



CAMOSUN COLLEGE
School of Arts & Science
Department of Criminal Justice

CRIM-205-001AB
Case Management
Fall 2019

COURSE OUTLINE

The course description is online @ <http://camosun.ca/learn/calendar/current/web/crim.html>

Ω Please note: This outline will not be kept indefinitely. It is recommended students keep this outline for their records, especially to assist in transfer credit to post-secondary institutions.

1. Instructor Information

(a) Instructor	Stephen Howell, B.A., M. Phil. (Cantab)	
(b) Office hours	Mondays: 12:30 – 1:20; Thursdays: 10:30 – 11:00	
(c) Location	Young 205	
(d) Phone	250-370-3333	Alternative: _____
(e) E-mail	howells@camosun.bc.ca	
(f) Website	_____	

2. Intended Learning Outcomes

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. Write professional reports consistent with legal and organizational requirements.
4. Outline a variety of ethical and legal issues pertinent to the case management process.

3. Required Materials

(a) Text

Summers, Nancy (2016) *Fundamentals of Case Management Practice* (Fifth Edition).
Boston, Cengage Learning

4. Course Content and 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 Thursday students will be introduced to the concepts associated with the Monday labs. Lab sessions will be largely skills based, and time will be used to practice interviewing and other case management skills.

The text will play a significant role in helping you 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 classes during which you will be required to bring the textbook for use in group work.

CLASS SCHEDULE OF TOPICS AND READINGS

(subject to revision)

Unit #1 September 5th and 9th Introduction to the Course/Personal Orientation and Strengths for Case Management

- Website for course (D2L)
- Introduction to textbook
- Overview of assignments
- Course expectations
- Strengths Questionnaire and Self Assessment

Unit #2 September 12th & 16th Introduction to Case Management

- Defining case management
- The process of case management
- Principles & Goals of case management

- Read Chapter 1

Short Assignment #1 due in class on September 16th

Unit #3 September 19th & 23rd The Criminal Justice Context

- The legal and public safety environment for case management
- Voluntary vs. Involuntary clients
- Models of case management
- Roles in case management

- Read Chapter 3

Unit #4 September 26th and 30th Assessment Phase

- Taking a social history
- Essential interviewing skills – Active listening, open questions, summarizing, clarifying, seeking more information
- Interviewing pitfalls
- Planning a social history interview

- Read Chapters 15 & 16

Unit #5 October 3rd and 7th Skills for Intake and Assessment

- Conducting Social History Interviews

- Read Chapters 7 & 8

Short Assignment #2 due in class on October 7th

Unit #6 October 10th Intake and Assessment Skills continued

- Risk factors and protective factors/assets
- Static and Dynamic Risk Factors
- Types of Assessment Instruments in Criminal Justice
- Documentation and Report Writing

- Read Chapters 9 & 10

No Class on Monday, October 14th – Thanksgiving Day

Unit #7 October 17th & 21st Planning Phase

- Using the assessment to identify interventions required
- The Risk – Need – Responsivity Model
- Transtheoretical Model of Change
- Effective interventions

- **Midterm Quiz – October 21st**

- Read Chapters 20 & 21

Unit #8 October 24th & 28th Planning continued

- Building a case file
- Case plan formats
- Writing Goals and Strategies
- Identifying and securing services
- Community vs. Institutional case management

- Read Chapter 23 & 25

- **Social History assignment due October 28th**

Unit #9 October 21st and November 4th Implementation Phase

- Making referrals
- Co-ordinating, collaborating, integrating
- Monitoring and recording progress
- Advocacy
- Re-assessment and plan revision

- Read Chapters 22&24

Unit #10 November 7th Implementation Skills

- Motivational interviewing
- Modelling
- Reinforcement and Disapproval
- Problem solving
- Cognitive Restructuring
- **Short assignment #3 due November 7th**
- Read Chapter 12

No class on Monday November 11th – Remembrance Day

Unit #11 November 14th & 18th Working within an organization/Trauma Informed Practice

- Organizational structure
- The role of policy
- Clinical supervision
- Quality Assurance and Improvement
- Trauma Informed Practice
- Reading TBA

Unit #12 November 21st & 25th Gender, Cultural and Ethical Issues

- Same gender vs. different gender practitioner/client relationships
- LGBTQ clients
- First Nations clients
- Clients from different cultures
- Boundaries
- Ethical dilemmas

Read Chapters 2, 4, and 5

Case Management Assignment due November 21st

Unit #13 November 28th & December 2nd Personal Safety and Wellness/Review

- Safety in offices and home visits
- Secondary trauma
- Time management
- Work/Life Balance
- Playing “CaseOpoly”

- Reading TBA

Short Assignment #4 due December 2nd

December 5th – Final Quiz

5. Basis of Student Assessment (Weighting)

METHODS OF EVALUATING YOUR LEARNING

1. Short Assignments/Exercises (4) 10%

Assignments will be distributed and explained during labs and time MAY be provided during labs to complete these. Each of the four assignments is worth 2.5 points. 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 Social History and final Case Management Report.

