COUN 93 Course Outline as of Fall 2004

CATALOG INFORMATION

Dept and Nbr: COUN 93 Title: INTRO TO CASE MANAGEMENT
Full Title: Introduction to Case Management
Last Reviewed: 11/25/2024

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	1.50	Lecture Scheduled	3.00	8	Lecture Scheduled	24.00
Minimum	1.50	Lab Scheduled	0	8	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	24.00
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 48.00 Total Student Learning Hours: 72.00

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, as well as the roles of the case manager, the skills and knowledge required, and the challenges of case management in the human services field.

Prerequisites/Corequisites:

Recommended Preparation:
Completion of Engl 100 or ESL 100 or Engl 84A.

Limits on Enrollment:

Schedule of Classes Information:
Description: Students will develop a working knowledge of the various roles and duties of a case manager in the field of human services. (Grade Only)
Prerequisites/Corequisites:
Recommended: Completion of Engl 100 or ESL 100 or Engl 84A.
Limits on Enrollment:
Transfer Credit: CSU;

Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

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 and determine when confrontational techniques are needed.
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.
10. Examine the organizational structure of human agencies.

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
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

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
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

Assignment:

Required reading assignments:
Textbook:average thirty pages per week
Required writing assignments may include:
Two intake summary reports
Two service plans
One progress report
One information and referral assignment
One time management calendar
One set of case notes
One closing report

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.

Written homework, intake, progress, and closing reports	Writing 40 - 80%

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

Info & Referral assignment; Time Mgmt. Calendar	Problem solving 5 - 40%

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

case notes; plan development; report writing	Skill Demonstrations 5 - 35%

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

Final	Exams 5 - 40%

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

Participation	Other Category 5 - 25%

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