HSM405: Case Management in Human Services

Credit Hours: 3

Contact Hours: This is a 3-credit course, offered in accelerated format. This means that 16 weeks of material is covered in 8 weeks. The exact number of hours per week that you can expect to spend on each course will vary based upon the weekly coursework, as well as your study style and preferences. You should plan to spend 14-20 hours per week in each course reading material, interacting on the discussion boards, writing papers, completing projects, and doing research.

Course Description and Outcomes

Course Description:

This course teaches the principles, practices, and issues in human services case management with emphasis on prevention and intervention strategies. Topics include listening skills, planning, assessment of community resources, referral procedures, general crisis intervention, and setting appropriate boundaries.

Course Overview:

HSM405 introduces students to the meaning and practice of human service case management. Students will obtain a strong understanding of the goals, principles, and standards of case management and examine how these are manifest through intervention. Students will practice interviewing and assessment skills and will critically review various interventions with clients from diverse populations seeking care. Emphasis is placed on the multiple roles and responsibilities of the case manager, his or her place within diverse human service settings, and the specific tasks associated with addressing human need. Lastly, the course will prepare students to identify and address the challenges of human service case management with the goal of implementing personal and professional skills toward the objective of obtaining optimal outcomes.

Course Learning Outcomes:

1. Identify and analyze the primary roles and responsibilities of case managers in the human services setting.
2. Distinguish between the different models of case management.
3. Examine methods of assessment and interviewing as a case manager in the human services setting.
4. Identify and apply appropriate and culturally informed case management interventions.
5. Apply current case management research to working with special populations.
6. Explain and apply ethical decision making as a case manager in the human services setting.
7. Develop a plan to set professional boundaries as a case manager.

Participation & Attendance
Prompt and consistent attendance in your online courses is essential for your success at CSU-Global Campus. Failure to verify your attendance within the first 7 days of this course may result in your withdrawal. If for some reason you would like to drop a course, please contact your advisor.

Online classes have deadlines, assignments, and participation requirements just like on-campus classes. Budget your time carefully and keep an open line of communication with your instructor. If you are having technical problems, problems with your assignments, or other problems that are impeding your progress, let your instructor know as soon as possible.

Course Materials

Textbook Information is located in the CSU-Global Booklist on the Student Portal.

Course Schedule

Due Dates
The Academic Week at CSU-Global begins on Monday and ends the following Sunday.

- Discussion Boards: The original post must be completed by Thursday at 11:59 p.m. MT and Peer Responses posted by Sunday 11:59 p.m. MT. Late posts may not be awarded points.
- Opening Exercises: Take the opening exercise before reading each week’s content to see which areas you will need to focus on. You may take these exercises as many times as you need. The opening exercises will not affect your final grade.
- Mastery Exercises: Students may access and retake mastery exercises through the last day of class until they achieve the scores they desire.
- Critical Thinking: Assignments are due Sunday at 11:59 p.m. MT.

<table>
<thead>
<tr>
<th>Week #</th>
<th>Readings</th>
<th>Assignments</th>
</tr>
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| 1      | • Chapters 1 & 2 in *Generalist Case Management: A Method of Human Service Delivery*  
Opening Exercise (0 points)  
Mastery Exercise (10 points)  
Critical Thinking (100 points) |
| 2      | • Chapter 3 in *Generalist Case Management: A Method of Human Service Delivery*  
Opening Exercise (0 points)  
Mastery Exercise (10 points) |
|  | Critical Thinking (100 points) |
|  | • Chapters 5 & 6 in *Generalist Case Management: A Method of Human Service Delivery*  |
|  | Discussion (25 points) Opening Exercise (0 points) Mastery Exercise (10 points) |
|  | Discussion (25 points) Opening Exercise (0 points) Mastery Exercise (10 points) Critical Thinking (100 points) |
| 4 | • Chapters 7 & 8 in *Generalist Case Management: A Method of Human Service Delivery*  |
|  | Discussion (25 points) Opening Exercise (0 points) Mastery Exercise (10 points) Critical Thinking (100 points) |
| 5 | • Chapters 9 & 10 in *Generalist Case Management: A Method of Human Service Delivery*  |
|  | • Ham, C. (2010). The ten characteristics of the high-performing chronic care system. *Health Economics, Policy and Law, 5*(1), 71-90. doi: http://dx.doi.org/10.1017/S1744133109990120 |
|  | Discussion (25 points) Opening Exercise (0 points) Mastery Exercise (10 points) |
|  | Discussion (25 points) Opening Exercise (0 points) Mastery Exercise (10 points) Critical Thinking (70 points) |
|  | • Aboutanos, M. B., Jordan, A., Cohen, R., Foster, R. L., Goodman, K., Halfond, R. W., ... & Hogue, B. (2011). Brief violence...
interventions with community case management services are effective for high-risk trauma patients. *Journal of Trauma and Acute Care Surgery, 71*(1), 228-237. Retrieved from https://www.researchgate.net/profile/Michel_Aboutanos/publication/51548595_Brief_Violence_Interventions_With_Community_Case_Management_Services_Are_Effective_for_High-Risk_Trauma_Patients/links/552661d10cf2628d5afdda93.pdf


| 7 | Chapter 4 in *Generalist Case Management: A Method of Human Service Delivery*  
Opening Exercise (0 points)  
Mastery Exercise (10 points) |
|---|---|---|
| 8 | Chapter 11 in *Generalist Case Management: A Method of Human Service Delivery*  
Opening Exercise (0 points)  
Mastery Exercise (10 points)  
Portfolio (350 points) |

**Assignment Details**

This course includes the following assignments/projects:

**Module 1**

**CRITICAL THINKING ASSIGNMENT (100 points)**

Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

**Option #1: Interview of Case Manager—Part 1: Choose Organization; Schedule Interview; Develop Interview Questions**
This is the first of two assignments focused on an interview with a case management professional in the human service field. Conduct your interview between now and Week 6. In the Module 6 Critical Thinking Assignment, you will write up the results of your interview. If you choose Option 1 this week for your Critical Thinking Assignment, then you must also choose Option 1 for the Week 6 assignment.

1. **Generate a list of 10-15 open-ended questions to ask a case management professional.** It’s up to you to decide what you would like to ask the interviewee. For example, you might ask how they got into this line of work, what an average day is like on the job, or what changes they anticipate in the field.

2. **Choose an organization and identify a person in it to interview.** Perform a search of human service organizations in your area. Identify organizations to call to determine if they use case management services. For each call, ask if there is someone on staff in a case management position who is willing to be interviewed. They may ask to see your questions to get an idea of the content of your interview.

3. **Set up an interview.** Choose a person from a particular organization to interview, and conduct the interview between now and Week 6.

For this Critical Thinking Assignment, submit a paper that includes the following:

- A brief summary of the organization you chose.
- The name of and contact information for the person you will interview. List the scheduled date of the interview.
- A list of questions for the interview. Provide a 1- to 2-sentence rationale for each interview question.

Your paper should be 3-4 pages in length, in addition to the required cover and reference pages. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.

**Option #2: Personal Reflection Paper**

After completing your readings for this week, write a paper on what you perceive as the pros and cons of being a case manager:

1. Identify at least three arguments for each side, pro and con. Include support from the course readings, as well as from additional research you conduct. You must use at least two scholarly references not included in this course. The CSU-Global Library is a good place to find these sources.

2. Respond to the following questions:
   - If you were to become a case manager after completing your degree, with which population would you most desire to work? Explain your reasoning.
   - What are the research employment opportunities for working in the field with this population? Provide a summary of the options, including the posted job responsibilities, types of organizations, and salary ranges.
   - Visit http://www.bls.gov/ooh/ and research the job outlook for case managers in the field of your interest; provide a summary of your findings (at least 1 page).

Your paper should be 3-4 pages in length, in addition to the required cover and reference pages. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.
This week’s readings from CMSA present professional standards that case managers should use to guide their work. The process of learning about one’s career and growing into a professional cultivates an understanding and valuation of the guiding principles of the profession.

Directions:

Complete a slide presentation on the Guiding Principles of Case Management:

1. Your introduction slide should describe the importance of and rationale for applying the guiding principles in the field of human service specific to case management.

2. Each subsequent slide should be devoted to one of the 12 guiding principles (one slide per principle). Provide a description of each principle and an example of how it is applied and manifested in practice.

3. The presentation must be 12-15 slides in length, in addition to the required title and references slides. Format your entire presentation according to the CSU-Global Guide to Writing and APA Requirements.
   a) Ensure that your slide presentation has appropriate and engaging images.
   b) Include 50- to 100-word notes in the notes section of each slide to enhance the information being presented.
   c) Remember to support your assertions and points with solid research from the field, either scholarly journals or trade publications. Use in-text citations. Reference your sources in a final References slide.
   d) You may use the slide presentation tool of your choice, including PowerPoint, Prezi, or Sliderocket. You may want to review the Sample PowerPoint Presentation in the CSU-Global Library under the “Writing Help” link. Click on Templates and Examples, or click here.

4. Incorporate at least two scholarly sources, other than assigned readings for this course, to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources.

Option #2: Professional Standards Paper
This week’s readings from CMSA present professional standards that case managers should use to guide their work. The process of learning about one’s career and growing into a professional cultivates an understanding and valuation of the guiding principles of the profession.

Directions:

Write a paper covering the Guiding Principles of Case Management:

1. Your introduction should describe the importance of and rationale for applying the guiding principles in the field of human service specific to case management.

