

Dept. of Social Work and Sociology

SWK 4317 Social Work and Case Management



Instructor: Toccara N. Lynch, LCSW

Email: toccara.lynch@angelo.edu

Office: Virtual

Office Hours: By appointment in Collaborate or by email

Spring Semester, 2022: January 18 to May 13

Course Information

Course Description

An in-depth analysis of the case management process from a generalist perspective. Focuses on evidence-based practices in contemporary case management, clarification of practitioner attitudes, cultural competence, effective communication skills, client assessment, service plan development, case documentation, the monitoring of services and treatment, and case termination. Prerequisite: SWK 2307 and SWK 2317

Course Credits

This course is 3 credits.

Prerequisite and Co-requisite Courses

Prerequisite: SWK 2307 and SWK 2317

Prerequisite Skills

Accessing Internet websites, using ASU Library resources, and proficiency with Microsoft Word and/or PowerPoint are expectations of the Dept. of Social Work and Sociology

Program Outcomes

Upon completion of the program of study for the Dept. of Social Work and Sociology, the graduate will be prepared to:

Student Learning Outcomes

Student Learning Outcome By completing all course requirements, students will be able to:	Assignment(s) or activity(ies) validating outcome achievement:	Mapping to Program Outcomes
Competency 1	Exams, group work activities, Biopsychosocial assessment	Use reflection and self-regulation to manage personal values and maintain professionalism in practice situations.
Competency 2	Exams, group work activities, Biopsychosocial assessment	Present themselves as learners and engage clients and constituencies as experts of their own experiences.
Competency 8	group work activities, Biopsychosocial assessment	Negotiate, mediate, and advocate with and on behalf of diverse clients and constituencies.

Student Learning Outcomes/Course Competencies: Social Work Knowledge, Values, Skills, and Cognitive/Affective Processes

Course Delivery

This is an online course offering. The course will be delivered via the Blackboard Learning Management System. The course site can be accessed at [ASU's Blackboard Learning Management System](#)

Required Texts and Materials

Recommended Texts and Materials

Required Texts:

Summers, N. (2016). *Fundamentals of case management: Skills for the human services* (5th ed.). Boston, MA: Cengage Learning. ISBN: 978-1-305-09476-5

American Psychological Association. (2020). *Publication manual of the American Psychological Association* (7th ed.). Washington, DC: Author. ISBN: 978-1-4338-3216-1

Recommended Texts:

Barker, R. L. (2013). The social work dictionary (6th ed.). Washington, DC: NASW Press.
ISBN: 978-0-87101-447-4

DSM 5 Text. APA

Required Reading:

- NASW Code of Ethics
Texas Board of Social Work Examiners webpage ([Code of Conduct & Scope of Practice](#))
NASW Standards of Case Management
Code of Professional Conduct for Case Managers

Technology Requirements

To participate in one of ASU's distance education programs, you need this technology:

- A computer capable of running Windows 7 or later, or Mac OSX 10.8 or later
- The latest version of one of these web browsers: internet Explorer, Firefox, or Safari
- Microsoft Office Suite or a compatible Open Office Suite
- Adobe Acrobat Reader
- High Speed Internet Access
- Ethernet adapter cable required (wireless connections can drop during tests and Collaborate sessions)
- Webcam

Communication

Faculty will respond to email and/or telephone messages within 24 hours during working hours Monday through Friday. Weekend messages may not be returned until Monday.

Written communication via email: All private communication will be done exclusively through your ASU email address. Check frequently for announcements and policy changes. In your emails to faculty, include the course name and section number in your subject line.

Virtual communication: Office hours and/or advising may be done with the assistance of the telephone, Collaborate, Skype, etc.

Grading

Evaluation and Grades

Course grades will be determined as indicated in the table below.

Assessment	Percent/Points of Total Grade
Professional Performance / Group Work	20
Exams	40
Biopsychosocial Assessment	40
Total	100%

Grading System

Course grades will be dependent upon completing course requirements and meeting the student learning outcomes.

