

# HSRV116: Social Agency Skills and Processes

Introduces primary skills used in social agencies by human service workers to help clients and to bring about social change. These include interviewing and problem-solving counseling, data collection and assessment skills, case planning and management skills, referral skills, documentation skills, and social change skills. Emphasis is placed on connecting these helping skills to the conceptual frameworks and guiding principles of the social work and human services professions upon which they are based. These topics conform to Topics C201-Introduction to Counseling and C202-Introduction to Techniques and Approaches as approved by the Addictions Professional Certification Board of N. J., Inc.

**Credits:** 3

**Lab Hours:** 0

**Lecture Hours:** 3

**Program:** [Human Services](#)