

HS-2600: SYSTEMS APPROACH TO CASE MANAGEMENT

Cuyahoga Community College

Viewing: HS-2600 : Systems Approach to Case Management

Board of Trustees:

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Academic Term:

Fall 2019

Subject Code

HS - Human Services

Course Number:

2600

Title:

Systems Approach to Case Management

Catalog Description:

Study of a multi-systemic approach to human service delivery. Develop skills to evaluate existing human services in community. Development of assessment skills for individuals and families through use of Genogram and Ecological Mapping tools. Development and practice of skills in assessment, planning, coordination, intervention, and referral. Practice of oral and written communication pertaining to case management and presentation.

Credit Hour(s):

4

Lecture Hour(s):

4

Requisites

Prerequisite and Corequisite

HS-1850 Introduction to Human Services Principles and Practices.

Outcomes

Course Outcome(s):

Develop a referral process.

Objective(s):

1. List community resources for various domains of client need.
2. List eligibility and accessibility requirements of resources.
3. Organize ways to assess client progress and satisfaction with resources.
4. Identify maintenance strategies for successful outcomes.
5. Identify alternative means (including advocacy and networking) to assist clients when resource gaps exist.
6. Describe the roles of collaboration and networking with other service providers.

Course Outcome(s):

Utilize a three step model of case management delivery that includes the impact of the client's environment on client need and well-being.

Objective(s):

1. Develop an ecological map based in a case study.
2. Develop a personal Genogram.
3. Describe a client's current psycho-social status from a case study.
4. Identify environmental assets and threats that impact the client's well-being from a case study.
5. Identify a comprehensive client problem list from a case study.

6. Develop a case management plan that meets the client's needs identified in the assessment.
7. Implement a case management intervention based on the case management plan.

Course Outcome(s):

Apply a Multi-Systemic model to client service delivery.

Objective(s):

1. Define the terms associated with the multi-systemic approach, (including macro and micro systems).
2. Explain case management from a historical perspective, focusing on the expanding responsibilities of the case manager and the move from individual client based to multi-systemic based case management.
3. Apply different models of case management to case studies.

Course Outcome(s):

Present a case study

Essential Learning Outcome Mapping:

Oral Communication: Demonstrate effective verbal and nonverbal communication for an intended audience that is clear, organized, and delivered effectively following the standard conventions of that language.

Objective(s):

1. Apply a model of case presentation to a real case.
2. Summarize a client case, identifying demographics, the client's strengths and needs (from a systemic point of view), a list of client problems, the client's goals, the services provided, the referrals made on behalf of the client, and the outcomes.
3. Provide an oral presentation of the case, being open to questions and feedback from fellow students.

Methods of Evaluation:

1. Examinations
2. Oral presentations
3. Written assignments
4. Small group study
5. Cooperative learning
6. Group assignments
7. Role playing

Course Content Outline:

1. Introduction to case management
 - a. Historical review
 - b. Case management defined
 - c. Case management models
 - d. Case management principles
 - e. Case management roles
2. Social systems
 - a. Identification
 - b. Macro/micro dimensions
 - i. definition
 - ii. examples
 - c. Functions
 - d. Social learning theory
 - e. Systems learning theory
3. Formal and informal structures
 - a. Identifying formal structures
 - b. Identifying informal structures
 - c. Understanding their relationship
4. Ecological mapping

- a. Identifying units
- b. Determination of strengths/gaps within units
- c. Implementing client map
- 5. Genograms
 - a. Identifying structure and symbols
 - b. Assessing family strengths
 - c. Identifying intergenerational patterns of behavior
- 6. Case management process
 - a. Intake and assessment
 - b. Mapping a client
 - c. Planning with client
 - d. Goal setting
 - e. Measurable outcomes
 - f. Confidentiality
 - g. Community resources
 - h. Case management staffing
- 7. Identify and evaluate existing resources
 - a. Identifying client life domains
 - b. Definitions of quality services
 - c. Identifying and evaluating resources in regards to client needs/benefits
 - d. Monitoring outcomes and client satisfaction
- 8. Networking
 - a. Recognizing one's role
 - b. Establishing responsible working relationships with others
 - c. Facilitating unity among working members
 - d. Advocating within the system
- 9. Case study

Resources

Levine, J. *Working with People: The Helping Process*. 9th ed. Pearson, 2013.

McGoldrick, M., Shellenberger, S. and Petry, S. . *Genograms Assessment and Intervention*. 3rd ed. New York: W. W. Norton, 2008.

Woodside, Marianne & McClam, Tricia. *Generalist Case Management: A Method of Human Service Delivery*. 5th ed. Pacific Grove, CA: Brooks/Cole, 2018.

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