



WACO, TEXAS

**COURSE SYLLABUS
AND
INSTRUCTOR PLAN**

Orientation to Social Services

SCWK 1321.01

Catie Capp-Hays, LCSW

NOTE: This is a 16-week, face to face course.

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

Orientation to Social Services

SCWK 1321.01

Course Description:

SCWK 1321 – Orientation to Social Services:

Introduction to the basic concepts, information and practices within the field of social services. Topics includes the historical development of social services, populations serviced by social service workers, and review of current treatment and/or services.

Semester Hours 3 (3 lec.)

Prerequisites and/or Corequisites:

There are no pre-requisites/co-requisites for this course.

Course Notes and Instructor Recommendations:

It is advised that a student take PMHS 1291 and DAAC 1317 concurrently with SCWK 1321.

This is a face to face course. To do well in this class, you must come to class, read the entire chapter, review the power points, study, and complete assignments and exams timely. ZOOMing into class is not longer allowed unless under special circumstances. The professor determines what a special circumstance is. If you need help, please reach out to me earlier- not later!

Instructor Information:

Instructor Name:	Catie Capp-Hays, LCSW
MCC Email:	ccapp-hays@mclennan.edu
Office Phone Number:	254-299-8772
Office Location:	CSC B 9
Office/Teacher Conference Hours:	See schedule on office door or Brightspace
ZOOM Mtg ID:	356 478 0936

Required Text & Materials:

Title: An Overview of the Human Services
Author: Kanel, Kristi; Horn Mallers, Melanie
Edition: 2nd
Publisher: Cengage
ISBN: 978-1-285-46510-4

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

This is a face to face course. To do well in this class, you must come to class, read the entire chapter, review the power points, study, and complete assignments and exams timely. ZOOMing into class is not longer allowed unless under special circumstances. The professor determines what a special circumstance is. It is really important to communicate with me. If you need help, please reach out to me earlier- not later!

All Assignments will be submitted through Brightspace. All Exams will be completed in Brightspace outside of class. Please see the course schedule for the dates and times the Exams open and closed. Since the Exams are open for a total of 4 days, I will not reopen the Exams unless there is a legitimate reason. I determine what a legitimate reason is.

Course Objectives and/or Competencies:

By the end of the semester, the student should demonstrate the ability to describe the historical development of social services; discuss terminology used by social service providers; assess client needs to determine eligibility for social service programs; compare and contrast the populations served including treatments and resources; and utilize ethical principles.

The Secretary's Commission on Achieving Necessary Skills (SCANS) was appointed by the Secretary of Labor to determine the skills our young people need to succeed in the world of work. The Commission's fundamental purpose is to encourage a high-performances economy characterized by high-skill, high-wages employment. The learning objective of this course has been linked to the SCANS Competencies and Foundational Skills. To view this report, go to the end of the syllabus.

Orientation to Social Services

SCWK 1321.01

Course Outline or Schedule:

Course schedule is subject to change based on student needs. Students will be notified by the professor of changes via Brightspace.

Please note... All Assignments MUST submitted via Brightspace. All Exams will be completed in Brightspace (outside of class).

Week/Date of Class Meetings	Topic	Assignments (Readings prior to class meetings)
Week 1 1/11 & 1/13	1. Ice Breaker 2. Introduction to the course and syllabus review 3. Chapter 1: Human Services: Foundational Concepts and Historical Background	Read Chapter 1
Week 2 1/18 & 1/20	Finish Chapter 1	Read Chapter 2
Week 3 1/25 & 1/27	Chapter 2: Modern Day Human Services: Policies and Programs, Interventions, and Demographic Considerations	Read Chapter 3
Week 4 2/1 & 2/3	Chapter 3: Ethical and Multicultural Issues in Human Services	Read Chapter 4
Week 5 2/8 & 2/10	Chapter 4: Human Services Workers Guest Speakers on 2/10	Read Chapter 5 EXAM 1 opens on 2/11 @ 8 am and closes on 2/14 at 8:00 pm. Exam 1 covers chapters 1-4
Week 6 2/15 & 2/17	Chapter 5: Basic Counseling Skills, Personal Characteristics of Human Services Workers, and Theoretical Approaches in Counseling.	Get Ready for Role Play Week!

