



Archer College of Health and Human Services

SWK 4317 10: Social Work and Case Management

Course Dates, Time, and Location

Spring Semester, 2022: January 18, 2022 to May 13, 2022

Face to Face Course: Tuesday and Thursdays 12:30 pm to 1:45 pm

Room: HHS 104

Instructor: Ingrid A. Russo, M.S.W., LCSW (Field Education Director/Clinical Assistant Professor)

Office: Archer Building, Room 224K

Phone: 325-486-6126

Email: Ingrid.Russo@angelo.edu

Office Hours: T/TH 9:00 am - 12:00 pm; and by appointment via Collaborate, Skype, or email

- *Please note that emails received after 6 p.m. will be answered the following morning.*

Recycling and sustainability: Please consider if it is necessary to print the syllabus. If so, please help our fragile environment by recycling this paper when finished. Thank you!

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 Introduction

This course is a generalist social work practice course encompassing the case management process. Students will focus on competencies and skills associated with case management in social work practice. Such competencies and skills include best practices in case management, cultural competencies, professional attitudes and boundaries, effective communication skills, interviewing skills, assessment skills, conducting a mental status exam, receiving and releasing information, developing treatment or service plans, treatment or goal development, assembling human or social service records, monitoring treatment or services, case coordination, case termination, and your personal self-care skills.

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

The scope of this course includes case management with “high-risk” populations; for example, children and their families, survivors of rape or domestic violence, people with drug and alcohol dependency, individuals with mental illness, individuals with intellectual developmental disabilities, geriatric populations, and so forth. Ultimately, an emphasis is placed on the ecological perspective, providing students with an understanding of the reciprocal relationship between the person and environment. This facilitates a biopsychosocial conceptualization of the individual for whom case management services are provided.

Course Credits

This is a 3 credit course.

Prerequisite and Co-requisite courses

No courses are required to be taken before and/or with this course due to being an elective.

Program Outcomes

Upon completion of the program of study for the BSW Social Work Program, 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	Group work activities, Biopsychosocial assessment	demonstrate professional conduct, adhere to Ethical code, respectful towards peers/instructor
Competency 2	Exams, group work activities, Biopsychosocial assessment	Apply different skills and strategies to understand differences among people, diverse topics, mechanisms of oppression and discrimination
Competency 6, 7, 8	Group work activities, Biopsychosocial assessment	Implement appropriate engagement strategies to engage individuals, families, groups, organizations, and communities within a particular theoretical model

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

Course Delivery

This is a face to face course which will meet every Tuesday and Thursday in Room HHS 104 from 12:30 to 1:45. The instructor will lecture, lead discussions, and have class group work assignments to be completed in small groups, etc. Students will also do some work outside of class such as the Biopsychosocial assessment.

Course 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 Textbook

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

NOTE: All assignments submitted in this course are to be written in strict accordance with the Publication Manual of the American Psychological Association (7th ed.).

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
Examinations	40
Biopsychosocial Assessment	40

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

Assessment	Percent/Points of Total Grade
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)

Professional Performance/Group Work

20%

This is relevant to engaging in class activities—partner assessments, attendance, participation, emailing peers and instructor, professional presentation, small group in class work, etc.

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

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

- 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 hand in 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 article 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?

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

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.

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.

This is a face-to-face class. Attendance is expected and required. 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 study hours per week on average.

Please note: Students with more than 5 unexcused absences since the return to full on campus classes (Fall 2021) will automatically lose points for professional performance. Students with more than 7 absences will receive zero points for professional performance. Students with 10 or more absences will receive a failing grade for the course.

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 Ingrid.russo@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.

POLICY ON LATE OR MISSED ASSIGNMENTS

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

Due dates and times for assignments are posted. Failure to submit your assignments on the assigned date will result in a five percent deduction for each day after the posted deadline. No papers or postings will be accepted more than one week past the assigned due date.

- **Late assignments** are generally not accepted and are only accepted if the reason is pre-approved by the course instructor. Any late assignment that the instructor agrees to accept will lose points at 10% per day that it is late. Any assignment submitted any time after the deadline is late. Any in-class group work exercise missed due to an absence will result in a zero for that exercise.

