



WACO, TEXAS

**COURSE SYLLABUS
AND
INSTRUCTOR PLAN**

Assessment and Case Management

SCWK 2301.01

Instructor: Catie Capp-Hays, LCSW

NOTE: This is a 16-week course.

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals. We are also concerned for your safety. We are working through COVID-19 guidelines to make sure we offer a safe environment for you and our faculty. This will include smaller class sizes to manage social distancing and proper cleaning techniques. You will have the advantage of a physical classroom experience but may also need to work part of the time online as we adjust to limited classroom capacity. This will also allow us the flexibility to move online if so directed by federal, state and/or local COVID 19 guidelines. Faculty and staff are preparing now to ensure that you have the best experience in the midst of these uncertain times.

Course Description:

SCWK 2301 – Assessment and Case Management

Exploration of procedures to identify and evaluate an individual's and/or family's strengths, weaknesses, problems, and needs in order to develop an effective plan of action. Topics include oral and written communications essential for screening, assessment, and case management to determine the need for prevention, intervention, and/or referral.

Prerequisites and/or Corequisites:

None

Course Notes and Instructor Recommendations:

This is a face to face course. To do well in this class, you must come to class, read the entire chapter, review the power points, study, and complete assignments and exams timely. If you need to participate in this course via ZOOM, that is totally fine- just let me know before class starts. The ZOOM class sessions will occur at the same time as the regular class. It is really important to communicate with me. If you need help, please reach out to me earlier- not later!

Instructor Information:

| | |
|----------------------------------|--|
| Instructor Name: | Catie Capp-Hays, LCSW |
| MCC Email: | ccapp-hays@mclennan.edu |
| Office Phone Number: | 254-299-8772 |
| Office Location: | CSC, E-129 E |
| Office/Teacher Conference Hours: | See schedule in Brightspace |
| Other Instruction Information: | ZOOM Meeting ID: 356 478 0936 |

Required Text & Materials:

Title: *Generalist Case Management: A Method of Human Service Delivery*
Author: Marianne Woodside & Tricia McClam
Edition: 5th edition
Publisher: Cengage Learning
ISBN: 978-1-305-94721-4

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

This is a face to face/blended/hybrid course. To do well in this class, you must come to class, read the entire chapter, review the power points, study, and complete assignments and exams timely. If you need to participate in this course via ZOOM, that is totally fine- just let me know before class starts. The ZOOM class sessions will occur at the same time as the regular class. It is really important to communicate with me. If you need help, please reach out to me earlier- not later!

All Exams will be completed in Brightspace outside of class. Please see the course schedule for the dates and times the Exams open and closed. Since the Exams are open for a total of 4 days, I will not reopen the Exams unless there is a legitimate reason. I determine what a legitimate reason is.

Out of Class Assignments 1 and 2 will be submitted via Brightspace on the date due. No late assignments accepted unless there is a legitimate reason. I determine what a legitimate reason is.

Out of Class Assignment 3 will be presented to the class or via ZOOM. It will not be submitted via Brightspace.

Course Objectives and/or Competencies:

Describe the steps in screening, assessment, and case management; gather relevant information from client and secondary sources; and determine need for prevention, intervention, and/or referral.

Assessment and Case Management
SCWK 2301.01

Course Outline or Schedule:

Course schedule is subject to change based on student needs. Students will be notified by the professor of changes via Brightspace. It is important that you read the assigned chapter PRIOR to class. This includes reading My Story: Sharon Bello. It is important that you follow Sharon Bello's story throughout the course.

Please note... Out of Class Assignments 1 & 2 to be submitted via Brightspace. All Exams will be completed in Brightspace.

| Week/Date of Class Meetings | Topic | Assignments (Readings prior to class meetings) |
|------------------------------------|--|---|
| Week 1 1/12 & 1/14 | 1. Ice Breaker 2. Introduction to the course and syllabus review 3. Chapter 1: Introduction to Case Management | Read Chapter 1 prior to class on 1/14. This includes reading My Story: Sharon Bello. It is important that you follow Sharon Bello's story throughout the course. |
| Week 2 1/19 & 1/21 | 1. Finish Chapter 1 2. Chapter 2: Historical Perspectives on Case Management | Read Chapter 2 prior to class on 1/21 + Sharon Bello |
| Week 3 1/26 & 1/28 | 1. Finish Chapter 2 on 9/9 | Read Chapter 3 prior to class on 2/2 + Sharon Bello |
| Week 4 2/2 & 2/4 | 1. Chapter 3: Methods of Delivering Case Management Services | Read Chapter 4 prior to class on 2/9 + Sharon Bello |
| Week 5 2/9 & 2/11 | 1. Chapter 4: Ethical and Legal Perspectives | Out of Class Assignment #1 DUE: 2/9 by 8p via Brightspace. Exam I: Covers Chapters 1-4. The test will open in Brightspace on 2/11 at 8 am |

