

**WAYLAND BAPTIST UNIVERSITY**

**SCHOOL OF BEHAVIORAL & SOCIAL SCIENCES**

**VIRTUAL CAMPUS**

# Wayland Mission Statement**:**

Wayland Baptist University exists to educate students in an academically challenging, learning-focused, and distinctively Christian environment for professional success, and service to God and humankind.

# Course Title, Number, and Section**:**

**HMNS 5310 VC01 – Case Management**

# Term**:**

Summer 2020

# ****Instructor:****

Dr. Cassie Collins

# ****Office Phone Number and WBU Email Address:****

806-291-1182 (Office #) 806-685-7626 (cell #)

[collinsc@wbu.edu](mailto:collinsc@wbu.edu)

# ****Office Hours, Building, and Location:****

Call to set up an appointment time

WBU Plainview TX Campus, Gates Hall, Room 318

# ****Class Meeting Time and Location:****

Virtual Campus via Blackboard

**Course start date: May 25, 2020**

**Course end date: August 8, 2020**

# Catalog Description:

Examines the practical, professional, and ethical practices for Human Services case management. Emphasis is given to interview techniques, client assessment, record keeping, referrals, and client advocacy as a means of connecting clients with community and government resources. Students will also examine the impact of socio-economic, ethnic, and, regional variances in approaches and responses to professional services.

**There is no prerequisite for this course.**

# ****Required Textbook(s) and/or Required Material(s):****

Woodside, Marianne. (2018). Generalist Case Management*: A Method of Human Service Delivery, 5th Edition.* Cengage ISBN 978-1-305-94721-4

***The textbook for this course is part of the Wayland’s Inclusive Access program. You will have access to an e-book and interactive learning material on the first day of class through your Blackboard course site. The cost of this access will be billed directly to your student account when you register for the course. You will be notified via email with access instructions and additional information. If you do not wish to participate in the Inclusive Access program, you will have the first 12 days of class to opt-out of the program (additional details will be outlined in your email instructions). For more information on the Inclusive Access program, visit the Wayland Bookstore***[***Inclusive Access FAQ***](https://bookstore.wbu.edu/site_inclusive.asp)***page.***

# Optional Materials:

None.

# ****Course Outcome Competencies:****

Upon completion of this course, students will be able to:

* Conduct and document interviews with clients and formulate an appropriate action plan
* Develop enhanced writing skills to document assessments, treatments, and, discharge plans
* Identify and discuss the legal and ethical issues and dilemmas relevant to human services professions
* Identify community and government resources, how to access them, and how to refer clients
* Develop the skills and techniques to articulate needs and advocate for clients
* Recognize and reflect the diversity of clients in the implementation of professional services

# Attendance Requirements:

WBUonline (Virtual Campus)

***Students are expected to participate in all required instructional activities in their courses.*** Online courses are no different in this regard; however, participation must be defined in a different manner. Student “attendance” in an online course is defined as active participation in the course as described in the course syllabus. Instructors in online courses are responsible for providing students with clear instructions for how they are required to participate in the course. Students MUST thoroughly read the syllabus! Additionally, instructors are responsible for incorporating specific instructional activities within their course and will, at a minimum, have weekly mechanisms for documenting student participation. These mechanisms may include, but are not limited to, participating in a weekly discussion board, submitting/completing assignments in Blackboard, or communicating with the instructor. Students aware of necessary absences must inform the professor with as much advance notice as possible in order to make appropriate arrangements. Any student absent 25 percent or more of the online course, i.e., non-participatory during 3 or more weeks of an 11 week term, may receive an F for that course. Instructors may also file a Report of Unsatisfactory Progress for students with excessive non-participation. Any student who has not actively participated in an online class prior to the census date for any given term is considered a “no-show” and will be administratively withdrawn from the class without record. To be counted as actively participating, it is not sufficient to log in and view the course. The student must be submitting work as described in the course syllabus. Additional attendance and participation policies for each course, as defined by the instructor in the course syllabus, are considered a part of the university’s attendance policy.

# Statement on Plagiarism and Academic Dishonesty:

Wayland Baptist University observes a zero tolerance policy regarding academic dishonesty. Per university policy as described in the academic catalog, all cases of academic dishonesty will be reported and second offenses will result in suspension from the university.

# Disability Statement:

In compliance with the Americans with Disabilities Act of 1990 (ADA), it is the policy of Wayland Baptist University that no otherwise qualified person with a disability be excluded from participation in, be denied the benefits of, or be subject to discrimination under any educational program or activity in the university.  The Coordinator of Counseling Services serves as the coordinator of students with a disability and should be contacted concerning accommodation requests at (806) 291- 3765.  Documentation of a disability must accompany any request for accommodations.

