

Las Positas College
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Course Outline for PCN 6

INTRODUCTION TO CASE MANAGEMENT FOR HUMAN SERVICES

Effective: Fall 2018

I. CATALOG DESCRIPTION:

PCN 6 — INTRODUCTION TO CASE MANAGEMENT FOR HUMAN SERVICES — 3.00 units

An introduction to the role and importance of case management within Human Services. Exploration of theories, models, techniques and multicultural issues affecting case management. Emphasis placed on case management philosophy, ethics, concepts, skills and practices. Analysis of needs, documentation, confidentiality and individualized plan development.

3.00 Units Lecture

Strongly Recommended

PCN 5 - Introduction to Social Work and Human Services

Grading Methods:

Letter or P/NP

Discipline:

- Counseling

	MIN
Lecture Hours:	54.00
Total Hours:	54.00

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1

III. PREREQUISITE AND/OR ADVISORY SKILLS:

Before entering this course, it is strongly recommended that the 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 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. Introduction to the practice of case management in human services
 1. History and definition
 2. Goals and phases of case management
 3. Roles and skills of the case manager
 4. Careers in case management
 5. Principles and "best practices" in human service delivery
- B. Theoretical approaches in human services
 1. General Systems Theory
 2. Ecological Model Theory
- C. Assessment, Service Planning, Implementation and Monitoring
 1. Conducting an intake and establishing rapport
 - a. Release
 - b. Eligibility
 - c. Multicultural competence
 2. Interviewing techniques and skills
 - a. Listening, questioning and responding
 3. Gathering Information and assessing clients needs
 - a. Social history
 - b. Identifying the presenting problem
 4. Establishing goals and developing a service plan
 - a. Intervention strategies

- b. Identifying client strengths and motivation
 - c. Identifying client challenges and resources
 - 5. Service provision and monitoring
 - a. Service team and client/consumer partnership formation
 - b. Combining goals and service objectives
 - c. Case conferencing for problem solving
 - d. Documentation and follow-up
 - 6. Evaluating interventions and outcomes
 - 7. Termination
 - a. Case management tasks and writing closing reports
- D. 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. Confidentiality, privacy and privileged communication
- E. Organizational theory and structure of Human Service Agencies
 - 1. Mission Statements
 - 2. Funding sources and limitations
 - 3. Policies and procedures
 - 4. Collaborative team building
 - 5. Client/consumer and provider partnering
 - 6. Linkage with community agencies
 - 7. Networking
- F. Modern issues in human services case management
 - 1. Availability, accessibility and quality of service/care
 - 2. Ethical and legal issues
 - 3. Cost effectiveness
 - 4. Working with diverse populations
 - 5. Effectively managing complex cases
- G. Contrasting concepts in human services case management
 - 1. Case Management
 - 2. Managed Care
 - 3. Managed competition

VI. METHODS OF INSTRUCTION:

- A. **Discussion** -
- B. **Research** -
- C. **Written exercises and case studies** -
- D. **Classroom Activity** -
- E. **Lecture** -

VII. TYPICAL ASSIGNMENTS:

1. Case Study: Students will read and analyze a case study. Assess and evaluate the characters in the study and develop an individualized client service plan based on what information they are able to infer as the presenting problem and will include appropriate resource and referral recommendations.
2. Skills demonstration and problem solving: Students will conduct mock interviews to demonstrate methods of interviewing (coping and supportive skills), and develop a client based service plan to include intake, assessment and referral (case management skills).
3. Complete a comprehensive case file to include: Intake, Informed Consent, Assessment, Social History, Plan, Release of Information, Referral and Contact log.

VIII. EVALUATION:

Methods/Frequency

- A. Exams/Tests
 - x
- B. Quizzes
 - x
- C. Research Projects
 - x
- D. Papers
 - x
- E. Oral Presentation
 - x
- F. Class Participation
 - x
- G. Home Work
 - x

IX. TYPICAL TEXTS:

1. *Fundamentals of Case Management Practice: Skills for the Human Services*. 5 ed., Cengage Learning, 2016.
2. *Case Management: An Introduction to Concepts and Skills*. 3 ed., Lyceum Books, 2012.
3. Woodside, Marianne and McClam, Tricia *Generalist Case Management: A Method of Human Service Delivery*. 4 ed., Brooks/Cole, 2013.

X. OTHER MATERIALS REQUIRED OF STUDENTS: