

**HS 311: Case Management  
ANDERSON UNIVERSITY (SC)  
Syllabus**

**I. COURSE INFORMATION**

HS 311: Case Management

Credit Hours: 3 CREDIT HOURS

**Course Description:** This course is designed to introduce students to the concept of case management and how it is used to provide human services. Students will explore the many factors affecting case management today including federal legislation, emerging client groups, technology, shifting demographics, new service delivery models and the resulting ethical and legal dilemmas.

**Prerequisites:** HS 101

**About the Course:** This is a **flex program** course formatted in a seven-week term. All course material is due the final date of the course. The suggested due dates/pace guides for application assignments in the modular path and projects in the major projects path will be posted on CANVAS. Make sure to check in with your academic success advisor and instructor routinely throughout the term. (The recommended time for course work per week is 18-20 hours, including reading and assignments).

**II. INSTRUCTOR INFORMATION**

See Canvas

Office Location: Online via Canvas

**III. REQUIRED MATERIALS**

See Canvas

\* Supplemental articles and videos on Canvas classroom

Additional Materials: Headset with/microphone; Webcam (integrated or standalone)

**Technology Expectations:**

Students should have a reliable computer and Internet in order to access course materials and complete assignments. Since this course is web-based, there are some expectations as to technical skills, which include uploading, downloading, and general computer skills. Instructors may require additional software or hardware.

**Online Time Expectation:**

In college classes, there is a general expectation that learners will need to spend two hours out of class for every hour in the classroom. Therefore, in an online 16-week class, you should expect to work on your course for a minimum of 9 hours each week. For an online 7-week class, you should expect to work on your course for a minimum of 18 hours each week.

**Learner Expectations:**

In your online and blended courses, you are expected to be an active participant in the course. Even though you may not see your classmates and instructor, AU online and blended courses are designed to include discussion and other forms of collaboration and communication. You should be willing and ready to regularly communicate with classmates and instructors online. You will participate in weekly activities in your courses. You will need to log into your course and check your official Anderson University email account daily. Doing so will allow you to view announcements, participate in class activities, assignments, online discussions, and complete assessments. You are expected to complete all assignments, quizzes, tests, and any other activities by the due date. If difficulties or unforeseen circumstances arise during the course term, please contact the instructor promptly so that accommodations can be arranged.

Also, remember to use proper “network etiquette” when communicating with our peers. See the website, <http://www.albion.com/netiquette/corerules.html>, pertaining to “netiquette”. We will be respectful and mindful of one another in this course. Please remember that we all have different opinions and it is ok to disagree but it is important to do so in a respectful manner.

Do not hesitate to ask questions. You are strongly encouraged to contact your instructor if you have course related questions regarding course concepts, assignments, and feedback provided to you. It is recommended that you contact your instructor using the LMS well in advance of the due date. Also, your instructors have set aside specific times to be available for phone conferences or chat sessions if you need additional course-related support. When you email questions one of your instructors refer to the course syllabus to view their policy on response time.

## **GETTING STARTED:**

In the Human Services courses, you will want to “Decide Your Path” for each course. Review if you want to take the Major Projects Route or the Modular Route. There is a pre-test to determine your knowledge in the course to determine which may be the best fit for you.

Go to the “Getting Started” section in your course.

Getting Started: This course is built using modules, so you'll find everything needed for our program in the Modules tab in the left sidebar. Each module has an overview, so you'll want to start with Module 1 Overview. There's also a Syllabus page that I've used to give you an overview of the course and to demonstrate the functionality of that feature.

## **IV. COURSE PURPOSE, COMPETENCIES, GOALS, AND OUTCOMES**

### **COURSE PURPOSE:**

The case management course is designed to allow the student to gain knowledge regarding the importance of case management as a practice skill for human service providers to be effective in providing services in micro, mezzo, and macro systems. There will be an emphasis on the role of professional values and ethics, the development of practice skills with marginalized populations, and the impact of diversity, oppression, and discrimination on case management. Students will learn skills in assessment, communication, coordination, consulting, teaching, modeling, and advocacy that aim to enhance the optimum social functioning of the client served and positive outcomes for the agency. Students will also learn general crisis intervention, and demonstrate setting appropriate boundaries in the role of a case manager.

