

**Experiential Learning Course Proposal Cover Sheet**  
(use this form if your program is seeking approval for a whole course to count as an ELR)

**Program/Department/School Submitting Proposal:** HDFS

**Date Submitted:** 9/21/2011

**Contact Person** Rhonda Richardson

**E-mail** rrichard@kent.edu

**Phone** (330) 672-2026

**Course Number/Title** HDFS 44292 - Internship in HDFS Case Mgmt II   **Number of Credits** 3-6

**Check one:**

☒ **New Proposal**      ☐ **Resubmission with Revision; Date of Original Submission** \_\_\_\_\_

**Select Appropriate Experiential Learning Category/Categories:** Practical Experiences

**Chair/Director Signature** H. Dillmann-Jenkins      **Date** 10/7/11

**Date Approved by College Curriculum Committee** \_\_\_\_\_

**Dean Signature:** \_\_\_\_\_ **Date** \_\_\_\_\_

*For URCC use only*

**Date Received by URCC** \_\_\_\_\_

**Decision:**

|                           |              |                          |
|---------------------------|--------------|--------------------------|
| Approved                  | _____ (Date) | <input type="checkbox"/> |
| Withdrawn by Submitter    | _____ (Date) |                          |
| Minor Revision – Resubmit | _____ (Date) |                          |
| Major Revision – Resubmit | _____ (Date) |                          |
| Denied                    | _____ (Date) |                          |

**Course-Based Experiential Learning Requirement Form**  
(use this form if your program is seeking approval for a whole course as an ELR)

Please consult the Experiential Learning Guidelines as you respond to each item on this form.

**Course Subject/Number/Title:** HDFS 44192- Internship in HDFS: Case Management II

**Credit Hours:** 3-6

**Prerequisite(s):** HDFS 44192; Junior Standing (Corequisite: HDFS 44036)

**Please attach a master syllabus for this course.**

**The course objectives section of the syllabus must include the goals of the experiential learning component.**

**1. Describe how the course provides opportunities for students to:**

- The internship experience provides students with an opportunity to acquire a basic understanding of the stages of the case management process by being placed in an external agency.
- Through this experience students will be able recognize the importance of a client's involvement in all stage of the management process. Students will also become knowledgeable about the resource availability, service costs, fiscal availability and the importance of collaborative relationships across disciplines to promote service integration.
- Students will gain an understanding of the skill set involved in case management, and improve upon their current skills in documenting, and presenting cases. They will also develop advocacy skills at the client and system level.

**2. Explain how the three learning outcomes will be assessed:**

- Students will complete a flowchart of the case management process, and provide a descriptive narrative for each component within the chart.
- Students will complete a case presentation to the class following all stages of the case management process, including: information on the client referral, client psycho-social history, service plan objectives, service activities, and assessment of service plan objectives. They will also complete a case summary.
- Students will participate in an advocacy event for a client, or client population. They will also be summarizing three social service organizations, and how they can use the services provided by these organizations to promote their client's case objectives. Lastly, students will create a portfolio outlining their internship experience.

**3. In what ways will your unit communicate expectations described in this proposal to faculty who will be teaching this course? In what ways will your unit maintain standards across multiple sections and over time as instructors change?**

Prior to the start of each semester, the program coordinator will communicate course expectations to the faculty member teaching the course, and will meet with and explain expectations to any new instructors.

**URCC Use Only**

Date Received by URCC \_\_\_\_\_

Date Approved by EPC \_\_\_\_\_

Date Approved by URCC \_\_\_\_\_

Date Removed as ELR \_\_\_\_\_

# **General Case Management Methods HDFS 44036 and (HDFS44292 – Internship in Case Management II) Spring, 2011**

**Instructor:** Dale Curry, Ph.D., L.S.W., CYC-P

dcurry@kent.edu

(330) 672-2998

Office Hours: Thursday 12:30 – 3:30 Friday 1:30 - 3:30

Rm. 136 Nixon

## **Required Text:**

Woodside, M & McClam, T. (2006). Generalist Case Management: A Method of Human Service Delivery. Boston: Allyn & Bacon.

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## **Goals:**

Acquire a basic understanding of the role of the case manager and the stages of the case management process.

Recognize the importance of client involvement in all stages of the case management process.

Become knowledgeable about resource availability, service costs, and fiscal responsibility.