The following grading scale is in use for this course:

A = 90.00-100 points

B = 80.00-89.99 points

C = 70.00-79.99 points

D = 60.00-69.99 points

F = 0-59.99 points (Grades are not rounded up)

Teaching Strategies

Students are expected to be “active learners.” It is a basic assumption of the instructor that students will be involved (**beyond the materials and lectures presented in the course**) discovering, processing, and applying the course information using peer-review journal articles, researching additional information and examples on the Internet, and discussing course material and clinical experiences with their peers.

Assignment and Activity Descriptions

Professional Performance/Group Work/Discussion Boards

20%

This is relevant to engaging in class activities—partner assessments, answering discussion posts and giving peer responses, emailing, asking questions, etc-- including frequency and quality; professional presentation; and so forth. You must complete all discussion posts and answer one peer’s post. Please be sure to be respectful when writing to your peers and to the instructor. The instructor will be using a Discussion Rubric to grade all discussions which is specifically looking at: Frequency (did student answer post on the date given), initial assignment posting (did you answer the question in its totality), follow-up postings (did you answer a peers post),

content contribution (did the student contribute to the knowledge found through research), references and support (do you have two references), and clarity and mechanics (spelling and grammar).

Examinations

40%

There will be 4 examinations in this course. Each of these examinations are worth 10% of your total course grade and will be accessed through Respondus. Each examination will be multiple choice and will cover the assigned readings.

Testing via Respondus™ Monitor

Access to all examinations will be through Respondus™ Lockdown Browser and will be video recorded via Respondus™ Monitor [See Other Required Materials for a list of needed equipment]. Use of another electronic device is prohibited.

There are two practice quizzes: a) one is a Webcam test and b) a short 10 question practice quiz over ASU trivia that is not graded. These tools will be available to the student to assure accessibility. Students are highly encouraged to go through these practice quizzes in advance of taking a graded quiz. This process will allow you to become familiar with the technology associated with testing and improve the testing environment. These quizzes, instructional videos, and more information regarding Respondus Monitor can be found under the Respondus Monitor Help tab in your Blackboard course.

OTHER REQUIRED MATERIALS

- Computer with MAC or Windows Operating System
- High Speed Internet Access
- Ethernet Cable
- Webcam (Please note: a plug-in webcam allows the student to perform thorough environmental scans).

Biopsychosocial Assessment Interview and Paper

40%

Each student will interview an individual of their choosing and perform a biopsychosocial assessment, which will be audio and video recorded. This assignment is an opportunity to critically evaluate and apply case management concepts in a laboratory practice environment.

You MAY NOT use an assessment from a previous course. You MAY NOT tell your partner what to say. You MAY NOT decide the issue that your partner will have for the interview.

Each student will write a 5-6-page paper and submit the video recording of their biopsychosocial assessment, incorporating one of the high risk populations covered in the text. The length of the assessment may vary per the person being assessed. The paper should include selected interventions and a treatment plan utilizing an EBP, a reference page, in APA accordance and is due at the time of your presentation.

For this assignment, students will be required to locate and use scholarly resources (e.g., peer reviewed journal articles, books, government studies, Census information, statistical research, think tank research, credible internet sources, and so forth). **A minimum of 5 peer-reviewed Social Work journal articles will be used with at least two journal articles written within the last 5 years.** The course text is not to be used as a source. The paper should follow the included outline.

- I. Introduction
- II. Interview
 - a. Include a portion of your video
 - b. Outline important information from your Interview
- III. Assessment
 - a. Client Strengths
 - b. Client Needs
- IV. Interventions
 - a. Suggested EBP strategies
 - b. Selected EBP strategies
 - c. Referrals
- V. Treatment Plan
 - a. Length of Plan
 - b. Monitor strategies (As the case manager, how will you monitor client progress)
- VI. Evaluation of Interventions
- VII. Termination
 - a. How will you know the client is ready?
 - b. How will you terminate services?
- VIII. Conclusion
- IX. References

Plagiarism is the presentation of someone else's information as though it were your own. If you use the words or ideas of another person; or if you use material from any source--whether a book, journal, magazine, newspaper, business publication, broadcast, speech, electronic media, or any other source--you must acknowledge that source. Plagiarism within this assignment will result in the student not receiving credit for their interview/assessment/presentation.

