CASE MANAGEMENT
SPRING, 2017
Psychology 152 D01
Tues/Thurs. 9:00-10:30 AM, HH 201

Cheryl Cotten, MSCP
Assistant Professor of Social Science
Office: HC 212
Phone: 410-334-2855
Office Hours: Mon: 4:15 – 6-15 pm; Tues./Thurs: 2:30-3:00 pm; Wed: 12:15 – 2:15 pm.


Course Description:

This course focuses on the psychology of behavior management and on case management skills. Topics covered include screening, intake, orientation, assessment, treatment planning, counseling, case management, crisis intervention, client education, referral, record keeping and consultation, as well as ethics and confidentiality. Hours: 39 lecture. Prerequisites: PSY 101 and CDC 101 with grades of “C” or better or permission of the department head. This course is usually offered in the spring.

Instructional Delivery

- Lecture/ Power Point
- Classroom Discussion
- Unit Activities
- Unit Quizzes

EMERGENCY INFORMATION:

In the event of severe inclement weather or other emergency, information about the closing of the college will be communicated via e2Campus and the College’s website. Faculty will communicate with students about their courses and course requirements, such as assignments, quiz and exam dates, and class grading policies, via Blackboard. Students will be responsible for completing all assignments in accordance with class policies.
Blackboard use:

Blackboard is being used as a supplementary site in this course. To access course content in Blackboard you need to have access to a computer with an Internet connection, (other requirements may apply). Please refer to this link for computers available on campus that meet these requirements: http://www.worwic.edu/Students/LearningResources/ResourceLabs.aspx

Please follow these directions to access course syllabi and any other materials posted for this course:

Login Information:

1. From the Wor-Wic home page, click on myWor-Wic (top right above Q).
2. Enter your Wor-Wic access the portal homepage.
3. In the “My Blackboard Classes” web part, click on a class listed to be directed to the Blackboard site.
4. Blackboard may also be accessed through Quick Links on the college homepage and also through a link at the bottom of the homepage.

All students logging into Blackboard affirm that they understand and agree to follow Wor-Wic Community College policies regarding academic integrity and the use of College resources as described in the college catalog. Wor-Wic Community College co

computer usage policy:

• Using the campus computing network and facilities to violate the privacy of other individuals
• Sharing of account passwords with friends, family members or any unauthorized individuals

Violators are subject to college disciplinary procedures.

Services for Students with Disabilities:

Wor-Wic provides reasonable accommodations for students with disabilities, in compliance with the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. If you are in need of accommodations, please contact the counseling office at (410) 334-2900. For more information, see Wor-Wic’s Services for Students with Disabilities web page.

Sexual Violence Disclosures:

Wor-Wic Community College seeks a campus free of sexual violence which includes sexual harassment, domestic violence, dating violence, stalking, and/or any form of sex or gender discrimination. Please be aware that if a student discloses a personal experience verbally or in writing as a Wor-Wic student to a faculty or staff member, the employee cannot maintain confidentiality and has the mandatory responsibility to notify one of the college's Title IX coordinators. However, if you'd like to make a confidential disclosure of any such violence, you can contact Wor-Wic's director of counseling (X-2900) or you can contact the Life Crisis Center at 410-749-HELP or 2-1-1.

Information on rights of victims of sexual violence and related resources is available in the college catalog and at the public safety page of Wor-Wic’s website: http://www.worwic.edu/Administration/PublicSafety.aspx.
REQUIREMENTS OF THE COURSE:

**Participation:** Your active participation is required to practice case management skills. Come to class prepared to participate in dyads, and group activities. Both oral and written skills will be utilized in class activities.

**Reading Assignments:** Students are responsible for completing any reading assignments required for each unit. Some of the unit activities may be based on the readings from the text, and text readings are considered supplemental to the lecture information presented in class.