Develop advocacy skills at the individual client and system level.

Exhibit case presenting and documenting skills.

Recognize the importance of developing collaborative relationships across disciplines and settings to promote client services integration.

Identify how to provide evaluative and quality assurance activities designed to monitor the appropriateness and effectiveness of both the service and delivery system in which case management functions.

Assess personal learning and development as a HDFS case management student/professional.

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## **Course Requirements:**

Class attendance is mandatory and participation is expected (three points will be subtracted from the total number of points for each absence).

Participation in class learning activities and discussion (20 points).

Completion of internship hours (9 hours/week; 135 total hours) is mandatory of internship students.

Completion of internship site's client case flowchart/process and narrative. (Internship students only). In addition to a flowchart display of the case flow process, the learner will provide narrative information that describes each activity and decision point.

Client case presentation and case recording (25 points). The learner must conduct a comprehensive case presentation that includes information relating to the stages of the case management process. A comprehensive written case summary must also be developed and provided to the instructor. At a minimum, the presentation and case summary must address the following areas: (1) information surrounding the client referral, (2) client psycho-social history, needs assessment, (3) service plan objectives, (4) service activities, (5) assessment of service plan objectives. Learners who are not participating in the internship experience will partner with an internship student and work cooperatively on a joint case presentation and summary or develop a hypothetical case study and presentation.

Case-related service resource oral presentation and written summary (15 points). The learner must prepare and present a summary description of 3 social service organizations that could provide services pertinent to the learner's case presentation (described above). The summary/presentation should provide information concerning (1) how the organization's services/resources could promote achievement of case plan objectives, (2) the mission of the organization, (3) services provided by the organization, (4) type of service population it addresses, (5) how referrals are received and processed, (6) services fees (if applicable), (7) organization/service accountability (e.g., Is there another organization that monitors its performance? Does the organization have a grievance process and/or client advocate? How does the organization assess its performance?).

Client/System advocacy activity (5 points). The learner must document participation in an advocacy initiative on behalf of an individual client or client population.

Completion and presentation of an HDFS Case Management Learning and Development Portfolio (20 points). The Portfolio must contain a Personal Case Management Mission Statement and Philosophy as well as other evidence of professional learning and development as a case management student/intern. Internship students must integrate evidence of learning and development from their internship experiences into the Portfolio. Some examples of Portfolio content include: mission and philosophy statement, learning style and how your style influenced your learning, knowledge learned and skills

developed, pictures of yourself as a learner/intern, learning products/projects that significantly influenced your learning and development, a flowchart of your learning and development as a case manager, professional contacts, and a plan for continued growth and development.

Final knowledge/skill examination (15 points).

**Grading Criteria (HDFS 44036):** A combination of points accumulated in (1) class participation, (2) case presentation and case recording, (3) case-related resource presentation and summary (4) client/system advocacy activity, (5) HDFS Case Management Learning and Development Portfolio, and (6) the final examination (93-100 = A; 85-92 = B; 77-84 = C; 69-76 = D; Below 69 = F).

**Grading Criteria (HDFS 44292):** A combination of ratings from the field-site supervisor, course instructor observations, and organizational flowchart and narrative project.

#### **Course Schedule and Activities:**

| <b>Session/Date</b>   | <b>Content</b>   | <b>Readings/Assignments</b>   |
|-----------------------|--|---|
| Session 1<br>Jan. 12. | Introduction to case management. History of human services.                            | Woodside & McClam, Chapters 1, 2 & 3. NASW standards for social work case management ( <a href="http://www.socialworkers.org/practice/standards/sw_case_mgmt.asp">http://www.socialworkers.org/practice/standards/sw_case_mgmt.asp</a> )<br><br>A competency model for lead case managers in integrated case management by Freda Bernotavicz and Ruth Anne Spence ( <a href="http://muskie.usm.maine.edu/helpkids/pubstext/caseman.htm">http://muskie.usm.maine.edu/helpkids/pubstext/caseman.htm</a> ). Read child welfare competencies. |
| Session 2<br>Jan 19.  | Overview of case management/ human services continued. Individual and client advocacy. | Continue above readings. Due process, confidentiality, client rights and advocacy handouts. Go to CDF website ( <a href="http://www.childrensdefense.org">www.childrensdefense.org</a> ). Read case study prior to class.   |
| Session 3<br>Jan 26.  | Human service programs continued.  | Handouts on Ohio human service programs. Read case study prior to class.  |
| Session 4<br>Feb. 2   | Needs Assessment.  | Woodside & McClam, Chapter 4 & 5. Read content at website <a href="http://www.acf.hhs.gov/programs/cb/pubs/family_assessment/index.htm">http://www.acf.hhs.gov/programs/cb/pubs/family_assessment/index.htm</a><br>Read case study prior to class.  |

