powerful job search tool.
- Understand necessary elements of a résumé.
- Understand the importance of interview preparation.
- Identify how continual learning increases career success.
- DEMONSTRATE APPLICATION OF INDUSTRY KNOWLEDGE AND THEORETICAL CONCEPTS AS WRITTEN IN LEARNING OBJECTIVES IN PARTNERSHIP WITH THE EMPLOYER WORK SITE SUPERVISOR.(SLO 3)

HSER 499 Experimental Offering in Human Services

| Units: | 0.5 - 4 |
| Prerequisite: | None. |
| Catalog Date: | June 1, 2020 |