**Electronic Writing Assignment:** Students will be required to complete a one to one and a half page journal article summary utilizing Wor-Wic Community College’s electronic databases. The summary must consist of one journal article, the content of which shall be related to some issue in the substance abuse field. APA format MUST be used. The summary will be double spaced, with 1 inch margins, top, bottom sides, and Times New Roman font (12 point). **Summaries will not be accepted after the due date!** Additionally, assignments WILL NOT be accepted via email UNLESS prior approval has been obtained from the instructor. **(GEO 7) DUE DATE: 3/16/17.**

*Note: Writing guides on APA format are available from the Media Center at Wor-Wic Community College or the Wor-Wic Community College web-site link.*

**Completion of Unit Assignments:** All assignments must be submitted by the deadline indicated on the syllabus. With the exception of the journal article summary, there will be a **ten point deduction PER DAY** for each day the assignment is late. If you have an emergency situation where you cannot turn in the assignment on time, you must provide authentic documentation stating as such. Otherwise, there are no exceptions to the deadlines indicated. Unit assignments will be submitted in a **double pocket folder**, with all instruction sheets included in the folder. **ONLY** the current assignment must be in the folder; older assignments should be taken out before turning in to the instructor. Unless otherwise indicated, assignments must be **typed.**

**COURSE OBJECTIVES**

*After completion of this course, students should be able to:*

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<thead>
<tr>
<th>Course Objectives</th>
<th>Assessment Goals</th>
<th>Assessment Strategies</th>
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<tbody>
<tr>
<td>1. Demonstrate the screening process through which counselor, client and others determine the most appropriate course of action to meet the client’s needs and the available resources within the community by determining the eligibility to a particular program. <strong>GEO 1, 2,3,9</strong></td>
<td>Identify the appropriate screening instrument to use when determining the eligibility of a client into a program. Gather information from client and collateral sources. Validate screening instruments, including their purpose, application, and limitations.</td>
<td>Unit assignments/activities Class discussion/activities Unit Quiz Final Exam</td>
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<td>Use a screening instrument accurately, and concisely.</td>
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<td>Develop a diagnostic evaluation of the client according to the DSM-5 criteria.</td>
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<td>2.</td>
<td>Complete the administrative and initial intake assessment procedures for a client’s admission to a program. <strong>GEO 1, 2, 3, 7, 9</strong></td>
<td>Demonstrate the appropriate selection and completion of documents required for admission to a program.</td>
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<td>3.</td>
<td>Describe to the client during the orientation process the general nature and goals of the program; the rules governing client conduct and infractions that can lead to disciplinary action or discharge, hours of operation, treatment, and client rights. <strong>GEO 1, 2, 3, 9</strong></td>
<td>Demonstrate the appropriate orientation procedure to the client by describing program goals, rules, client rights, and objectives for client care.</td>
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<td>4.</td>
<td>Describe the procedures by which a counselor/program identifies and evaluates an individual’s strengths, weaknesses, problems, and needs. <strong>GEO 1, 2, 3, 7</strong></td>
<td>Demonstrate how to gather relevant history from the client including but not limited to alcohol and other drug abuse using appropriate interview techniques by selecting appropriate assessment tools as instruments to evaluate the client.</td>
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<td>5.</td>
<td>Describe the process by which a counselor develops the treatment plan with a client, based on information</td>
<td>Demonstrate how to develop a treatment plan by identifying the elements of the plan, including problem areas, goals, objectives, and alternatives for successful outcomes.</td>
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<td>6.</td>
<td>Demonstrate the counseling process</td>
<td>Identify the counseling theory (ies) that apply (ies). Apply technique(s) to assist the client, group, and/or family in exploring problems and ramifications. Interact with client in an appropriate therapeutic manner. Implement the treatment plan.</td>
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<tr>
<td>GEO 1, 2, 3, 8, 9</td>
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<td>7.</td>
<td>Develop a crisis intervention plan</td>
<td>Assess the elements of the client’s care. Implement an immediate course of action appropriate to the crisis.</td>
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<td>GEO 1, 2, 3, 7, 8, 9</td>
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<td>8.</td>
<td>Provide client education</td>
<td>Present relevant alcohol and other drug use/abuse information to the client through formal and/or informal processes. Present information about available alcohol and other drug services and resources.</td>
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<tr>
<td>GEO 1, 2, 3, 7, 9</td>
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<td>9.</td>
<td>Examine the need for a referral</td>
<td>Identify need(s) and/or problems(s) that the agency and/or counselor cannot meet. Explain the rationale for the referral to the client. Match client needs and/or problems to appropriate resources. Show how applicable laws, regulations, and the agency policies governing procedures are related to the protection of the client’s confidentiality.</td>
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<tr>
<td>GEO 1, 2, 3, 8</td>
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<td>10.</td>
<td>Demonstrate how to consult with counselors and other professionals in regard to client treatment (services) to assure comprehensive quality care for the client. <strong>GEO 1, 2, 3, 8, 9</strong></td>
<td>Recognize issues that are beyond the counselor’s base of knowledge and/or skill. Consult with appropriate resources to ensure the provision of effective treatment services. Show how applicable laws, regulations, and agency policies governing the disclosure of client-identifying data. Explain the rationale for the consultation to the client, if appropriate.</td>
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**Quizzes/Final Exam:** This course includes nine quizzes as well as a final exam during the semester. The format for the quizzes will be multiple choice/matching/short answer.