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| 1. Personal Strengths | September 16 |
| 2. Assessments | October 7 |
| 3. Cognitive Behavioural Programs | November 7 |
| 4. Agencies | December 2 |

2. Interview/Social History 20%

Using the information on your assigned client, write up the social history employing the format and headings found on D2L. This document should be concise (approximately 4 pages in length) and should use a professional tone, appropriate language, and correct grammar. (See Writing Guide for Criminal Justice). It should be written using the third person voice and report the pertinent details of your client. The final section “**Summary and Impressions**” is the only section in which you express your own perspective and opinions. This social history will form a part of your final Case Management Report.

Accuracy, completeness and organization of information:	10 points
Summary and Impressions	5 points
Report writing skills	5 points

Due: October 28th

3. Case Management Package 35%

The case management package 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. You will apply the three phases of case management to the same client who was the subject of your social history. The package will include the following documents, introduced in class:

1. Revised Social History (5 points)
2. Risks/Needs Assessment (5 points)
3. Referral Form (2 points)
4. Case Management Plan (Intervention plan) (10 points)
5. Progress Report (5 points)
6. Report writing skills (8 points)

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

Due November 21st

4. Quizzes 30% (15% each)

Dates: October 21st and December 5th

5. Attendance and Participation – 5%

Up to 3% will be awarded for your attendance at seminars and labs, and up to 2% for your participation in the seminars.

6. Grading System

Standard Grading System (GPA)

Competency Based Grading System

7. Recommended Materials to Assist Students to Succeed Throughout the Course

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.

Using headphones, engaging in text messaging, looking at voice messages or email, surfing the internet or other means of disengaging with your classmates and the learning process is not accepted in this class. Electronic devices may be removed from you or you may be asked to leave the class.

If you are absent from class due to illness and injury and do not wish to lose points, you may provide a doctor's note on your return to class. A doctor's note is **mandatory** if you have missed a quiz, and a quiz may only be written on a different day in the event of serious illness or injury, a death in the family or other substantiated personal emergency.

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. Manage your time in consideration of this.

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 72 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

Plagiarism is theft! All assignments in this course are **individual** assignments and any resemblance between your work and the work of other students, current or previous, will generate questions about your academic integrity. Any sources of information, whether reflected in direct quotes, or paraphrases, must be cited. See the college calendar for full information about plagiarism, and refer to the Criminal Justice Writing Guide for guidance on citations.

5. Course Completion Requirements

You **must** complete all evaluative requirements (two quizzes, four seminar assignments, and one Social History and one Case Management Package) to receive a passing grade in this course. Unfortunately, if you do not complete all requirements, you will receive an F grade.

8. College Supports, Services and Policies



Immediate, Urgent, or Emergency Support

If you or someone you know requires immediate, urgent, or emergency support (e.g. illness, injury, thoughts of suicide, sexual assault, etc.), **SEEK HELP**. Resource contacts @ <http://camosun.ca/about/mental-health/emergency.html> or <http://camosun.ca/services/sexual-violence/get-support.html#urgent>

College Services

Camosun offers a variety of health and academic support services, including counselling, dental, disability resource centre, help centre, learning skills, sexual violence support & education, library, and writing centre. For more information on each of these services, visit the **STUDENT SERVICES** link on the College website at <http://camosun.ca/>

College Policies

Camosun strives to provide clear, transparent, and easily accessible policies that exemplify the college's commitment to life-changing learning. It is the student's responsibility to become familiar with the content of College policies. Policies are available on the College website at <http://camosun.ca/about/policies/>. Education and academic policies include, but are not limited to,

Academic Progress, Admission, Course Withdrawals, Standards for Awarding Credentials, Involuntary Health and Safety Leave of Absence, Prior Learning Assessment, Medical/Compassionate Withdrawal, Sexual Violence and Misconduct, Student Ancillary Fees, Student Appeals, Student Conduct, and Student Penalties and Fines.

A. GRADING SYSTEMS <http://camosun.ca/about/policies/index.html>

The following two grading systems are used at Camosun College:

1. Standard Grading System (GPA)

Percentage	Grade	Description	Grade Point Equivalency
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		1
0-49	F	Minimum level has not been achieved.	0

2. Competency Based Grading System (Non GPA)

This grading system is based on satisfactory acquisition of defined skills or successful completion of the course learning outcomes

Grade	Description
COM	The student has met the goals, criteria, or competencies established for this course, practicum or field placement.
DST	The student has met and exceeded, above and beyond expectation, the goals, criteria, or competencies established for this course, practicum or field placement.
NC	The student has not met the goals, criteria or competencies established for this course, practicum or field placement.

B. 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 at <http://camosun.ca/about/policies/index.html> 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 are designed to have an anticipated enrollment that extends beyond one term. No more than two IP grades will be assigned for the same course.

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.
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