



**School of Arts & Science  
CRIMINAL JUSTICE DEPARTMENT**

**CRIM 205-01 &02  
Case Management  
Fall 2008**

**COURSE OUTLINE**

**Course description:** This course introduces students to the principles of case management, specifically intake, assessment, planning of intervention strategies and evaluation of interventions. Interview and report writing skills are emphasized. (T pending)

**1. Instructor Information**

(a)	Instructor:	Karin Kaercher		
(b)	Office Hours:	Mon 1:30 -2:20; Tues/Thurs 10:30 -12:00		
(c)	Location:	Young 210A		
(d)	Phone:	250-370-3333	Alternative Phone:	
(e)	Email:	Kaercher@camosun.bc.ca		
(f)	Website:			

**2. Intended Learning Outcomes**

*(No changes are to be made to this section, unless the Approved Course Description has been forwarded through EDCO for approval.)*

Upon completion of this course the student will be able to:

1. Describe the elements of case management and evaluate the effectiveness of interventions within criminal justice practice.
2. Apply the three phases of case management to criminal justice clients, including client assessment, planning, and implementation.
3. Critique the effectiveness of intervention strategies.
4. Write professional reports consistent with legal and organizational requirements.
5. Demonstrate effective interviewing skills.

**3. Required Materials**

(a) Texts

Woodside , M. & T. McClam (2006) **Generalist Case Management** (Third Edition).  
Toronto, Ontario: Thomson.

McClam, T. & M. Woodside (2007) **Generalist Case Management: A Workbook for Skill Development**. Toronto, Ontario: Thomson.

## 4. Course Content and Schedule

The primary purpose of this course is to introduce students to general case management as it is practiced within justice and human service related professions. Each Wednesday, students will be introduced to the concepts associated with that week's material and each Monday, students will report back on completed exercises associated with the material in their workbooks. Monday sessions will be more skills based, and time will be used to practice interview skills and other case management skills related to assessment, intervention, and implementation strategies. Mondays will also be used to critique report writing as related to the workbook exercises.

The text will play a significant role in helping you to master the subject matter of this course. It is important that each chapter be read prior to the scheduled class as this is the assumption under which I will be instructing. Furthermore, there are many classes in which you will be required to bring the workbook for use in group work. Please take careful note of these days, as completing the group work assignments without the text will be difficult and sometimes impossible.

This course will also make use of online learning technology and will be delivered in an enhanced face-to-face delivery format. Students will be registered to access this course via the online courses link under online services on the Camosun homepage. For this semester, you will be able to access course updates, reminders, grades and will be required to complete a series of discussion posts. Further information on this will be shared in class.

## Semester Outline - Topics and Reading List

### Week 1

Introduction: course overview  
Group assignment and group work

### Week 2 – Introduction to case Management

Purpose – To define and describe the process of case management as it has evolved in human service delivery including an overview of the Canadian context, values and principles



Read Ch. 1 of Woodside and McClam and complete Ch. 1 exercises in the Workbook

### Week 3 Understanding the context of case management

Purpose: to examine the organizational, political, legal context of case management and the constraints this may place on service delivery and case management practice



Read Ch. 2 of Woodside and McClam and complete Ch. 2 exercises in the Workbook

### Week 4 Models of case Management

Purpose: to describe the various models and roles associated with case management



Read Ch. 3 of Woodside and McClam and complete Ch. 3 exercises in the Workbook

### Week 5 – The Assessment phase of case management

Purpose: to demonstrate understanding of the assessment phase of case management



Read Ch. 4 of Woodside and McClam and complete Ch. 4 exercises in the Workbook

### **Week 6 – Effective Intake Interviewing Skills**

Purpose: to describe the essentials skills needed for effective interviewing, the characteristics of a good interviewer, and the components of a good interview.



Read Ch. 5 of Woodside and McClam and complete Ch. 5 exercises in the Workbook

### **Week 7 – Effective Intake interviewing Skills**

Purpose: to practice interview skills using motivational interviewing and a strengths based approach

### **Week 8 Service Delivery Planning**

Purpose: To describe and demonstrate beginning proficiency in formulating a case management plan for client services, including goal setting, creating a client directed plan and choosing treatment methods and resources appropriate to the client



Read Ch. 6 of Woodside and McClam and complete Ch. 6 exercises in the Workbook

### **Week 9 Building a case file**

Purpose: To describe the skills and documents needed in building a case file and to prepare case notes using narrative



Read Ch. 7 of Woodside and McClam and complete Ch. 7 exercises in the Workbook

### **Week 10 Service Coordination**

Purpose: To describe strategies for collaboration with other service providers, and to examine the benefits of integrated case management.



Read Ch. 8 of Woodside and McClam and complete Ch. 8 exercises in the Workbook

### **Week 11 – Working within the Organizational context**

Purpose : to examine the impact of the structure or an organization, its mission, policies, authority and accountability, climate, resources, revenue and service delivery on case management.



Read Ch. 9 of Woodside and McClam and complete Ch. 9 exercises in the Workbook

### **Week 12- Ethical and Legal issues**

Purpose: to demonstrate an understanding of a variety of ethical and legal issues pertinent to the case management process



Read Ch. 10 of Woodside and McClam and complete Ch. 10 exercises in the Workbook

### **Week 13 Surviving as Case manager**

Purpose: to identify the skills associated with being an effective case manager.



