

CJ-CASE MANAGEMENT

CRIM 205

Blair Fisher, M.Ed

Office: Young 205 at Lansdowne Campus
Office Hours: Tuesdays & Thursdays, 11:45am-12:45pm
Thursdays, 2:30-3:30pm or by pre-arranged appointment.
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Class: Young 300; Mondays, 12:30-2:20pm
Labs: Fisher 214; Wednesdays, 12:30-1:20pm
Wednesdays, 1:30-2:20pm

CALENDAR DESCRIPTION:

This course introduces students to the principals of case management, specifically intake, assessment, planning of intervention strategies and evaluation of interventions. Interview and report writing skills are emphasized.

LEARNER OUTCOMES:

After successful completion of this course, you 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. Write professional reports consistent with legal and organizational requirements.
4. Outline a variety of ethical and legal issues pertinent to the case management process.

REQUIRED TEST:

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

COURSE CONTENT & SCHEDULE:

The primary purpose of this course is to introduce students to general case management as it is practiced within criminal justice and human services related professions. Each Monday, students will be introduced to the concepts associated with that week's material. Seminar sessions (Wednesdays) will be more skills based, and time will be used to develop case management skills related to assessment, intervention and implementation strategies. Seminars will also be used to critique report writing and complete in class 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.

CLASS SCHEDULE OF TOPICS AND READINGS

(subject to revision)

Week #1 September 5th

- Introduction to the course
 - Website for course (D2L)
 - Introduction to textbook
 - Overview of assignments
 - Course expectations

Week #2 September 10th & 12th

- Strengths & Weaknesses questionnaire and assignment
- **Assignment #1 due via D2L (September 10th)**
- Assign lab groups
- Team building exercise

- No reading this week

Week #3 September 17th & 19th

- Introduction to Case Management
- Defining case management
- The process of case management
- Principles & Goals of case management
- Understanding the context of Case Management
- Models of case management
- Roles in case management
- Client profiles exercise

- Read Chapter 1

Week #4 September 24th & 26th

- The assessment phase of case management
- Application of services
- Case Assignment
- Documentation & report writing
- Addiction Severity Index-lite & Intake Assessment Form exercise

- Read Chapter 3

Week #5 October 1st & 3rd

- Effective intake interviewing skills
- Attitudes & characteristics of interviewer
- Essential communication skills
- **Assignment #2 due in lab**

- Read Chapter 4

Week #6 October 10th

- Cycle of behavioural change
- **Assignment #3 due in lab**

- Read Chapter 5

Week #7 October 15th & 17th

- **Midterm Quiz**
- Cycle of Behavioural change ... cont'd
- No reading this week

Week #8 October 22nd & 24th

- Service delivery planning
- Revisiting the assessment phase
- Developing a plan for services
- Identifying services
- Institutional case management
- Discuss Midterm Quiz
- Read Chapter 6

Week #9 October 29th & 31st

- Building a case file
- Medical evaluations
- Psychological Evaluations
- Social Histories
- **Assignment #4 due in lab**
- Read Chapter 7

Week #10 November 5th & 7th

- Service coordination
- Making referrals
- Monitoring services
- Working with other professionals
- Advocacy
- Teamwork
- **Social History Assignment due in lab**
- Read Chapter 8

Week #11 November 14th

- Community Resources and referrals
- Read Chapter 9

Week #12 November 19th & 21st

- Working within the organizational context
- Understanding the organizational structure
- Managing resources
- Improving services
- Ethical and legal issues
- Case management in community vs institutional settings
 - Guest Speaker (Parole Officer-Victoria Parole)
- **Assignment #5 due in lab**
- Read Chapter 11

Week #13 November 26th & November 28th

- Surviving as a case manager
- Survival skills
- Prevent burnout
- Time management
- Assertiveness
- Personal safety
- Boundaries
- Wrap-up
- **Case Management Reports due in lab**
- No reading this week

Week #14 December 3rd & 5th

- **Final Quiz**

METHODS OF EVALUATING YOUR LEARNING

1. Seminar assignments/Exercises (5) 10%

Guidelines for assignments will be distributed and explained during labs as well as some of the work to be completed for assignments will be done during labs or via D2L.

Attendance at labs is critical to receiving the information required to properly complete each assignment. Some of the assignments will assist you in developing your final Case Management Report.

