



**KENNEBEC VALLEY COMMUNITY COLLEGE
FAIRFIELD, MAINE**

Social Sciences Department
Approval Date: 11/17/10
Semester: Fall 2014

COURSE NUMBER:	MHT220	CREDIT HOURS:	3
COURSE TITLE:	Case Management	CLOCK HOURS:	45
PREREQUISITES:	None		
CO-REQUISITES:	None		

INSTRUCTOR	VOICE MAIL	OFFICE	E-MAIL ADDRESS
Rebecca Martin	Offsite	Offsite	RMartin@kvcc.me.edu

OFFICE HOURS: By appt.

TEXTS:

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

OTHER MATERIALS:

N/A

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, the student should be able to:

1. Discuss the philosophy, purpose, and types of case management systems.
2. Describe implementation of case management in a range of service systems.
3. Assess resources and impediments of consumer needs and social service systems;
4. Write appropriate plans and goals that are clear, concise, specific, and measurable;
5. Describe the relationship between the case manager's role and the other service providers and be able to identify potential problem areas.
6. Explain the basic concepts of case management and team work.
7. Describe the role and multiple purposes of evaluation in the case management process.

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 CONTENT:

Lesson Plans

- | | |
|-----------|--|
| Lesson 1 | Ethics in Case Management |
| Lesson 2 | Maine Laws regarding Mental Health Recipients' Rights |
| Lesson 3 | Ethical Responsibilities of a Case Manager |
| Lesson 4 | What is Case Management? |
| Lesson 5 | The Theory Behind Case Management |
| Lesson 6 | Intakes |
| Lesson 7 | Initial Interview |
| Lesson 8 | Taking Histories |
| Lesson 9 | DSM in Case Management |
| Lesson 10 | Mental Status Examination |
| Lesson 11 | Positive Change and Recovery |
| Lesson 12 | Developing Service Goals |
| Lesson 13 | Social Services, Entitlements, and Community Resources |
| Lesson 14 | Make a Referral |
| Lesson 15 | Monitoring the Plan |
| Lesson 16 | Documentation |
| | Attitudes, Assumptions, and Boundaries in Case |
| Lesson 17 | Management |
| Lesson 18 | Terminating Cases |
| Lesson 19 | Self-care as Ethical Practice |
| Lesson 20 | Effective Case Management using these Skills Together |

Special Assignments

Oral Communication – Article Presentation (see information in Bb)

Problem Solving – Community Outreach Project (see information in Bb)

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 Plans and course content are organized by week to simplify navigation through each week's materials. The Lesson Plan will detail the required activities for that Lesson. This might include textbook

reading, online research, participation in discussion, 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 Course Content 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 (a variety of quiz options -- short answer, short essay, multiple choice, etc.), 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 Plan.

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.

Online Discussions

Online discussions form the backbone of an online class. It is very important for you to participate actively and fully in these discussions. These discussions will be graded and will be available for a specified amount of time. I will open the Discussion Threads for each week on Sunday so that you can preview the following week's work. I will leave them open until the following Tuesday at lunch time. This gives ample time to follow up to comments made. You should post your Main post early in the week (by Wednesday or Thursday) to allow the conversation to build over the course of the week. You are required to participate in these discussions following the instructions that will be provided to you in the online Lessons.

When you participate in a discussion you need to post **one “Main Post” and two or more “Response Posts”** for each discussion thread in a given week. Discussions are graded with 50% allocated to the Main Post and 25% to each follow up post. To receive credit for a Main post it must be a well developed paragraph of 7 sentences or more. To receive credit for a follow up post, it must build on the discussion. Generally, 4 sentences at a minimum to reflect understanding of the post you are responding to and build on that post. You can move the discussion forward with your own thoughts, experiences and analysis, or facts from outside sources or the textbook (both properly quoted as necessary and cited). Posts that meet most requirements will earn partial credit. Posts that do not meet most requirements will not earn any credit.

You are encouraged to exceed this level of participation. Discussing the concepts in this course with your classmates will help further your understanding of the topics covered.

Lesson Quizzes

Some Lessons will culminate in a short 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 Assessments 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 first initial, then your last name, then the name of the assignment.

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.

GRADING:

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

Discussions	30%
Lesson Quizzes/Assignments	35%
Article Presentation	10%
Community Outreach Project	25%

GRADING SCALE:

Letter Grades---Based on a final percentage 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 for 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. You have not learned enough material to really say that you have “passed” the class.

LATE POLICY:

All work is expected to be submitted on time. Our classroom is designed to provide a link, discussion thread or Drop Box until the submission deadline. The following activities will not be accepted after the associated link / deadline has passed:

Online Discussion

Lesson Assessments

The following activities may be submitted up to 48 hours late through our Blackboard Email system with a 10% per day (or partial day) late penalty:

Lesson Assignments

In rare and extenuating circumstances, I may extend the late submission window or grant an extension. This is a rare circumstance and must be negotiated prior to the expiration of the late period (e.g. If the assignment is Due on Sunday, you need to negotiate an extension by end of day on Tuesday.)

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.

ATTENDANCE POLICY:

Attendance in this class is crucial for you to pass this class. Attendance in this online class is monitored by your participation in the assigned weekly activities. Students who fail to participate in 3 complete weeks may be awarded an F for the class. Students who anticipate missing this much of the class should reconsider taking the class at this time.

COURSE REQUIREMENTS:

Please refer to our Course Policies and Expectations document.

OTHER INFORMATION:

Please refer to our Course Navigator for a week by week schedule of lessons and deliverables for the semester.

STUDENTS WITH DISABILITIES (2014)

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 Building, 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 letter requesting accommodations. This letter 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 (2014):

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 the Dean of Students, Enrollment Service Center, Frye Building, phone: 453-5019 or the Director of the Learning Commons, Lunder Library, phone: 453-5084

Complaints about College decisions related to disability accommodations or discrimination must be forwarded to Affirmative Action Officer and ADA Compliance Officer, Dean of Academic Affairs, Enrollment Services Center, 92 Western Avenue, Fairfield, ME 04937, phone: 453-5822.