



University of North Texas
College of Health and Public Service
Department of Rehabilitation and Health Services
RHAB 4100
Rehabilitation Service Delivery Systems

Instructor Contact

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Office Hours: By appointment, please email for Zoom options

Course Description

This online course is a review of service delivery systems currently in use in the rehabilitation field within their organizational contexts. The course examines service delivery models and dynamics, as well as their application through public and private resources. The course will review the interaction and overlap between service delivery systems, as well as examine current legislation and administrative policy governing rehabilitation agencies. Agency structures, populations served, and skills/qualifications/functions of agency personnel will be discussed. The roles of related community service agencies and service providers in relation to rehabilitation services will also be examined. The course also includes a review of program evaluation strategies, advanced communication skills practice, field visits, and a review of the practicum application process.

Pre-requisites

The Prerequisites for this course are RHAB 3000 and RHAB 3100.

Course Objectives

Upon completion of this course, students will achieve the following objectives:

1. Evaluate various agencies and systems of service delivery for individuals with disabilities.
2. Analyze and discuss the legal basis and administrative regulation of service delivery systems in rehabilitation.
3. Compare and contrast service delivery systems and the populations they serve.
4. Apply methods of program evaluation for rehabilitation service delivery systems.
5. Analyze a personal problem situation to identify and implement appropriate interventions for people with disabilities.
6. Explain core ethical principles relevant to human services and other professional fields including cultural awareness.
7. Identify one's personal strengths, limitations, needs, and values as a human service or other career professional.

Requirements Materials

Woodside, M. and McClam, T. (2019). *An Introduction to Human Services*. (9th ed.). Stamford, Connecticut: Cengage Learning.

Additional readings will be posted via Canvas. Please refer to the course schedule for due dates.

Technical Support

Student Helpdesk:

UIT Helpdesk

Sage Hall 130

940-565-2324

helpdesk@unt.edu

Technical Skill Requirements:

- Using the learning management system (Canvas)
- Using email with attachments
- Creating and submitting files in commonly used word processing program formats (MS Word and Adobe)
- Copying and pasting
- Downloading and installing software
- Using spreadsheet programs

Netiquette

You are probably already aware of the ground rules in a traditional, face-to-face classroom environment, but there is an additional code of conduct students should be aware of when interacting with others in an online environment: "netiquette."

The following are some general netiquette guidelines to keep in mind in addition to the normal rules of behavior for a classroom setting.

1. Adhere to the same standards of behavior online that you follow in real life and in a real classroom.
2. Know where you are in cyberspace and understand that many people will view what you type.
3. Respect other people's time and bandwidth so contribute valuable comments rather than "noise."
4. Express yourself clearly online and respect the views of others.
5. Share expert knowledge rather than "keeping it to yourself." and share this knowledge with respect rather than using it to put others down.
6. Don't start "flame wars" (emotionally charged opinions) and work to douse flaming whenever you see it.
7. Don't type in ALL CAPS! If you do, it will look like you're screaming.

8. Respect other people's privacy by not sharing or spreading inappropriate information. If someone posts information that you think may have been posted accidentally, let them know about it privately.
9. Be sure to spend time reviewing your messages before posting to ensure that they are written clearly.
10. Be forgiving of other people's mistakes, and cheerfully acknowledge your own mistakes if you make them. Don't correct insignificant problems in front of the entire class.
11. Use proper and respectful language and refrain from any off-color jokes, insults, or threats.
12. Challenge ideas rather than the students who offer the ideas. When you challenge an idea, do so respectfully and with the goal of increasing everyone's knowledge.

FOR MORE INFORMATION

- The Core Rules of Netiquette
<http://www.albion.com/netiquette/corerules.html>
- Top 26 Most Important Rules of Email Etiquette
<http://www.albion.com/netiquette/corerules.html>

Course Requirements and Assignments:

This course is made up of a series of assignments and assessments to assist you in achieving the course learning objectives/outcomes. Each week you will work on various combinations of assignments, activities, discussions, readings, research, etc. which will be made available to you by Monday at 8:00 am and close on the Sunday at 11:59 pm of the corresponding module. More information regarding each assignment can be found in the Canvas assignments tab of this course on the left-hand side bar.

Discussion Board Participation – 30 points (3 Discussion Boards at 10 points)

Students are expected to contribute to the class by presenting their ideas, questions, etc. in relation to class discussion. Students are expected to prepare for class by completing reading assignments as scheduled. Participation in assigned class activities is an important part of this grade. There will be three discussion boards (10 points) related to participation in this course. To receive complete credit for the discussion boards each student is required to make one original post and two substantial responses to a classmate no less than 24 hours apart. Please remember that all posts should be in Person First language and should be respectful of those participating. The point is to engage in a meaningful discussion in Canvas about topics impacting the field of rehabilitation.