2. Interview/Social History 20%

Social History: Using the information on your assigned client, write up the social history based on the form found on the D2L and using the headings as provided. This document should be approximately 3-4 pages in length and should use a professional tone, appropriate language, and be concise. It should be written using the third person voice and should report on the pertinent details of your client based on your assigned role with her / him. The final heading ***Impressions and Recommendations*** should be the only section in which you are drawing your own conclusions. Please type up the client's history by using the form on the D2L and expanding the areas as necessary. This will be evaluated out of a total of **20 marks** for quality, clarity, comprehensiveness, insight into the client's social history vis- a-vis the presenting problem and for using proper report writing language and tone. This should be written using Times New Roman 12 point font with double spacing. This will form as a report in your final Case Management Report.

| | |
|---------------------------------------|----------|
| Quality of information: | 4 points |
| Relevance of information: | 4 points |
| Identifying the Presenting Problem: | 2 points |
| Client Strengths, Resources & Success | 2 points |
| Impressions/Recommendations | 4 points |
| Report Writing skills | 4 points |

Due: November 7th, 2012

3. Case Management Report 40%

Guidelines - Case Management Report

The case management report assignment requires that you apply the knowledge and skills learned in the context of Crim 205 to your assigned client for the purposes of creating a case file. The report requires that you apply the three phases of case management to a criminal justice client: assessment, planning and the consideration of an implementation strategy. The report will take the form of a number of documents introduced in class. Your assignment is to create a case management plan for your client based on your assigned role with him or her. Your case file will include the following documents:

- 1. Social History (10 marks)**
- 2. Community Risks/Needs Assessment (10 marks)**
- 3. Referral Form (4 marks)**
- 4. Case Management Plan (Intervention plan) (20 marks)**
- 5. Intake Summary (20 marks)**

A detailed breakdown of the grading criteria and expectations for this report will be available on the D2L.

Due December 5th, 2011

Value: 40%

4. Quizzes (2) 30%

Dates: **October 15th and December 3rd**

INSTRUCTIONAL POLICIES

1. Attendance & Participation

As noted above, regular attendance and active participation is required. It is expected that you will arrive on time, be attentive, non-disruptive, constructive and respectful. There will be a 1% deduction for non-attendance for each class missed.

For example, using headphones, engaging in text messaging, looking at messages, surfing the internet or using any means of disengaging with your classmates and the learning process is not accepted in this class. You will be asked to leave the classroom setting and will receive a deduction of 1% of your overall course grade.

You are expected to complete the assigned readings before coming to class. This often becomes increasingly more difficult as the semester moves along. Please find a way to assist you in managing your assignments and readings.

You are also expected to participate in class discussions and activities based on the readings. To help you engage in this, you will likely want to find an active means of doing your readings. For example, you can take notes (questions and answers often work well) or highlight your textbook and write in the margins before coming to class.

If you are sick or injured and cannot attend class due to this please get a doctors note and that class will be excused from the deduction. **All doctor notes must be submitted on or before the final date of class** in order for the Final grades to be properly prepared.

2. Class Preparation

You are expected to complete the assigned readings before coming to class. This often becomes increasingly more difficult as the semester moves along and as the completion of assignments and preparation for exams takes a great deal of your time. I would strongly recommend that you use some type of daybook where you can keep track of each week assignments, readings, exams and other expectations being placed on you.

3. Late Penalty

All assignments must be completed and submitted on the date and at the time assigned. Late penalties are 10% per day starting from the time each assignment is due (This will be the beginning of the class on the due date unless otherwise noted). Extensions will be given if they are legitimately warranted and approved by me at least 48 hours in advance of the assigned due date. There will be a maximum of one extension per student for the semester.

4. Plagiarism, Cheating & Academic Dishonesty

Please see the College calendar

<http://camosun.ca/policies/Educatio-Academic/E-2-Student-Services-&-Support/E-2.5.pdf>

Plagiarism is theft!

5. Course Completion Requirements

You **must** complete all evaluative requirements (two quizzes, five assignments, one Social History and one Case Management Report) to receive a passing grade in this course. Unfortunately, if you do not complete all requirements, you will receive and F grade. All late work must be handed in by December 5th at 2:20pm.