### **COMPETENCIES for HS 311:**

- Acting Ethically (1)
- Advocating for Others (2)
- Crisis Prevention (3)
- Managing Processes (4)
- Empowering Clients and Populations (5)
- Communicating Effectively (6)

- Planning and Managing Change for Clients (7)
- Planning and Managing Change for Communities and Organizations (8)
- Creating and Managing Interventions (9)
- Acting as an HS Professional (10)
- Understanding Human Systems (11)
- Understanding and Setting Policy (12)
- Making Sense of Information (14)
- Understanding the History and Context of HS (15)
- Understanding HS Systems (16)

### **GOALS (Overarching and Ancillary):**

By the end of this course students will:

- Students will describe the context in which case management services are delivered today.
- Students will define case management and discuss the context in which case management services are delivered.
- Students will operationalize the values and ethics of human service delivery.
- Students will discuss the three models of managed care and their relationship to case management.
- Students will identify, analyze, critique, and demonstrate case management intervention methods based on agency case vignettes.
- Students will demonstrate case management skills with diverse at-risk populations and an understanding of the significance of incorporating differences in race/ethnicity, culture, class, gender, sexual orientation, religion, physical or mental ability, age, and national origin and the impact of rurality on case management services.
- Students will articulate the impact of federal legislation on case management.
- Students will demonstrate documentation and recording skills through written assignments.
- Students will analyze the roles of case manager in human service delivery.
- Students will articulate the importance and methods of case management service delivery.

**See Appendix A for additional course information**

**IDEA Student Learning Outcomes:**

**Essential**

- Gain a basic understanding of the subject (e.g., factual knowledge, methods, principles, generalizations, theories)
- Learning to apply course material (to improve thinking, problem solving, and decisions)
- Develop specific skills, competencies, and points of view needed by professionals in the field most closely related to this course

**Important**

- Developing skill in expressing oneself orally or in writing
- Learning to analyze and critically evaluate ideas, arguments, and points of view

**V. CONTENT OUTLINE AND METHODS OF INSTRUCTION**

**Content Outline:**

Decide Between the Two Paths Within the Course:

In each of the HS courses, a student will have the option to choose between two paths, a Major Projects Route or the Modular Route. Students will want to make the decision with the input of their Academic Success Advisor and instructor.

**Major Projects Route:**

For the major projects route, students will have two written projects, each with an online presentation component. These major projects will ensure a student meets the same competencies as the modular route, but it allows the student to demonstrate those competencies in a more expedited, cohesive manner. Each of the competencies will also have linked resources and students will interact with instructors and peers on a weekly basis via web conference and the Academic Success Advisor will be checking in with students weekly as well.

**Modular Path Route:**

If a student decides to go the modular route, they'll work through seven modules at personalized pace (do not have to accelerate if student does not want to, follow pacing guides) as well over the term. Each module has an overview with specific competencies, resources, and assignments. Each module can typically be completed in one week or sooner. Students will still meet with their instructor and peers during a web conference session each week and with the Academic Success Advisor weekly as well.

**Methods of Instruction:** This is an online classroom. We will have textbook chapter readings, lecture notes, as well as short videos to view on specific topics for each module. Students will participate in weekly zoom sessions.

To assist students with learning proper APA formatting, there will be resources provided and students are responsible for complete a quiz on the content.

**VI. METHODS OF ASSESSING ACHIEVEMENT OF LEARNING OUTCOMES****Graded Projects**

\*See Pacing Guides for suggested due dates for all application assignments and/or major projects. There will also be "suggested due dates" to guide you on completion of your assignments. These do not hold any late penalties but are there to aid you in staying on pace for the course.

**Major Projects Route:****Pre-test:**

The pre-test acts as a guide of your knowledge base for this course. It helps you determine what areas you need to spend more time.

Major Projects (x2) and Presentations (x2): 90%

Knowledge Checks (Optional)

Zoom Sessions: 5% participation grade

- Students must participate in four sessions to receive full participation credit

Post-test: 5% of final grade

- The post-test allows you to show your competency of the course as a whole.

### **Modular Path Route:**

#### **Pre-test:**

The pre-test acts as a guide of your knowledge base for this course. It will help determine what areas you need to spend more time on.

