

I. COURSE DESCRIPTION:

A. Department Information:

Division: Social Science
Department: Human Services
Course ID: HUMSV 140
Course Title: Case Management in Public Service
Units: 3
Lecture: 3 Hours
Laboratory: None
Prerequisite: None

B. Catalog Description: An overview of the history, theories, skills and knowledge of case management in public social service settings. Topics include organizational structure, funding streams, regulatory issues, job description, skills, personal qualities, evaluation, assessment and referral, employment services, and career paths. Designed for students entering into the field of case management in public service.

C. Schedule Description: An overview of the history, theories, skills and knowledge of case management in public social service settings.

II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One

III. EXPECTED OUTCOMES FOR STUDENTS:

Upon successful completion of the course the student should be able to:

- A. Discuss and evaluate the evolution of the welfare system, human services organizational structures, and the applicable federal, state, and local governing laws
- B. Explain social service theories that underlie practice
- C. Identify and analyze regulatory issues;
- D. Assess and refer clients to other agencies. This includes some knowledge of the availability of other net worked agencies;
- E. Explain the Employment Services "interface" and importance to clients;
- F. Demonstrate good leadership, planning, organizational and communication skills;
- G. Describe quality control
- H. Relate the roles and expectations of the caseworker
- I. Discuss alternate, as well as developmental career paths, in the public sector of human services.

IV. COURSE CONTENT:

- A. History of Social Service
 1. Background
 2. Purpose
 3. Economics
 4. Technology
- B. Organizational Structures
 1. Federal, state and local systems
 2. Structures relating to public sector
 3. Community-based organizations
- C. Funding Streams
 1. Sources
 2. Allocation
 3. Public assistance programs

- D. Regulatory Issues
 - 1. Regulations
 - 2. Laws
 - 3. Procedures of implementation
- E. Quality Control
 - 1. Audit systems
 - 2. Standards---Federal/State reviews
 - 3. Sanctions
- F. Theories Underlying Social Service
 - 1. Social perspectives
 - 2. Political/governmental perspectives
 - 3. Client behavioral/motivational perspectives
- G. The Job
 - 1. Mission
 - 2. Job description
 - 3. Ethics and confidentiality
 - 4. Tools
 - 5. Coping with bureaucracy
 - 6. Professionalism
 - 7. Job limitations and satisfactions
- H. Skills
 - 1. Planning and organization
 - 2. Communication and coordination
 - 3. Work control and teamwork
 - 4. Analysis and problem solving
 - 5. Interpersonal skills and leadership
 - 6. Conflict resolution and peer coaching
- I. Personal Qualities
 - 1. Attitude and sensitivity to diversity
 - 2. Personal responsibility and ethical behavior
 - 3. Good judgments, appropriate concern and caring
 - 4. Initiative and assertiveness
- J. Evaluation of Performance
 - 1. Accountability
 - 2. Chain of command
 - 3. Standards of performance
- K. Assessment and Resource Referral
 - 1. Typical client problems
 - 2. Assessment plan and action
 - 3. Accessing resources
 - 4. Referral techniques
 - 5. Follow-up, monitoring, evaluation, outreach, and advocacy
- L. Employment Services
 - 1. Overview of programs leading to self-sufficiency
 - 2. Assessment and referral procedures
 - 3. Follow-up, monitoring, and evaluation process
- M. Career Paths in Public Sector Human Services

V. METHODS OF INSTRUCTION:

- A. Lecture
- B. Class Discussion
- C. Small Group Discussion
- D. Relevant Video Tapes
- E. Skill Exercises
- F. Group Projects
- G. Role Play
- H. Guest Speakers

VI. TYPICAL ASSIGNMENTS:

- A. Read and write a one-page reaction to assigned article.
- B. Practice in a small group, an assigned skill.
- C. Research and organize resources for an assigned client problem.
- D. Make a presentation to the class on a research project.

VII. EVALUATION(S):

- A. Methods of Evaluation:
 - 1. Objective or essay tests
 - 2. Written assignments
 - 3. Term papers
 - 4. Group problem solving projects
 - 5. Oral presentations
- B. Frequency of Evaluation:
Will vary with instructors and may include:
 - 1. Mid-term examination
 - 2. Final examination
 - 3. Weekly reading and/or writing assignment
 - 4. One term paper or project due at end of semester
- C. Typical Exam Questions:
 - 1. Name and explain two theories that underlie social service practice.
 - 2. Describe a typical client problem and the resources available to resolve the issue.
 - 3. Explain the interface between the Transitional Assistance Department and employment services, and explains how it relates to client self-sufficiency

VIII. TYPICAL TEXT(S):

William R. and Merrill Youkekes. Human Services in Contemporary America. Pacific Grove, CA: Brooks/Cole, 2000

Holt, Barbara J. The Practice of Generalist Case Management. Boston, MA: Allyn & Bacon, 1999

Fundamentals of Case Management Practice: Exercises and Readings. Pacific Grove, CA: Brooks/Cole Publishing, 2001

IX. OTHER SUPPLIES REQUIRED OF STUDENTS: None