Assessment and Case Management
SCWK 2301.01

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|--------------------------------------|--|--|
| | | and will close on 2/15 at 8 pm Read Chapter 5 prior to class on 2/16 + Sharon Bello |
| Week 6 2/16 & 2/18 | 1. Chapter 5: Working with Diverse Populations | Read Chapter 6 prior to class on 2/23 + Sharon Bello |
| Week 7 2/23 & 2/25 | 1. Chapter 6: Assessment Phase of Case Management | Read Chapter 7 prior to class on 3/2 + Sharon Bello |
| Week 8 3/2 & 3/4 | 1. Chapter 7: Effective intake Interviewing Skills | Read Chapter 8 prior to class on 3/16 + Sharon Bello |
| Week 9 3/9 & 3/11 SPRING BREAK | | |
| Week 10 3/16 & 3/18 | 1. Chapter 8: Service Delivery Planning | Out of Class Assignment #2 DUE on 3/16 at 8p via Brightspace. Exam 2: Covers Chapters 5-8. The test will open in Brightspace on 3/18 at 8 am and will close on 3/22 at 8 pm Read Chapter 9 prior to class on 3/23 + Sharon Bello |
| Week 11 3/23 & 3/25 | 1. Chapter 9: Building a Case File | Read Chapter 10 prior to class on 3/30 + Sharon Bello |
| Week 12 3/30 & 4/1 | 1. Chapter 10: Service Coordination | |
| Week 13 4/6 & 4/8 | 1. Finish Chapter 10 2. Start Chapter 11: Working with the Organization | Read Chapter 11 prior to class on 4/13 + Sharon Bello |

Assessment and Case Management
SCWK 2301.01

| | Context | |
|------------------------|---|---|
| Week 14 4/13 & 4/15 | 1. Finish Chapter 11 | Read Chapter 12 prior to class on 4/20 + Sharon Bello |
| Week 15 4/20 & 4/22 | 1. Chapter 12: The Case Manager's Professional Growth and Development | |
| Week 16 4/27 & 4/29 | 1. Finish Chapter 12 2. Case Management Vision Board Presentations on 4/27 and 4/29 face to face or via ZOOM | |
| Week 17 FINAL EXAM | The final exam will open on 4/29 at 8 am and will close on 5/6 at 8p. If you are graduating, you must complete the final exam by 5/4 at the latest. | Final Exam Covers Chapters 9-12 |

Course Assignments:

Exams

There are a total of 3 exams in this course. Each exam will cover 4 chapters. The final exam is NOT cumulative/comprehensive- it will cover the last 4 chapters in the course. All Exams will be taken via Brightspace (not during class time). The exam dates and when they will be opened in Brightspace are notated in the course outline and schedule above. Each exam will be 50 questions (multiple choice and true/false). Bonus questions will be included as well. All Exams will be timed (80 minutes). Professor will provide a study guide prior to each test. The study guide will be posted in Brightspace.

Out of Class Assignments

There are a total of 3 out of class assignments to be completed throughout the course. A full description of each out of class assignment can be located at the end of this syllabus and in Brightspace.

It is expected that the papers you submit for this class is one that was written solely for this class and not for another class. To write a paper and submit it for a grade in two different classes is highly unethical. Students caught doing this will receive a zero (0) for this assignment.

If you are retaking this course, you must submit a NEW out of class assignments and a NEW vision board. Do not resubmit the papers/projects that you submitted the first time that you took this course. If you resubmit an old paper, you will earn ZERO points for the assignments.

Pre/Post Tests- FALL SEMESTER ONLY

As a part of our Student Learning Outcomes (SLO), we are asking students to take a test at the start of the course (pre-test) and another test at the end of the course (post-test). These are all generalized questions from the overall content of the course. All questions are Multiple Choice. Your scores on these 2 tests do not factor into your final grade for the course. They will be used for statistical purposes only.