Assignment Submission

All assignments MUST be submitted through the Assignments link in the Blackboard site. This is for grading, documenting, and archiving purposes. Issues with technology use arise from time to time. If a technology issue does occur regarding an assignment submission, email me at toccara.lynch@angelo.edu and attach a copy of what you are trying to submit.

Please contact the IT Service Center at (325) 942-2911 or go to your Technology

Support tab to report the issue. This lets your faculty know you completed the assignment on time and are just having problems with the online submission feature in Blackboard. Once the problem is resolved, submit your assignment through the appropriate link. This process will document the problem and establish a timeline. Be sure to keep a backup of all work.

Late Work or Missed Assignments Policy

Late Work Policy

The course is set up on weekly modules. The week begins on Monday and ends on Sunday. Assignment due dates are shown on the calendar/schedule or posted within Blackboard. Late assignments are not accepted without prior approval of faculty. Faculty reserve the right to deduct points for late assignments that are accepted past the original due date.

General Policies Related to This Course

All students are required to follow the policies and procedures presented in these documents:

- [Angelo State University Student Handbook](#)¹
- [Angelo State University Catalog](#)²

Student Responsibility and Attendance

Online: This class is asynchronous, meaning you do not have to be on-line at a certain time. There are readings which you will have to complete to be able to adequately participate in individual and group assignments. In order to complete this course successfully, you do have to participate in all course activities i.e. discussion boards, course projects, reflective logs, etc. Students are expected to engage in course activities and submit work by due dates and times. The hope is that students will make substantive contributions which reflect integration of assigned materials as well as any outside readings as appropriate. Scholarly contribution is an expectation. For planning purposes, this class will probably require a minimum of 6-9 study hours per week on average.

Academic Integrity

Students are expected to maintain complete honesty and integrity in all work. Any student found guilty of any form of dishonesty in academic work is subject of disciplinary action and possible expulsion from ASU.

The College of Health and Human Services adheres to the university's [Statement of Academic Integrity](#).³

Accommodations for Students with Disabilities

ASU is committed to the principle that no qualified individual with a disability shall, on the basis of disability, be excluded from participation in or be denied the benefits of the services, programs or activities of the university, or be subjected to discrimination by the university, as provided by the Americans with Disabilities Act of 1990 (ADA), the Americans with Disabilities Act Amendments of 2008 (ADAAA) and subsequent legislation.

Student Disability Services is located in the Office of Student Affairs, and is the designated campus department charged with the responsibility of reviewing and authorizing requests for reasonable accommodations based on a disability. It is the student's responsibility to initiate such a request by contacting an employee of the Office of Student Affairs, in the Houston Harte University Center, Room 112, or contacting the department via email at ADA@angelo.edu. For more information about the application process and requirements, visit the [Student Disability Services website](#).⁴ The employee charged with the responsibility of reviewing and authorizing accommodation requests is:

Dallas Swafford
Director of Student Disability Services
Office of Student Affairs
325-942-2047
dallas.swafford@angelo.edu
Houston Harte University Center, Room 112

Incomplete Grade Policy

It is policy that incomplete grades be reserved for student illness or personal misfortune. Please contact faculty if you have serious illness or a personal misfortune that would keep you from completing course work. Documentation may be required. See ASU Operating Policy 10.11 [Grading Procedures](#)⁵ for more information.

Plagiarism

Plagiarism is a serious topic covered in ASU's [Academic Integrity policy](#)⁶ in the Student Handbook. Plagiarism is the action or practice of taking someone else's work, idea, etc., and passing it off as one's own. Plagiarism is literary theft.

In your discussions and/or your papers, it is unacceptable to copy word-for-word without quotation marks and the source of the quotation. It is expected that you will summarize or paraphrase ideas giving appropriate credit to the source both in the body of your paper and the reference list.

Papers are subject to be evaluated for originality. Resources to help you understand this policy better are available at the [ASU Writing Center](#).⁷

Student Absence for Observance of Religious Holy Days

A student who intends to observe a religious holy day should make that intention known in writing to the instructor prior to the absence. See ASU Operating Policy 10.19 Student Absence for [Observance of Religious Holy Day](#)⁸ for more information.