|   |   |  |
|---|---|--|
| Session 5<br>Feb. 9                       | Developing a plan of care.  | Woodside & McClam, Chapter 6.<br>Forester Family Case Example handout.   |
| Session 6<br>Feb. 16                      | Case plan implementation, monitoring, reassessment, and disengagement.                      | Holt, Chapter 6. Case Closure and Recidivism handout. Read case study.   |
| Session 7<br>Feb. 23                      | Building a case file.<br>Documenting, recording, and presenting pertinent case information. | Woodside & McClam, Chapter 7.<br>Handouts.<br><b>Case presentations.</b>   |
| Session 8<br>Mar. 2                       | Case conferencing skills.   | <b>Case presentations.</b>   |
| Session 9<br>Mar. 9.                      | Case conferencing skills.   | <b>Case presentations</b>  |
| Session 10<br>Mar. 16                     | Understanding the case flow process.  | Handouts. Read case study.   |
| Spring Recess                             |   |  |
| Session 12<br>Mar.30.                     | Networking and services coordination & integration.   | Woodside & McClam, Chapter 8. Read case study. <b>Case-related service resources presentations.</b>  |
| Session 13<br>Apr. 6.                     | Networking and services coordination & integration.   | <b>Case-related service resource presentations.</b>  |
| Session 14<br>Apr. 13.                    | Professional development as a case manager.   | Woodside & McClam, Chapters 10 & 11. Review NASW standards for social work case management ( <a href="http://www.naswdc.org/practice/standards/sw_case_mgmt.asp">http://www.naswdc.org/practice/standards/sw_case_mgmt.asp</a> ). A competency model for lead case managers in integrated case management by Freda Bernotavicz and Ruth Anne Spence ( <a href="http://muskie.usm.maine.edu/helpkids/pubstext/caseman.html">http://muskie.usm.maine.edu/helpkids/pubstext/caseman.html</a> ). Mission Statement handout.<br><b>Case-related service resource presentations.</b> |
| Session 15<br>April 20                    | Professional development as a case manager continued.                                       | <b>Presentation of Portfolios. Advocacy assignment due.</b>  |
| Session 16<br>April 27                    | Professional development as a case manager continued.                                       | <b>Presentation of Portfolios. Case flowchart assignment due.</b>  |
| <b>Final Exam<br/>May 6<br/>(12:45-3)</b> |   |  |

# BASIC DATA SHEET

Complete all fields. Data entered below should reflect new/revised information.

Preparation Date **17-Apr-08** Requested Effective Term **Fall 2009**

Course Subject **HDFS** Course Number **44292**

Course Title **Internship in Human Development and Family Studies-Case Management II**

Title Abbreviation **~~Intern HDFS Case Mgmt II~~ Internship HDFS Case Mgmt II**  
 NOTE: Maximum 30 spaces, with no punctuation or special characters (exception: forward slash "/" is allowed with no spaces before or after the slash)

Slash Course **/ /** Cross-listed with \_\_\_\_\_ Cross-list Banner code \_\_\_\_\_  
 4/5, 4/5/7 or 6/8 NOTE: To be completed by Curriculum Services.

Minimum Credit **03** ☒ to ☐ or Maximum Credit **06** (e.g., 3 to 3 credits, 1 to 12 credits, 2 or 4 credits)

Contact Hours ☐ Lecture Minimum Hours ☐ to ☐ or Maximum Hours  
 Per Week ☐ Laboratory Minimum Hours ☐ to ☐ or Maximum Hours  
☒ Other Minimum Hours **09.00** ☒ to ☐ or Maximum Hours **18.00**  
 NOTE: Contact hours should be per week.

