

Northeastern State University
College of Social & Behavioral Sciences
Department of Social Work
Tahlequah, OK
Fall, 2003

INSTRUCTOR:

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COURSE TITLE AND NUMBERS:

SOWK 4643, Case Management

CLASS DAYS & TIME:

Thursday 5:30pm – 8:10pm

PREREQUISITES:

None

CLASSROOM:

Seminary Hall 205

CATALOG DESCRIPTION OF COURSE:

An introduction to the practice of case management as a social work method of providing services whereby a professional social worker assesses the needs of the client and the client's family, when appropriate, and arranges, coordinates, monitors, evaluates, and advocates for the package of multiple services to meet the specific client's complex needs.

COURSE PURPOSE:

The goal of the course is to equip the beginning generalist social work professionals with knowledge, values, skills and ethics to deliver professional entry-level case management. The course content includes emphasis on empowering human service workers and consumers to use the methodology of case management to learn, change, and grow. Assignments are designed to teach students the functions of case management, its strengths and limitations as a delivery system. We will approach the clients as individuals and as part of a system, emphasizing their power, ability, and capacity to grow. The students will also learn the importance of observing one's cultural diversity and how this affects work with clients. Helping the individual client or their subsystem relate to society as a whole macro system in order to get their needs met is stressed. Course content includes information regarding roles of brokering, consumer advocating, systemic problem solving, and referrals to community social service agencies.

EDUCATIONAL OUTCOMES:

Upon successful completion of this course, the student will demonstrate an ability to:

1. Understand the theoretical base of case management as a social work delivery system by identifying types of cases and interventions appropriately handled by case management.
2. Demonstrate the knowledge and skills of generalist social work practice as they relate to the case management knowledge and skills:
e.g., brokering,
advocating, mobilizing.
3. Demonstrate knowledge of the relationship between case management and other social work delivery systems in the process of brokering case services within the structure of organizations.
4. Understand the use of communication skills differentially across client populations and other systems, recognizing the need for cultural sensitivity and respect.
5. Understand the process of case management in applying strategies of advocacy and social change that advance social and economic justice.

INSTRUCTIONAL MATERIALS: (Required Textbook)

Summers, Nancy. **Fundamentals of Case Management Practice.** Canada: Brooks/Cole 2001.

INSTRUCTIONAL PROCEDURES:

This course will be taught through lecture, case examples, class discussions, guest speakers, and group activities. Students will complete a resource project for a specific population of interest. There will be four exams over class lecture and text.

Projected Outline of Study

Unit I:	Chapters 1-3 Ethics Responsibilities Ecological Model Self-Assessment Guide Exam 1	Weeks 1-4
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Unit II:	Chapters 4-7 Cultural Competence Attitudes and Perceptions Boundaries Ownership of the Problem Exam 2	Weeks 5-8
Unit III:	Chapters 14,15,19,20,21 Initial Inquires First Interview Developing a Service Plan Preparing for Service Making the Referral Resource Guide Exam 3	Weeks 9-12
Unit IV:	Chapters 22-25 Monitoring Services Documentation and Recording Developing Goals and Objectives Terminating the Case Exam 4	Weeks 13-16

GRADING:

There will be four examinations which will cover lecture material and text. Examinations will consist of a mixture of multiple choice, short essay and case vignettes. Each examination will consist of 20% of the student's total grade. The remaining 20% of the final grade will consist of other assignments. All students are expected to take the examinations at the designated time and place. If UNAVOIDABLE circumstances arise it is the student's responsibility to contact the instructor PRIOR to the exam and discuss the situation in order to arrange a possible make-up exam. A make-up exam will only be authorized in the cases of the most serious and unavoidable emergencies. Absences in excess of 2 may result in a lower grade for this course.

Due dates for other assignments will be covered in class. Assignments turned in after their due date will not be accepted unless prior arrangements with the instructor have been made. For the Resource Guide each student will identify a population of interest (elderly, homeless, terminally ill...etc.) and research the formal agencies, generic resources, and possible informal resources available for the identified population. The student will be responsible for organizing the gathered information into a practical guide that will be useful to them in future case management. Each resource guide must contain a minimum of 25 resources. The instructor must approve all populations.

Each exam is worth 100 points; the self-assessment is worth 30 points and the Resource Guide is worth 50 points and professionalism is worth 20 points for a total of 500 points possible in the class. The standard grading scale shown below will be used to compute final grades for the class:

450 – 500 pts.	90%-100%	A
400 – 449 pts.	80%-<90%	B
350 – 499 pts.	70%-<80%	C
300 – 349 pts.	60%-<70%	D
000 – 299 pts.	0%-<60%	F

All assignments are due at the beginning of the class and the student is responsible for all assigned reading material.

ADA COMPLIANCE:

If any member of the class feels that he/she has a disability and needs special accommodations of any nature whatsoever, please contact the instructor as soon as possible so that the Office of Student Affairs may be contacted in order to provide reasonable accommodations as required.

INCLEMENT WEATHER:

Classes are expected to be held if at all possible. It is the student’s responsibility to receive information regarding the holding of class when the weather is questionable. Neither students nor faculty are expected to risk either life or limb. Faculty members are expected to hold classes if the University is not closed unless they are unable to get to campus. During times of potential inclement weather, decisions concerning day classes will be made by 6:00am in order for the media to be notified and for students to receive the announcement before they leave home. Decisions concerning night classes will be made by 3:00pm. The following media stations will be notified regarding the closing of campus:

RADIO

KRMG 740AM	Tulsa
KAYI 107FM	Tulsa
KTLQ 1350AM	Tahlequah
KEOK 102FM	Tahlequah
KBIX 1490AM	Muskogee
KMMY 97FM	Muskogee
KVOO 1170AM	Tulsa

TELEVISION

KJRH Channel 2	Tulsa
KOTV Channel 6	Tulsa
KTUL Channel 8	Tulsa
KFSM Channel 5	Ft. Smith
Cable Channel 96	Tahlequah

The automated attendant message at 918/456-5511 will be updated to include information concerning campus operations during inclement weather.

