

**SOUTHEAST MISSOURI STATE UNIVERSITY
COURSE SYLLABUS**

Department of Human Environmental Studies Course No. CF 512

Title of Course: Family and Revision Spring 2004
Community Resources New _____

I. Catalog Description and Credit Hours of Course:

Resource identification, assessment, organization and referral techniques appropriate for professionals working with all ages and all families. (3)

II. Prerequisite(s):

Completed at least 60 hours of undergraduate coursework, or graduate standing or permission of instructor.

III. Purposes or Objectives of the Course:

The student will:

- A. Critically survey and document a wide variety of community-centered services and agencies available to families and professionals.
- B. Study the roles of professionals within communities as linkages between resources and families.
- C. Develop techniques for creating and implementing successful referrals and referral networks.
- D. Evaluate the quality of resources/services.
- E. Develop an awareness of the professional's role in public policy decision making and advocacy.
- F. Identify and assemble resources including services, hotline numbers, support groups, web sites and professional organizations appropriate for families in a wide variety of circumstances and locations.

IV. Expectations of Students:

- A. Complete all assignments and participate in class discussions.
- B. Conduct on site visits of services within a community.
- C. Develop and organize a resource file containing local, state, national and federal resources/services appropriate to each student's professional field.

D. Be responsible for making arrangements for local resource persons to visit the class.

E. Satisfactorily complete the final examination.

V. Course Content or Outline:

Hours

A. Professionalism	2
1. Accountability	
2. Ethics and standards	
3. Credential/Licenses/Degrees	
B. Process of locating services and resources	4
1. Community/local	
2. State	
3. National	
4. Federal	
5. Private sector	
6. Philanthropic	
7. Internet	
C. Referral Networks	3
1. Evaluation of services and agencies	
2. Establishing networks	
3. Connecting services within the community.	
D. Development and organization of comprehensive, professional resource files	6
1. Identification of quality resources/services	
2. Documentation/Information of useful resources	
3. Verification of essential resources	
4. Cataloging primary, secondary and tertiary services	
5. Alternative file organization formats	
6. Developing master index	
7. Evaluation of a professional resource file	
E. Community and family resources overview	26
1. Resource speakers/service providers	
2. Strength of services/short comings	
3. Resource utilization	
4. Resource assessment	
F. Referral process and application	4
1. Helping process	
2. Helping limitations	
3. Determination of referral effectiveness	
4. Matching referral to family	

Total 45

VI. Textbook(s) and/or Other Required Materials or Equipment:

Schneider. B. and White, S.S. (2003). *Service Quality*. SAGE publications.

VII. Basis for Student Evaluation:

A. Written final exam	25%
B. Customized resource file	60%
C. On site visits	5%
D. Scheduling of resource person(s)	5%
E. Additional resource assignments	5%