Exam – 50 points

There will be one midterm exam covering reading assignments, lectures, and class discussion that will be given. Students are encouraged to prepare and take the exam early rather than risk potentialities like power failures and technical problems which may be encountered at the last minute. If you do encounter technical issues during an exam, contact the student help desk for technical support and inform me of the situation as well.

Web Exercise – 60 points (3 web exercises at 20 points)

There will be 3 web exercises to enhance learning. These exercises are related to reading materials and other resources. These assignments are designed to measure the student's grasp of concepts rather than the retention of facts.

Case Study Papers – 40 points (2 Case Studies at 20points)

There will be two case study papers (20 points each). Each student will read the case vignette and answer the corresponding questions. Papers should be 2 pages in length, double-spaced, typed with a 12-point font, with your name as the page heading, and a title (no title pages). These should be written in "APA" style meaning that the sentences and paragraphs should be well written and constructed (including appropriate transitions), the paper is well organized, coherent, and focused; spelling, punctuation, and grammar has been checked carefully before submittal.

Agency Site Visit & Report – 75 points

In order to become familiar with various agencies and service systems, students will visit a site based on a variety of rehabilitation service providers and complete evaluation/assessment forms. As this is a very full class, you may pair up for Agency visits so as not to overwhelm the agencies.

Career Assignment – 25 points

Students will gather information related to potential careers in the field of rehabilitation. Students will examine the trends and outlooks for such careers while noting education level, job tasks, salaries, etc.

Informational Interview – 70 points

Students will select one professional to collect data for an informational interview. While a list of potential agencies will be available to you, you will identify professionals practicing in your area of interest and will: (a) meet with the professional at their place of practice to learn more about the work they perform; (b) develop at least three (3) substantive questions to be asked of the professional that is directly related to the type of work they perform, and have the interviewee respond to additional questions; and lastly (c), you will write a 5 page paper that details the information you gathered and then critiques it (compares and contrasts) based on the information you learned in class and your general understanding of that professional position.

Grading

Grades will be reported on a point system. This course has a total of 350 points possible. The total points earned will determine your class letter grade, as indicated in the table below.

Letter Grade	Points Earned
A	350 – 315 points
B	314 – 280 points
C	279 – 245 points
D	244 – 210 points

F	209 points or below
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Course Expectations

Instructor Responsibilities and Feedback

It is the responsibility of the instructor to provide materials that foster learning for the students enrolled in the course. The instructor will further provide any needed instructions for any course materials and assignments. Additionally, the instructor will send out weekly announcements, grade assignments, and respond to student emails. The instructor will strive to respond to students' emails in a timely manner within a 24-hour period, unless the instructor is sick or traveling. If necessary, the instructor will adjust assignments or grades when warranted by instructor error or technical issue.

When assignments have been graded, an announcement will be sent out and the gradebook will be updated to reflect these changes. It is the student's responsibility to check the grade book on at least a weekly basis. If a student notices that an assignment has been graded that the student submitted and the gradebook has not changed, please contact the instructor and/or teaching assistant to resolve this issue. Students are encouraged to make contact as soon as possible. If more than one week has elapsed after the gradebook has been updated, the issue may not be resolved. All issues regarding the gradebook are at the discretion of the instructor to approve and make any needed changes.

As a student in this course, you are responsible for:

- reading and completing all requirements of the course in a timely manner,
- working to remain attentive and engaged in the course and interact with your fellow students,
- and, assisting in maintaining a positive learning environment for everyone.

Late Work

Assignments will not be accepted late for this course, unless there is a remedy ticket number from the Canvas helpdesk. Otherwise, there will be no acceptance of late assignments, regardless of the situation. Students are encouraged to complete assignments in a timely manner to avoid being late and missing an assignment.

Academic Integrity: <https://deanofstudents.unt.edu/academic-integrity>[Links to an external site.](#)

Course Evaluation

All students are encouraged to complete course evaluations before the end of the semester. Additionally, if you have feedback regarding the course that you feel comfortable discussing with me directly, I invite you to do so at any time during the semester.

Scholarly Expectations

All works submitted for credit must be original works created by the scholar uniquely for the class. It is considered inappropriate and unethical to make duplicate submissions of a single work for credit in multiple classes, unless specifically requested by the instructor. Student

behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior may be referred to the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.deanofstudents.unt.edu

Inclement Weather

In the event of inclement weather that requires the university to close, course materials will continue to remain available to students on Canvas so that their learning can continue uninterrupted.

Copyright Notice

Some or all of the materials on this course Web site may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies

Syllabus Change Policy

Syllabus, course information, and due dates may be subject to change upon Instructor's discretion.

Instructor contact Policy

All communication intended for instructor should be emailed directly to Jamar.Booth@unt.edu. Please allow up to 24 hours for the instructor to respond back to your email. On the weekends, response to emails may take longer than 24 hours. If you do not receive a response by the end of this time, please feel free to send a reminder email after 48 hours.

