COURSE APPROVAL FORM
COVER SHEET

Trades and Professional Services
SCHOOL

Criminal Justice & Social Sciences
DEPARTMENT

HM 205 Foundations of Case Management
COURSE ALPHA, NUMBER, TITLE

Joachim P. Roberto
AUTHOR

February 18, 2014
DATE SUBMITTED

Check the action to be taken and have the indicated people sign.

☒ Course Adoption - all signatories
☐ Course Substantive Revision - all signatories except President
☐ Non-Substantive Revision – all signatories except President

APPROVED BY	NAME	APPROVED	DISAPPROVED	DATE	ACTION*
DEPARTMENT CHAIR	**Jose U. Munoz**	☐	☐		
REGISTRAR	**Patrick L. Clymer**	☐	☐		
DEAN	**Juan P. Flores, Ph.D.**	☐	☐		
LEARNING OUTCOMES COMMITTEE CHAIR	**Patricia M.Terlaje**	☐	☐		
VP, ACADEMIC AFFAIRS	**R. Ray D. Somera, Ph.D.**	☐	☐		
PRESIDENT	**Mary A. Y. Okada, Ed.D.**	☐	☐		

* Indicate if the document had no corrections (NC), was approved with minor corrections (WC), or was disapproved and returned back to author (BTA).

This version of the cover sheet facilitates the eventual transition to an all-online curricula approval process.

Date of template revision: **March 2013**

COURSE APPROVAL FORM
FOR ADOPTION AND SUBSTANTIVE REVISION
_____

I. **TYPE OF ACTION**

Check the type of action that applies. If previous Course Guide exists, please attach.

A. ☒ Adoption

B. ☐ Substantive Revision (attach electronic copy of current Course Guide)

The numbers listed next to the changes below may or may not require a response and they have been identified as those questions most likely needing to be addressed. The entire Course Guide should be reviewed for applicability.

☐ Change in number of credit hours: II, IVD, VII, VIII, IX, X, XI, XII
☐ Change in prerequisite(s) other than prerequisite(s) offered within your department: II, IVD, VII, VIII, IX, X, XI, XII
☐ Substantive change in course content: II, IVD, VII, VIII, IX, X, XI, XII
☐ Identify specific changes not listed above:

C. ☐ Non-Substantive Revision (attach electronic copy of current Course Guide)

Please check the appropriate box:

☐ Change in course alpha, number, or title.

NEW: ALPHA   NUMBER   TITLE

☐ Wording change in the catalog course description that does not   significantly change the course content (attach old and new wording).

☐ Addition or revision of Student Learning Outcomes (SLOs) that does not significantly change the course content (attach old and new SLOs).

☐ Change in the course outline that does not significantly change the course content (attach old and new course outlines).

☐ Change in course prerequisites where both course and prerequisite are   offered within your Department (attach old and new prerequisites).

☐ Change in maximum number of students allowed in class setting.

☐ Change in lab fees.

☐ Change in textbook.

☐ Other:

II. INTRODUCTION

The course is connected to the following program(s):

Associate Degree In Human Services

Please check appropriate box:

A. ☒ This is a CTE course and is aligned with **Human Services** Career Cluster and **Family and Community Services** Career Pathway.

   (See http://www.careertech.org/career-clusters/glance/clusters-occupations.html for more information)

B. ☐ This course is part of General Education.

III. COURSE DESCRIPTION & STUDENT LEARNING OUTCOMES

This course description will appear in the College Catalog followed by the Student Learning Outcomes-Course Level.

Course Description: **The course examines strengths based case management practice models, interpersonal skills to foster a client-driven culturally sensitive partnering approach to care, communication/interviewing skills, service delivery, service coordination planning and proper documentation in case management. Students will further recognize the role of case managers within human service agencies and informal support systems.** Course Offering: As needed. *Prerequisite(s): HM 201 Social Welfare & Development: Global Challenges*

If the description above is a revision, attach a copy of the current catalog page(s) to be revised.

Catalog Year: Page Numbers:

STUDENT LEARNING OUTCOMES – COURSE LEVEL (LIST 3-5)

Upon successful completion of this course, students will be able to:

1) **Identify case management principles, models and strategies for effective delivery of human services.**
2) **Apply the basic skills of case management functions in service coordination.**
3) **Contrast the different phases of the case management process with one another.**

☒These SLOs are aligned to States' Career Cluster Initiatives (SCCI) (www.careertech.org/) standards.

IV. RATIONALE FOR PROPOSAL

If this course is connected to a program, answer A, D and E. If this course is not connected to a program, answer A-D.

A. Reason this proposal should be adopted in light of the College's mission statement and educational goals

Guam Community College is a public, open access secondary and postsecondary institution. We serve the diverse communities of Guam as a regional focal point for Micronesia within the Asia-Pacific Rim. We provide career and technical education and training that is premised on lifelong learning. GCC is committed to providing quality learning opportunities in occupational, career-technical, technological, academic, and continuing education reflective of our community and industry needs. The course prepares the para-professional with the knowledge and skills often required by entry level human service workers from direct "face to face" contact with clients to

indirect activities such as completing patient care forms and service coordination. Such preparation enables students to perform a common function by human service workers with the competence to succeed at entry levels.

B. An assessment of industry or community need

C. Conformity of this course to legal and other external requirements. Include articulation agreements, Guam State CTE requirements, accrediting agency standards, State Board regulations, professional certification or licensing requirements if applicable

D. Results of course and course guide evaluation.
Collaboration with human services professionals, allied health professionals, criminal justice professionals, social science professionals, industry partners and other stakeholders were sought as the course was being developed. Recommendations of the Advisory Committee were incorporated as the course was being developed.

E. Program requirements (associate degree, certificate, diploma) served by this course
This course serves as a technical requirement for the Associate of Science in Human Services.

V. RESOURCE REQUIREMENTS AND COSTS (PENDING AVAILABILITY OF FUNDS)

A. Resources (materials, media, and equipment) and costs
No additional materials or equipment are required for the adoption of this course. Resources are found in the Criminal Justice & Social Sciences Department Office.

B. Personnel requirements (administrative, instructional and support staff) and costs
It is anticipated that this course will be taught by full-time faculty assigned to the department or by adjunct faculty who have knowledge and expertise in the field. Regular salary scales (full-time/adjunct) will apply. Office support staff normally provided to faculty will be sufficient.

C. Facility requirements and costs
Existing classroom space will be sufficient.

D. Funding source(s)
It is anticipated that this course will be part of the locally funded budget to the College and the students will pay the usual tuition and fees.

E. Impact, financial or otherwise, this course may have on the School/College
No major impact related to course adoption.

VI. IMPLEMENTATION SCHEDULE

A. Implementation date: **Fall 2015**
* Document must be approved by the second week of March to be effective for the following fall semester OR the second week of October to be effective for the following spring semester.

B. Course Offering: As Needed
Every Year

VII. COURSE DESCRIPTION

A. Course
Alpha: **HM**

Number: **205**
B.   Course Title(s)
Long Title: **Foundations of Case Management**
Abbreviated Title (20 characters maximum): **Fndtn of Case Mgt**
C.   Contact Hours and Number of Students
Maximum Number of Students: **25**
Lecture: **45**
Lab:
Practicum:
Clinical Practicum:
Work experience/internship:
Other:
Total Hours: **45**
D.   Number/Type of Credits
Carnegie Units: **0**   per semester
Credits: **3**   per semester
E.   Prerequisite(s)   **EN 100R, EN 100W**.
F.   Co-requisites(s)   **HM 201 Social Welfare & Development: Global Challenges**
G.   Articulation
Secondary Programs/Courses
University of Guam
Others
H.   Target Population
This course targets Human Services Majors
I.   Cost to Students (specify any fees)
Tuition and student fees apply. See applicable catalog year applied. No lab fees are required.

VIII. COURSE DESIGN

The course examines strengths based case management practice models, interpersonal skills to foster a client-driven culturally sensitive partnering approach to care, communication/interviewing skills, service delivery, service coordination planning and proper documentation in case management.   Students will further examine the role of case managers within human service agencies and informal support systems.

