

BHAV 400 : Case Management

Credits 5

Quarter Offered Spring

Overview of case management within the context of human services delivery. Students develop observation, problems-solving, recording and relationship building skills through the exploration of the case management process which includes client engagement and assessment, interview techniques and collection of client information. Students learn how to plan and develop a case file, refer clients for services, monitor the services coordination process and terminate a case. They also explore professional responsibility and cultural diversity in the context of case management practice. This class may include students from multiple sections.

Must be seeking a Bachelor of Applied Science in Behavioral Healthcare degree to enroll. If interested, visit pencol.edu/bas

Prerequisites

Behavioral Healthcare BAS Program Admittance

Course Outcomes

- Analyze the primary roles and responsibilities of case managers in Behavioral Health and Human Services settings
- Demonstrate interpersonal skills to support and guide clients/families/significant others receiving case management services
- Identify and articulate the unique case management issues that come into play while working with specific populations
- Demonstrate the ability to complete client-centered assessments, identifying areas of problems and strengths
- Develop mutually agreed upon goals with clients and develop appropriate service plans from these goals
- Apply detailed, step-by-step information on how to record impressions and recommendations effectively
- Apply knowledge to forms and letter writing to practice compiling and sending information throughout the management of a case
- Identify community resources and demonstrate the ability to make necessary and appropriate referrals to community providers
- Apply knowledge to simulations that represent an extremely broad range of possible circumstances in the field
- Describe the process and techniques of case management