

**Common Course Outline**  
**HUSC 211**  
**Case Management in Human Services**  
**3 Credits**

**The Community College of Baltimore County**

**Description**

**HUSC 211 – Case Management in Human Services** explores the use of case management in both public and private human services programs; focuses on issues of eligibility coordination, efficient use of community resources, program planning, and models of case management.

**3 Credits:**

**Prerequisites:** HUSC 139

**Overall Course Objectives**

Upon completion of this course students will be able to:

1. analyze the main concepts and practices of case management;
2. compare the four tasks associated with effective case management;
3. differentiate the three levels of case management;
4. analyze the ethical and legal issues involved with case management;
5. judge how Health Information Portability and Accountability Act, informed consent, and confidentiality issues apply to case management;
6. apply the social ecological model to case management;
7. investigate the value of cultural sensitivity and understanding of clients from diverse backgrounds.
8. compare patterns of self -defeat and self-sabotaging among clients with identification of strengths, challenges, and resiliency;
9. prepare documentation appropriate to case management;
10. interpret the Diagnostic and Statistical Manual of Mental Disorders as related to service populations case management;
11. formulate goals which are specific, measurable, attainable, realistic, and timed;
12. analyze the different referral processes;
13. evaluate community services and resources as they relate to case management;
14. develop an effective treatment plan, including plans for discharge;
15. apply the systems of care to special needs and vulnerable care populations; and,
16. critique the role of social welfare programs, public assistance, and the Affordable Care Act on case management.

**Major Topics**

- I. History of case management
- II. Tasks of case management
- III. Three levels of case management
- IV. Ethical issues
- V. Confidentiality, Health Information Portability and Accountability Act, informed consent
- VI. Continuum of care
- VII. Multicultural sensitivity
- VIII. Verbal and nonverbal communication
- IX. Motivational interviewing
- X. Types of documentation
- XI. Diagnostic and Statistical Manual
- XII. Goal setting
- XIII. Referral process
- XIV. Community resources
- XV. Discharge planning
- XVI. Vulnerable populations
- XVII. Insurance considerations

### **Course Requirements**

Grading procedures will be determined by the individual faculty member but will include the following:

### **Grading/exams**

- At least two examinations
- At least one objective writing assignment, minimum 2 pages in length
- At least one goal setting and development assignment, minimum 4 pages in length
- At least one treatment plan, minimum 4 pages in length
- At least one service learning reflection written assignment, minimum 3 pages in length

Written Assignments: Students are required to use appropriate academic resources.

### **Other Course Information**

This course is required for the Human Services Area of Concentration in the Human Services Counseling degree.