INSTRUCTIONAL PACKAGE

HUS 209
Case Management

Effective Term
Fall 2023/Spring 2024/Summer 2024

INSTRUCTIONAL PACKAGE

Part I: Course Information

Effective Term: <u>Spring 2024/Summer 2024</u>

COURSE PREFIX: HUS 209 COURSE TITLE: Case Management

CONTACT HOURS: 3 CREDIT HOURS: 3

RATIONALE FOR THE COURSE:
The course offers an overview of case management theory to include: multicultural issues affecting case management theory; emphasis placed on case management philosophy, ethical issues, concepts, and practices; analysis of needs, documentation, confidentiality and individualized consumer plan development; analysis of inter-agency collaboration, monitoring an ongoing case management plan, and maintaining consumer commitment to plan for success. The course is designed to provide you with knowledge in case management theory implementation for human service.

COURSE DESCRIPTION:
This course covers accepted methods and strategies for effectively assessing client needs, accessing necessary provider agencies, and monitoring and properly documenting service delivery and client welfare.

PREREQUISITES/CO-REQUISITES:
((ACCUPLACER Reading Comp 075 and ACCUPLACER Sentence Skills 081) or (New ACCUPLACER Reading Comp 250 and New ACCUPLACER Sentence Skills 250) or (COMPANION Reading 075 and COMPANION Sentence Skills 081) or (Multiple Measures English 1) or (SAT Critical Reading 480) or (ACT Reading 19 and ACT English 19) or (Credit level ENG 101 Minimum Grade of C or Credit level ENG 101 Minimum Grade of TC or Credit level ENG 100 Minimum Grade of C* or Credit level ENG 155 Minimum Grade of C or Credit level ENG 155 Minimum Grade of TC)) and (Credit level HUS 101 Minimum Grade of C or Credit level HUS 101 Minimum Grade of TC)

REQUIRED MATERIALS:
Please visit the [BOOKSTORE](#) online site for most current textbook information.

Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

ADDITIONAL REQUIREMENTS: Microsoft Office 365 – free

TECHNICAL REQUIREMENTS:

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Access to Desire2Learn (D2L), HGTC's learning management system (LMS) used for course materials.
Access to myHGTC portal for student self-services.
College email access – this is the college's primary official form of communication.

STUDENT IDENTIFICATION VERIFICATION
Students enrolled in online courses will be required to participate in a minimum of one (1) proctored assignment and/or one (1) virtual event to support student identification verification. Please refer to your Instructor Information Sheet for information regarding this requirement.

CLASSROOM ETIQUETTE:
During class discussion questions and other communications online, all students are expected to conduct themselves in a professional and courteous manner at all times, and toward all members of the class. Inappropriate behavior within the online classroom and/or toward any member of the class will not be tolerated, and may result in a report of Proscribed Conduct under Section IV, which will be handled in accordance with the Student Code (HGTC Catalog, 2020-2021, pp. 32-46).

During class, cell phones are expected to be turned off, and must remain in a pocket or purse. Do not used cell phones during class for any reason, regardless of format (i.e., text messages). All cell phones should be turned off or placed on vibrate upon entering class. If a student is expecting an emergency call or notification, he (she) should notify the professor, and place the cell phone on silent-vibrate. Do not answer any call or text message in the classroom. However, in the case of an emergency, quietly leave class to answer your call or notification. Class discussion is strongly encouraged, and all students are expected to conduct themselves in a professional and courteous manner at all times, and toward all members of the class.

NETIQUETTE: is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat focused on online communications etiquette. For more information regarding Netiquette expectations for distance learning courses, please visit Online Netiquette.

Part II: Student Learning Outcomes

COURSE LEARNING OUTCOMES and ASSESSMENTS*: Module #1
Materials Covered: Chapters 1, 2, and 3
*Assessment(s): Complete class review activity.
Unit Test

Learning Outcomes:
1. Describe Case Management
2. Identify Ways to Survive and Thrive as a Case Manager
3. Explain the Process of Case Management
4. Define the Components of Case Management
5. Define the Principles and Goals of Case Management

6.   Explain the History of Case Management
7.   Define the Models of Case Management
8.   Explain Multicultural Perspectives of Case Management

Module #2
Materials Covered: Chapters 4, 5, 6, 7
Assessment(s):   Complete class review activity.
                   Complete an Initial Assessment, Intake
                   Summary, and Service Plan.
                   Unit Test

Learning Outcomes:
1.   Identify Ethical and Legal Perspectives of Case Management
2.   Describe how to Work with Potentially Violent Clients
3.   Define Confidentiality, Technology, and Duty to Warn
4.   Describe the Assessment Phase of Case Management
5.   Provide Documentation and Report Writing
6.   Explain Effective Intake Interviewing Skills
7.   Explain Essential Communication Skills
8.   Provide Service Delivery Planning
9.   Provide/Develop a Plan for Services

Module #3
Materials Covered: Chapters 8, 9, 10, and 11
Assessment(s):   Complete class review activity.
                   Complete a Process Recording, Client/Staff Case
                   Note, Monitoring Services document, and final
                   draft of case file.
                   Unit Test

Learning Outcomes:

1.   Develop a Case File

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2.   Explain Medical and Psychological Evaluations
3.   Provide a Social History
4.   Describe Service Coordination and Advocacy
5.   Explain Working within the Organizational Context
6.   Explain Social Media and Managing Resources
7.   Identify Themes in Case Management Today
8.   Explain Ethical Decision Making

Students – please refer to the Instructor's Course Information sheet for specific information on assessments and due dates.

Part III: Grading and Assessment

EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS*
Students' performance will be assessed and the weight associated with the various measures/artifacts are listed below.

