North Central State College

MASTER SYLLABUS	2026-2027

A. Academic Division: Liberal Arts

B. Discipline: Human and Social Work Services

C. Course Number and Title: HMSV2030 Introduction to Case Management

D. Assistant Dean: Laura Irmer, MFA, MA

E. Credit Hours: 3

F. Prerequisites: HMSV1020, HMSV1170

G. Last Course/Curriculum Revision Date: Fall 2023 Origin date: 01/27/2011

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:

Outcomes	Assessments – How it is met & When it is met
1. Interpret the process of case management (Assessment, Planning and Implementation) with a variety of client situations and scenarios.	Exams – Mid and Final Case Management Plan – end of term
2. Examine the general roles, functions and skills of a case manager.	Exams – Mid and Final
3. Demonstrate caseload reporting requirements and practice writing information in a usable format.	Case Management Plan – end of term Exam – Mid and end of term In-Class Documentation Activity – end of term
4. Show the similarities and differences in Case Management as it pertains to the fields of mental health, developmental disabilities, and vocational rehabilitation.	Exam – mid and final Class discussion posts – beginning and mid term
5. Critique the ethical issues and dilemmas surrounding privacy, confidentiality, and fair access to social service records.	Exam – mid and end of term Case Management Plan – end of term In-Class Ethical Issues Activity –end of term

M. 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	Average
67–69	D+	1.33	Below Average
63-66	D	1.00	Below Average
60-62	D-	0.67	Below Average
00--59	F	0.00	Failure

N. College Procedures/Policies:

North Central State College believes that every student is a valued and equal member of the community.* Every student brings different experiences to the College, and all are important in enriching academic life and developing greater understanding and appreciation of one another. Therefore, NC State College creates an inclusive culture in which students feel comfortable sharing their experiences. Discrimination and prejudice have no place on the campus, and the College takes any complaint in this regard seriously. Students encountering aspects of the instruction that result in barriers to their sense of being included and respected should contact the instructor, assistant dean, or dean without fear of reprisal.

* *Inclusive of race, color, religion, gender, gender identity or expression, national origin (ancestry), military status (past, present or future), disability, age (40 years or older), status as a parent during pregnancy and immediately after the birth of a child, status as a parent of a young child, status as a foster parent, genetic information, or sexual orientation*

Important information regarding College Procedures and Policies can be found on the syllabus supplement located at
https://ncstatecollege.edu/documents/President/PoliciesProcedures/PolicyManual/Final%20PDFs/14-081b.pdf

North Central State College
SYLLABUS ADDENDUM

Academic Division:	Liberal Arts	**Discipline:**	Human Services
Course Coordinator:	Teresa Alt		
Course Number:	HMSV-20300920	**Course Title:**	Intro to Case Management
Semester / Session:	Fall 2026 / Session B	**Start / End Date:**	10/19/2026 - 12/11/2026

Instructor Information

Name:	Alicia Gobble	**Credentials:**	Master's degree in social work, LSW
Phone Number:	419-610-7662	**E-Mail Address:**	agobble@ncstatecollege.edu
Office Location:	Zoom	**Office Hours:**	Email or call/text for an appointment

I. Topical Timeline / Course Calendar (Subject to Change):

Weeks	Topics	Assignment	Due Date
1	Course Orientation Introduction to the course and an overview of Case Management Practice.	**Leaning Resources**: • Read: Chapter 1 • Review: Overview of Case Management • Review: Intro PowerPoints • Read: Chapter 2 • Review: CH1 PPT **Assignments** • Post Class Introduction Video **(Video Only due by 10/22//2026)** • Post/Reply Discussion #1 • Post/Reply Discussion #2 • Post/Reply Discussion #3	10/25/2026 by 11:59 pm
2	Introduction to the Process of Case Management and Goals and Rules of CM/Managed Care.	**Leaning Resources:** • Read: Chapter 2 • Review: CH2 Student PPT • Read: Chapter 3 • Review: Ch3 student PPT • Read: Case Management PDF **Assignments:** • Post/Reply Discussion #4 • Post/Reply Discussion #5 • Post/Reply Discussion #6	11/1/2026 by 11:59 pm
3	Models & Theories/CM process/Application/Review for Exam	**Leaning Resources:** • Review: Models-Theories student PPT • Review: Exam 1 Review • Read: Case Management PDF **Assignments:** • Post/Reply Discussion #7 • Post/Reply Discussion #8 • Complete Exam 1	11/8/2026 by 11:59 pm

