## COUN 93 Course Outline as of Fall 2008

# CATALOG INFORMATION

Dept and Nbr: COUN 93          Title: INTRO TO CASE MANAGEMENT
Full Title: Introduction to Case Management
Last Reviewed: 3/25/2019

| Units | | Course Hours per Week | | Nbr of Weeks | Course Hours Total | |
|---|---|---|---|---|---|---|
| Maximum | 3.00 | Lecture Scheduled | 3.00 | 17.5 | Lecture Scheduled | 52.50 |
| Minimum | 3.00 | Lab Scheduled | 0 | 17.5 | Lab Scheduled | 0 |
| | | Contact DHR | 0 | | Contact DHR | 0 |
| | | Contact Total | 3.00 | | Contact Total | 52.50 |
| | | Non-contact DHR | 0 | | Non-contact DHR | 0 |

Total Out of Class Hours: 105.00          Total Student Learning Hours: 157.50

Title 5 Category:  AA Degree Applicable
Grading:          Grade Only
Repeatability:    00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:
Formerly:

**Catalog Description:**
The different phases and components of case management as a model of service delivery will be explored. This course will also include experiential skill development relevant to the practice of case management in the human services field.

**Prerequisites/Corequisites:**


**Recommended Preparation:**
Completion of Counseling 90 and Eligibility for ENGL 100 or ESL 100

**Limits on Enrollment:**


**Schedule of Classes Information:**
Description: The different phases and components of case management as a model of service delivery will be explored. This course will also include experiential skill development relevant to the practice of case management in the human services field.   (Grade Only)
Prerequisites/Corequisites:
Recommended: Completion of Counseling 90 and Eligibility for ENGL 100 or ESL 100
Limits on Enrollment:

Transfer Credit: CSU;
Repeatability: Two Repeats if Grade was D, F, NC, or NP

# ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

| | | | Effective: | Inactive: |
|---|---|---|---|---|
| **AS Degree:** | **Area** | | Effective: | Inactive: |
| **CSU GE:** | **Transfer Area** | | Effective: | Inactive: |
| **IGETC:** | **Transfer Area** | | Effective: | Inactive: |
| **CSU Transfer:** | Transferable | Effective: Fall 1999 | Inactive: | |
| **UC Transfer:** | | Effective: | Inactive: | |

**CID:**

**Certificate/Major Applicable:**
Both Certificate and Major Applicable

# COURSE CONTENT

**Outcomes and Objectives:**
Upon completion of this course, students will be able to:
1. Differentiate the phases and components of case management.
2. Conduct an intake and assessment of clients' needs.
3. Synthesize and organize information on a case.
4. Write concise reports and case notes.
5. Identify appropriate referrals and coordinate client services.
6. Prioritize tasks and develop a system of time management.
7. Incorporate counseling skills including confrontational
   techniques and boundary setting.
8. Develop a plan of service, including writing problem and goal
   statements, and action steps.
9. Develop and implement problem-solving strategies in response to
   the evaluation of client progress and case study practice.
10. Examine the organizational structure of human service agencies.
11. Conduct a case staffing/case conference.
12. Identify ethical issues as they pertain to the case management
    process, and identify strategies for resolving ethical dilemmas.
13. Identify roles in the case management process.
14. Demonstrate interviewing techniques and skills such as active
    listening and questioning.
15. Demonstrate assessment techniques and skills such as problem
    identification, eligibility determination and establishing
    problem severity.

**Topics and Scope:**

I.  Introduction to Case Management
    A. Definition of case management
    B. History of case management

    C. Goals of case management
    D. Phases of case management
    E. Roles and skills of the case manager
    F. Careers in case management
    G. Principles of case management
II.  The Assessment Phase of Case Management
    A. Conducting an intake interview and establishing client rapport
    B. Completing intake forms
    C. Gathering information and assessing client needs
    D. Problem identification and eligibility determination
    E. Writing intake report summary
    F. Interviewing techniques and skills: active listening,
       questioning, responding
III. Administrative Functions of Case Management
    A. Case Notes
    B. Documentation
    C. Completing Forms
    D. Time Management
IV.  The Planning Phase of Case Management
    A. Formulating complete picture of client
    B. Developing plan of service
    C. Making referrals and arranging for services
    D. Counseling skills:
      1. Confrontation
      2. Boundary setting
      3. Motivational techniques
    E. Online resources
V.   Implementation Phase of Case Management
    A. Monitoring client participation and service delivery
    B. Problem solving and case conferencing
    C. Counseling intervention
    D. Writing progress reports
VI.  Understanding the Organizational Structure of Human Service Agencies
    A. Mission statements
    B. Funding sources and limitations
    C. Structure and chains of command
    D. Policies and procedures
VII. Case Closure
    A. Counseling tasks during closure
    B. Writing closing reports
VIII.Ethical and Legal Issues in Case Management
    A. Confidentiality
    B. Working with potentially violent clients
    C. Family issues
    D. Duty to warn
    E. Issues of autonomy
    F. Ethical dilemmas

**Assignment:**

1. Textbook: read an average of thirty pages per week
2. Two intake interview reports based on in-class intake interview with

fellow students as clients
3. Two service plans based on in-class meetings with fellow students
   as clients
4. Two progress reports based on in-class follow-up sessions with
   fellow students as clients
5. One information and referral assignment (I & R)
6. One time management calendar
7. Two sets of case notes
8. One closing report
9. Two skill based written exercises (written homework)
10. Midterm and final exam

## Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

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| Written homework, intake, progress, and closing reports | Writing 20 - 30% |

**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

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| Information and Referral; time mgmt. Calendar; plan development | Problem solving 20 - 30% |

**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

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| None | Skill Demonstrations 0 - 0% |

**Exams:** All forms of formal testing, other than skill performance exams.

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| Short answer | Exams 20 - 30% |

**Other:** Includes any assessment tools that do not logically fit into the above categories.

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|---|---|
| Case notes; participation | Other Category 20 - 40% |

## Representative Textbooks and Materials:
Generalist Case Management by Marianne Woodside and Tricia McClam;
Brooks/Cole, 2003