IX.   COURSE OUTLINE

1.0 Case Management
2.0 Historical Perspectives on Case Management
3.0 Models of Case Management
4.0 Ethical and Legal Perspectives
5.0 Assessment Phase
6.0 Intake and Interviewing Clients
7.0 Service Delivery Planning
8.0 Building a Case File
9.0 Service Coordination
10.0 Working within the Human Services System
11.0 Professional Issues

X.   STUDENT LEARNING OUTCOMES - DETAILED (based on Course Outline)

Upon successful completion of this course, students will be able to:

1.0 Case Management
    1.1 Define Case Management
    1.2 Describe the process of Case Management
    1.3 Identify the Components of Case Management
    1.4 Describe the Various Management Styles
    1.5 Discuss the Principles and Goals of Case Management

2.0 Historical Perspectives on Case Management
    2.1 Describe the Case Management Process
    2.2 Describe the history of Case Management
    2.3 Describe the Older Americans Act of 1965
    2.4 Describe some of the Federal Programs
    2.5 Discuss the Impact of Managed Care

3.0 Models of Case Management
    3.1 Identify the Models of Case Management
    3.2 Discuss the Role-Based Case Management Model
    3.3 Discuss the Organization-Based Case Management Model
    3.4 Describe the Summary of Cost-Containment Analysis Variables
    3.5 Describe the Roles in Case Management
    3.6 Discuss the Multicultural Perspective
    3.7 Describe the Multidimensionality of Identity
    3.8 Discuss the Key Components of Case Management

4.0 Ethical and Legal Perspectives
    4.1 Discuss Family Disagreements
    4.2 Discuss the Potentially Violent Client
    4.3 Describe the Duty of Confidentiality
    4.4 Describe the Social Media Guidelines
    4.5 Discuss the Duty to Warn
    4.6 Discuss working in the Managed Care Environment
    4.7 Define Autonomy
    4.8 Describe Guam's Ethical and Legal Regulations

5.0 Assessment Phase
    5.1 Describe the Application for Service Process
    5.2 Describe Case Assignment Process
    5.3 Describe the Process of Documentation and Report Writing

6.0 Intake and Interviewing Clients
    6.1 Define Time
    6.2 Describe Planning and Organizing Time
    6.3 Describe the Value of Time
    6.4 Discuss Goals and Time Management
    6.5 Discuss Controlling Time

6.6 Discuss Scheduling
6.7 Describe Productivity

7.0 Service Delivery Planning
    7.1 Compare and Contrast the Various Attitudes and Characteristics of Interviewers
    7.2 Identify Some of the Essential Communication Skills
    7.3 Discuss the Various Interviewing Pitfalls

8.0 Building a Case File
    8.1 Describe the Medical Evaluation Process
    8.2 Discuss Sensitive Medical Examinations
    8.3 Describe the Psychological Evaluation Process
    8.4 Discuss Other Types of Information

9.0 Service Coordination
    9.1 Discuss Coordinating Services
    9.2 Define and Demonstrate an Understanding of the Advocacy Process
        a. Describe Resource Selection
        b. Describe Making the Referral
        c. Describe Monitoring Services
        d. Describe Working with Other Professionals
    9.3 Discuss the Concept of Teamwork
        a. Describe Treatment Teams
        b. Identify Types of Teams
        c. Describe Teams with Families and Friends
        d. Discuss the Benefits of Teams

10.0 Working within the Human Services System
    10.1 Describe the Organizational Structure
    10.2 Discuss How to Manage Resources
    10.3 Discuss How to Improve Quality of Services

11.0 Professional Issues
    11.1 Identify the Various Themes in Case Management
    11.2 Discuss Professional Development
    11.3 Discuss Self-Care
    11.4 Describe the Ethics of Self-Care
    11.5 Discuss Boundaries within the Human Services System

XI. MEANS OF ASSESSMENT AND CRITERIA FOR SUCCESS

Written examinations, quizzes, papers, projects and/or class participation will measure the student's progress and achievement in the class. The instructor will determine which items will be used and the weight of teach item and communicate these expectations to the students via the course syllabus at the beginning of the course. Students must meet minimum requirements for course competencies to receive a passing grade to earn credit.

XII. TEXTBOOK REFERENCE, EQUIPMENT AND SUPPLIES
    A.   Required Textbook(s)
        Generalist Case Management: A Method of Human Service Delivery, latest edition, by Marianne Woodside and Tricia McClam

B.   Reference(s) and Bibliography
       None. Reference(s) and Bibliography expected to be included as course develops.
C.   Equipment/Facilities
       Standard equipment such as white board, laptop/multi-,media projector, and regular classroom will suffice.
D.   Instructional Supplies
        Standard teaching supplies and materials are required for this course.
E.   Has the Advisory Committee reviewed and concurred with the materials, content, and assessment used for this course?

☒ Yes
☐ No

Comments: Advisory Committee is in support for the course. Course addresses industry concerns related to essential activities like proper documentation, communication skills, as well as assisting service coordination functions within case management activities.