EVALUATION*

Exams	55%	300 points
Major Writing Assignments	27%	150 points
Discussion Board/Written Assignments	18%	100 points
Total Points	100%	550 points

GRADING SYSTEM:
550-495: A
494-440: B
439-385: C
384-330: D
Below 329: F

Students, for the specific number and type of evaluations, please refer to the Instructor's Course Information Sheet.

GRADING SYSTEM:
State the College's or departmental grading system as delineated in the Catalog. Please note the College adheres to a 10 point grading scale A = 100 – 90, B = 89- 80, C = 79 – 70, D = 69 – 60, F

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= 59 and below.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the academic calendar for deadlines for add/drop. You must attend at least one meeting of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of 80 percent (80%) of their classes in order to receive credit for any course. Due to the varied nature of courses taught at the college, some faculty may require up to 90 percent (90%) attendance. Pursuant to 34 Code of Federal Regulations 228.22 - Return to Title IV Funds, once a student has missed over 20% of the course or has missed two (2) consecutive weeks, the faculty is obligated to withdraw the student and a student may not be permitted to reenroll. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

For online and hybrid courses, check your Instructor's Course Information Sheet for any required on-site meeting times. Please note, instructors may require tests to be taken at approved testing sites, if you use a testing center other than those provided by HGTC, the center may charge a fee for its services.

Part V: Student Resources

THE STUDENT SUCCESS AND TUTORING CENTER (SSTC):

The SSTC offers to all students the following **free** resources:
1.   **Academic tutors** for most subject areas, **Writing Center support**, and **college success skills**.
2.   Online **tutoring** and academic support resources.
3.   Professional and interpersonal communication **coaching** in the EPIC Labs.

Visit the Student Success & Tutoring Center website for more information. To schedule tutoring appointments using TutorTrac, visit the Student Services tab in WaveNet. Email sstc@hgtc.edu or call

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SSTC Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455, or go to the Online Resource Center to access on-demand resources.

STUDENT INFORMATION CENTER: TECH Central

TECH Central offers to all students the following **free** resources:
1. **Getting around HGTC**: General information and guidance for enrollment!
2. Use the Online Resource Center (ORC) including scheduled technology training, Office 365 support, password resets, and username information.
3. **Drop-in technology support or scheduled training** in the Center or in class.
4. **In-person workshops, online tutorials and more services** are available.
5. **Chat with our staff on TECH Talk**, our live chat service. TECH Talk can be accessed on the student portal and on TECH Central's website, or by texting questions to (843) 375-8552.

Visit the Tech Central website for more information. Live Chat and Center locations are posted on the website. Or please call (843) 349 – TECH (8324).

HGTC LIBRARY:

Each campus location has a library where HGTC students, faculty, and staff may check out materials with their HGTC ID. All three HGTC campus libraries are equipped with computers to support academic research and related school work; printing is available as well. Visit the Library website for more information or call (843) 349-5268.

STUDENT TESTING:

Testing in an **online/hybrid** course may be accomplished in a variety of ways:
- Test administered within D2L
- Test administered in writing on paper
- Test administered through Publisher Platforms (which may have a fee associated with the usage)

Furthermore, tests may have time limits and/or require a proctor.

Proctoring can be accomplished either face-to-face at an approved site or online through our online proctoring service. To find out more about proctoring services, please visit the Online Testing section of the HGTC's Testing Center webpage.

The **Instructor Information Sheet** will have more details on test requirements for your course.

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DISABILITY SERVICES:

HGTC is committed to providing an accessible environment for students with disabilities. Inquiries may be directed to HGTC's [Accessibility and Disability Service webpage](). The Accessibility and Disability staff will review documentation of the student's disability and, in a confidential setting with the student, develop an educational accommodation plan.

Note: It is the student's responsibility to self-identify as needing accommodations and to provide acceptable documentation. After a student has self-identified and submitted documentation of a disability, accommodations may be determined, accepted, and provided.

STATEMENT OF EQUAL OPPORTUNITY/NON-DISCRIMINATION STATEMENT:

Horry-Georgetown Technical College prohibits discrimination and harassment, including sexual harassment and abuse, on the basis of race, color, sex, national or ethnic origin, age, religion, disability, marital or family status, veteran status, political ideas, sexual orientation, gender identity, or pregnancy, childbirth, or related medical conditions, including, but not limited to, lactation in educational programs and/or activities.

TITLE IX REQUIREMENTS:

All students (as well as other persons) at Horry-Georgetown Technical College are protected by Title IX—regardless of their sex, sexual orientation, gender identity, part- or full-time status, disability, race, or national origin—in all aspects of educational programs and activities. Any student, or other member of the college community, who believes that he/she is or has been a victim of sexual harassment or sexual violence may file a report with the college's Chief Student Services Officer, campus law enforcement, or with the college's Title IX Coordinator or designee.

> *Faculty and Staff are required to report incidents to the Title IX Coordinators when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).

INQUIRIES REGARDING THE NON-DISCRIMINATION/TITLE IX POLICIES:

Student and prospective student inquiries concerning Section 504, Title II, Title VII and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs.

>**Dr. Melissa Batten, VP Student Affairs**
>*Title IX, Section 504, and Title II Coordinator*
>Building 1100, Room 107A, Conway Campus
>PO Box 261966, Conway, SC 29528-6066
>843-349-5228
>Melissa.Batten@hgtc.edu

Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources.

>**Jacquelyne Snyder, VP Human Resources**
>*Affirmative Action/Equal Opportunity Officer and Title IX Coordinator*
>Building 200, Room 205B, Conway Campus

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PO Box 261966, Conway, SC 29528-6066
843-349-5212
Jacquelyne.Snyder@hgtc.edu