Course Number: _____ **Course Title:** _____
Semester / Session: _____ **Start / End Date:** _____

Weeks	Topics	Assignment	Due Date
4	Assessment and Planning Skills	**Leaning Resources:** • Read: Assessment PPT • Read: Psychosocial document • Read: Planning Student PPT • Read: Goals: Objectives Handout • Read: Tx Plan **Assignments:** • Complete: Assignment 1: Social History • Complete: Assignment 2: Treatment Plan	11/15/2026 by 11:59 pm
5	Implementation, Goals & Objectives & Review for Exam 2	**Leaning Resources:** • Read: Case Example - Specific Goals & Objectives • Read: Examples of Specific Goals & Objectives Handout • Read: Guidelines for Specific Goals & Objective Writing • Review: Implementation PPT **Assignments:** • Complete: Assignment 3: Goals & Objectives	11/22/2026 by 11:59 pm
6	Basic Skills/Review for Exam 2 and Ethical and Legal Issues	**Leaning Resources:** • Read: Basic Skills PPT • Read: Ethics PPT **Assignments:** • Complete: Assignment 4: Ethical Issues • Complete: Exam 2 • Complete: Case Management Plan	12/6/2026 by 11:59 pm
7	CM as it relates to specialized care, Challenges/burnout/Future of CM.	**Leaning Resources:** • Read: CM in Specialized Areas • Read: Wk14(s) PPT Assignments: • Complete: Assignment 5: Blurred Boundaries • Post/Reply: Discussion 9	12/6/2026 by 11:59 pm
8	Documentation and Final Exam.	**Leaning Resources:** • Read: Documentation • Read: Exam 3 Study Guide **Assignments:** • Complete: Assignment 6: Documentation and Recording • Complete: Exam 3	12/11/2026 by 11:59 pm

II. Grading and Testing Guidelines:

Final Grade Calculation **Activity**	**Qty**	**Points**	**Percentage**
Discussion	9	2	18%
Exam 1	1	32	32%
Exam 2	1	10	10%
Exam	1	10	10%
Assignments	6	5	30%
Total		100	100%

III. Examination Policy:

1. The reasons for which a student will be excused from taking an examination_____
   a. Hospitalization (with documented verification)
   b. Death in the immediate family (with documented verification)
   c. Personal illness or illness in immediate family - (doctor's excuse required).
2. A student who misses an examination for any reason is responsible for_____
   a. Notifying the Instructor immediately or as soon as possible.
   b. Providing necessary documentation.
3. No makeup opportunity will be given for absences from unscheduled quizzes.

IV. Class Attendance and Homework Make-Up Policy:

1. Class attendance is necessary to acquire the knowledge required to _____
   a. Be an effective Human Services professional.
   b. If the student misses three classes, the final grade will be dropped by one letter grade.
   c. If more than four classes are missed, the student will receive an F.
   d. If the student has a documented and legitimate reason for missing class, please notify the instructor as soon as possible.

2. Students are responsible for _____
   a. Attending Zoom sessions and actively participating.
   b. If unable to attend, the student must watch the recorded session and complete a reflection.
   c. All assignments are to be submitted in Canvas on the assigned due date. Failure to do so will result in a 10% reduction in grades. **No assignments will be accepted after 7 days**.
   d. Presentations are to be completed on the scheduled date.

V. Classroom Expectations:

1. Communicate with the Instructor if there is a problem or concern.
2. Arrive/sign in on time for Zoom session
3. Be prepared to present and actively participate.
4. Maintain confidentiality in Zoom meetings when discussing clients.
5. The cell phone should be on vibrate or silent.
6. Other electronics should be muted or off during Zoom meetings.
7. No smoking or vaping during Zoom session.
8. Find a quiet place in your home or other location to focus on class. If the bedroom is the only available option, please do not lie in bed during Zoom.
9. Dress appropriately for class. Dress as though you would be attending class in person.