

Course Outline for PSCN 6

INTRODUCTION TO COUNSELING CASE MANAGEMENT FOR HUMAN SERVICES

Effective: Fall 2004

I. CATALOG DESCRIPTION:

PSCN 6 — INTRODUCTION TO COUNSELING CASE MANAGEMENT FOR HUMAN SERVICES — 3.00 units

Introduces to case management theory, models and techniques, multicultural issues affecting case management theory. Emphasis placed on case management philosophy, ethical issues, concepts and practices. Analysis of needs, documentation and confidentiality, and individualized consumer plan development. Strongly recommended: Psychology-Counseling 5. 3 hours.

3.00 Units Lecture

Prerequisite

PCN 5 - Introduction to Social Work and Human Services

Grading Methods:

Optional

Discipline:

	<u>MIN</u>
Lecture Hours:	54.00
Total Hours:	54.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT:

III. PREREQUISITE AND/OR ADVISORY SKILLS:

Before entering the course a student should be able to:

A. PCN5

IV. MEASURABLE OBJECTIVES:

Upon completion of this course, the student should be able to:

1. identify and describe the core components of case management theory and practice
2. explain Systems Theory and describe systems management
3. explain organizational structure and its components
4. identify the modern issues in human services case management
5. distinguish contrasting concepts in human services case management and describe the concept of "best practices"
6. explain modern data management in human services and describe the cautions needed to assure client confidentiality

V. CONTENT:

- A. Theory and practice of case management in human services
 1. Brief history of human services case management
 2. Management principles and "best practices" in human service delivery
 - a. Needs assessment, service provision and monitoring, data collection
 - b. Dual role of provider and service coordinator; cautions required
 - c. Service team and client/consumer partnership formation
 - d. Client assessment and empowerment
 - e. Evaluating outcomes
- B. Systems management
 1. General Systems Theory
 2. Using Systems Theory in the delivery of human services
 3. Environmental influences Modeling Theory
- C. Organizational theory and structure
 1. Collaborative team building
 2. Client/consumer and provider partnering
 3. Linkage with community agencies
 4. Networking
- D. Modern issues in human services case management
 1. Quality of care issues
 2. Legal and ethical issues
 3. Cost effectiveness issues
 4. Diverse populations and multi-cultural issues

5. Effectively managing complex cases
- E. Mental disorders
 1. Overview of Diagnostic and Statistical Manual (DSM-IV-TR)
 2. Dual diagnosis: mental and substance disordered
- F. Contrasting concepts in human services case management
 1. Care management
 2. Managed competition
 3. Managed care
- G. Modern information gathering, client record safeguards and data management
 1. Electronic media use, data collection and transmission
 2. Appropriate documentation of services
 3. Charting for self, team, subsequent providers and reimbursement
 4. Cautions needed to assure client confidentiality

VI. METHODS OF INSTRUCTION:

- A. **Lecture** - Lecture and speakers assisting from the field
- B. **Discussion** - Class discussion and project-based learning
- C. Role playing and/or other assessments feedback
- D. Interactive internet connectivity as appropriate
- E. **Audio-visual Activity** - Video, DVD, TV and/or other electronic media

VII. TYPICAL ASSIGNMENTS:

- A. Reading assignment in text and class lecture/discussion 1. Examine themes and purposes of DSM-IV-TR Diagnoses 2. Lecture and brief overview of Axis I Disorders (excludes mental retardation) a. Be able to identify Axis I Disorders (childhood onset) b. Be able to identify developmental stages when disorders first diagnosed c. Be able to distinguish typical learning disorder from motor skills disorder B. Writing a journal entry on childhood experience related to theme 1. Write on a critical reflection on childhood learning verses motor skills problems in your recalled experience or observation a. Write to define the problem clearly and critically b. Write about your experience or observation of the problem c. Write about recalled perception in contrast with current perspective of problem 2. Write about critical factors that inform your current perspective C. Critical thinking and problem-solving 1. Informational interview with case managers or others in human services 2. By use of speaker or video (e.g. "Girl Interrupted") presentation, students assigned class discussion to identify common problems in diagnosis of mental disorders (esp. Axis I) D. Demonstrate learning using group class presentations on common problems associated with theme of DSM-IV-TR Diagnoses (esp. diagnosis of mental disorders on Axis I) 1. After reviewing theme in reading, class discussion, writing and research form students into problem related groups 2. Assign presentation options a. Each present their problem, relate experience or observation to others b. Present "composite problem" and suggest steps to resolution c. Role play E. Present term paper, class research project and/or class report on them

VIII. EVALUATION:

A. **Methods**

1. Exams/Tests
2. Quizzes
3. Papers
4. Class Participation
5. Other:
 - a. Class participation and performance
 - b. Essay and/or objective tests and quizzes: examples:
 1. Typical essay question: "Identify two common obstacles faced by client/customers seeking human services, and describe how you, as a case manager, would help to address these.
 2. True or false: "The mission of the modern human services case manager is to assist client/customers to strength their dependence on their agency.
 3. When we considered concepts in human services case management, which of the following is NOT a consideration:
 - a. Care management
 - b. Managed competition
 - c. Managed prevention programs
 - d. Managed care
 - c. Term papers, class research projects, written or oral reports, journal summaries or class presentations demonstrating learning relating to themes, theories and course concepts covered

B. **Frequency**

1. Weekly check of class work progress and journal summaries
2. Mid-terms, final assessments and evaluations

IX. TYPICAL TEXTS:

1. Raffetto, Nan *Getting into Case Management.*, Center for Case Management, 2003.
2. Delquest, Betty *Community Integration.*, California Associations of Social Rehabilitation Agencies, 2002.
3. Delquest, Betty *Rehabilitation and Recovery.*, California Associations of Social Rehabilitation Agencies, 2002.
4. Woodside, Marianne and McClam, Tricia *Generalist Case Management: A Method of Human Service Delivery.* 2nd ed., Thomson/Brooks-Cole, 2003.
5. Moxley, David *Case Management by Design: Reflections on Principles and Practices.*, Nelson-Hall, 1997.

X. OTHER MATERIALS REQUIRED OF STUDENTS: