APPLIED ARTS DIVISION
School of Health, Education and
Human Services
PRMA 100
Credit Course
Fall, 2019

YukonCollege

COURSE OUTLINE

PRMA100

REDEFINING CASE MANAGEMENT

45 HOURS
3 CREDITS

PREPARED BY: Faith Whiting, Instructor   DATE: January 2019

APPROVED BY: Dr. Andrew Richardson, Dean   DATE: March, 2019

APPROVED BY: ACADEMIC COUNCIL   DATE: March 20, 2019

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REDEFINING CASE MANAGEMENT

INSTRUCTOR: Faith Whiting

OFFICE HOURS: Mondays 1:00 – 3:00 pm
(or by appointment)

OFFICE LOCATION: A2404

CLASSROOM: A2204

E-MAIL: fwhiting@yukoncollege.yk.ca

TIME: Wednesdays 1:00 – 4:00 pm

TELEPHONE: (867) 456-8562

DATES: Sept. 18 – Dec. 18, 2019

COURSE DESCRIPTION

In this course, case management will be examined as a wholistic and coordinated approach to community education and employment support. Participants will ground the practice in the principles of client empowerment and self-determination. The process will be explored through the stages of: engagement, intake, assessment, action planning, monitoring, follow-up and closure. Current case management practices will be challenged as they relate to colonization, and students will have the opportunity to envision where Indigenization can occur in the process, in order to better support and advocate for First Nation citizens.

PREREQUISITES

None

RELATED COURSE REQUIREMENTS

This course is delivered online through a blend of web-conferencing and online course work; therefore, students will require access to a computer with internet and video capabilities. Students will need basic computer skills to be successful in this course.

EQUIVALENCY OR TRANSFERABILITY

This course is newly developed, and its transferability is still being evaluated.

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Receiving institutions always determine course transferability. Further information and assistance with transfers may be available from the School of Health, Education and Human Services.

LEARNING OUTCOMES

Upon successful completion of the course, students will be able to:

- Define case management and describe the process as it applies to education and/or employment support

- Apply the three levels of the ecological model when assessing a person's situation and develop appropriate interventions on all three levels

- Reflect on, identify and discuss ways to engage clients in a relationship of trust and support them to identify barriers to education and/or employment, set goals, and build an action plan

- Analyze wise practices in case management support, advocacy, monitoring, closure and follow-up

- Practice interpersonal communication skills that strengthen the case management process

- Identify and categorize information gathered through the case management process and describe ethical and secure methods for collecting, managing and storing this data

- Examine current models of case management and imagine or re-imagine an Indigenized case management process for education and employment support.

COURSE FORMAT

The course is a combination of online coursework with regularly scheduled web-conferenced meetings. It will include a combination of lectures, guest speakers, discussions, case studies, participatory exercises, and a final project.

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ASSESSMENTS

Assignments

There are seven assignments worth 60% of the course grade. These assignments are based on the material covered in weekly lessons and will provide the opportunity for students to demonstrate key learning outcomes of the course.

Assignment 1	What is Case Management?	10%
Assignment 2	The Ecological Model	5%
Assignment 3	Change	5%
Assignment 4	Intake Form	10%
Assignment 5	Motivational Interviewing	10%
Assignment 6	Action Planning	10%
Assignment 7	Coordinating with Other Agencies	10%

Class Discussion and Collaborative Activities

In online courses, students are expected to engage with the course materials in ways very different to face-to-face learning. In this course, students will participate in discussion, questioning and reflection each week. There will be a variety of ways this will be done, including: discussion forums, short quizzes, video and pictorial posts. This participation is key to success in the course and it will be reflected in a mark worth 20% of the course grade.

Etuaptmumk Project

The Mi'kmaw concept of etuaptmumk, or two-eyed seeing will be introduced early in the course. As a culminating project, students will be asked to examine the process of case management with two eyes and identify area(s) that could be strengthened using both perspectives. This project will be worth 20% of the course grade.

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EVALUATION

Assignments	60%
Class Discussion and Collaborative Activities	20%
Etuaptmumk Project	20%
Total	100%

REQUIRED TEXTBOOKS AND MATERIALS

Fundamentals of Case Management Practice: Skills for the Human Services. Fifth Edition. Nancy Summers. Cengage Learning. 2016.

ACADEMIC AND STUDENT CONDUCT

Information on academic standing and student rights and responsibilities can be found in the current Academic Regulations that are posted on the Student Services/ Admissions & Registration web page.

PLAGIARISM

Plagiarism is a serious academic offence. Plagiarism occurs when a student submits work for credit that includes the words, ideas, or data of others, without citing the source from which the material is taken. Plagiarism can be the deliberate use of a whole piece of work, but more frequently it occurs when students fail to acknowledge and document sources from which they have taken material according to an accepted manuscript style (e.g., APA, CSE, MLA, etc.). Students may use sources which are public domain or licensed under Creative Commons; however, academic documentation standards must still be followed. Except with explicit permission of the instructor, resubmitting work which has previously received credit is also considered plagiarism. Students who plagiarize material for assignments will receive a mark of zero (F) on the assignment and may fail the course. Plagiarism may also result in dismissal from a program of study or the College.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon College recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build

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positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon College program, you will be required to achieve core competency in knowledge of Yukon First Nations. For details, please see www.yukoncollege.yk.ca/yfnccr.

ACADEMIC ACCOMMODATION

Reasonable accommodations are available for students requiring an academic accommodation to fully participate in this class. These accommodations are available for students with a documented disability, chronic condition or any other grounds specified in section 8.0 of the Yukon College Academic Regulations (available on the Yukon College website). It is the student's responsibility to seek these accommodations. If a student requires an academic accommodation, he/she should contact the Learning Assistance Centre (LAC): lac@yukoncollege.yk.ca.

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TOPIC OUTLINE

Week	Topic
1	Course welcome and introduction
2	Defining case management
3	The ecological model
4	Collaborating with people for change
5	Cultural safety
6	Engagement and intake
7	Assessment part 1: motivational interviewing
8	Assessment part 2: assessment tools
9	Action planning
10	Coordinating with other agencies (referral)
11	Collecting and managing information
12	Support, advocacy and monitoring
13	Case closure and follow-up
14	Review and reflection