HSM405 Case Management in Human Services

Credit Hours: 3

Contact Hours: This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 10-25 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

Faculty Information

Name:
Phone:
CSU-Global Email:
Virtual Office Hours:

Course Description and Outcomes

Course Description:

This course teaches the principles, practices, and issues in human services case management with emphasis on prevention and intervention strategies. Students will learn listening skills, planning, assessment of community resources, referral procedures, general crisis intervention, and setting appropriate boundaries in their roles as case managers.

Course Overview:

HSM405 introduces students to the meaning and practice of human services case management. Students will obtain a strong understanding of the goals, principles, and standards of case management and examine how these are manifest through intervention. Students will practice interviewing and assessment skills and will critically review various interventions with clients from diverse populations seeking care. Emphasis is placed on the multiple roles and responsibilities of the case manager, his or her place within diverse human services settings, and the specific tasks associated with addressing human need. Lastly, the course will prepare students to identify and address the challenges of human services case management with the goal of implementing personal and professional skills toward the objective of obtaining optimal outcomes.
Course Learning Outcomes:

1. Identify the primary goals of case management in the human services setting.
2. Identify and apply the roles and responsibilities of the case manager in the human services setting.
3. Distinguish among the different models of case management.
4. Examine methods of assessment and interviewing as a case manager in the human services setting.
5. Identify and apply appropriate and culturally informed case management interventions.
6. Analyze and evaluate the role of care coordination as a case manager in the human services setting.
7. Apply current research to working with special populations in the case management role.
8. Explain and apply ethical decision making in working as a case manager in the human services setting.
9. Develop a personal plan to avoid barriers to performing well as a case manager.

Participation & Attendance

Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first 7 days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

Course Materials

Required:


NOTE: All non-textbook required readings and materials necessary to complete assignments, discussions, and/or supplemental or required exercises will be provided within the course itself. Please read through each course module carefully.

Course Schedule

Due Dates

The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- Discussion Boards: The original post must be completed by Thursday at 11:59 p.m. MT and Peer Responses posted by Sunday 11:59 p.m. MT. Late posts may not be awarded points.
- Mastery Exercises: Students may access and retake mastery exercises through the last day of class until they achieve the scores they desire.
- Critical Thinking Activities: Assignments are due Sunday at 11:59 p.m. MT.

<table>
<thead>
<tr>
<th>Week #</th>
<th>Readings</th>
<th>Assignments</th>
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| 1      | - Chapters 1 & 2 in Generalist Case Management: A Method of Human Service Delivery  
         - Mastery (10 points)  
         - Critical Thinking (50 points) |
| 2      | - Chapter 3 in Generalist Case Management: A Method of Human Service Delivery  
         - Mastery (10 points)  
         - Critical Thinking (75 points) |
| 3      | - Chapters 5 & 6 in Generalist Case Management: A Method of Human Service Delivery  
         - Mastery (10 points)  
         - Critical Thinking (75 points) |
| 4      | - Chapters 7 & 8 in Generalist Case Management: A Method of Human Service Delivery  
         - Mastery (20 points)  
         - Critical Thinking (75 points) |
| 5      | - Chapters 9 & 10 in Generalist Case Management: A Method of Human Service Delivery  
         - Mastery (10 points)  
         - Critical Thinking (50 points) |
         - Mastery (10 points)  
         - Critical Thinking (75 points) |
Assignment Details

This course includes the following assignments/projects:

Module 1

Critical Thinking: Interview of Case Manager—Part 1: Choose Organization; Schedule Interview (50 Points)

This is the first of three assignments requiring students to select an organization and then prepare, conduct, and write up an interview with a case management professional in the human services field. For the Week 3 Critical Thinking Activity (CT), you will prepare your interview instrument, and for the Week 6 CT, write up the results of your interview, which you will conduct during the period from the beginning of Week 4 to the end of Week 5.

