



**KENNEBEC VALLEY COMMUNITY COLLEGE
FAIRFIELD & HINCKLEY, MAINE**

Approval Date: 5/19/15

Rotation: Spring

Year: 2018

COURSE NUMBER: MHT220
COURSE TITLE: Case Management
CREDIT HOURS: 3
CLOCK HOURS: 45

PREREQUISITES: None
CO-REQUISITES: None

INSTRUCTOR: Liam Shaw
VOICE MAIL: Preferable to email instructor
E-MAIL ADDRESS: lshaw@kvcc.me.edu
OFFICE: N/A
OFFICE HOURS: Meetings with students scheduled by appointment. Please email me to schedule a time to talk.

TEXTS:

There is no textbook. All material is available on Blackboard.

OTHER MATERIALS:

Your Instructor may provide additional reading materials throughout the semester.

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.
8. Demonstrate proficiency in effective communication through oral communication (ELO)*.
9. Demonstrate proficiency in problem solving (ELO)*.

** Essential Learning Outcomes demonstrate skills and knowledge related to general education learning outcomes as defined by the college. Specific rubrics within the course are used to assess these outcomes.*

COURSE CONTENT:

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: 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: 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 Content section above. Each lesson is designed to supplement the classroom learning we are engaged in. The activities may include reading, exploring the web, researching a topic, completing quizzes (multiple choice, short answer, and/or essay questions) and assignments (written work will be submitted as an attachment in the designated drop box). All the lessons are located in the Lessons folder in Blackboard. Click on the link and review the contents each week.

Each Lesson consists of:

A Lesson Plan that outlines the content and provides detailed instructions as to any assignments Direct links to any Discussions, Assignment or Quizzes that go along with that Lesson.

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. There is grading rubric that can be viewed within Blackboard to indicate how the discussions will be graded.

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

These quizzes will consist of questions related to activities I assign in the class, the content of class discussions, or information you gather from research or contemplation. 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 due date assigned to each of them. You may be able to work ahead on some of these quizzes as well. Extensions on the due dates for Quizzes 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. Communication between students and their Instructors is very important.

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 within Blackboard. While the assignments are not particularly complicated, they are certainly complex, requiring planning and time management to complete them by their due dates.

GRADING:

1. Discussions / Attendance	30%
2. Lesson Quizzes & Assignments	30%
3. Special Assignment – Oral Communication	15%
4. Special Assignment – Problem Solving	<u>25%</u>
Final Grade	100%

GRADING SCALE:

This course follows the standard KVCC grading scale, which can be found in the KVCC College catalog. Our program needs to follow the performance standards set by the State of Maine for the MHRT/C Certification. Please note that any grade below a C will be documented as an F. 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. It simply means that you have not learned enough material to really say

that you have “passed” the class.

ATTENDANCE POLICY:

Please review the online document titled “Course Expectations and Policies” which can be found in Blackboard.

I believe that regular participation in a class is a reflection of the person’s commitment to their education. I expect each of you to be active participants in this class weekly and attendance (via discussions and other online activities) will be recorded weekly. Attendance is measured by the completion of the weekly assignments in Blackboard. If you do not complete any of the weekly assignments, you will be considered absent. Each week absences are recorded in the KV Portal (in the academic record). If a student has more than 4 absences, then he/she will automatically be either withdrawn by the instructor or will fail the class based on attendance alone.

COURSE REQUIREMENTS:

The MHRT/C is a competency-based certification. The following competencies associated with this course have been deemed by the Maine Department of Mental Health Services as necessary to work in the field.

<http://muskie.usm.maine.edu/cfl/MHRT/2008%20Guidelines.pdf>

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. Knowledge 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

These outcomes are assessed utilizing a specific set of assignments standardized within the context of the course.

INSTRUCTOR POLICIES:

Communication and regular attendance in this class is key to your success. Feel free to email me anytime with questions or concerns: lshaw@kvcc.me.edu .

STUDENTS WITH DISABILITIES (2016/2017)

Kennebec Valley Community College welcomes students with disabilities, and in accordance with state and federal laws, KVCC is committed to assisting students with disabilities to achieve their educational goals.

In order to receive reasonable accommodations for this course:

- Students must contact the Director of Learning Commons at 453.5084 or cjohnson2@kvcc.me.edu
- Students must provide current, appropriate documentation of their disability
- Students must make a timely request for accommodation to the Director of Learning Commons

- Accommodations will not be provided until the faculty member receives a letter requesting accommodations. This letter is created with the director of learning commons and is supported by the documentation of stated disability
- Requests for accommodation(s) must be renewed each semester for each course

To begin this process, please contact Christy Johnson, Director of Learning Commons at cjohnson2@kvcc.me.edu or 207.453.5084

NOTICE OF NON-DISCRIMINATION (2017):

Kennebec Valley Community College is an equal opportunity/affirmative action institution and employer. KVCC 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 Director of the Learning Commons, Lunder Library, phone: 453-5084

Complaints about College decisions related to disability accommodations or discrimination must be forwarded to the Dean of Student Affairs, Enrollment Services Center, 92 Western Avenue, Fairfield, ME 04937, phone: 453-5822.