2. Each subsequent paragraph should be devoted to one of the 12 guiding principles (at least one paragraph per principle). Provide a description of the principle and an example of how it is applied and manifested in practice.

   1. Incorporate at least two scholarly sources, other than assigned readings for this course, to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources.
   2. Your paper should be 3-4 pages in length, in addition to the required cover and references pages. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.

Module 4

CRITICAL THINKING ASSIGNMENT (100 points)
Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.
Option #1: Psychosocial Assessment

This week, you will complete a psychosocial evaluation (assessment) of another person using the guide in the textbook chapter entitled, "Building a Case File." You may evaluate someone you know, or you may invent a situation and a person. In either case, you must supply the following detailed information in your assessment:

1. Identifying information for interviewee
2. Presenting problem(s)
3. History of the problem(s)/previous problem(s)
4. Family history
5. Family interactions
6. Environment—home and neighborhood
7. Early childhood development
8. Work history
9. Medical information
10. Summary and recommendations

Your paper should be 4-5 pages in length, in addition to the required cover page. Include a reference page if you use citations. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.

Option #2: Video of Performing Assessment and Reflection Paper

This week, you will conduct a mock clinical interview and record it using video:

1. Identify someone with whom you can engage in a mock biopsychosocial assessment.
2. Record yourself performing a 10- to 15-minute clinical interview with that person. Ensure that you are clearly visible and that the sound quality is good. Submit your video file, along with the paper described below.
3. Write a 1- to 2-page paper covering the following elements:
   - Reflect on the experience of conducting the interview. What were you feeling? What felt easy and what felt challenging? How do you think your interviewee felt during the interview?
   - Discuss the importance of interviewing in case management.

4. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.

Module 6

CRITICAL THINKING ASSIGNMENT (70 points)
Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option #1: Interview Part 2 – Report

NOTE: You must complete this option if you completed Option #1 for the Week 1 Critical Thinking Assignment.

1. By now, you have interviewed a case manager whom you identified in Week 1. This week, review the results of that interview. Include the questions that you asked, as well as any follow-up questions, and the interviewee’s responses.
2. Finish the review with a summary of the interview. Did you have any surprises? Did you have to change any of your planned questions and, if so, why? Reflect on your experience and provide substantive results of the interview. Describe how you intend to process and use the information gathered.
3. Cite at least two scholarly sources, other than assigned readings for this course, to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources.
4. Your paper should be 3-4 pages in length, in addition to the required cover and reference pages. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.
Option #2: Website Analysis
Perform an online search of well-known case management providers in your state. Select one provider, review their website content, and answer the following questions:

1. What is the mission and vision of the organization? How would a case manager who works there be a part of manifesting the mission and vision?
2. Does the organization have a list of values? What are they? Why would these values be important to the case manager?
3. What types of services are provided by the agency and how would the case manager be involved in these services, both directly and indirectly?
4. Describe the functionality of the website and evaluate the content as if you were a client seeking case management services.
5. Cite at least two scholarly sources, other than assigned readings for this course, to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources.

Your paper should be 3-4 pages in length, in addition to the required cover and reference pages. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.

Module 8

PORTFOLIO PROJECT ASSIGNMENT (350 points)
Choose one of the following two assignments to complete this week. Do not do both assignments. Identify your assignment choice in the title of your submission.

Option #1: Two Interventions for a Selected Population
The Portfolio Project demonstrates your ability to apply knowledge of the case management experience in human services by synthesizing the information from the readings, class work, scholarly sources, and students' work and life experiences. The purpose of this project is to integrate human service needs with evidence-based interventions, and to apply both to a fictitious human service setting and population.

In this assignment, you are asked to discuss cultural competency in human service work and how it can be achieved in the treatment of a specific population.

Directions:

1. Select a population in need that would be treated in a case management setting (e.g., the mentally ill, the homeless, those suffering from substance abuse, single parents, victims of domestic violence, people living with HIV/AIDS, the terminally ill, or people living in poverty).
2. Thoroughly identify the case management needs of the selected population. Include descriptions of assessment procedures that will be used. Incorporate at least one scholarly journal article to provide support for your descriptions. (Hint: The CSU-Global Library is a great place to find your resource!)
3. Develop a list of strategies and interventions based in research to treat the case management needs of this client. Include a summary of at least three different interventions. Describe the rationale for using each intervention, citing the research that supports its use.
4. Distinguish between direct interventions and care coordination/advocacy that will be used in the treatment of this case management client.
5. Identify and distinguish among the model(s) of case management applied to this case, as well as the distinct roles of the case manager.
6. Describe and address ethical considerations in treating the population in need.
7. Describe and address ethical considerations applied in the case management treatment of this population.

Additional Requirements:
• Discuss and cite a total of at least three scholarly sources, other than assigned readings for this course, to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources.
• Your paper should be 8-10 pages in length, in addition to the required cover and reference pages. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.