If a student misses a quiz, it must be made up within one week after the quiz date/time. The instructor MUST be notified at least 24 hours in advance if you are unable to take the quiz on the day it is given. No student will be allowed to make up more than ONE quiz during the semester.

**Attendance:** Students are expected to be on time, attend all classes, and participate in class discussions and activities. Students are responsible for all material presented in class. Participation and attendance will represent approximately 13% of the final grade for this course.

Regarding cell phones: Please silence your phones for the duration of the class, out of respect for other class members. If you MUST take a call, discreetly leave the classroom. MINIMAL DISRUPTION of the learning environment is requested!! Chronic lateness or leaving early is considered a disruption of the learning environment. Students who come in late or leave early from class THREE TIMES or more during the semester will lose the equivalent of one-half of a class attendance grade. A late sign-in sheet will be available during each class for students to sign in when late or sign out when leaving early. Out of respect for your fellow classmates, please, be on time for class and remain for the duration of the class.

**Evaluation Procedures:**

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<th>Component</th>
<th>Points</th>
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<tr>
<td>Attendance and Class Participation (10 pts/class)</td>
<td>260 points</td>
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<tr>
<td>Quizzes (Nine at 20 points each)</td>
<td>180 points</td>
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<tr>
<td>Unit Assignments (unit assignment point values vary)*</td>
<td>350 points</td>
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<td>Electronic Writing Assignment (Journal Article summary)</td>
<td>100 points</td>
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<td>Final Exam</td>
<td>100 points</td>
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<td>TOTAL POINTS</td>
<td>990 points</td>
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*Please see course content for unit assignment point values and due dates.
GRADES ARE NON NEGOTIABLE!

Letter Grade Conversion:

891-990 = A;  792-890 = B;  693–791 = C;  594–692 = D;  < 594 = F

Academic Honesty: Academic honesty is expected of all students. Plagiarism and cheating are violations of academic honesty. Any student found violating the academic policy will receive an automatic "0" for the assignment, and then the matter will be turned over to the Student Disciplinary Committee. Documented evidence of the plagiarism or cheating will be kept in the Human Services Department office.

Plagiarism: In both oral and written communication, the following guidelines for avoiding plagiarism must be followed:
1. Any words quoted directly from a source must be identified as a quote and cited.
2. Any paraphrasing or rephrasing of the words and/or ideas of a source must be cited.
3. Any ideas or examples derived from a source that are not in the public domain or of general knowledge must be cited.
4. All papers and presentations must be the student's own work.
There are ambiguities in concepts of plagiarism. Each instructor will be available for consultation regarding any confusion a student may have.

Cheating: Cheating is the act of obtaining information or data improperly or by dishonest or deceitful means. Examples of cheating are copying from another student's test paper, obtaining information illegally on tests, and using crib notes or other deceitful practices.