Perform a search of different human services organizations in your area. Contact persons of interest within the organizations you consider to determine whether they use case management services and have someone on staff in a case management position that you could interview. Set up an interview for later in the course—to be completed per the specifications above during Week 4 or 5.

For this CT, submit a paper describing the following:
1. The experience of performing a search
2. The rationale for choosing the organization you chose
3. A brief summary of the organization based on published material, website, etc.
4. Name and contact information of the person to be interviewed and scheduled date of the interview

Your paper should be 2 to 3 pages in length with document and citation formatting per CSU-Global Guide to Writing and APA Requirements.

Module 2

Critical Thinking: Professional Standards (75 Points)

This week’s readings from CMSA guide us through the professional standards that a case manager should use to guide her or his work. The process of learning about one’s career and coming to own the professional title cultivates an understanding and valuation of the guiding principles of the profession.
Complete a PowerPoint presenting the Guiding Principles of Case Management:

You introduction slide should describe the importance and rationale of applying the guiding principles in the field of human services specific to case management.

Each preceding slide should be devoted to one of each of the 12 guiding principles (one slide per principle). Provide a description of the principle and an example of how the principle is applied and manifested in practice.

The PowerPoint presentation must be 15 slides in length (including one title slide and one references slide), and formatted according to APA style. The final slide provides documentation of all sources in APA style.

1. Ensure that your slide presentation has appropriate and engaging images.
2. Include notes in the notes section to enhance the information included on each slide.
3. Remember to back up your assertions and points with solid research from the field, either scholarly journals or trade publications. Use in-text citations and a reference section slide at the end of your presentation.

Incorporate at least two scholarly sources other than assigned readings to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources. Your presentation should be 15 slides in length with document and citation formatting per CSU-Global Guide to Writing and APA Requirements.

For guidelines on developing PowerPoint presentations visit http://office.microsoft.com/en-us/powerpoint-help/create-your-first-presentation-RZ001129842.aspx. For Prezi and Sliderocket, visit the product websites. You may also want to see the Sample PowerPoint Presentation for citing in APA format in the Library under the “APA Guide & Resources” link.

**Portfolio Project Milestone: Description of Population and Human Services Need (20 points)**

Specify a population that you would be interested in working with in the Human Services field, which you will select to serve as the substantive basis of your Portfolio Project. Submit a brief description of the population and human services need for review by your instructor.

Though you will not receive points this week for this deliverable, it is a part of your final Portfolio Project requirements and 20 points will be deducted from your final project grade if the deliverable is not completed and submitted as assigned.

**Module 3**

**Critical Thinking: Interview – Part 2 Preparation (75 Points)**

Develop a list of 15 to 20 open-ended questions that you will use in your interview of the case manager whom you identified in Module 1. Provide a one- or two-sentence rationale for each question that you are asking after each question. The interview needs to be completed after the end of this week and by the end of Module 6.

Write two or three paragraphs sharing your history of interviewing individuals, regardless of the setting(s) or purpose(s) behind the interview(s), and describing your comfort with the process of conducting interviews. Discuss the personal strengths that you bring to being an interviewer and barriers that might impact the interview.

Your paper should apply document and citation formatting per CSU-Global Guide to Writing and APA Requirements.

**Portfolio Project Milestone: Annotated Bibliography (40 Points)**
Locate five peer-reviewed journal articles from the CSU-Global Library for use in your final Portfolio Project, which is due at the end of Week 8. Submit an annotated bibliography of the journal articles. For guidance on the format of an annotated bibliography, visit https://owl.english.purdue.edu/owl/resource/614/01/.

Though you will not receive immediate points for this deliverable, it is a part of your final Portfolio Project requirements. Submission of a proper annotated bibliography before midnight of this week is worth 50 points toward your final project grade. See the Portfolio Project rubric, which can be accessed from the Course Information page, for details. Also, review the Portfolio Project on the Week 8 Assignments page, if you have not already done so.