Module Application Assignments (x14): 90% of final grade

Knowledge Checks (Optional):

Zoom Sessions: 5% participation grade

- Students must participate in four sessions to receive full participation credit

Post-test: 5% of final grade

- The post-test allows you to show your competency of the course as a whole.

## **VII. STUDENT FEEDBACK AND GRADING POLICIES AND PROCEDURES**

Grading Scale:

<b>Percent</b>	<b>Grade</b>
90-100	A
80-89	B
70-79	C
60-69	D
Below 60	F

**Demonstration of Proficiency:**

Students will have two opportunities to demonstrate proficiency of the modular route assignments and two opportunities to demonstrate proficiency of the major projects route assignments. If student does not demonstrate proficiency in the allotted time, a grade of 0 will be given for that assignment and will count toward the student's final grade for the course.

**Pacing Guides:****[Major Projects Pacing Guide](#)****[Module Path Pacing Guide](#)****Rubrics**

Rubrics will be provided in each course for all written assignments. All written assignments are to be completed in APA writing style unless otherwise noted by the course instructor.

**STUDENT FEEDBACK**

Students can expect the instructor to respond to emails within 24-48 hours. Students can expect the instructor to grade an assignment, at times provide feedback comments, and update the Canvas grade-book within 7-10 days after the due date, but preferably 3-5 days for accelerated courses (depends upon scope and nature of the assignment as well as length of course). Students can access grades by logging into Canvas (located in the online course on the left control panel).

**VIII. COMPUTER AND INFORMATION TECHNOLOGY USAGE**

University Email: All students are assigned and expected to maintain an e-mail address on the Anderson University e-mail system. Learners are expected to check their e-mail several times each week in an online course. Students are responsible for all material, assignments, and announcements sent by e-mail. Ignorance of course requirements, instructor statements and directions, and University announcements or policy statements sent through University e-mail is not an acceptable excuse.

## **Technical Support**

If you encounter technical support issues (e.g., LMS is unavailable, username and password are not working), you should immediately contact the IT Help Desk. In your communication with the IT Department, be sure to describe the nature of your problem with as much detail as possible so they can provide the best possible assistance. You are encouraged to first contact the IT Help Desk using the web-based support system listed below. If you are unable to login to the system, you can reach them via phone.

Help Desk Website: <https://helpdesk.andersonuniversity.edu>

Help Desk Phone: (864) 231-2859

## **Course Related Support**

If you encounter problems in your online or blended course are beyond technical problems, contact the Center for Innovation and Digital Learning (CIDL). The CIDL manages online and blended learning at AU. The following issues are valid reasons to immediately contact the CIDL:

An online exam or assignment is supposed to be open or made available and it is not (contact the instructor first)

Instructor fails to respond to student questions more than 4 days.

Instructor has not provided any grades or feedback 2+ weeks past the submission deadline.

The instructor is not participating in the course at all.

CIDL Website: <https://www.aucidl.com>

CIDL Phone: (864) 231-2199

## **COURSE POLICIES**

This is an accelerated flexible learning course situated within a seven-week format and a significant amount of material is covered within each module. Attendance is based on your participation and is mandatory for this course. It is important that each student participate actively in class zoom sessions, activities, and assignments. Students must adhere to the University Attendance Policy in a self-paced/flexible course.

If the student is aware of extenuating circumstances that will interfere with this course, please notify the instructor and journey coach as soon as possible. If there are issues beyond the

student's control that prohibits them from completing their class work (i.e. death of loved one, hospitalization), please notify the instructor and journey coach as soon as possible to make appropriate arrangements.

In order for students to avoid an administrative withdrawal from a Flex course, 50% of all graded module assignments and activities (application assignments, zoom sessions, flip grid discussions, etc.) need to be complete by the "last day to withdraw from a course with a W" date provided by the Registrar. This justifies active participation within the self-paced course and encourages appropriate pacing of course work.

Please refer to the University Policies on Withdrawal from Courses and Attendance for further information.

Academic Dishonesty: Students at Anderson University are expected to conduct themselves with integrity and to be honest and forthright in their academic endeavors. The University faculty's expectations define the following areas that would violate Academic Honesty: plagiarism, fabrication, cheating, and academic misconduct. The policy, process, and penalties, for academic dishonesty are described in the University Catalog. (.285,). See a more detailed description of this issue in the Student Handbook, (42-45) located at <http://www.andersonuniversity.edu/campus/student-handbook>.