Orientation to Social Services

SCWK 1321.01

Week 7 2/22 & 2/24	Role Play Week	Read Chapter 6
Week 8 3/1 & 3/3	Chapter 6: Crisis Intervention, Suicide Intervention, PTSD, Community Disasters and Trauma Response, and Military Response	Role play summary DUE on or before 3/1 by 8 pm via Brightspace
Week 9 3/8 & 3/10 SPRING BREAK!		
Week 10 3/15 & 3/17	Crisis Intervention/Suicide Risk Assessment- in class activity	Read Chapter 7
Week 11 3/22 & 3/24	Chapter 7: Human Services Populations	Read Chapter 8 Crisis Intervention/Suicide Risk Assessment written assignment DUE on or before 3/24 by 8 pm via Brightspace
Week 12 3/29 & 3/31	Chapter 8: Mental Illness, Poverty, Disabilities, Crime/Violence, and Substance Abuse	Read Chapter 9 EXAM 2: opens on 4/1 @ 8 am and closes on 4/4 @ 8 pm. Exam 2 covers chapters 5-8.
Week 13 4/5 & 4/7	Chapter 9: Interpersonal Partner Abuse, Sexual Assault, HIV/AIDS, and LGBT Issues	Read Chapter 10

Orientation to Social Services

SCWK 1321.01

Week 14 4/12 & 4/14	Chapter 10: Stress Management Make fidgits in class	Read Chapter Chapter 9 Reflection Paper DUE on or before 4/14 by 8 pm via Brightspace
Week 15 4/19 & 4/21	Chapter 11: Case Management	Read Chapter 12
Week 16 4/26 & 4/28	Chapter 12: Macro-Level Practice	
FINAL EXAM No class this week.	The final exam will open on 4/29 at 8 am and will close on 5/4 at 8p. If you are graduating, you must complete the final exam by 5/3 at the latest.	Final exam covers chapters 9-12

Course Assignments:

Exams

There are a total of 3 exams in this course. Each exam will cover 4 chapters. The final exam is NOT cumulative/comprehensive- it will cover the last 4 chapters in the course. All Exams will be taken via Brightspace (not during class time). The exam dates and when they will be opened in Brightspace are notated in the course outline and schedule above. Each exam will be 50 questions (multiple choice and true/false). Bonus questions will be included as well. All Exams will be timed (80 minutes). Professor will provide a study guide prior to each test. The study guide will be posted in Brightspace.

Pre/Post TestS: FALL SEMESTER ONLY

As a part of our Student Learning Outcomes (SLO), we are asking students to take a test at the start of the course (pre-test) and another test at the end of the course (post-test). These are all generalized questions from the overall content of the course. All questions are Multiple Choice. Your scores on these 2 tests do not factor into your final grade for the course. They will be used for statistical purposes only.

Orientation to Social Services

SCWK 1321.01

Role Play

The purpose of the role play for students in this course is to demonstrate that they can implement basic counseling skills during an interaction with a client. In addition to the Role Play, each student will submit a one page paper detailing personal feelings, areas of strength, and weakness. Directions for this assignment can be located at the end of the syllabus. The role play will occur in class.

Crisis Intervention and Suicide Risk Assessment

Using the ABC Model of Crisis Intervention and the Suicide Assessment Stages, each student will assess a person (the professor), in class, who is in crisis to determine the person's suicide risk level. After the suicide risk level is determined, the student will then determine "next steps" for the client. The student will write up a summary of the interaction with the client. Directions for this assignment are located at the end of the syllabus.

Course Grading Information:

Assessment		Total Percentage
Exams (3 @ 15% each)		45%
Role Play	15%	20%
Written Summary	5%	
Crisis Intervention and Suicide Risk		25%
Assessment Exercise	15%	
Written Summary	10%	
Reflection Paper	10%	10%

Course grades are firm and will not be "curved" or "bumped." **Grades are based on actual performance, not amount of effort exerted, potential, hardships encountered during the semester, etc.** There is no extra credit in this course. In order to earn a C or above, students must stay current with readings and assignments and exhibit strong class performance.

A minimum final grade of C is required in all Mental Health/Social Work classes for graduation.

W WITHDREW - this grade is given for an instructor- or student-initiated course withdrawal through the 12th week of a semester (fourth week, Summer day term; sixth week, Summer nine-week term). After the 12th week or until the end of the semester (fourth week, Summer day term; sixth week, Summer nine-week term), if a student withdraws from a course the instructor will either assign a W if passing work was being accomplished or an F if the student was doing failing work).

Orientation to Social Services

SCWK 1321.01

I INCOMPLETE - is given when a course is incomplete because of a student's absence caused by reasons acceptable to the instructor. To be eligible, the student must have essentially completed the course. If work is not made up within the following long semester, the "I" will be changed to and "F" and the course must be repeated if credit is to be given.

Late Work, Attendance, and Make Up Work Policies:

No late work will be accepted in this class. Regular attendance is expected of all students, and each instructor will maintain a complete record of attendance for the entire length of each course, including online and hybrid courses. Students will be counted absent from class meetings missed, beginning with the first official day of classes. Students, whether present or absent, are responsible for all material presented or assigned for a course and will be held accountable for such materials in the determination of course grades. For on-line classes, the instructor will evaluate attendance by participation in the weekly assignments. This means if a student completes the discussion board and quiz for the week, the student will be counted present for the class for the week.

Students who are absent from 25% of scheduled class meetings (8 classes) may be withdrawn with a grade of W unless the professor has reason to believe the student will complete the course. However, if a student reaches the 25% point after the official drop date, the student will receive an F.

As stated in [the Highlander Guide](#) , “students will be permitted to make up class work and assignments missed due to absences caused by (1) authorized participation in official college functions, (2) personal illness, (3) an illness or a death in the immediate family, or (4) the observance of a religious holy day.” All other reasons for late work will be considered at my discretion and will likely require documentation. It is your responsibility to inform me of any absences and their reasons in a timely manner. For this course, that means **you will be dropped on the 8th absence.**

Assignment/Exam submission folders close as noted on Brightspace and/or in the syllabus and will not be reopened for any reason. Make sure you set aside enough time to complete your submissions on a timely basis while they're open if the professor asks that you submit an assignment in Brightspace.

Attendance/Participation: In this course, the student will not receive a grade for attendance and participation. However, attendance and participation are rewarded when it comes to calculating the student's final grade.

Student Behavioral Expectations or Conduct Policy:

Students are expected to maintain decorum that includes respect for other students and the professor, prompt and regular participation, and an attitude that seeks to take full advantage of the educational opportunity.

Students who willfully disrupt the learning environment or whose presence constitutes a substantial and material threat to the orderly operation of the premises may be involuntarily withdrawn. Students whose behavior is overtly disruptive to the learning environment will be asked to leave class at the professor's discretion and counted absent for the day. This may include, but is not limited to, eating in class, talking out of turn to classmates, and cell phone use during class. [See the Highlander Guide](#) for more information on this policy. For on-line classes, students who willfully disrupt the learning environment may be withdrawn from class.

[Click Here for the MCC Attendance/Absences Policy](#)

(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

Orientation to Social Services

SCWK 1321.01

Course Number: <u>SCWK 1321</u> Course Name: Introduction to Mental Health and Retardation	Relevant Competencies (Identify by Competency Number)
SCANS COMPETENCIES.	
1. Managing Resources: a. Manage time b. Manage money c. Manage materials d. Manage space e. Manage staff	a. 1,2,3,5 b. 6 c. 1,2,3,4,5,6,8 d. 1,2,3,5 e. 1,2,3,5,6
Interpersonal Skills:	
2. Exhibiting a. Work on teams b. Teach others c. Serve customers d. Lead work teams e. Negotiate with others f. Work with different cultures	a. 2,4,6 b. 2,6 c. 1,2,3,4,5,6 d. 2 e. 2 f. 1,2,3,4,5,6,7,8
3. Working with Information: a. Acquire/evaluate data b. Organize/maintain information c. Interpret/communicate data d. Process information with computers	a. 1,2,3,4,5,6,8,9 b. 1,2,3,4,5,6,8,9 c. 1,2,3,4,5,6,8,9 d. 9
4. Applying systems Knowledge: a. Work within social systems b. Work within technological systems c. Work within organizational systems d. Monitor/correct system performance e. Design/improve systems	a. 1,2,3,4,5,6,8 b. 9 c. 9 d. 2 e. 2
5. Using Technology: a. Select equipment and tools b. Apply technology to specific tasks c. Maintain/troubleshoot technologies	a. 2, 9 b. 2, 9 c. 2
SCANS FOUNDATIONS.	
6. Demonstrating Basic Skills: a. Reading b. Writing c. Arithmetic/Mathematics d. Speaking e. Listening	a. 1,2,3,4,5,6,8 b. 2,6,8 c. 2 d. 1,2,3,4,5,6 e. 1,2,3,4,5,6
7. Demonstrating Thinking Skills: a. Creative thinking b. Decision making c. Problem solving d. Thinking logically e. Seeing with the mind's eye	a. 1,2,3,4,5,6,8 b. 1,2,3,4,5,6,8 c. 1,2,3,4,5,6,8 d. 1,2,3,4,5,6,8 e. 1,2,3,4,5,6,8
8. Exhibiting Personal Qualities: a. Individual responsibility b. Self-esteem c. Sociability d. Self-management e. Integrity	a. 1,2,3,4,5,6,8 b. 1,2,3,4,5,6,8 c. 1,2,3,4,5,6,8 d. 1,2,3,4,5,6,8 e. 1,2,3,4,5,6,8

2021-2022

Statement of Work Place and Foundation Competencies

McLennan Community College is determined to prepare you with the knowledge and skills you need to succeed in today's dynamic work environment. Towards this end, the following workplace competencies and foundation skills have been designed into the curriculum for:

Mental Health Programs

COMMON WORKPLACE COMPETENCIES

Manager Resources:	Time / Money / Materials / Space / Staff
Exhibit Interpersonal Skills:	Work on teams / Teach others / Serve customers / Lead work teams / Negotiate with others
Work with Information:	Acquire & evaluate data / Interpret & communicate data
Apply Systems Knowledge:	Work within social systems / Work within technological systems / work within organizational systems / Monitor & correct system performance / Design & improve systems
Use Technology:	Select equipment and tools

FOUNDATION SKILLS

Demonstrate Basic Skills:	Arithmetic & Mathematics / Speaking / Listening
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Role Play Instructions

The purpose of the role play for students in this course is to demonstrate that they can implement basic counseling skills during an interaction with a client. For the purpose of this assignment, each student will be given a case study. The professor will act as the client. The student will interview the client and use the following counseling skills:

1. Active listening
2. Caring professionalism
3. Compassionate communication
4. Empathy
5. Open-ended questions
6. Openness
7. Paraphrasing
8. Reflection
9. Unconditional positive regard and acceptance

The interview will occur in class. Be prepared to interview the client for 10 minutes (no more than 15 minutes). Your classmates will provide feedback at the end of the interview.

Each student will submit a one-page paper that will address the following:

1. How the student felt “on the inside” while interviewing the client.
2. What you felt that you did well during the interview.
3. What you could improve on in the future.

The paper must be at least one page (no more than 2 pages), typed, 12 pt, and Times New Roman font, and double spaced.

Grammar/punctuation/sentence structure: The use of proper grammar, punctuation, and sentence structure is extremely important in college and when one enters the workforce. Good grammar keeps your readers or listeners focused on what you have to say, not on how you are saying it or why you are making mistakes. Using proper grammar, spelling, punctuation, and sentence structure is extremely important to this professor. **I will take up to 25 points off on any paper that has numerous grammatical, spelling, punctuation, etc errors.** If you need help with using correct grammar, punctuation, etc, please contact Academic Support and Tutoring @ ast@mclennan.edu or 254-299-8500.

