



North Central State College  
MASTER SYLLABUS  
2019-2020

- A. Academic Division: Liberal Arts
- B. Discipline: Human and Social Work Services
- C. Course Number and Title: HMSV2030 Introduction to Case Management
- D. Course Coordinator: Molly McCue, MSW, LISW  
Assistant Dean: Dr. Steve Haynes

Instructor Information:

- Name: Click here to enter text.
- Office Location: Click here to enter text.
- Office Hours: Click here to enter text.
- Phone Number: Click here to enter text.
- E-Mail Address: Click here to enter text.

- E. Credit Hours: 3
- F. Prerequisites: HMSV1020, HMSV1170
- G. Syllabus Effective Date: Fall, 2019
- H. Textbook(s) Title:

*Case Management: An Introduction to Concepts and Skills*

- Authors: Frankel & Gelman
- Copyright Year: 2019
- Edition: 4th
- ISBN: 9780190858889

- I. Workbook(s) and/or Lab Manual: None
- J. Course Description: This course introduces the basic theory and practice of Case Management. It outlines case management as it specifically relates to the fields of developmental disabilities, mental health, and vocational rehabilitation. Topics covered include the roles and functions of a case manager, skills needed to effectively administer and service caseload activity, utilization of community services, and the maintenance of a client-centered approach to case management.
- K. College-Wide Learning Outcomes:

College-Wide Learning Outcome	Assessments - - How it is met & When it is met
Communication – Written	
Communication – Speech	
Intercultural Knowledge and Competence	
Critical Thinking	
Information Literacy	
Quantitative Literacy	

L. Course Outcomes and Assessment Methods:

Upon successful completion of this course, the student shall:

<b>Outcomes</b>	<b>Assessments – How it is met &amp; When it is met</b>
1. Interpret the process of case management (Assessment, Planning and Implementation) with a variety of client situations and scenarios.	Exams – weeks 11 and 16; Case Management Plan – week 12
2. Examine the general roles, functions and skills of a case manager.	Exams – weeks 11 and 16
3. Demonstrate caseload reporting requirements and practice writing information in a usable format.	Case Management Plan – week 12; Exam – week 16; In-Class Documentation Activity – week 14
4. Show the similarities and differences in Case Management as it pertains to the fields of mental health, mental retardation and vocational rehabilitation.	Exam – week 16
5. Critique the ethical issues and dilemmas surrounding privacy, confidentiality, and fair access to social service records.	Exam – week 16; Case Management Plan – week 12; In-Class Ethical Issues Activity – week 12

M. Topical Timeline (Subject to Change):

<b>Week</b>	<b>Activity/Assignments</b>
Week 1	Introduction to Course and Each Other Defining Case Management
Week 2	Client Populations and Settings Providers of Case Management
Week 3	Process of Case Management
Week 4	Goals and Roles of Case Management Managed Care in Case Management
Week 5	Case Management Model and Theories
Week 6	Case Management Process – Overview Case Application
Week 7	Assessment Skills
Week 8	Planning Skills
Week 9	Implementation
Week 10	Case Application
Week 11	Case Management Basic Skills
Week 12	Ethical and Legal Issues
Week 13	Case Management as it Related to Specialized Areas
Week 14	Challenges Avoiding Burn-Out Future of Case Management
Week 15	Case Management Documentation

N. Course Assignments:

1. Exams
2. Case Management Plan
3. In-Class Documentation Activity
4. In-Class Ethical Issues Activity

5. Class Attendance and Participation

O. Recommended Grading Scale:

NUMERIC	GRADE	POINTS	DEFINITION
93-100	A	4.00	Superior
90-92	A-	3.67	Superior
87-89	B+	3.33	Above Average
83-86	B	3.00	Above Average
80-82	B-	2.67	Above Average
77-79	C+	2.33	Average
73-76	C	2.00	Average
70-72	C-	1.67	Below Average
67-69	D+	1.33	Below Average
63-66	D	1.00	Below Average
60-62	D-	0.67	Poor
00-59	F	0.00	Failure

P. Grading and Testing Guidelines:

Click here to enter text.

Q. Examination Policy:

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R. Class Attendance and Homework Make-Up Policy:

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S. Classroom Expectations:

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T. College Procedures/Policies:

**Important information regarding College Procedures and Policies can be found on the [syllabus supplement](#) located at <https://sharept.ncstatecollege.edu/committees/1/curriculum/SiteAssets/SitePages/Home/SYLLABUS%20SUPPLEMENT.pdf>**

**The information can also be found** Choose an item.