

SOUTHEAST COMMUNITY COLLEGE
HEALTH SCIENCES DIVISION
HUMAN SERVICES
Revision Date: 11/2023

I. CATALOG DESCRIPTION

Course Number: HMRS 1405
Course Title: Case Management and Ethics for Human Services
Prerequisite(s): None

Catalog Description: This course will provide students with case management skills of assessment, interviewing, case presentation, community resources, referral and documentation. Different populations/ecological levels will be discussed such as microsystem, mesosystem and macrosystem. Professional ethics and setting appropriate boundaries will be explored.

Credit Hours: 3
Class Hours: 45
Lab Hours: 0
Total Contact Hours: 45

II. COURSE OBJECTIVES: *Course will:*

1. Describe and demonstrate professional ethics in the human Services field.
2. Demonstrate the relationship- building, interviewing, and planned change skills necessary for them to work with clients at a micro, mezzo, and macro level.
3. Teach critical thinking, not only in terms of individual client needs, but also of group and community needs.
4. Demonstrate cultural intentionally by teaching students how to think about clients and their problem so that they automatically explore alternatives beyond the individual level.
5. Provide students with a foundation upon which they can continue to add and build skills.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

A. STUDENT LEARNING OUTCOMES: *Student will be able to:*

1. Determine skills to appropriately define, assess, and respond to needs of clients.
2. Plan or assist in the design of interventions.
3. Demonstrate interventions related to specific client or client group goals.
4. Interpret the impact of specific interventions on the client or client group.
5. Analyze the needs of clients, develop goals, and design and implement a plan of action.
6. Critique the outcomes of the plan.
7. Demonstrate skills to gather information through client observation, interviewing, active listening, consultations with others, and library or other research.
8. Acquire skills to record and organize professionally relevant information.

9. List skills necessary to disseminate information that provides in written or verbal form routine and critical information in a timely manner to clients, colleagues or other members of the related services system.
10. Discuss issues of client and client confidentiality and appropriate use of client data.
11. Experiment with the use of technology for word processing, sending email, and locating and evaluating information.
12. Plan interventions with clients using prevention, intervention, and maintenance strategies to achieve maximum autonomy and functioning.

B. GENERAL EDUCATION LEARNING OUTCOMES

GELO #2: Written Communication

1. Develop a focused thesis statement and write with a clear purpose, using relevant examples, claims, and evidence.
2. Use content and style appropriate to a given audience.

GELO #3: Critical Thinking and Problem Solving

1. Collect, identify, interpret and analyze data.
2. Synthesize information to arrive at reasoned solutions to problems.

IV. CONTENT/TOPICAL OUTLINE (*course outline may provide more detailed information*)

- A. Foundations for best practice in case management
- B. Useful classifications and attitudes
- C. Meeting Clients and Assessing Their Strengths and Needs
- D. Developing a Plan with the Client
- E. Monitoring Services and Following the Client

V. INSTRUCTIONAL MATERIALS

A. Required Text(s):

Summers, Nancy, *Fundamentals for Case Management Practice*, current edition, Thomson Brooks/Cole

Summers, Nancy, *Fundamentals for Practice: With High Risk Populations*, current edition, Thomson Brooks/Cole

B. Other Resources:

Outside reading/research required as assigned.

VI. METHODS OF PRESENTATION/INSTRUCTION

A. Methods of presentation typically include a combination of the following:

1. Lecture/Discussion
2. Training DVDs
3. Preparing a File Case
4. In Class Exercises

VII. METHODS OF EVALUATION

- A. Methods of evaluation typically include a combination of the following: a combination of assignments, quizzes, exams, projects, skills display check offs, etc. For grading expectations please see the Course Information Document.

SCC STANDARD GRADING SCALE POLICY:

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60

VIII. SPECIFIC COURSE REQUIREMENTS:

Requires a grade of “C” or above to meet graduation requirements for the Human Services Program.