



**KENNEBEC VALLEY COMMUNITY COLLEGE
FAIRFIELD, MAINE**

Department of Social Sciences

COURSE NUMBER: MHT 220-01 (Spring 2013)
COURSE TITLE: Case Management

CREDIT HOURS: 3
CLOCK HOURS: 45

INSTRUCTOR: Mark Kavanaugh
OFFICE: 306 Carter Hall
E-MAIL ADDRESS: mkavanaugh@kvcc.me.edu

OFFICE HOURS: By appt.
VOICE MAIL: 453-5189

TEXTS:

Summers, N. (2008). *Fundamentals of Case Management Practice: Skills for Human Services*. (4th Ed.) Brooks-Cole.

PRE/CO-REQUISITES:

MHT 124: Psychosocial Rehabilitation (recommended)

COURSE DESCRIPTION:

Case management is a process that is currently receiving increasing attention in a variety of mental health, medical, and social service settings. It is a method of intervention which focuses simultaneously on the fragmentation within the consumer as well as fragmentation within the network of service delivery. Building upon an understanding of the social systems model, this course examines the various approaches to case management in a range of settings. Content areas address: history and basis, stages of engagement, assessment, planning, implementation, disengagement, evaluation, advocacy, and organizational supports.

COURSE OBJECTIVES:

Upon successful completion of this course, students should be able to:

1. Discuss the philosophy, purpose, and types of case management systems.
2. Write appropriate plans and goals that are clear, concise, specific, and measurable;

MHRT OUTCOMES:

1. Understands importance of community inclusion and use of natural supports
2. Understands Maine's laws regarding mental health recipients' rights
3. Understands benefit and entitlement programs
4. Understands interaction of co-occurring medical issues
5. Knowledgeable about changing treatment needs for adult stages of transition
6. Understands basic social services and entitlements
7. Knowledge of community provider system
8. Knowledgeable of generic community resources including available natural supports
9. Understands ethics and conducts practice in a professional manner
10. Aware of the need to act as a contributing member of an interdisciplinary team
11. Knowledge of confidentiality

12. Aware of the need to evaluate effectiveness of personal practice
13. Understands effective use of supervision
14. Interacts effectively with community members and other professionals
15. Understands strategies that empower consumers

COURSE OUTLINE:

Week 1 beginning Monday January 7

- Introduction to the Course, Syllabus, and Expectations
- Lesson 1: Ethics in Case Management

Week 2 beginning Monday January 14

- Lesson 2: Maine Laws Regarding Mental Health Recipient's Rights
- Lesson 3: Professional Responsibilities of a Case Manager

Week 3 beginning Monday January 21

- Lesson 4: History and Logistics of Case Management
- Lesson 5: Theory Behind Case Management

Week 4 beginning Monday January 28

- Lesson 11: Client Privacy and Disclosure
- Lesson 6: Documentation from the Start

Week 5 beginning Monday February 4

- Lesson 7: Initial Interview
- Lesson 24: Listening, Asking, and Responding
- Lesson 8: Taking Histories
- Lesson 9: The DSM in Case Management

Week 6 beginning Monday February 11

- Lesson 25: Tackling Difficult Issues and Anger in Case Management
- Lesson 10: Mental Status Examinations

Week 7 beginning Monday February 18

- Winter Break

Week 8 beginning Monday February 25

- Lesson 13: Developing a Service Plan
- Lesson 14: Preparing for a Service Plan Conference

Week 9 beginning Monday March 4

- Lesson 18: Developing Goals and Objectives

Week 10 beginning Monday March 11

- Lesson 19: Terminating a Case
- Lesson 15: Making a Referral
- Lesson 17: Monitoring the Plan

Week 11 beginning Monday March 18

- Lesson 16: Documentation for the File
- Lesson 21: Maintaining Professionalism by Taking Care of our Needs

Week 12 beginning Monday March 25

- Lesson 22: Evaluating Professional Efficacy

Week 13 beginning Monday April 1

- Spring Break

Week 14 beginning Monday April 8

- Lesson 23: Attitudes, Assumptions, and Boundaries in Case Management
- Lesson 12: Positive Change and Recovery

Week 15 beginning Monday April 15

- Lesson 20: Assembling a File

Week 16 beginning Monday April 22

- Lesson 26: Effective Case Management: Using These Skills Together

Week 17 beginning Monday April 29

- Wrap Up

COURSE ACTIVITIES:

Our course is organized into a series of Lesson Plans. Each week the Lesson Plans will be posted in our course. The Lesson Plan will detail the required activities for that Lesson. This might include textbook reading, online research, quizzes, projects, papers or exams.

Lesson Plans

The entire course is divided into “Lessons” that cover specific topics and learning objectives in the class. The Lessons are listed in the Course Outline above. Each Lesson introduces you to specific subject matter and asks you to engage in a number of activities. These may include reading, exploring the web, researching, participating in online discussions, assessments (short answer questions on the reading), and assignments (written work submitted as an attached document in a “drop box”)

Everything you need to complete the Lesson is included in the Lesson page. These Lesson pages are distributed throughout the Weeks in the course and are accessed by clicking on the corresponding Week link.

The following information outlines the specific requirements and expectations for each of the types of graded activities you may need to do...more specific information on each activity is included in the Lesson plans.

In-Class Activities/Attendance

As part of the structure for the class I will be engaging you in class discussions and activities. At the end of many of these activities I will be asking you to reflect on what you have learned. At times it will be a free form writing assignment, at other times I will provide you with specific topics or questions to answer.

These written documents, completed right in class, will constitute the attendance grade for that particular session. When there are no written assignments in the class, your attendance grade will be a 100 if you are there and a zero if you are not.

There is no make up for missed class work or missed classes regardless of the reason.

Lesson Quizzes

Some Lessons will culminate in a short quiz directly related to that given Lesson. It may draw on reading, research or discussion from the lesson. The Lesson Plan will generally list all questions on the quiz, unless the directions for the assessment specify otherwise. The quiz may consist of a variety of question formats including short answer, fill in the blank, short essay and multiple-choice questions. When the questions are provided ahead of time you should prepare your answers to the questions as you work through the materials. When you open the quiz, you can then transfer your answers appropriately.

Lesson Quizzes must be completed by the end of the week in which they are assigned. You may be able to work ahead on some of these quizzes. Links to these quizzes are located in the corresponding Week links.

Lesson Assignments

Some Lesson Plans require you to submit a written document or a file of some kind. The specifics of this will be outlined in the Lessons for the given week. For this kind of activity you will need to upload the document or file to a specific "Drop Box".

These files must be saved in a format that I can open and grade. KVCC's standard file format for documents is Microsoft Word (any version). However, if you do not have Microsoft Word you can usually use your word processor to save the file in "Rich Text Format". For more details, please see our Classroom Policies.

When I download the files, they go into one folder for our class. For this reason, all files sent to the Drop Box must be named according to the following convention so that I can ensure that you receive credit for your work:

The file should be named starting with your Last Name, then your First Initial, then the name of the assignment. If I were to submit a document in Microsoft Word for an assignment titled "Social History" it would be named as follows:

KavanaughM_social.doc OR KavanaughM_social_history.doc

The Lesson Plans for Lesson Assignments will include a rubric or grading table to show you how I will weight certain aspects of the assignment. When I grade the assignment, I will make comments in the body of your

work using the Comment feature in MS Word. I will also give general feedback, qualitative grades and suggestions for improvement in the grading table. Please be sure to review both forms of feedback to help improve future submissions.

GRADES:

There are three components to your final grade for this course:

Attendance	50%
Lesson Quizzes	25%
Special Assignments	25%

The Special Assignments consists of the following:

- L8 Social History Assignment
- L13 Benefit and Entitlement Programs Assignment (change to L19)
- L13 Treatment Planning
- L20 Termination Letter Assignment
- L22 Case Management in an Ethical and Professional Manner Assignment

Letter Grades---Based on a final grade scale of 0-100, the following letter grades will be assigned:

95-100	A
90-94	A-
87-89	B+
83-86	B
80-82	B-
77-79	C+
73-76	C
Below 73	F

Please note that I will not be giving grades below a C. The rationale to this is that students who do not master more than 72% of the material in this class are not prepared to meet the expectations of future classes or programs that require this course. It simply means that you have not learned enough material to really say that you have “passed” the class.

INCOMPLETES:

Students who make arrangements for submitting work after the course is completed will be given a letter grade reflecting the work they HAVE done. I will not be submitting grades of “I” or “Incomplete”. When the student has completed the work that is missing I will then change the final grade accordingly. Considering the structure of this class I anticipate that I will be rarely making these sorts of accommodations and they will only be made under extreme circumstances...do not assume that a request for an incomplete will be approved.

LATE WORK:

One of the key skills that one learns through their college career is task and time management. You have to learn to balance your life obligations and your school commitments. Each of us has only 24 hours a day to do what we need to do, so the difference between success and failure often comes down to how well you manage your time.

While you have to manage your time to get your work done, we, as instructors, need to manage our time in order to get your work graded and to provide timely feedback (where the REAL learning happens!). It is important that you

submit your work by the due dates provided in the class so that your instructor can grade this work in a timely fashion.

If, for some reason, you are not able to get your work done, you must contact your instructor as soon as possible. This means you have to contact your instructor BEFORE the work is due, not after the due date. It is the sole discretion of the instructor as to if they will provide you any extra time to do any work. We are NEVER obligated, outside of official accommodations for disability, to provide extra time for you to get your work done, so do not consider this a “right” that you have under whatever circumstances you have encountered.

