HSRV 126 - Case Management in Human Services Course Outline

Approval Date: 05/31/2016

SECTION A

Unique ID Number: CCC000028269
Discipline(s): Counseling
Division: Counseling
Subject Area: Human Services
Subject Code: HSRV
Course Number: 126
Course Title: Case Management in Human Services
TOP Code/SAM Code: 2104.00 - Human Services, General* / C - Occupational

Rationale for adding this course to the curriculum: Change subject code COUN to HSRV

Units: 3
This Course Is: AA/AS Degree, Certificate/Skill Award, Degree Applicable, Distance Ed, Transfer Prep

Cross List: N/A
Typical Course Weeks: 18
Total Instructional Hours

Contact Hours
Lecture: 54.00
Lab: 0.00
Activity: 0.00
Work Experience: 0.00
Total Contact Hours: 54

Hours per semester in outside of class assignments: 108.00
Open Entry/Open Exit: No
Maximum Enrollment
Grading Option: Letter Grade or P/NP
Distance Education Mode of Instruction  On-Campus
Hybrid

SECTION B

General Education Information:

SECTION C

Course Description
Repeatability  May be repeated 0 times
Catalog  The course provides training in case management skills to implement with
Description  clients in a variety of human service organizations. Students will learn the
practical aspects of case management: intake interviews, assessment,
organization and design of a case plan, implementation and follow up.
Advocacy skills will be reviewed and an overview of legal and ethical issues
and professional development activities of human service specialists will be
examined.

Schedule
Description

SECTION D

Condition on Enrollment
1a. Prerequisite(s)
   •  HSRV 120
   •  HSRV 124
1b. Corequisite(s):  None
1c. Recommended:  None
1d. Limitation on Enrollment:  None

SECTION E

Course Outline Information
1. Student Learning Outcomes:
   A. Students will utilize their interviewing and advocacy skills with clients to design and
      implement a case management plan that addresses the client's human services needs.
2. Course Objectives:  Upon completion of this course, the student will be able to:
   A. Compare the models and examine the historical perspectives of case management.
   B. Evaluate effective intake interview skills and practice the skills through mock activities.
   C. Define assessment tools commonly used in case management.
   D. Compare and contrast service delivery models for effectiveness and efficiency.
   E. Design and write a case plan.
   F. Define the purpose of service coordination and identify and match local agencies with
      target populations.
   G. Evaluate advocacy strategies that increase self-sufficiency of clients and promote
      change within organizations.
   H. Define legal and ethical issues in human services and assess appropriate behavior for
      Human Service Specialists.
   I. Analyze professional development opportunities.
   J.  
3. Course Content
   A. Introduction to case management
      a. Historical perspectives on case management
b. Models of case management

B. Effective intake interviewing skills
   a. Interpersonal skills of the helper
   b. Identification of client needs
   c. Identification of resources
   d. Client barriers and challenges
   e. Diversity issues of clients

C. The use of assessment in case management

D. Service delivery planning which includes matching client needs with community resources.

E. Building a case file
   a. Formulating a case plan
   b. Organization and key elements in a case file
   c. Record keeping

F. Service coordination with local/state agencies
   a. Organization and service coordination
   b. Collaboration
   c. Providing information and referral
   d. Follow-up

G. Advocacy and change for individuals and organizations
   a. Advocacy for individuals, families and community
   b. The helper as a change agent
   c. Current political issues affecting organizations

H. Ethical and Legal Issues
   a. Ethical standards of Human Service workers
   b. Confidentiality

I. Professional Development
   a. Addressing burnout, time management, and personal boundaries
   b. Professional organizations
   c. 

4. Methods of Instruction:
   Lecture

5. Methods of Evaluation: Describe the general types of evaluations for this course and provide at least two, specific examples.
   Typical classroom assessment techniques
   Exams/Tests --
   Quizzes --
   Papers --
   Oral Presentation --
   Class Work --
   Home Work --
   Final Exam --
   Mid Term --

Additional assessment information:
   GRADES WILL BE BASED UPON:
   Reading and writing assignments, class presentations, midterm and final exams or quizzes.
   Example 1: Midterm paper on a local agency who delivers case management services.
   Example 2: Agency interview questions written assignment
   Letter Grade or P/NP
6. Assignments: State the general types of assignments for this course under the following categories and provide at least two specific examples for each section.

A. Reading Assignments
   Readings from required textbook and other sources as assigned.
   Example 1: Read the required chapter and write a journal response.
   Example 2: Read the materials collected from the agency and synthesize the information into the paper assignment.

B. Writing Assignments
   Written assignments related to readings and in-class exercises.
   Example 1: Formulate a written case plan that includes identification of needs, resources available, referrals, follow-up activities.
   Example 2: 2-3 page essay from a SF Chronicle Homelessness article.

C. Other Assignments

7. Required Materials
   A. EXAMPLES of typical college-level textbooks (for degree-applicable courses) or other print materials.

Book #1:
Author: M. Woodside, T. McClam
Title: Generalist Case Management: A Workbook for Skill Development
Publisher: Wadsworth Cengage Learning
Date of Publication: 2007
Edition: 1st

Book #2:
Author: M. Woodside, T. McClam
Title: Generalist Case Management: A Method of Human Service Delivery
Publisher: Cengage
Date of Publication: 2014
Edition: 4th

Book #3:
Author: Summers, Nancy
Title: Fundamentals of Case Management Practice: Skills for the Human Services
Publisher: Cengage Learning
Date of Publication: 2012
Edition: 4th

B. Other required materials/supplies.