# Course Requirements and Grading Criteria:

Minimum Technical Skills:

To succeed in this class, students need to be able to understand and engage in a few important technical activities and have a basic skill set of each. Here is a general list: be knowledgeable in utilizing Blackboard 9.1; be able to navigate the web, including downloading and reading files from web sites; be able to use their WBU email, including attaching and downloading documents from email; be able to create and save files in commonly used word processing formats (i.e. .doc, .docx); be able to copy and paste text and other items on a computer; be able to save and retrieve documents and files on a computer; be able to locate information on the internet using search engines.

Because this is a full online class via Blackboard 9.1, students should be familiar with how to use Blackboard 9.1 including using Discussion board, submitting assignments, etc. Please contact Blackboard helpdesk at (806) 291-3740 during business hours or for 24/7 support at (806) 547-9192.

In addition, Blackboard tutorial is located at [Blackboard Help Desk](https://www.wbu.edu/wbu-online/blackboard-tutorials.htm)

****Readings:****

Readings should be completed early in the week in which they are assigned with the expectation that graduate students will be able to adequately address the question(s) posted through the weekly discussion board assignment. All class assignments are due on Sunday by 11:59 p.m. Central Standard Time (CST) with exception to the final Discussion Board submission, which is due on Saturday by 11:59 p.m. Each due date is listed on the Course Tentative Schedule. Specifically, regarding discussion board postings, your discussion board postings are posted by the instructor by 11:59 p.m. Sunday and your initial response to the postings are due on Thursday by 11:59 p.m. CST. Your follow-up responding discussion board postings to other student’s initial responses are due on Sunday at 11:59 p.m. CST.

Professional behavior dictates that the student will contact the instructor through class email ahead of time if he or she will need to turn an assignment in late. Late work will be accepted only upon permission of the instructor. Any work accepted by the instructor late will receive a 5% reduction per day.

Response Times of the Grading of Assignments:

Grades for discussion board postings are typically entered a couple of days after the due date. Grades for other assignments may be expected no later than a week from the due date. Please check the instructor comments section of each for feedback and further instructions. The “My Grades” section of Blackboard provides a method for tracking your progress through the course. Grades will be entered in “My Grades” generally within a week. Response times may vary for each assignment type based on the criteria and length of the paper.

Emails are responded to within 24 hours during the work week and 48 hours during the weekends and holidays, although they are generally responded to sooner than that.

# Course Assignments:

DISCUSSION BOARD

**Weekly Chapter Reflections (16 points for each, 160 points total)**

Each week (Not including Week #1’s self-introduction submission) there will be one or more questions that will be posted by the instructor on Discussion Board that reflect contents of each chapter that is assigned on the tentative course schedule. Students will read each chapter(s) and make thoughtful answers. In addition, each student is required to respond ***to at least 2*** other student’s initial responses to the discussion board question(s). Initial responses and two (2) responses to another student’s initial response must be a paragraph in nature each.

Readings should be completed early in the week in which they are assigned with the expectation that graduate students will be able to adequately address the question(s) posted through the discussion board assignment. A discussion board question(s) will be asked by the instructor by 11:59 p.m. Sunday each week. By Thursday of the same week by 11:59 p.m. CST each student is expected to have responded to the discussion question(s) from their own perspective. Within 3 days, by Sunday at 11:59 p.m. CST each student is expected to have intelligently and comprehensively responded to two (2) other students.

**Exception: The last week of the course the discussion board question(s) will be asked by the instructor by 11:59 p.m. Sunday. By Wednesday of the same week by 11:59 p.m. CST each student is expected to have responded to the discussion question(s) from their own perspective. Within 3 days, by Saturday at 11:59 p.m. CST each student is expected to have intelligently and comprehensively responded to two (2) other students.**

HUMAN SERVICES CASE MANAGEMENT BASIC SKILLS ASSIGNMENTS (This will include 4 separate assignments)

**(60 points for each, 240 points total****)**

Students in this course will be asked to demonstrate that they have acquired the knowledge, understanding and skills necessary to be successful in the field of human services case management through the completion of prescriptive assignments. Students will be given an in depth assignment attached to certain chapters in the textbook as we approach those chapters. Due dates for these assignments are listed in the course schedule at the end of the syllabus. Please be sure to follow the assignment specific instructions when the assignment is posted.

