

# HUMAN SERVICES (HMSV)

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## **HMSV 2110 Case Management 3 Credits (3)**

This course introduces students to the concept of case management, how it is used in human services, and skills necessary to function effectively as case managers. The emphasis is on the client assessment process, service planning and delivery, and client advocacy. Topics introduced include observation, data collection, documentation, and reporting of client behaviors, identification and referral to appropriate services, monitoring, planning, and evaluation. This course provides student with basic knowledge and beginning case management skills. Repeatable: up to 3 credits.

**Prerequisite(s):** PSYC 1110G and SOWK 2110G

### **Learning Outcomes**

1. Define the purpose of case management and explain the role of the case manager
2. Explain the process of case management and what it entails
3. Explain the ethical, professional and legal responsibilities of case managers
4. Describe several settings within which case management takes place
5. Apply principles of client record management, and protect client rights to privacy and confidentiality
6. Use data to determine the appropriate referral service to professional, agencies, community programs or other resource, and clearly and specifically explain the referral service's role in treatment and contact information
7. Apply standards of clinical evaluation, including establishing rapport, data gathering and screening, analysis of substance abuse implications, treatment possibilities, initial actions, and documentation of findings and treatment recommendations
8. Incorporate individual and cultural relevance in concert with established situation-specific policies and procedures for crisis management

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