Option #2: Analysis of a Case Management Scenario

View either:

a) The YouTube video, “Homeless to Harvard,” at: https://www.youtube.com/watch?v=pGe3u5rLGQc
b) The 2006 film, “The Pursuit of Happyness,” directed by Gabriele Muccino. You can purchase a DVD copy of the film for $10 or less from Amazon.com, iTunes, Blockbuster.com, or other online vendors, or you can rent the film from video rental providers.

Use what you learned from the video or film to answer the following questions:

1. Consider that you have been assigned as a case manager for the main characters in the film or video. Describe the type of agency you would be working for, and when/how you would first make contact with these individuals.
2. Thoroughly identify the case management needs of the main characters in the film or video. Include descriptions of assessment procedures that will be used. Incorporate at least one scholarly journal article to provide support for your descriptions. (Hint: The CSU-Global Library is a great place to find your resource!)
3. Develop a list of strategies and interventions based in research to treat the case management needs of these clients. Include a summary of at least three different interventions. Describe the rationale for using each intervention, citing the research that supports its use.
4. Distinguish between direct interventions and care coordination/advocacy that will be used in the treatment of these case management clients.
5. Identify and distinguish among the model(s) of case management applied to this case, as well as the distinct roles of the case manager.
6. Describe and address cultural considerations in treating these clients.
7. Describe and address ethical considerations applied in the case management treatment of these clients.

Additional Requirements:

• Discuss and cite a total of at least three scholarly sources, other than assigned readings for this course, to support your analysis and positions. The CSU-Global Library is a good place to find scholarly sources.
• Your paper should be 8-10 pages in length, in addition to the required cover and reference pages. Format your entire paper according to the CSU-Global Guide to Writing and APA Requirements.

Course Policies

Course Grading

20% Discussion Participation
0% Opening Exercises
0% Live Classroom

Grading Scale and Policies

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<tr>
<th>Grade</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>A</td>
<td>95.0 – 100</td>
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<tr>
<td>A-</td>
<td>90.0 – 94.9</td>
</tr>
<tr>
<td>B+</td>
<td>86.7 – 89.9</td>
</tr>
<tr>
<td>B</td>
<td>83.3 – 86.6</td>
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<tr>
<td>B-</td>
<td>80.0 – 83.2</td>
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8% Mastery Exercises
37% Critical Thinking Assignments
35% Final Portfolio Paper

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<th>Grade</th>
<th>Percentage</th>
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<tbody>
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<td>C+</td>
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<tr>
<td>C</td>
<td>70.0 – 74.9</td>
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<td>D</td>
<td>60.0 – 69.9</td>
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<tr>
<td>F</td>
<td>59.9 or below</td>
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**In-Classroom Policies**
For information on late work and incomplete grade policies, please refer to our In-Classroom Student Policies and Guidelines or the Academic Catalog for comprehensive documentation of CSU-Global institutional policies.

**Academic Integrity**
Students must assume responsibility for maintaining honesty in all work submitted for credit and in any other work designated by the instructor of the course. Academic dishonesty includes cheating, fabrication, facilitating academic dishonesty, plagiarism, reusing /re-purposing your own work (see CSU-Global Guide to Writing and APA Requirements for percentage of repurposed work that can be used in an assignment), unauthorized possession of academic materials, and unauthorized collaboration. The CSU-Global Library provides information on how students can avoid plagiarism by understanding what it is and how to use the Library and Internet resources.

**Citing Sources with APA Style**
All students are expected to follow the CSU-Global Guide to Writing and APA Requirements when citing in APA (based on the APA Style Manual, 6th edition) for all assignments. For details on CSU-Global APA style, please review the APA resources within the CSU-Global Library under the “APA Guide & Resources” link. A link to this document should also be provided within most assignment descriptions on your course’s Assignments page.

**Disability Services Statement**
CSU–Global is committed to providing reasonable accommodations for all persons with disabilities. Any student with a documented disability requesting academic accommodations should contact the Disability Resource Coordinator at 720-279-0650 and/or email ada@CSUGlobal.edu for additional information to coordinate reasonable accommodations for students with documented disabilities.

**Netiquette**
Respect the diversity of opinions among the instructor and classmates and engage with them in a courteous, respectful, and professional manner. All posts and classroom communication must be conducted in accordance with the student code of conduct. Think before you push the Send button. Did you say just what you meant? How will the person on the other end read the words?

Maintain an environment free of harassment, stalking, threats, abuse, insults or humiliation toward the instructor and classmates. This includes, but is not limited to, demeaning written or oral comments of an ethnic, religious, age, disability, sexist (or sexual orientation), or racist nature; and the unwanted sexual advances or intimidations by email, or on discussion boards and other postings within or connected to the online classroom.

If you have concerns about something that has been said, please let your instructor know.