

I. COURSE DESCRIPTION:

This course is designed to introduce students to models, principles and skills of case management. Students will explore the divergent approaches to case management within the helping field. A collaborative, empowering and strengths-based approach to case management will be emphasized. Students will acquire the case management skills necessary to coordinate and provide services to a variety of client populations. Students will learn the roles and responsibilities assumed by case managers including engagement, assessment, service planning and coordination, effective helping skills, and advocacy. Students will examine the primary helping functions, barriers to implementation, and concrete tools toward collaborative case management within a variety of practice settings.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Understand and analyze the different approaches to case management practices.

Potential Elements of the Performance:

- A) Define case management and its primary functions from the various perspectives studied.
- B) Analyze the implications of case management approaches on consumers.
- C) Evaluate your role as a social service worker and your conceptual framework of case management.

2. Develop collaborative, helping relationships with diverse populations.

Potential Elements of the Performance:

- A) Describe the principles, barriers and helping functions/skills of strengths-based case management approach.
- B) Describe the key roles of a collaborative case manager.
- C) Demonstrate strengths-based assessment/intervention skills.
- D) Ensure the basic rights of service consumers are honoured and protected.
- E) Maintain professional helping relationships, which adhere to ethical and legal standards.

3. Develop an understanding of client and community empowerment as a necessary component of case management work.

Potential Elements of the Performance:

- A) Define and recognize advocacy as an important case management role.
 - B) Identify systemic issues, which oppress or negatively affect consumers.
 - C) Develop effective participation by community members in social change efforts in a manner that challenges existing power relationships.
5. Develop case management skills.
- Potential Elements of the Performance:
- A) Conduct an accurate assessment of client need/strengths.
 - B) Complete a social history report.
 - C) Complete a service plan/individual treatment plan.
 - D) Identify and perform the various functions of case management.

III. TOPICS:

1. Introduction to case management (definitions, theoretical frameworks, functions, & responsibilities)
2. Divergent approaches: A comparison
3. Empowerment/Strengths Based Approaches
4. Principles, skills and strategies of case management.
5. Bio-psycho-social assessment components
6. Effective service coordination & knowledge of community resources

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Summers, N. (2001). *Fundamentals of Case Management Practice. Exercises and Readings*. Toronto: Nelson Thompson Learning.

Sheafor, B., & Horejsi, C. *Techniques & Guidelines for Social Work Practice*. (2003). 6th Ed. Toronto: Allyn & Bacon

V. EVALUATION PROCESS/GRADING SYSTEM:

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|---------------------------------------|-----|
| 1. Assessment Report & Treatment Plan | 25% |
| 2. Research essay/presentation | 20% |
| 3. Attendance/Participation | 5% |
| 4. Mid-term exam | 20% |
| 5. Final exam | 20% |

The following semester grades will be assigned to students in post-secondary courses:

| <u>Grade</u> | <u>Definition</u> | <u>Grade Point Equivalent</u> |
|--------------|--|-------------------------------|
| A+ | 90 – 100% | 4.00 |
| A | 80 – 89% | |
| B | 70 - 79% | 3.00 |
| C | 60 - 69% | 2.00 |
| D | 50 – 59% | 1.00 |
| F (Fail) | 49% and below | 0.00 |
| CR (Credit) | Credit for diploma requirements has been awarded. | |
| S | Satisfactory achievement in field /clinical placement or non-graded subject area. | |
| U | Unsatisfactory achievement in field/clinical placement or non-graded subject area. | |
| X | A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course. | |
| NR | Grade not reported to Registrar's office. | |
| W | Student has withdrawn from the course without academic penalty. | |

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

VI. SPECIAL NOTES:

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 493 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

Other Notes:

1. All submissions must be in word processing format and follow APA guidelines.
2. Students are expected to be familiar with and abide by the College's “Student Rights and Responsibilities” policies.
3. Students are expected to act in accordance with the SSW Code of Ethics and ensure respectful participation within class.
4. Missed tests or late assignments are at the professor's discretion for substantial and substantiated reasons. Assignments submitted following the due date **would not** be graded unless the student demonstrates substantial and substantiated reasons. Students are responsible to discuss directly and immediately with the professor.
5. Students are expected to be prepared for class (complete associated readings) & actively participate in classroom activities to promote classroom learning and application of case management strategies. Grades assigned for attendance and participation will reflect the student's knowledge of the content discussed, willingness to share thoughts about the material, and ability to entertain views different from their own. Final grade is at the discretion of the professor.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.

COURSE ASSIGNMENTS

1. Assessment Report & Treatment Plan

Students will “create” a client or utilize the case scenario supplied by the professor in class and complete a social history/assessment report according to the guidelines provided by the professor in class. Students may utilize a client from their field placement, however, submission must be non-identifying and the field placement supervisor must review, approve and sign the assignment.

Students will complete a treatment plan (service plan) following the guidelines provided by the professor.

Due Date: _____

2. Research Essay/Presentation:

Students will complete a literature review and submit a **minimum** 4-5 page essay regarding the application of case management in specialized areas or with selected client groups. Case management practices are widely applied within the social services field. Students are encouraged to become familiar with the various approaches with diverse client populations. Students must submit a reference page with a **minimum** of three professional resources. Submissions must be completed according to APA style.

Students may choose to work in small groups (3-4 students) and collaborate on the written essay and present their findings to class. Presentations must be well prepared and stimulate classroom learning. Presenters may utilize power point, short clips from videos, handouts, role-play demonstrations and lecture style. It is understood that each participant within the group must actively contribute to the final product. Failure to do so will lead to grade penalties. The professor will assign a “group grade” except in exceptional circumstances. Additional instructions will be provided in class.

Due Date: _____

3. Participation and Attendance:

Students will be expected to come prepared to class (completed readings/case examples, in-class assignments) to facilitate group learning and participation. Grades assigned for attendance and participation will reflect the student’s knowledge of the content discussed, willingness to share thoughts about the material, and ability to entertain views different from their own. Final grade is at the discretion of the professor.

4. Mid-term and Final Exams:

Exams will be completed in class. The professor in class will confirm dates. Exams will be based upon the assigned readings, classroom lectures and discussions. Additional instructions will be provided.