Course Grading Information:

| Assessment | Total Percentage |
|---|------------------|
| Exams (3 @ 20 % each) | 60% |
| Out of Class Assignments (3) #1= 10% #2= 10% #3= 20% (vision board- 10% and presentation- 10%) | 40% |

Course grades are firm and will not be “curved” or “bumped.” **Grades are based on actual performance, not amount of effort exerted, potential, hardships encountered during the semester, etc.** There is no extra credit in this course. In order to earn a C or above, students must stay current with readings and assignments and exhibit strong class performance.

A minimum final grade of C is required in all Mental Health/Social Work classes for graduation.

W WITHDREW - this grade is given for an instructor- or student-initiated course withdrawal through the 12th week of a semester (fourth week, Summer day term; sixth week, Summer nine-week term). After the 12th week or until the end of the semester (fourth week, Summer day term; sixth week, Summer nine-week term), if a student withdraws from a course the instructor will either assign a W if passing work was being accomplished or an F if the student was doing failing work).

I INCOMPLETE - is given when a course is incomplete because of a student's absence caused by reasons acceptable to the instructor. To be eligible, the student must have essentially completed the course. If work is not made up within the following long semester, the "I" will be changed to and "F" and the course must be repeated if credit is to be given.

Late Work, Attendance, and Make Up Work Policies:

Regular attendance is expected of all students, and each instructor will maintain a complete record of attendance for the entire length of each course, including online and hybrid courses. Students will be counted absent from class meetings missed, beginning with the first official day of classes. Students, whether present or absent, are responsible for all material presented or assigned for a course and will be held accountable for such materials in the determination of course grades. For on-line classes, the instructor will evaluate attendance by participation in the weekly assignments. This means if a student completes the discussion board and quiz for the week, the student will be counted present for the class for the week.

Students who are absent from 25% of scheduled class meetings (8 classes) may be withdrawn with a grade of W unless the professor has reason to believe the student will complete the course. However, if a student reaches the 25% point after the official drop date, the student will receive an F.

As stated in [the Highlander Guide](#) , “students will be permitted to make up class work and assignments missed due to absences caused by (1) authorized participation in official college functions, (2) personal illness, (3) an illness or a death in the immediate family, or (4) the observance of a religious holy day.” All other reasons for late work will be considered at my discretion and will likely require documentation. It is your responsibility to inform me of any absences and their reasons in a timely manner. For this course, that means **you will be dropped on the 8th absence.**

Assignment/Exam submission folders close as noted on Brightspace and/or in the syllabus and will not be reopened for any reason. Make sure you set aside enough time to complete your submissions on a timely basis while they’re open if the professor asks that you submit an assignment in Brightspace.

Student Behavioral Expectations or Conduct Policy:

Students are expected to maintain decorum that includes respect for other students and the professor, prompt and regular participation, and an attitude that seeks to take full advantage of the educational opportunity.

Students who willfully disrupt the learning environment or whose presence constitutes a substantial and material threat to the orderly operation of the premises may be involuntarily withdrawn. Students whose behavior is overtly disruptive to the learning environment will be asked to leave class at the professor’s discretion and counted absent for the day. This may include, but is not limited to, eating in class, talking out of turn to classmates, and cell phone use

during class. [See the Highlander Guide](#) for more information on this policy. For on-line classes, students who willfully disrupt the learning environment may be withdrawn from class.

ZOOM Students: It is the professor's expectation that students who choose to participate in ZOOM have their camera on at all times. If your camera is off for an extended period of time, the student will be counted absent from class. Keep the mic off unless called upon. See the Zoom Etiquette Folder in Brightspace for further details.

* [Click Here for the MCC Academic Integrity Statement](http://www.mclennan.edu/academic-integrity)
(www.mclennan.edu/academic-integrity)

The link above will provide you with information about academic integrity, dishonesty, and cheating.

* [Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)
(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. This professor takes role every class period.

** You will need to access each link separately through your Web browser (for example: Mozilla Firefox, Chrome, Microsoft Edge or Safari) to print each link's information.*

Out of Class Assignments

Out of Class Assignment #1 (DUE: 2/9 by 8p via Brightspace)

This is a reflection paper that does not have to include research. If you use research, you must cite it in APA format. The reflection paper must be written in APA format. This includes a cover page and reference page (if you are using research), write in Times New Roman, 12 pt.. It is very important that you respond to all of the prompts below. Failure to do so will result in a major point deduction. The reflection paper must be at least 2 pages but no more than 4 pages (remember, the cover page and reference page do not count in the page total).