Module 4

Critical Thinking: Mock Psychosocial Assessment and Treatment Plan (75 Points)

Complete a psychosocial assessment using the guide in the textbook chapter entitled “Building a Case File” to complete a psychosocial evaluation of yourself (or a fictional, hypothetical self) as if you were a person seeking case management services. Feel free to be creative about presenting the problem and history of the problem if you are not comfortable addressing an actual personal need. The following sections need to be included in detail in your assessment:

1. Identifying information
2. Presenting problem(s)
3. History of the problem(s)/previous problem(s)
4. Family history
5. Family interactions
6. Environment—home and neighborhood
7. Early childhood development
8. Work history
9. Medical information
10. Summary and recommendations

Your evaluation should include a treatment plan per the following specification: Based on the presenting problem(s) that you have identified, develop two measurable goals, specifying objectives and the services that will be applied to achieve these goals. Identify the timeline in which these goals will be accomplished.

Your paper should be 2 to 3 pages in length with document and citation formatting per CSU-Global Guide to Writing and APA Requirements.

Module 6

Critical Thinking: Interview – Part 3 Report (75 Points)

Review the results of the interview with the case manager identified in Week 1. Include the questions that you asked, with any follow-up questions asked, and participant responses. Finish the review with a summary of the interview, including the interviewee’s responses to each question, your reflection on the experience and substantive results of the interview, and a description of how you intend to process and use the information gathered.

Discuss and cite at least two scholarly sources other than assigned readings to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources. Your paper should be 2 to 3 pages in length with document and citation formatting per CSU-Global Guide to Writing and APA Requirements.

Module 8

Portfolio Project: Two Interventions for a Selected Population (350 points)
The Portfolio Project demonstrates application of knowledge of the case management experience in human services by synthesizing the information from the readings, class work, scholarly sources, and students’ work and life experiences. The purpose of this project is to integrate human services needs with evidence-based interventions and apply to a fictitious human services setting and population.

In this assignment, you are asked to discuss cultural competency in human services work and how it can be achieved in the treatment of a specific population. During Week 2 you will select a population to serve as the basis of your project and then create a fictitious human services setting scenario in which you will describe the implementation of two interventions for that population.

Directions:

1. Select a population in need that would be treated in a case management setting (i.e., mentally ill, homeless, substance abuse, single parent, victim of domestic violence, victim of other trauma, person living with HIV/AIDS, terminally ill, person living in poverty, or other of your choice).
2. Thoroughly identify the case management needs of the population you have selected. Include description of assessment procedures that will be used. Incorporate at least one scholarly journal article to provide support for your description. (Hint: The CSU-Global Library is a great place to find your resource!)
3. Develop a list of strategies and interventions based in research to treat the case management needs of this client. Include a summary of at least three different interventions. Provide rationale for the use of each intervention, citing the research that supports each intervention.
4. Distinguish between direct interventions and care coordination/advocacy that will be used in treatment of this case management client.
5. Identify and distinguish the model(s) of case management applied to this case as well as the distinct roles of the case manager.
6. Describe and address cultural considerations in treatment of the population in need.
7. Describe and address ethical considerations applied in the case management treatment of this population.

Discuss and cite at least three scholarly sources other than assigned readings to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources. Your paper should be 8 to 10 pages in length with document and citation formatting per CSU-Global Guide to Writing and APA Requirements.
For information on late work and incomplete grade policies, please refer to our In-Classroom Student Policies and Guidelines or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

Academic Integrity
Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /re-purposing your own work (see CSU-Global Guide to Writing and APA Requirements for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and Internet resources.

Citing Sources with APA Style
All students are expected to follow the CSU-Global Guide to Writing and APA Requirements when citing in APA (based on the APA Style Manual, 6th edition) for all assignments. For details on CSU-Global APA style, please review the APA resources within the CSU-Global Library under the “APA Guide & Resources” link. A link to this document should also be provided within most assignment descriptions on your course’s Assignments page.

Netiquette
Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom.

If you have concerns about something that has been said, please let your instructor know.