ADA Policy

The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking reasonable accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with a reasonable accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request reasonable accommodations at any time, however, ODA notices of reasonable accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of reasonable accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of reasonable accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Office of Disability Accommodation website at <http://disability.unt.edu/>. You may also contact them by phone at [940.565.4323](tel:940.565.4323).

Important Notice for F-1 Students taking Distance Education Courses

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at <http://www.ecfr.gov/>. The specific portion concerning distance education courses is located at Title 8 CFR 214.2 Paragraph (f)(6)(i)(G).

The paragraph reads:

(G) For F-1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F-1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student's responsibility to do the following:

(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

Course Calendar

Note: Each week starts on Monday and ends on Sunday. Weekly activities and **assignments are generally due on Sundays by 11:59 PM.**

Date	Topic	Readings	Activities
Week 1 1/16 – 1/21	Introduction and Therapeutic Professions & Related Careers in Service Delivery (Welcome Module, Module 1)	– Course Syllabus – Textbook: Chap 1	– Discussion Board 1 (10 pts) – DUE: 1/21 11:59pm
Week 2 1/22 – 1/28	Module 1 continued	– Posted lecture/ Power Points – Any additional posted required readings	– Web Exercise: Career Preferences (20 pts) – DUE: 1/28 11:59pm
Week 3 1/29 – 2/4	Legislation, Policy, and Models of Service Delivery (Module 2)	– Textbook: Chap 3 – Posted lecture/ PowerPoints – Any additional posted required readings	– Web Exercise: Rehabilitation Competencies and History (20 pts) – DUE: 2/4 11:59pm
Week 4 2/5 – 2/11	Module 2 Continued	– Posted lecture/ Power Points – Any additional posted required readings	– Case Study 1: Kendra (20 pts) – DUE: 2/11 11:59pm

Week 5 2/12 – 2/18	Service Delivery & The Helping Process; Competency & Scope of Practice (Module 3)	–Textbook: Chapter 1, 6, 8 & 10 –Posted lecture/ Power Points –Any additional posted required readings	– Agency Site Visit Assignment - OPENS: 2/12 11:59pm
Week 6 2/19 – 2/25	Module 3 Continued	–Textbook: Chapter 1, 6, 8 & 10 –Posted lecture/ Power Points –Any additional posted required readings	– Agency Site Visit Assignment
Week 7 2/26 – 3/3	Helping Philosophy & Counselor Self Awareness; Personal Development & Motivation (Module 4)	–Textbook: Chap 7 –Posted lecture/ Power Points –Any additional posted required readings	– Agency Site Visit Assignment (100 pts) –DUE: 3/3 11:59pm
Week 8 3/4 – 3/10	Module 4 Continued	–Textbook: Chap 7 –Posted lecture/ Power Points –Any additional posted required readings	–Midterm EXAM (50 pts) -DUE: 3/24 11:59pm
SPRING BREAK 3/11 – 3/17		–	–

Week 9 3/18 – 3/24	Advocacy and Professionalism in Service Delivery (Module 5)	–Textbook: Chap 2 –Posted lecture/ Power Points –Any additional posted required readings	- Discussion Board 2: The Helping Process (10 pts) -DUE 4/1 11:59pm
Week 10 3/25 – 3/31	Module 5 Continued	–Textbook: Chap 2 –Posted lecture/ Power Points –Any additional posted required readings	- Web Exercise 3: Advocacy (20 pts) - DUE: 3/31 11:59pm
Week 11 4/1 – 4/7	Crisis Management (Module 6)	–Textbook: Chap 9 –Posted lecture/ Power Points –Any additional posted required readings	
Week 12 4/8 – 4/14	Outcome Research (Module 7)	–Textbook: none –Posted lecture/ Power Points –Any additional posted required readings	–Career Assignment 25 pts) –DUE: 4/14 11:59pm
Week 13 4/15 – 4/21	Module 7 continued	–Textbook: none –Posted lecture/ Power Points –Any additional posted required readings	– Career Assignment (25 pts) –DUE: 4/21 11:59pm

Week 14 4/22 - 4/28	Ethics & Cultural Competence (Module 8)	<ul style="list-style-type: none"> – Textbook: Chap 4 & 5 – Posted lecture/ Power Points – Any additional posted required readings 	<ul style="list-style-type: none"> – Ethical Case Study (20 pts) – DUE 4/28 11:59pm
Week 15 4/29 – 5/5	Module 8 Continued	<ul style="list-style-type: none"> – Textbook: Chap 4 & 5 – Posted lecture/ Power Points – Any additional posted required readings 	<ul style="list-style-type: none"> – Informational Interview (70 pts) – DUE 5/5 11:59pm
Finals Week 5/6 - 5/10	Course Wrap Up- Final thoughts (Module 9)		<ul style="list-style-type: none"> – Discussion Board 3: Special Populations 10 pts) – DUE 5/9 11:59pm (THURSDAY OF FINALS WEEK)

Note: When necessary, this syllabus may be modified and revised by the instructor. Notice of any changes will always be provided to students through e-mails or posted announcements.