### **Statement on Disabilities and Academic Adjustments**

If you have a disability that may interfere with your learning, testing, or assignment completion in this course, you may be eligible to receive an academic adjustment to help provide you with an equal opportunity to participate in and benefit from this course. Please contact the staff of the Center for Student Success (<http://www.andersonuniversity.edu/student-success>) who will advise you on appropriate documentation, determine reasonable adjustments, and notify me of any adjustments for which you are eligible. Once you have been approved for an academic adjustment through the Center for Student Success, please discuss with me its appropriate implementation in this course. Documentation must meet the guidelines specified by university policy, and no one else can be notified of your disability or adjustment without your written consent. This process must be repeated for every semester you are enrolled at Anderson University and wish to receive an adjustment. Changes cannot be made to grades earned before a student has requested an adjustment, so please attend to this early in the semester.

Withdrawal Deadlines for the Course: The last day to drop with NO GRADE and NO CHARGE is [REDACTED]. The last day to withdraw with a Grade of "W" is [REDACTED].

Withdrawal Policies from Courses:

Please see the following link regarding university policy on withdrawal from courses.

<http://catalog.andersonuniversity.edu/content.php?catoid=14&navoid=597#withdrawal-from-courses> (Links to an external site)

## **LEARNING FACILITIES AND RESOURCES AVAILABLE**

Thrift Library

Monday through Thursday - 7:45 a.m. to midnight; Friday - 7:45 a.m. to 5:00 p.m; Saturday - 11:00 a.m. to 5:00 p.m; and Sunday - 3:00 p.m to midnight (Closed on all university holidays.)

<http://www.andersonuniversity.edu/library>

Computer Labs located in Vandiver (first floor) and Bunton (Thrift Library basement)

### **The Writing Center**

NEW: The Writing Center and the Center for Innovation and Digital Learning are excited to announce the launch of the AU Online Writing Center. There is an option for live chat support or assignment-drop off, and there are helpful resources located on the site (built within Canvas). This is currently only for students in online classes.

<http://bit.ly/auwriting>

The Center for Student Success is located on the third floor of the Thrift Library. The Center provides support for academic assistance, tutoring services, as well as study skills seminars. Call 864-328-1420 to contact the Center or visit their website at

<http://www.andersonuniversity.edu/student-success>.

Appendix A:

## **COURSE PURPOSE, GOALS, AND OUTCOMES**

**Purpose:** This course is designed to introduce students to the concept of case management and how it is used to provide human services. Students will explore the many factors affecting case management today including federal legislation, emerging client groups, technology, shifting demographics, new service delivery models, and the resulting ethical and legal dilemmas.

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4. Developing skill in expressing oneself orally or in writing
5. Learning to analyze and critically evaluate ideas, arguments, and points of view

**Module Learning Outcomes:**

- Students will assess and describe the context in which human service delivery occurs today.
- Students will identify the process of case management.
- Students will assess the principles and goals of case management.
- Students will evaluate the four perspectives of case management.
- Students will assess the history of case management.

- Students will assess the different methods of delivery for case management services.
- Students will roles on the case management process.
- Students will illustrate why communication is important in case management.
- Students will assess basic communication skills needed for case management.
- Students will demonstrate how knowledge of diverse populations supports the work of the case manager.
- Students will demonstrate proficiency for the assessment phase of case management.
- Students will demonstrate proficiency in reflective listening and other interpersonal interactions.
- Students will assess the reasons why the attitudes and characteristics of the case manager are important to the interview process.
- Students will evaluate the essential communication skills that contribute to effective interviewing.
- Students will identify and evaluate the planning phase of case management.
- Students will describe reasons for case files.
- Students will assess coordinating services for clients.
- Students will describe the purpose of a treatment plan.
- Students will examine effective ways to collaborate with others for change.
- Students will assess how knowledge of organization structures benefits a case manager.
- Students will assess managing resources in case management.
- Students will identify ways to improve services.
- Students will demonstrate understanding of inter organizational collaboration.
- Students will assess burnout.
- Students will demonstrate proficiency in professional development.
- Students will assess leadership skills in case management.
- Students will examine the importance of advocacy.