

Department:

Human Services

Course Description:

This course provides a foundation in effective case management skills. The course covers interviewing strategies, data collection methods, documentation, and making appropriate referrals for service coordination. The course also examines ethical principles and multi-cultural issues directly related to effective case management.

Course Competencies:

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

1. Describe the goals and functions of case management.
2. Explain the case management process and the three components of case management.
3. Apply effective interview techniques.
4. Describe ways to disarm a potentially violent client.
5. Describe the documentation process and explain its importance.
6. Construct an eco-map and describe the map's major components.
7. Describe the components of a case file.
8. Explain the importance and describe the process of case monitoring and service coordination.
9. List survival skills needed for case managers in coping with compassion fatigue.

Course Content:

- A. Introduction to Case Management
- B. Case Management Defined
- C. The Process of Case Management
- D. Three Components of Case Management
- E. Goals of Case Management
- F. Historical Perspectives
- G. Models of Case Management
- H. Roles in Case Management
- I. Interviewing Skills
- J. Effective Communication Skills
- K. Gathering Information
- L. Mistakes and Pitfalls
- M. Disarming a Client
- N. Building a Case File and Record Keeping
- O. Medical Evaluations
- P. Psychological Evaluations
- Q. Social Histories
- R. Documentation and Report Writing
- S. Planning and Coordination
- T. Identifying Services

- U. Developing a Plan for Services
- V. Coordinating Services
- W. Cultural Considerations
- X. Monitoring Services
- Y. Ethical Considerations
- Z. Surviving as a Case Manager

Learning Assessments:

Course competencies will be assessed by use of written assignments, quizzes, group work, oral reports, role play activities, exams, research assignments, and reflection papers.

Instructional Materials:

Woodside, M. & McClam, T. (2007). *Generalist Case Management: A Method of Human Service Delivery* (3rd ed.). Pacific Grove, CA: Brooks/Cole Publishing. ISBN-13: 978-0495004882

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).