

**MAYLAND COMMUNITY COLLEGE
Welcomes You To:**

**HSE 220.10
Case Management
3 Credit and 4 Contact Hours
TERM: Summer 2007**

Course Description

This course covers the variety of tasks associated with professional case management. Topics include treatment planning, needs assessment, referral procedures, and follow-up and integration of services. Upon completion, students should be able to effectively manage the care of the whole person from initial contact through termination of services.

Prerequisites: HSE 110 Corequisites: None

Instructor Information

Instructor: Misti W. Silver, MSSW
Office Location: PS 2
Telephone Number: 828-765-7351 ext 412
E-mail Address: msilver@mayland.edu
Office Hours: M,W 8:30-11:30; T,Th 8:30-9:30, M-Th 2:30-3:30 or by appt.

Course Information

Course Meets: MTWTh 11:30-1:20am in PS 1

Required Text(s): Fundamentals of Case Management Practice: Skills for the Human Services, Nancy Summers, 2nd edition

LRC Resources: None
Required supplies: Letter-sized File Folder

Course Objectives/Competencies:

1. Understand the impact of ethics in case management practice.
2. Recognize the impact of cultural diversity and one's own personal attitudes on case management practice.
3. Understand and demonstrate skills in treatment planning.
4. Demonstrate ability to prepare and utilize social histories and assessment forms.
5. Demonstrate an understanding of the micro, mezzo and macro levels of intervention.

Attendance Policy/Tardiness/Make-Up Work:

This course will be highly interactive, therefore attendance is crucial. Students are expected to attend and participate in all class meetings. Two or more unexcused absences may result in a letter grade reduction at semester end. Students are expected to be in class on time and to remain in class until class end. Three tardies or early dismissals will equal one unexcused absence. Students should contact the instructor in the event of any absence. Make-up work will not be accepted unless prior arrangements have been made with the instructor. Make-up assignments/exams must be completed at the next class meeting following the absence. In an emergency situation, the instructor may make exceptions to this policy.

Grading Criteria/Tests/Projects:

Please note that ALL of the following requirements for this course MUST be completed in order to pass this course. Failure to complete any of the following requirements will result in a failing grade regardless of performance on other requirements.

Exam #1.....	25%
Exam #2.....	25%
Project (will be discussed in class).....	30%
<u>Class attendance and participation.....</u>	<u>20%</u>
Total	100%

Interview Paper Option (may be submitted for extra credit)

Part I:

Personally interview a case manager/associate professional in a Human Service organization (this should be someone who routinely prepares case plans and specifically performs the duties of a case manager). Use your textbook and what you have learned in class to develop a thorough list of questions that specifically focuses on the duties and responsibilities of a case manager. Type questions as well as the case manager’s answers and turn in to the instructor with your paper.

Part II:

Prepare a 2-3 page type-written (12 point font, double spaced) synopsis of the interview. Include the person’s name, title, agency, phone number and email address (for instructor verification purposes). Also include the person’s education and years of experience. Describe this person’s main responsibilities as a case manager as well as the advantages and disadvantages of this position. How did the results of this interview compare with your personal beliefs about case managers and case management? Discuss any answers that surprised you and why. Comment about any new information you learned. Did this interview change any of your opinions about case management—why or why not? Discuss the effects (positive or negative) of this interview on your career goals. Also, comment as to whether or not this experience was helpful to you in your educational and/or career pursuits (BE HONEST!)

Parts I and II must be submitted to the instructor no later than July 26 in order to receive extra credit.

Grading Scale:

- A = 90-100**
- B = 80-89**
- C = 70-79**
- D = 60-69**
- F = Below 60**

Inclement Weather Procedures:

On inclement weather days, follow the Mayland Community College Inclement Weather Policy posted on LEO. If class is cancelled, students are still responsible for any assigned reading.

Academic Standards/Student Expectations/Ethics:

Students will maintain behavior consistent with a good learning environment. Academic dishonesty which includes, but is not limited to, plagiarism, cheating or collaborating on a test, or submitting the academic work of another as one's own, is prohibited and may result in failing the course.

Withdrawal Dates

End of Unconditional Withdrawal	Thursday, June 21
End of Conditional Withdrawal	Tuesday, July 16

Administrative Withdrawal

If a student has not been in contact with the instructor and has not attended class for a consecutive two-week period, an administrative withdrawal will be submitted by the instructor.

ADA statement

Any student requesting special accommodations for this course due to a disability should apply for services through the SOAR Office or the Counseling Center, which will document the disability. A counselor will then help determine which accommodations, if any, the student needs for success in this course.

Course Outline/Weekly Topics

June 4	Class introduction
June 5 & 6	Ethics and Other Professional Responsibilities for Human Service Workers Required Reading: Summers, Chapter 1
June 7 & 11	Case Management: Definition and Responsibility Required Reading: Summers, Chapter 2
June 12	Ecological Model Required Reading: Summers, Chapter 3
June 13	Cultural Competence Required Reading: Summers, Chapter 4
June 14	Examining Attitudes and Perceptions Seeing Yourself as a Separate Person Required Reading: Summers, Chapter 5-6
June 18	Clarifying Who Owns the Problem and Identifying Good Responses and Poor Responses and Listening and Responding Required Reading: Summers, Chapter Chapters 7 and 8
June 19	Listening and Responding and Required Reading: Summers, Chapter 9

- June 20 Asking Questions
Required Reading: Summers, Chapter 10
- June 21 Video
- June 25 Bringing Up Difficult Issues and
Required Reading: Summers, Chapter 11
- June 26 Addressing and Disarming Anger
Required Reading: Summers, Chapter 12
- June 27 The Effective Combination of Skills
Required Reading: Summers, Chapter 13
Review for midterm
- June 28 **Exam #1 Chapters 1-13**
- July 2 - 6 SUMMER BREAK -- ENJOY THE SUNSHINE!!
- July 9 Documenting Initial Inquiries
Required Reading: Summers, Chapter 15
Introduce Project Topic
- July 10 The First Interview
Required Reading Chapter 16
- July 11 Social Histories
Required Reading: Summers, Chapter 17
- July 12 Using the DSM
Required Reading: Summers, Chapter 18
- July 16 The Mental Status Examination
Required Reading: Summers, Chapter 19
Project Work
- July 17 Receiving and Releasing Information
Required Reading: Summers, Chapter 20
AND
Developing a Service Plan
Required Reading: Summers, Chapter 21
Project Work
- July 18 Preparing for a Service Planning Conference/Disposition
Required Reading: Summers, Chapter 22
AND
Making the Referral and Assembling the Record
Required Reading: Summers, Chapter 23

	Project Work
July 19	Termination (purposefully out of sequence) Required Reading: Summers, Chapter 27 Project Work
July 23	Project Work (Switch Roles)
July 24	Documentation and Recording Required Reading: Summers, Chapter 24
July 25	Monitoring the Services of Treatment Required Reading: Summers, Chapter 25
July 26	Project Work Interview Papers Due (if choosing this option)
July 30	Developing Goals and Objectives Required Reading: Summers, Chapter 26
July 31	Project Work
Aug 1	Review for Exam 2 Final project due
Aug 2	Exam 2

******Please note: the above syllabus is subject to change at the discretion of the instructor**