# The University has a standard grade scale:

A = 90-100, B = 80-89, C = 70-79, D = 60-69, F= below 60, W = Withdrawal, WP = withdrew passing, WF = withdrew failing, I = incomplete. An incomplete may be given within the last two weeks of a long term or within the last two days of a micro-term to a student who is passing, but has not completed a term paper, examination, or other required work for reasons beyond the student’s control. A grade of “incomplete” is changed if the work required is completed prior to the last day of the next long (10 to 15 weeks) term, unless the instructor designates an earlier date for completion.  If the work is not completed by the appropriate date, the “incomplete” is converted to an F.

Course Grading Scale: (400 total possible points)

A = 90%-100% 400-360

B = 80%-89% 359-320

C = 70%-79% 319-280

D = 60%-69% 279-240

F= below 60% 239 and below

\*This scale may be revised to accommodate any changes in assignments.

# Student grade appeals:

Students shall have protection through orderly procedures against prejudices or capricious academic evaluation. A student who believes that he or she has not been held to realistic academic standards, just evaluation procedures, or appropriate grading, may appeal the final grade given in the course by using the student grade appeal process described in the Academic Catalog. Appeals may not be made for advanced placement examinations or course bypass examinations. Appeals limited to the final course grade, which may be upheld, raised, or lowered at any stage of the appeal process. Any recommendation to lower a course grade must be submitted through the Vice President of Academic Affairs to the Faculty Assembly Grade Appeals Committee for review and approval. The Faculty Assembly Grade Appeals Committee may instruct that the course grade be upheld, raised, or lowered to a more proper evaluation.

| **Course Tentative Schedule: WEEK#** | **Reading**  **Chapter and Content** | **Assignment Due** |
| --- | --- | --- |
| Week #1  May25-May 31 | Students should orient themselves to the syllabus and Blackboard.  Via Discussion Board, tell the class a little about yourself. For example, your name, important family facts, what you enjoy doing when you are not studying or working, current occupation, why the field of human services interests you, and what you hope to get from this course. | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, May 28.  Two (2) responses to other students’ self-introductions due by 11:59 p.m. Sunday, May 31. For example: What similarities do you have with others in the class? What things did you find interesting about other students’ current careers, things they enjoy, etc.? |
| Week #2  June 1-June 7 | **Chapter** 1 – Introduction to Case Management  **Chapter 2** – Historical Perspectives on Case Management | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, June 4.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, June 7. |
| Week #3  June 8-June 14 | **Chapter 3** – Methods of Delivering Case Management Services | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, June 11.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, June 14. |
| Week #4  June 15-June21 | **Chapter 4** – Ethical and Legal Perspectives  **Chapter 5** – Working with Diverse Populations | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, June 18.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, June 21.  HUMAN SERVICES CASE MANAGEMENT BASIC SKILLS ASSIGNMENT #1 **Due** by 11:59 p.m. Sunday, June 21, Submit to Blackboard |
| Week #5  June 22-June 28 | **Chapter 6** – The Assessment Phase of Case Management | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, June 25.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, June 28. |
| Week #6  June 29-July 5 | **Chapter 7** – Effective Intake Interviewing Skills | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, July 2.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, July 5. HUMAN SERVICES CASE MANAGEMENT BASIC SKILLS ASSIGNMENT #2 **Due** by 11:59 p.m. Sunday, July 5, Submit to Blackboard |
| Week #7  July 6-July 12 | **Chapter 8** – Service Delivery Planning | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, July 9.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, July 12.  HUMAN SERVICES CASE MANAGEMENT BASIC SKILLS ASSIGNMENT #3 **Due** by 11:59 p.m. Sunday, July 12, Submit to Blackboard |
| Week #8  July 13-July 19 | **Chapter 9** – Building a Case File | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, July 16.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, July 19. |
| Week #9  July 20-July 26 | **Chapter 10** – Service Coordination | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, July 23.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, July 26. |
| Week #10  July 27-August 2 | **Chapter 11** – Working within the Organizational Context | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Thursday, July 30.  Two (2) responses to other students’ responses due by 11:59 p.m. Sunday, August 2.  HUMAN SERVICES CASE MANAGEMENT BASIC SKILLS ASSIGNMENT #4 **Due** by 11:59 p.m. Sunday, August 2, Submit to Blackboard |
| Week #11  August 3-August 8 | **Chapter** **12** – The Case Manager’s Professional Growth and Development | **Discussion Board:**  Student’s Initial Response due by 11:59 p.m. Wednesday, August 5.  Two (2) responses to other students’ responses due by 11:59 p.m. Saturday, August 8. |

**Additional Information:**

[WBU Catalog](http://catalog.wbu.edu/)