HSRV-126: CASE MANAGEMENT IN HUMAN SERVICES

Effective Term
Fall 2024

SECTION A - Course Data Elements

CB04 Credit Status
Credit - Degree Applicable

Discipline

Minimum Qualifications	And/Or
Counseling (Master's Degree)	

Subject Code
HSRV - Human Services
Course Number
126

Department
Counseling (COUN)

Division
Counseling (COUN)

Full Course Title
Case Management in Human Services

Short Title
Case Management HSRV

CB03 TOP Code
2104.00 - *Human Services

CB08 Basic Skills Status
NBS - Not Basic Skills

CB09 SAM Code
C - Clearly Occupational

Rationale
Updating textbooks, methods of instruction and evaluation, added discipline experts.

SECTION B - Course Description

Catalog Course Description
The course provides training in case management skills to implement with 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.

SECTION C - Conditions on Enrollment

Open Entry/Open Exit
No

Repeatability
Not Repeatable

Grading Options
Letter Grade or Pass/No Pass

Allow Audit

Yes

Requisites

Prerequisite(s)

Completion of HSRV-120 with a minimum grade of C

Requisite Justification
Requisite Description

Course Not in a Sequence

Subject

HSRV

Course #

120

Level of Scrutiny

Content Review

Upon entering this course, students should be able to:

1- Define common practices in social work and human service agencies including legal and ethical issues.
2- Identify the goals and functions of local social service agencies
3- Identify community advocacy for collaboration with local agencies.
4- Demonstrate essential helping skills.
5- Knowledge of coping and self-care.
6- Identify strategies for coping for clients.

SECTION D - Course Standards

Is this course variable unit?

No

Units

3.00000

Lecture Hours

54.00

Outside of Class Hours

108

Total Contact Hours

54

Total Student Hours

162

Distance Education Approval

Is this course offered through Distance Education?

Yes

Online Delivery Methods

DE Modalities	Permanent or Emergency Only?
Entirely Online	Permanent
Hybrid	Permanent

SECTION E - Course Content

Student Learning Outcomes

	Upon satisfactory completion of the course, students will be able to:
1.	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.

Course Objectives

	Upon satisfactory completion of the course, students will be able to:
1.	Compare the models and examine the historical perspectives of case management.
2.	Evaluate effective intake interview skills and practice the skills through mock activities.
3.	Identify assessment tools commonly used in case management.
4.	Compare and contrast service delivery models for effectiveness and efficiency.
5.	Design and write a case plan.
6.	Define the purpose of service coordination and identify and match local agencies with target populations.
7.	Evaluate advocacy strategies that increase self-sufficiency of clients and promote change within organizations.
8.	Define legal and ethical issues in human services and assess appropriate behavior for Human Service Specialists.
9.	Analyze professional development opportunities.

Course Content

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

Methods of Instruction

Methods of Instruction

Types	Examples of learning activities
Activity	Small group discussion/work and in-class presentations by students.
Visiting Lecturers	Instructor will invite community representatives to provide lectures on various topics related to the subject matter.
Lecture	Students will attend instructor led lecture (in-person or synchronous or pre-recorded).
Discussion	Students will complete online discussion boards on assigned topics.

Instructor-Initiated Online Contact Types

Announcements/Bulletin Boards
Chat Rooms
Discussion Boards
E-mail Communication
Telephone Conversations
Video or Teleconferencing

Student-Initiated Online Contact Types

Chat Rooms
Discussions
Group Work

Course design is accessible

Yes

Methods of Evaluation

Methods of Evaluation

Types	Examples of classroom assessments
Exams/Tests	Chapter Quizzes
Homework	Completion of chapter exercises
Projects	Review of biopsychosocial assessment, treatment plan, safety plan
Projects	Completion of resource binder for referrals.
Other	Completion of different documentation styles for vignettes presented in class.

Assignments

Reading Assignments

Readings from required textbook and other sources as assigned.
Example 1: Read the required chapter and write a journal response. Complete chapter exercises or chapter review questions
Example 2: Read the materials collected from the agency and synthesize the information into the paper assignment.

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: Complete biopsychosocial assessment, treatment plan, on an assigned case vignette.

Other Assignments

-

SECTION F - Textbooks and Instructional Materials
Material Type
Textbook

Author
Nancy Summers

Title

Fundamentals of Case Management Practice: Skills for the Human Services

Edition/Version

5th Edition

Publisher

Cengage Learning

Year

2015

ISBN #

130509476X

Material Type

Textbook

Author

M. R. Woodside & T. McClam

Title

Generalist Case Management: A Method of Human Service Delivery

Edition/Version

5th edition

Publisher

Cengage Learning

Year

2017

ISBN #

 9781305947214

Material Type

Textbook

Author

Arthur J. Frankel, Sheldon R. Gelman, & Diane K. Pastor

Title

Case Management: An Introduction to Concepts and Skills

Edition/Version

4th Edition

Publisher

Oxford University Press

Year

2019

ISBN #

0190858885

Course Codes (Admin Only)

CB00 State ID
CCC000028269

CB10 Cooperative Work Experience Status
N - Is Not Part of a Cooperative Work Experience Education Program

CB11 Course Classification Status
Y - Credit Course

CB13 Special Class Status
N - The Course is Not an Approved Special Class

CB23 Funding Agency Category
Y - Not Applicable (Funding Not Used)

CB24 Program Course Status
Program Applicable

Allow Pass/No Pass
Yes

Only Pass/No Pass
No