

CUYAMACA COLLEGE
COURSE OUTLINE OF RECORD

SOCIAL WORK 130 – INTRODUCTION TO CASE MANAGEMENT

3 hours lecture, 3 units

Catalog Description

This course is designed to provide the student with fundamental skills regarding the importance of case management as a practice skill for social workers and other healthcare professionals. Students will gain knowledge on effective micro, mezzo, and macro systems service delivery. Students will use a strength-based, ecological model to a joint solution-oriented process and explore factors affecting case management today including federal and state legislation, technology, new service delivery models, and the resulting ethical and legal dilemmas. There will be a special emphasis on the development of cultural competence and equitable practices when engaging with diverse populations, and the impact of oppression and discrimination on case management services.

Prerequisite

None

Course Content

- 1) Case Management: definition, roles and responsibilities in the Social Work field and Human Services.
- 2) The historical development of case management services.
- 3) The case management process and the support it ensures client service delivery.
- 4) Ethical and Legal principles that adhere to the National Association of Social Workers (NASW) Social Workers Code of Ethics and guide professional practice to safeguard the client.
- 5) Models of managed care and their relationship to case management.
- 6) Types of preliminary screening and resources needed in a crisis.
- 7) The Ecological Model as a theoretical foundation for case management across diverse populations and settings.
- 8) The value of cultural competence in case management services.
- 9) State and federal legislation effect on case management.
- 10) Importance of Record and documentation maintenance.

Course Objectives

Students will be able to:

- 1) Define case management and discuss how it supports access to service delivery while gaining knowledge of the various roles of a case manager in the field of Social Work and Human Services.
- 2) Compare and contrast how the context in which case management services are delivered today and how they differ historically.
- 3) Objectify case plan progress by learning about the four categories followed by the case management process: assess, plan, link, and monitor, to ensure effective service delivery.
- 4) Adhere and operate under professional codes of conduct to make ethical decisions by applying standards of the NASW Social Workers Code of Ethics and federal and state laws and regulations to maintain professionalism to safeguard the client.
- 5) Identify different models of managed care and their relationship to case management.

- 6) Identify preliminary screening and recognize when a client is in crisis to determine the need for additional professional assistance.
- 7) Identify, analyze, and critique case management methods and explain ecological systems as a theoretical base for case management.
- 8) Demonstrate case management skills with diverse populations and an understanding of the significance of incorporating cultural competence when encountering differences in race/ethnicity, culture, class, gender, sexual orientation, religion, physical or mental ability, age, national origin, and the impact this has on access to case management services.
- 9) Articulate the impact of state and federal legislation on case management.
- 10) Demonstrate documentation and recording skills.

Method of Evaluation

A grading system will be established by the instructor and implemented uniformly. Grades will be based on demonstrated proficiency in the subject matter determined by multiple measurements for evaluation, one of which must be essay exams, skills demonstration or, where appropriate, the symbol system.

- 1) Examinations that require students to demonstrate fundamental case management skills and their application in the field of social work and human services.
- 2) Both formative and summative assessments based on analysis of case management practices in the field, news and or media to promote reflection and enhance an experiential approach.
- 3) Written assignments that assess proficiency of the case management process to demonstrate treatment planning skills.
- 4) Role-plays, either videotaped or in-person of case management skills and behaviors.
- 5) Usage of client vignettes, case studies, and/or other media sources to show proficiency in application of case management practice with diverse populations.

Special Materials Required of Student

None

Minimum Instructional Facilities

Smart classroom

Method of Instruction

- 1) Lecture
- 2) Class discussion

Out-of-Class Assignments

- 1) Field observations at social work agencies
- 2) Written review of literature and reading material
- 3) Exam review and study

Texts and References

- 1) Required (representative examples):
 - a. Summers, Nancy. (2016). *Fundamentals of case management practice: Skills for the human service (5th edition)*. Brooks-Cole.
 - b. Frankel, A. J., Gelman, S., & Pastor, D. K. (2019). *Case management: An introduction to concepts and Skills*. Oxford University Press.
- 2) Supplemental: None

Student Learning Outcomes

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

- 1) Describe case management roles, responsibilities, processes, and their use as a successful intervention in Human Services.

- 2) Evaluate ethical and legal issues related to case management, including the potential effects of the personal values of the case manager on professional service delivery.
- 3) Evaluate the importance of cultural competence and understanding diverse populations in case management.
- 4) Develop and document the case management process according to the professional standards of human services.