Copyright Policy

Students officially enrolled in this course should make only one printed copy of the given articles and/or chapters. You are expressly prohibited from distributing or reproducing any portion of course readings in printed or electronic form without written permission from the copyright holders or publishers.

Syllabus Changes

The faculty member reserves the option to make changes as necessary to this syllabus and the course content. If changes become necessary during this course, the faculty will notify students of such changes by email, course announcements and/or via a discussion board announcement. It is the student's responsibility to look for such communications about the course on a daily basis.

Title IX at Angelo State University

Angelo State University is committed to providing and strengthening an educational, working, and living environment where students, faculty, staff, and visitors are free from sex discrimination of any kind. In accordance with Title VII, Title IX, the Violence Against Women Act (VAWA), the Campus Sexual Violence Elimination Act (SaVE), and other federal and state laws, the University prohibits discrimination based on sex, which includes pregnancy, and other types of Sexual Misconduct. Sexual Misconduct is a broad term

encompassing all forms of gender-based harassment or discrimination and unwelcome behavior of a sexual nature. The term includes sexual harassment, nonconsensual sexual contact, nonconsensual sexual intercourse, sexual assault, sexual exploitation, stalking, public indecency, interpersonal violence (domestic violence or dating violence), sexual violence, and any other misconduct based on sex.

You are encouraged to report any incidents involving sexual misconduct to the Office of Title IX Compliance and the Director of Title IX Compliance/Title IX Coordinator, Michelle Boone, J.D. You may submit reports in the following manner:

Online: www.angelo.edu/incident-form

Face to face: Mayer Administration Building, Room 210

Phone: 325-942-2022

Email: michelle.boone@angelo.edu

Note, as a faculty member at Angelo State, I am a mandatory reporter and must report incidents involving sexual misconduct to the Title IX Coordinator. Should you wish to speak to someone in confidence about an issue, you may contact the University Counseling Center (325-942-2371), the 24-Hour Crisis Helpline (325-486-6345), or the University Health Clinic (325-942-2171).

For more information about resources related to sexual misconduct, Title IX, or Angelo State's policy please visit: www.angelo.edu/title-ix.

Course Schedule

Week/Date	Topic/Assignments/Assessments DUE
Week 1 Jan. 18-23	Welcome! Module 1 Introduction to Course <ul style="list-style-type: none">● Review START HERE page● Review Course Syllabus and ASU Honor Code. Select "Mark Reviewed" to agree to terms of the course and ASU's policies and access course content. Reading: Chapter 1 and 2 Lecture Topic: Definition and Responsibilities; Ethics and responsibilities of case management

Week/Date	Topic/Assignments/Assessments DUE
Week 2 Jan. 24-30	<p>Reading: Chapter 3 and 4</p> <p>Lecture Topic: Applying the ecological model and Cultural competence</p> <p>Groups Discussion: Answer questions and respond to one peer post. Due on 1/30 at 11:59 pm.</p>
Week 3 Jan. 31-Feb. 6	<p>Module 1</p> <p>Reading: Chapter 5 and 6</p> <p>Lecture Topic: Attitudes and boundaries-Who owns the problem</p> <p>Group Work; Discussion of Assessment partners</p>
Week 4 Feb. 7-13	<p>Module 2</p> <p>Reading: Chapters 7 and 8</p> <p>Lecture topic: Identifying Good Responses and Poor Responses; Listening and Responding.</p> <p>EXAM 1 (Chapters 1-6) opens on 2/10 closes on 2/13 at 11:59pm.</p> <p>Group Work</p>
Week 5 Feb. 14-20	<p>Module 2</p> <p>Reading: Chapters 9 and 10</p> <p>Lecture Topic: Asking questions and Bringing up difficult issues</p> <p>Groups Discussion: Answer questions and respond to one peer post due on 2/20 at 11:59 pm</p> <p>Group Work</p>