Crisis Intervention/Suicide Risk Assessment

Using the ABC Model of Crisis Intervention and the Suicide Assessment Stages, each student will assess a person (the professor) who is in crisis to determine the person's suicide risk level. After the suicide risk level is determined, the student will then determine "next steps" for the client.

The professor will give each student a client scenario and the professor will act as the client. Please familiarize yourself with the client scenario prior to your interaction with "the client."

During class, each student will interview "the client" who is in crisis and respond accordingly.

It is expected that the student will do the following during the interview:

1. Utilize the ABC Model of Crisis Intervention (page 145 in textbook)
2. Utilize the 5-step suicide risk assessment to determine the suicide risk level (pages 146-150 in textbook)
3. Present "next steps" to the client.
4. Be prepared to interview the client for 10 minutes (no more than 15 minutes).

The student will write up a summary of the interaction with the client. The student must include the following in the written summary:

1. How the client presented (agitated, frustrated, scared, disheveled, shaking, poor hygiene, would/would not maintain eye contact, etc).
2. How the student utilized the ABC Model.
3. How the student implemented the 5-step suicide risk assessment.
4. What "next steps" the student used to help the client.
5. In this summary, the student needs to include how she/he felt "on the inside" when interviewing the client and what the student could improve upon in future interviews of this nature.

The summary must be at least 2-3 pages long (no longer than 4). It must be typed, 12 pt., Times New Roman, font, and double spaced. Submit the summary via Brightspace.

Grammar/punctuation/sentence structure: The use of proper grammar, punctuation, and sentence structure is extremely important in college and when one enters the workforce. Good grammar keeps your readers or listeners focused on what you have to say, not on how you are saying it or why you are making mistakes. Using proper grammar, spelling, punctuation, and sentence structure is extremely important to this professor. **I will take up to 25 points off on any paper that has numerous grammatical, spelling, punctuation, etc errors.** If you need help with using correct grammar, punctuation, etc, please contact Academic Support and Tutoring @ ast@mcclennan.edu or 254-299-8500.

Reflection Paper

Please respond to the following prompt. All reflection papers must be at least one page (no more than 3 pages), typed, double spaced, Times New Roman, 12 pt. It is very important that you respond to every question in the prompt. No research necessary.

Grammar/punctuation/sentence structure: The use of proper grammar, punctuation, and sentence structure is extremely important in college and when one enters the workforce. Good grammar keeps your readers or listeners focused on what you have to say, not on how you are saying it or why you are making mistakes. Using proper grammar, spelling, punctuation, and sentence structure is extremely important to this professor. **I will take up to 25 points off on any paper that has numerous grammatical, spelling, punctuation, etc errors.** If you need help with using correct grammar, punctuation, etc, please contact Academic Support and Tutoring @ ast@mcclennan.edu or 254-299-8500.

Chapter 9 Reflection Paper

What are some challenges facing the LGBTQ community? As a future clinician, describe what interventions you could use to assist individuals in the LGBTQ community?

IMPORTANT- PLEASE READ!!

It is expected that the papers you submit for this class is one that was written solely for this class and not for another class. To write a paper and submit it for a grade in two different classes is highly unethical. Students caught doing this will receive a zero (0) for this assignment.

If you are retaking this course, you must submit a NEW role play paper, a NEW suicide risk assessment paper, and a NEW reflection paper. Do not resubmit the papers that you submitted the first time that you took this course. If you resubmit an old paper, you will earn ZERO points for the paper.

McLennan

C O M M U N I T Y

COLLEGE

ACADEMIC RESOURCES/POLICIES

Accommodations/ADA Statement:

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. For additional information, please visit www.mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu

254-299-8122

Room 319, Student Services Center

Title IX:

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Diversity, Equity & Inclusion/Title IX) at (254) 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Students may visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a Success Coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-and-Staff-Commons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be notified via your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with their students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

Forwarding Emails:

You may forward emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may be lost or placed in junk or spam filters.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.