

**STATE UNIVERSITY OF NEW YORK  
COLLEGE OF TECHNOLOGY  
CANTON, NEW YORK**



**MASTER SYLLABUS**

**HUSV 350 – CARE COORDINATION, DOCUMENTATION, AND REFERRAL SKILLS**

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**SCHOOL OF BUSINESS AND LIBERAL ARTS  
SOCIAL SCIENCES DEPARTMENT  
FALL 2020**

- A. **TITLE:** Care Coordination, Documentation, and Referrals Skills
- B. **COURSE NUMBER:** HUSV 350
- C. **CREDIT HOURS:** 3 lecture hours per week for 15 weeks
- D. **WRITING INTENSIVE COURSE:** No
- E. **GER CATEGORY:** None
- F. **SEMESTER(S) OFFERED:** Fall
- G. **COURSE DESCRIPTION:**  
 In this course students will be offered specialized, applied knowledge for the development of skills for the care coordination process, from intake to termination. Actual field documentation forms give students the opportunity to prepare to manage client files.
- H. **PRE-REQUISITES/CO-REQUISITES:**  
**Pre-Requisite:** HUSV 201 (Introduction to Human Services) and SSCI 181 (Alcohol, Drugs, and Society or permission of the instructor.  
**Co-Requisite:** None
- I. **STUDENT LEARNING OUTCOMES (see key below):**

KEY	Institutional Student Learning Outcomes [ISLO 1 – 5]
ISLO #	ISLO & Subsets
1	<b>Communication Skills</b> Oral [O], Written [W]
2	<b>Critical Thinking</b> <i>Critical Analysis [CA], Inquiry &amp; Analysis [IA], Problem Solving [PS]</i>
3	<b>Foundational Skills</b> <i>Information Management [IM], Quantitative Lit./Reasoning [QTR]</i>
4	<b>Social Responsibility</b> <i>Ethical Reasoning [ER], Global Learning [GL], Intercultural Knowledge [IK], Teamwork [T]</i>
5	<b>Industry, Professional, Discipline Specific Knowledge and Skills</b>

By the end of this course, the student will be able to:

<i>Course Student Learning Outcome [SLO]</i>	<i>PSLO</i>	<i>GER</i>	<i>ISLO</i>
a. Analyze decisions made in the case management process.	Scientific Inquiry and Critical Thinking		2 [IA]
b. Demonstrate skills used in case management situations.	Professional Development		5
c. Utilize appropriate documentation skills.	Communication		1 [W]
d. Determine what and when community resources are needed for clientele.	Ethical and Social Responsibility in a Diverse World		4 [IK]
e. Evaluate the case management process for clients in its entirety.	Knowledge base in Psychology, Human Services, or Applied Behavior Analysis		5

**J. APPLIED LEARNING COMPONENT:** No

**K. TEXTS: (Suggested)**

Summers, N. (2015). *Fundamentals of case management practice: Skills for the human services* (5th ed.). Boston, MA: Cengage Publishing.

**L. REFERENCES:**

Mullahy, C. (2017). *The case manager's handbook* (6th ed.) Burlington, MA: Jones and Bartlett Learning.

Powell, S. & Tabon, H. (2019). *Case management, A practical guide for education and practice* (4th ed.). Philadelphia, PA: Wolter Kluwer Publishing.

**M. EQUIPMENT:** technology enhanced classroom.

**N. GRADING METHOD:** A-F.

**O. SUGGESTED MEASUREMENT CRITERIA/METHODS:**

- Exams
- Video Presentations
- Written Assignments
- Projects
- Discussion Boards
- Quizzes

**P. DETAILED COURSE OUTLINE:**

- I. Overview of Case Management
  - A. Definitions
  - B. Professional Responsibilities
  - C. Ethical Responsibilities
  - D. Theoretical Foundations
  
- II. Professional Characteristics
  - A. Boundaries
  - B. Attitudes
  - C. Cultural Competence
  
- III. Effective Communication
  - A. Responses
  - B. Listening
  - C. Questioning
  - D. Difficult Issues
  - E. Handling Anger
  - F. Collaborating for Change
  
- IV. The Initial Case Management Process
  - A. Meeting Clients
  - B. Documenting Inquiries
  - C. Conducting the First Interview
  - D. Developing Social Histories
  - E. Using the DSM-V
  - F. Understanding Mental Status Examination
  - G. Completing Releases of Information
  
- V. Developing a Treatment Process
  - A. Completing a Service Plan
  - B. Taking Part in a Service Planning Conference
  - C. Making a Referral
  - D. Assembling the Electronic Record
  - E. Documentation and Recording
  
- VI. Monitoring the Case and Termination
  - A. Following the Client
  - B. Service Plan Updates
  - C. Discharge Plans
  - D. Discharge Summaries
  - E. Terminating the Case
  - F. Crisis Management

**Q. LABORATORY OUTLINE:** None.