



**KENNEBEC VALLEY COMMUNITY COLLEGE  
FAIRFIELD, MAINE**

**Social Sciences Department**

**Approval Date: 11/17/10**

**Semester: Spring 2015**

<b>COURSE NUMBER:</b>	MHT 220-OLA	<b>CREDIT HOURS:</b>	3
<b>COURSE TITLE:</b>	Case Management	<b>CLOCK HOURS:</b>	45
<b>PREREQUISITES:</b>	None		
<b>CO-REQUISITES:</b>	None		

<b>INSTRUCTOR</b>	<b>VOICE MAIL</b>	<b>OFFICE</b>	<b>E-MAIL ADDRESS</b>
Mark Kavanaugh	N/A	135 Averill	mkavanaugh@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 teamwork.
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:**

Course Lesson Include:

Lesson 1: What is Case Management  
Lesson 2: Attitudes of a Case Manager  
Lesson 3: Ethics in Case Management  
Lesson 4: Maine Laws regarding Mental Health Recipients' Rights  
Lesson 5: The Theory behind Case Management  
Lesson 6: Intakes  
Lesson 7: Initial Interview  
Lesson 8: Taking Histories  
Lesson 9: DMS 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: Making a Referral  
Lesson 15: Monitoring the Plan  
Lesson 16: Documentation  
Lesson 17: Attitudes, Assumptions, and Boundaries in Case Management  
Lesson 18: Terminating Cases  
Lesson 19: Self-care as Ethical Practice  
Lesson 20: Effective Case Management: Using these Skills Together

## **COURSE ACTIVITIES:**

### **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, quizzes (multiple choice, short answer, and essay questions), and assignments (written work submitted as an attached document in a "drop box")

Each Lesson consists of:

- A Lesson Plan that outlines the content and provides detailed instructions as to any assignments

- Direct links to any Discussions, Assignments, or Quizzes that go along with that Lesson.

All the Lessons are located in the “Lessons” folder. Click on the Lessons link in the course Menu.

## 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 (Monday morning until Sunday night on a given week in the course). You are required to participate in these discussions following the instructions that will be provided to you in the online Lessons.

Grading of the online discussions will be done in accordance to this grading rubric:

Criteria	Levels of Achievement		
	Non Performance	Needs Improvement	Meets Expectations
<b>Main Post</b>	<b>0 Points</b> No participation or main post does not address the prompt in the instructions	<b>20 Points</b> Main post is present but does not go into sufficient depth, is missing particular components, or simply repeats what others have already posted...when applicable, facts are not substantiated with a reference.	<b>40 Points</b> Main post adds substance to the discussion and meets all the requirements of the prompt in the instructions...when applicable, facts are substantiated with a reference.
<b>Reply Post</b>	<b>0 Points</b> No participation or response posts are surface and do not contribute to the discussion	<b>20 Points</b> Does not meet the total requirement for the number of response postings	<b>40 Points</b> Reply posts exist in the expected number and quality
<b>Mechanics</b>	<b>0 Points</b> No participation or post is written with unacceptable spelling, grammar, and/or syntax errors	<b>10 Points</b> Errors in mechanics are minor, but are somewhat distracting from the message	<b>20 Points</b> No substantial errors in spelling, grammar, and/or syntax

You are, of course, encouraged to post many times through the week. You are also encouraged to post EARLY in the week so that you can benefit from others’ responses to your post and so that others may benefit from your responses).

Please review the online document titled “Course Expectations and Policies”

## Lesson Quizzes/Assignments

These quizzes will consist of questions related to activities I assign in the class, the content of the discussions, or information you gather from research or from your interview (see below).

Within each Lesson outlined you will be provided with a lists of ALL the questions in the specific quiz. You should prepare your answers ahead of time and then enter these answers into the appropriate online quiz.

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 as well.

Assignments require that you write a paper or document of some sort and submit a copy of that document to a drop box. Every paper must have a title page and you must submit your papers in either MS Word or PDF format.

Details on the Lesson Quizzes and Assignments can be found in the Lesson plans.

*Extensions on the due dates for Quizzes/Assignments may be allowed with sufficient reason; however, I reserve the judgment to not grant an extension. If you anticipate needing extra time it is best to get in touch with me PRIOR to the due date.*

## **MHRT/C Portfolio**

This section of the course is under development. Assignments specific to the MHRT/C expectations for the class will be placed in here. For grading purposes they will be included in with the Lesson Quizzes.

These specific assignments, however, provide you the opportunity to document your own proficiency in the skills and knowledge to be an MHRT/C. Each will provide you an opportunity to download your work and begin to create a “Portfolio” representing your learning specific to the MHRT/C.

## **Special Assignments**

The following assignments are those that have been incorporated into this class to not only teach you course content, but to also enable you to demonstrate learning associated with the KVCC General Education Outcomes. (See the section on General Education Outcomes at the beginning of this syllabus)

- Oral Communication – Article Presentation
- Problem Solving – Community Outreach Project

It is critical that you review the information I have provided for each of these assignments in the course website. While the assignments are not particularly complicated, they are certainly complex, requiring planning and time management to complete them by their due dates.

## **GRADING:**

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

Attendance	35%
Lesson Quizzes/Assignments	35%
Article Presentation	10%
Community Outreach Project	20%

## **GRADING SCALE:**

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.

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:**

Please review the online document titled “Course Expectations and Policies”

### **COURSE REQUIREMENTS:**

Please review the online document titled “Course Expectations and Policies”

### **OTHER INFORMATION:**

Please review the online document titled “Course Expectations and Policies”

### **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](mailto: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](mailto: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.