Hint: If you have unintentionally overlooked a due date for an assignment, your best course of action is to complete the assignment and send it to your instructor right away. Explain your circumstances and simply request that the instructor look at your work and provide feedback even if they are not going to award you any grade for the work. It is STILL the sole discretion of the instructor to award credit or not, but this method will demonstrate more commitment on your part and may influence that decision.

ATTENDANCE POLICY:

Attendance in this class is crucial for you to pass this class. Attendance in this class is monitored by your completion of the assigned weekly activities and your attendance in class (face-to-face classes) or participation in online discussions (online classes). If you fail to come to class and/or participate in the assigned activities for a given week you will receive an attendance warning, even if you have logged into the course. You are given credit for the WORK that you complete, not just logging in. Consistently missing class, discussions, and/or other assignments will devastate your grade.

Regardless if this is a face-to-face or online class, if you have inconsistent access to a computer or the Internet it is likely that taking this class is NOT a good idea. It is YOUR responsibility to assure that you have the computer, software, and Internet access to participate in the course. Keep this in mind...the vast majority of this class can be done from any public workstation...a library computer, a friend’s computer, etc. There really is no excuse for not accessing the class to complete assignments.

If you anticipate that you will have difficulty meeting these requirements due to vacations, weddings, childbirth, alien abduction, or any other reason, you should consider taking the class at another time.

The “No Excuse” Policy

While I am deeply dedicated to your success as a student and as a person, and I understand that “life” can get in the way of your goals, I am also deeply committed to ensuring that my grading and interactions with you are fair and equitable. To this end, I have developed a policy that I call my “No Excuse” policy. Portions of this class, whether conducted online (mainly discussions) or in class (attendance) simply cannot be “made up” in any way. As adults, you entered into a “contract” to take this course understanding the demands that it will make on your time and external commitments.

Therefore, I do not incorporate any process of “make up” for specific aspects of this class that require your “presence” (such as online discussions and class attendance). If you miss class or miss participating in any graded online discussions you simply cannot make it up regardless of the reason why you missed them. It is not for me to judge the decision you made to not attend or participate therefore I do not place myself as a judge in these circumstances: determining which “excuses” are valid or not.

Consider this course as you would a “part-time, hourly job”. You get “paid” when you are “here” and you would certainly not expect to get paid if you were not “there”.

This includes medical and disability issues related to your ability to take this class. Accommodations for medical and disability-related conditions need to be verified through the Dean of Students (see below) but apply only to “non-essential” aspects of the course. Attending class and participating in online discussions are considered essential aspects of the course and are not subject to accommodation.

For example:

Let’s say you broke a leg while skydiving in Peru and you didn’t get back home in time to participate in class. If you missed a live class or missed online discussions during that absence, you could not make that up (because participation in these aspects of the course are time dependent and essential to the class).

However, if you missed an online test during that time, I might be able to make accommodations for you to take the test at another time (since being available during a specific time period is NOT essential to taking the test---though an alternative test may be created to ensure that you don’t benefit from others having already taken the test!)

If circumstances arise that impact your ability to meet the ESSENTIAL aspects of this course (class attendance, participation in online discussions, lack of access to the internet), you need to contact me immediately so that we can do what we can to find the best solution for your circumstances.

STUDENTS WITH DISABILITIES

In accordance with state and federal law, this College is committed to assisting qualified students with disabilities achieve their educational goals.

If you are in need of an accommodation in this course:

- Students must contact the Dean of Students, Enrollment Services Center, Frye, 453-5019, knormandin@kvcc.me.edu
- Students must provide current, appropriate documentation of their disability.
- Students must make a timely request for accommodation to the Dean of Students.
- Accommodations will not be provided until the faculty member receives a request form for accommodations. This form is created with The Dean of Students and is supported by the documentation of said disability.
- Requests for accommodation must be renewed each semester for each course.

This document is available in enlarged print and on audio tape. Please contact the Dean of Students at 453-5019 or knormandin@kvcc.me.edu

NOTICE OF NON-DISCRIMINATION:

Kennebec Valley Community College does not discriminate on the basis of disability in the admission to, access to, or operation of its programs, services or activities. Students requesting classroom accommodation should be forwarded to Barbara Conner, Director of the Marden Center, 130 King Hall, phone: 453-5084 or Karen Normandin, Dean of Students, Enrollment Service Center, Frye Building, 453-5019.

Complaints about College decisions related to disability accommodations or discrimination must be forwarded to John Delile, Affirmative Action Officer and ADA Compliance Officer, KVCC Annex Building, 50 Eskelund

Drive, Fairfield, ME 04937, phone: 453-5000.

Revision Date: October 18, 2012