Read Ch. 11 of Woodside and McClam and complete Ch. 11 exercises in the Workbook

### **Week 14 – Wrap up**

## **5. Basis of Student Assessment (Weighting)**

The total marks for this course are distributed as follows:

Case Management Report	30%
Interview Skills	20%
Workbook Exercises	30%
Group work and participation	10%
Discussion Posts	10%
<b>Total</b>	<b>100%</b>

## **6. Grading System**

*(No changes are to be made to this section, unless the Approved Course Description has been forwarded through EDCO for approval.)*

### **Standard Grading System (GPA)**

<b>Percentage</b>	<b>Grade</b>	<b>Description</b>	<b>Grade Point Equivalency</b>
90-100	A+		9
85-89	A		8
80-84	A-		7
77-79	B+		6
73-76	B		5

70-72	B-		4
65-69	C+		3
60-64	C		2
50-59	D	Minimum level of achievement for which credit is granted; a course with a "D" grade cannot be used as a prerequisite.	1
0-49	F	Minimum level has not been achieved.	0

### Temporary Grades

Temporary grades are assigned for specific circumstances and will convert to a final grade according to the grading scheme being used in the course. See Grading Policy E-1.5 at [camosun.ca](http://camosun.ca) for information on conversion to final grades, and for additional information on student record and transcript notations.

Temporary Grade	Description
I	<i>Incomplete:</i> A temporary grade assigned when the requirements of a course have not yet been completed due to hardship or extenuating circumstances, such as illness or death in the family.
IP	<i>In progress:</i> A temporary grade assigned for courses that, due to design may require a further enrollment in the same course. No more than two IP grades will be assigned for the same course. (For these courses a final grade will be assigned to either the 3 <sup>d</sup> course attempt or at the point of course completion.)
CW	<i>Compulsory Withdrawal:</i> A temporary grade assigned by a Dean when an instructor, after documenting the prescriptive strategies applied and consulting with peers, deems that a student is unsafe to self or others and must be removed from the lab, practicum, worksite, or field placement.

## 7. Instructional Policies

### 1. Attendance and Participation

Regular attendance and participation in class is required. It is expected that students will arrive to class on time and that, during class, students will be attentive, non-disruptive, open-minded, constructive, and respectful of others.

### 2. Late Penalty

Students having a legitimate concern about meeting the due dates should consult with the instructor well in advance.

All assignments must be completed and submitted by the date assigned. All late written assignments will be penalized by 20% of the total mark per day.

Students may negotiate the late submission of **one assignment** in the semester; please come see me if you think you need to make use of this permission.

### 3. Written Assignment Requirements

Written Assignments for this course must be typewritten and double-spaced unless the assignment is completed within the workbook. Written assignments must be submitted to the instructor at the beginning of class. Assignments received at the end of class or not given directly to the instructor as noted, will be penalized as per #4 above.

All assignments submitted for evaluation must be original and produced for the purposes of this course only. All assignments must be prepared by each student individually, unless I have given permission for a group submission.

**4. Course Completion Requirements**

Students must complete all evaluative requirements (Case management report, interview skills, workbook exercises, discussion posts etc) to receive a passing grade for the course. Students failing to complete all the requirements will receive an F grade.

**5. Plagiarism**

If you are concerned about your ability to properly credit and cite references, please come see me asap. I am here to help you!!!

Plagiarism is considered a serious academic offense. If plagiarism is documented by your instructor, the penalty will be an automatic "0" for that assignment.

**6. Cheating/Academic Dishonesty/Student Conduct**

The Criminal Justice Department has a clearly articulated policy on cheating and student conduct, as does the College. Cheating may result in suspension and the potential loss of a career in the criminal justice field. Please refer to a current College Calendar and the Criminal Justice Orientation Manual.

**7. Course Withdrawal**

The last day to withdraw from this and other Fall 2008 courses without receiving a failing grade is November 4, 2008.

**8. Mark/Grade Challenges and Appeals**

A student who is seeking to question a mark and/or informally resolve a grade appeal with the course instructor must clearly articulate in writing the specific element of the test or assignment being questioned and provide written reasons/arguments supporting why the mark/grade should be changed. The College appeals process is outlined on pages 34 of the 2008/2009 Camosun College Calendar.

**9. Student Responsibility**

It is each student's responsibility to familiarize her/himself with course/program and college policies. Students experiencing difficulties throughout the semester are encouraged to talk to the course instructor at the earliest opportunity.

**8. Recommended Materials or Services to Assist Students to Succeed Throughout the Course**

**LEARNING SUPPORT AND SERVICES FOR STUDENTS**

There are a variety of services available for students to assist them throughout their learning. This information is available in the College calendar, at Student Services or the College web site at [camosun.ca](http://camosun.ca).

**STUDENT CONDUCT POLICY**

There is a Student Conduct Policy **which includes plagiarism**. It is the student's responsibility to become familiar with the content of this policy. The policy is available in each School Administration Office, at Student Services and on the College web site in the Policy Section.

ADDITIONAL COMMENTS AS APPROPRIATE OR AS REQUIRED