Week/Date	Topic/Assignments/Assessments DUE
<p>Week 6 Feb. 21-27</p>	<p>Module 2</p> <p>Reading: Chapters 11 and 12</p> <p>Lecture Topic: Addressing and Disarming Anger; Collaborating with people for change.</p> <p>Group Work</p>
<p>Week 7 Feb. 28-Mar. 6</p>	<p>Module 3</p> <p>Reading: Chapters 13 and 14</p> <p>Lecture Topic: Case Management Principles; Documenting initial inquiries.</p> <p>Exam 2 (Chapters 7-12) Opens on 3/3 to 3/06 at 11:59 pm.</p> <p>Group Work</p>
<p>Week 8 Mar. 7-13</p> <p>*** Spring Break: March 14-20</p>	<p>Module 3</p> <p>Reading: Chapters 15 and 16</p> <p>Lecture Topic: The First interview; Social Histories and assessment forms.</p> <p>Groups Discussion: Answer questions and respond to one peer post, due on 3/13 at 11:59 pm</p> <p>Group Work</p>

Week/Date	Topic/Assignments/Assessments DUE
<p>Week 9 Mar. 21-27</p>	<p>Module 3</p> <p>Reading: Chapters 17 and 18</p> <p>Lecture Topic: Using the DSM and the Mental Status Examination</p> <p>Group Work; Begin Biopsychosocial Assessments</p>
<p>Week 10 Mar. 28- Apr. 3</p>	<p>Module 4</p> <p>Reading: Chapters 19 and 20</p> <p>Lecture Topic: Receiving and Releasing Information; Developing a Service Plan at the Case Management Unit</p> <p>Biopsychosocial Assessments (Continued)</p> <p>Exam 3 (Chapters 13-18) Opens on 3/31 and closes on 4/3 at 11:59 pm.</p>
<p>Week 11 Apr. 4-10</p>	<p>Module 4</p> <p>Reading: Chapters 21 and 22</p> <p>Lecture Topic: Preparing for a service planning conference; making the referral and assembling the record</p> <p>Biopsychosocial Assessments (Continued)</p> <p>Group Work</p>

Week/Date	Topic/Assignments/Assessments DUE
Week 12 Apr. 11-17	Module 4 Reading: Chapters 23 and 24 Lecture Topic: Documentation and recording; Monitoring the Services or Treatment; Questions on Paper, APA, etc Biopsychosocial Assessments (Continued) Group Work
Week 13 Apr. 18-24	Module 4 Reading: Chapters 25 Lecture Topic: Developing Goals and Objectives, Paper Biopsychosocial Assessments and Paper Due on 4/24 by 11:59pm Group Work
Week 14 Apr. 25-May 1	Module 4 Reading: Chapter 26 Lecture Topic: Terminating the Case Groups Discussion: Answer questions and respond to one peer post, due on 5/1 at 11:59 pm
Week 15 May 2-8	Course Evaluations
Week 16 May 9-13	Final Exam: Chapters 19-26-- Opens on Saturday 5/7 at 8am, closes on 5/10 at 11:59PM.

Grading Rubrics

To view grading rubrics, please go to the **"My Grades"** link in your Blackboard course, and select **View Rubric** under each graded item.

Student Evaluation of Faculty and Course

Students in all programs are given the opportunity to evaluate their courses and the faculty who teach them. Evaluations are most helpful when they are honest, fair, constructive, and pertinent to the class, clinical experience, or course. Faculty value student evaluations, and use student suggestions in making modifications in courses, labs and clinical experiences. Angelo State University uses the IDEA (Individual Development and Educational Assessment) system administered through Kansas State University for all course evaluations. The Office of Institutional Research and Assessment administers IDEA for the entire university, online and has established a policy whereby students can complete course evaluations free from coercion.

End of Syllabus

¹ <https://www.angelo.edu/student-handbook/>

² <https://www.angelo.edu/catalogs/>

³ <https://www.angelo.edu/student-handbook/community-policies/academic-integrity.php>

⁴ <https://www.angelo.edu/services/disability-services/>

⁵ <https://www.angelo.edu/content/files/14197-op-1011-grading-procedures>

⁶ <https://www.angelo.edu/student-handbook/community-policies/academic-integrity.php>

⁷ https://www.angelo.edu/dept/writing_center/academic_honesty.php

⁸ <https://www.angelo.edu/content/files/14206-op-1019-student-absence-for-observance-of>