Repeat Status **NR - Course may not be repeated**  
 If repeats, course limit OR maximum hours

Course Level **UG - Undergraduate**

Grade Rule **B - Letter**

Schedule Type(s) **~~LEC - Lecture~~ 224 - Practicum/Internship**

Course Attribute(s) **none**

Credit By Exam **N - Credit by Exam Not Approved**

per OBR guidelines:  
 1 credit = 7 contact hours/  
 week in  
 internship  
 week  
 (see attached e-mail)

## COMPLETE ONLY WHAT IS APPLICABLE TO THE COURSE

### Prerequisite

Course(s) **HDFS 44192**

NOTE: List minimum-grade requirement for course prerequisites if other than "D."

### Test Score(s)

Corequisite(s) **HDFS 44036**

Registration is by special approval only ☐ Yes ☒ No

NOTE: Checking "yes" means all students must seek approval from department to register.

Restrict Registration **Junior level and above**

(e.g., VCD majors, East Liverpool Campus, junior level and above, graduate standing, BA-CHEM program)

### COMPLETED BY CURRICULUM SERVICES

OBR Program Code **61**  
 OBR Subsidy Code **07**  
 OBR Course Level **3**  
 CIP Code **190401**

Catalog Description **Continued supervised field experience in a human service agency. Joint university-agency supervision. Must be junior level or above. Prerequisite: HDFS 44192 Internship in HDFS-Case Management I; Corequisite: HDFS 44036 General Case Management Methods.**

Complete the following only if applicable:

Previous Title

Previous Subject

Previous Number

Term Start \_\_\_\_\_ Term End \_\_\_\_\_ NOTE: To be completed by Curriculum Services.

# KENT STATE UNIVERSITY

## CERTIFICATION OF CURRICULUM PROPOSAL

Preparation Date **17-Apr-08**Curriculum Bulletin 185Effective Date **Fall 2009**Approved by EPC 18-Aug-08

Department **Family and Consumer Studies**  
 College **EH - Education, Health and Human Services**  
 Proposal **Establish Course**  
 Course Subject **HDFS** Course Number **44292**  
 Course Title **Internship in Human Development and Family Studies-Case Management II**  
 Minimum Credits **03** Maximum Credits **06**

|  |  |   |
|--|--|---|
| Checked items<br>are new<br>or revised | <input checked="" type="checkbox"/> Subject            | <input type="checkbox"/> Cross-Listed / Slash                 |
|  | <input checked="" type="checkbox"/> Number             | <input checked="" type="checkbox"/> Grade Rule                |
|  | <input checked="" type="checkbox"/> Title              | <input checked="" type="checkbox"/> Credit by Exam            |
|  | <input checked="" type="checkbox"/> Title Abbreviation | <input type="checkbox"/> Course Fee                           |
|  | <input checked="" type="checkbox"/> Credit Hours       | <input type="checkbox"/> Liberal Education Requirements (LER) |
|  | <input checked="" type="checkbox"/> Prerequisites      | <input type="checkbox"/> Writing-Intensive (WIC)              |
|  | <input checked="" type="checkbox"/> Description        | <input type="checkbox"/> Diversity                            |
|  | <input checked="" type="checkbox"/> Schedule Type      | <input type="checkbox"/> Other                                |

Describe impact on other policies, programs or procedures (e.g., encroachment and duplication issues; enrollment and staffing considerations; need, audience, prerequisites; teacher education licensure):

Units consulted (other departments, programs or campuses affected by this proposal):

### REQUIRED ENDORSEMENTS

|  |                |
|--|----------------|
| <u>H. Pellmar-Jenkins</u><br>Department Chair / School Director / Campus Dean  | <u>4/25/08</u> |
| <u>Joanne Aron</u><br>College Dean   | <u>5/28/08</u> |
| <u>Theresa E. Tullitt</u><br>Executive Dean of Regional Campuses<br>Senior Vice President for Academic Affairs and Provost | <u>8/18/08</u> |



## Content Outline (include contact hours for each section)

Contact  
Hours

Outline

**Participation in human services activities of selected agency or organization. This may include paid or unpaid work experience.**

**Supervision, consultation, educational planning, evaluation.**



Total Contact Hours

Textbook(s) Used in this Course

None

Writing Expectations

**Students will be expected to submit progress reports and a final summary to supervising faculty.**

Instructor(s) Expected To Teach

Dale Curry

Instructor(s) Contributing to Content

Dale Curry, Mary Dellmann-Jenkins

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REQUIRED ENDORSEMENT

H. Dellmann-Jenkins

Department Chair / School Director / Campus Dean

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