Student Conduct: Students are expected to conduct themselves in a professional manner in the classroom. Please see page 23 of the 2010-2011 Student Catalog for specific guidelines regarding appropriate conduct.

CASE MANAGEMENT
TENTATIVE SCHEDULE FOR SPRING 2017 (14 Weeks)

<table>
<thead>
<tr>
<th>Week 1: (1/17/17 – 1/19/17)</th>
<th>Course Overview/Syllabus/Introduction to Course Unit 1: SCREENING Unit 1 Activities/Class discussion/Lecture</th>
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<tr>
<td>Week 2: (1/24/17 – 1/26/17)</td>
<td>Continue Unit 1: SCREENING Unit 1 Activities/Class discussion <strong>Quiz 1: SCREENING: 1/26/17</strong></td>
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<tr>
<td>Week 3: (1/31/17 – 2/2/17)</td>
<td>Unit 2: INTAKE Unit 2 Activities/Class discussion/Lecture <strong>UNIT 1 ASSIGNMENTS DUE: 2/2/17</strong></td>
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<td>Week 4:</td>
<td>Unit 3: ORIENTATION Unit 3 Activities/Class discussion/Lecture</td>
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| Week 5: (2/14/17 – 2/16/17) | UNIT 2 ASSIGNMENTS DUE: 2/9/17  
Quiz 2: INTAKE/ORIENTATION: 2/9/17  
Unit 4: ASSESSMENT  
Unit 4 Activities/Class discussion/Lecture  
UNIT 3 ASSIGNMENTS DUE: 2/17/17  
Week 6: (2/21/17 – 2/23/17) | Quiz 3: ASSESSMENT: 2/21/17  
Unit 5: TREATMENT PLANNING  
Unit 5 Activities/Class discussion/Lecture  
UNIT 4 ASSIGNMENTS DUE: 2/23/17  
Week 7: (2/28/17 – 3/2/17) | Quiz 4: TREATMENT PLANNING: 2/28/17  
Unit 6: COUNSELING  
Unit 6 Activities/Class discussion/Lecture  
UNIT 5 ASSIGNMENTS DUE: 3/2/17  
(3/7/17 – 3/9/17) | NO CLASSES- SPRING BREAK  
Week 8: (3/14/17 – 3/16/17) | UNIT 7 ASSIGNMENTS DUE: 3/16/17  
JOURNAL ARTICLE SUMMARY DUE: 3/16/17  
Quiz 5: COUNSELING/CASE MGMT: 3/16/17  
Unit 8: CRISIS INTERVENTION  
Unit 8 Activities/Class discussion/Lecture  
UNIT 7 ASSIGNMENT DUE: 3/28/17  
Unit 9: CLIENT EDUCATION  
Unit 9 Activities/Class discussion/Lecture  
UNIT 8 ASSIGNMENTS DUE: 3/30/17  
Unit 10: REFERRAL  
Unit 10 Activities/Class discussion/Lecture  
UNIT 9 ASSIGNMENTS DUE: 4/6/17  
Unit 11: REPORTS AND RECORD KEEPING  
Unit 11 Activities/Class discussion/Lecture  
UNIT 10 ASSIGNMENTS DUE: 4/13/17  
Week 13: (4/18/17 – 4/20/17) |
UNIT 11 ASSIGNMENTS DUE:  4/20/17
FINAL EXAM REVIEW:  4/20/17

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<th>Week 14:</th>
<th>Final Exam: TUESDAY, APRIL 25th, 9:00-11:00</th>
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<tr>
<td>(4/25/17)</td>
<td><strong>TURN IN UNIT 12 ASSIGNMENTS</strong></td>
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FINAL EXAM:  TUESDAY, APRIL 25th, 9:00 am – 11:00 am.
NOTE: The final exam MUST be taken on the above date with THREE EXCEPTIONS ONLY:
1. Court Appearance; 2. Military Obligations; 3. Childbirth/Medical Emergency (your
OWN, not someone else’s)

DOCUMENTATION OF THE ABOVE MUST BE PROVIDED.