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](#)ⁱ
- [Angelo State University Catalog](#)

Student Responsibilities

- Please **ask questions** that are relevant to the course and feel free to utilize my office hours. I am here to help you and I want you to succeed.
- It is your responsibility to be on time for class, if you are in class by 12:36 you are late and will be marked absence. Being late causes multiple disruptions for the instructor and students.
- **Make-up examinations** will be considered on a case by case basis and will only be allowed for university approved absences.
- All students are expected to follow the National Association of Social Workers **Code of Ethics, Code of Conduct, Scope of Practice, ASU student handbook, Academic Integrity policy, Title IX policies, and the social work department student handbook.**
- **Electronic Device Expectations:** Students are not allowed to have electronic devices on during class, during exams, and during the recording of Biopsychosocial Assessment. If you need to use a laptop to take notes or for access to your textbook you must sit at the back of the class. Do not access any other websites during class time.
- It is your responsibility to check your **ASU email and Blackboard** at least once daily. Assignments, clarifications, announcements, and examinations will be communicated through email and blackboard. I encourage you to set up your mobile devices with the Blackboard app and to receive push alerts from your ASU email.
- Please see the course schedule for additional information and due dates.

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

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](#).ⁱⁱ

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](#).ⁱⁱⁱ 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](#)^{iv} for more information.

Plagiarism

Plagiarism is a serious topic covered in ASU's [Academic Integrity policy](#)^v 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

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

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](#).^{vi}

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](#)^{vii} 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 Miller, 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

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

Email: michelle.miller@angelo.edu

Note, as a faculty member at Angelo State, I am a mandatory reporter and must report Incident's 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/Dates	Lecture Topics/Readings/Assignments
Week 1 1/18-1/21	<p>Welcome! Module 1 Introduction to Course</p> <ul style="list-style-type: none"> • Review START HERE • 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. <p>Reading: Chapter 1 and 2 (Case management Practice)</p> <p>Lecture Topic: Definition and Responsibilities; Ethics and responsibilities of case management</p>
Week 2 1/24-1/28	<p>Module 1</p> <p>Reading CM: Chapter 3 and 4</p> <p>Lecture Topic: Applying the ecological model and Cultural competence</p> <p>Group Work</p>
Week 3 1/31-2/4	<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 2/7-2/11	<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 Friday, closes on Sunday at 11:59pm.</p> <p>Group Work</p> <p style="text-align: right;">Course Schedule Continued on next page</p>

Week/Dates	Lecture Topics/Readings/Assignments
Week 5 2/14-2/18	Module 2 Reading: Chapters 9 and 10 Lecture Topic: Asking questions and Bringing up difficult issues Group Work
Week 6 2/21-2/25	Module 2 Reading: Chapters 11 and 12 Lecture Topic: Addressing and Disarming Anger; Collaborating with people for change. Group Work
Week 7 2/28-3/4	Module 3 Reading: Chapters 13 and 14 Lecture Topic: Case Management Principles; Documenting initial inquiries. Exam 2 (Chapters 7-12) Opens on Friday 8am to Sunday at 11:59 pm. Group Work
Week 8 3/7-3/11 spring break 3/14-3/18	Module 3 Reading: Chapters 15 and 16 Lecture Topic: The First interview; Social Histories and assessment forms. Group Work
Week 9 3/21-3/25	Module 3 Reading: Chapters 17 and 18 Lecture Topic: Using the DSM and the Mental Status Examination Group Work; Begin Biopsychosocial Assessments

(The instructor reserves the right to modify this syllabus throughout the semester if necessary.)

Week/Dates	Lecture Topics/Readings/Assignments
	Course Schedule Continued on next page
Week 10 3/28-4/1	Module 4 Reading: Chapters 19 and 20 Lecture Topic: Receiving and Releasing Information; Developing a Service Plan at the Case Management Unit Biopsychosocial Assessments (Continued) Exam 3 (Chapters 13-18) Opens on Friday and closes on Sunday at 11:59 pm.
Week 11 4/4-4/8	Module 4 Reading: Chapters 21 and 22 Lecture Topic: Preparing for a service planning conference; making the referral and assembling the record Biopsychosocial Assessments (Continued) Group Work
Week 12 4/11-4/15	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 4/18-4/22	Module 4 Reading: Chapters 25 Lecture Topic: Developing Goals and Objectives, Paper Group Work Biopsychosocial Assessments and Paper Due on 4/22/22 by 11:59 pm through turnitin.

Week/Dates	Lecture Topics/Readings/Assignments
	Course Schedule Continued on next page
Week 14 4/25-4/29	Module 4 Reading: Chapter 26 Lecture Topic: Terminating the Case Group Work
Week 15 5/2-5/6	Dead Week Course Evaluations; Group Work
Week 16 5/9-5/13	Final Exam: Chapters 19 to 26, Opens on Monday at 8am, closes on Wednesday 11:59 pm.

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

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

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

^{iv} <https://www.angelo.edu/content/files/14197-op-1011-grading-procedures>

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

^{vi} https://www.angelo.edu/dept/writing_center/academic_honesty.php

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