One of the key terms from chapter one is *client empowerment*. Why is empowering clients such an important concept in case management? Think of a time in your life when someone empowered you. Describe the situation and list the empowering person's behaviors that helped you most. What can you take from your own experience that can help you in the role of a case manager?

Out of Class Assignment #2 (DUE on 3/16 at 8p via Brightspace)

This is a reflection paper that does not have to include research. If you use research, you must cite it in APA format. The reflection paper must be written in APA format. This includes a cover page and reference page (if you are using research), write in Times New Roman, 12 pt.. It is very important that you respond to all of the topics. Failure to do so will result in a major point deduction. The reflection paper must be at least 4 pages but no more than 6 pages (remember, the cover page and reference page do not count in the page total).

In order to subscribe to the strengths perspective and focus on applicant/clients' strengths, one must be able to identify and dwell upon his or her own strengths. Write a Strengths Perspective Reflection paper using Saleebey's Survival, Support, Exception, Possibility, and Esteem questions on page 189 of the textbook. Saleebey's 5 Types of Questions to Assess Strengths will also be posted in Brightspace. You will see under each topic (example: Survival Questions is a topic), there are several questions to answer. You only need to answer 2 questions (your choice) under each topic. It is important that you are writing the topic and questions and your responses in the paper. Professor will give additional instruction in class.

Out of Class Assignment #3 (Case Management Vision Board Presentations on 4/27 and 4/29 face to face or via ZOOM)

Create a vision board (digital or a poster board) with case management as the theme. Start by doing an Internet search on "vision board" or "career vision board" to learn more about what it is. Examine the major sections of Chapter 12 (look on pages 395-396 for a snapshot view):

- Self-development survival skills
- Professional growth
- Advocacy
- Leadership

Incorporate the themes and topics discussed in each chapter section (such as burnout, leadership skills, levels of advocacy, etc.) into your vision board by finding visuals or statements which represent each theme. You must include all topics and at least 3 sub-topics. You must also incorporate your personal mission statement into the board. You may do a poster or electronic version for your vision board.

Your case management vision board will be presented to the class via Zoom on 12/2. You will have 15 minutes to present (no longer than 20 minutes- so every person in the class as a chance to present). In the presentation, you must review every aspect of your case management vision board. In addition, please incorporate the following questions and your answers into your presentation:

1. What did you enjoy most about the activity?
2. How do you feel when you look at your Vision Board?
3. Why is a vision board important or not important in your opinion?

Professor will assess your grade on this assignment by using the following rubric:

- Was the presentation at least 15 minutes but no longer than 20 minutes?
- Was the vision board visually appealing?
- Did the student include the following **topics** on her/his vision board:
 1. Professional Development: Self-directed survival skills
 2. A focus on professional growth
 3. Professional Development: Others-Directed Advocacy
 4. Leadership
- Did the student include at least 3 **subtopics** on her/his vision board?
- Did the student clearly identify and explain every topic and subtopic?
- Did the student clearly incorporate their personal mission statement to the board?
- Did the student include the 3 presentation questions?
 1. What did you enjoy most about the activity?
 2. How do you feel when you look at your Vision Board?
 3. Why is a vision board important or not important in your opinion?
- Was the presentation clear and concise?

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C O M M U N I T Y

COLLEGE

ACADEMIC RESOURCES/POLICIES

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a success coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be contacted/notified through your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

* [Click Here for the Minimum System Requirements to Utilize MCC's D2L|Brightspace](https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html)
(<https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html>)

Click on the link above for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with her/his students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails.

Forwarding Emails:

You may forward the emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may become lost or placed in junk or spam filters.

Accommodations/ADA Statement

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. Instructors should not provide accommodations unless approved by the Accommodations Coordinator. For additional information, please visit mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu

254-299-8122

Room 319, Student Services Center

* [Click Here for more information about Title IX](http://www.mclennan.edu/titleix)
(www.mclennan.edu/titleix)

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at

titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Equity & Inclusion/Title IX) at 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC by calling 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting the following website: <http://www.lighthouse-services.com/mclennan/>.

McLennan's Title IX webpage (<http://www.mclennan.edu/titleix/>) contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

** You will need to access each link separately through your web browser (for example Mozilla Firefox, Chrome, Microsoft Edge, or Safari) to print each link's information.*