



COURSE OUTLINE

PRMA 100 **REDEFINING CASE MANAGEMENT**

3 CREDITS

PREPARED BY: Faith Whiting, Instructor/Coordinator

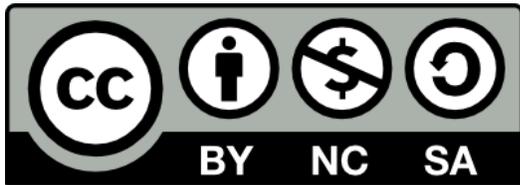
DATE: March 1, 2020

APPROVED BY: Dr. Andrew Richardson, Dean of Applied Arts

DATE: March 1, 2019

APPROVED BY SENATE:

RENEWED BY SENATE:



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REDEFINING CASE MANAGEMENT

INSTRUCTOR: Faith Whiting
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OFFICE HOURS: Mondays 1-3pm
CLASSROOM: Online via Zoom
TIME: 9:00 am -10:55 am
DATES: Tuesdays and Thursdays
October 27th - December 17th, 2020

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

It is highly recommended that all students have access to a computer or other device and Internet to do their studies. The minimum specifications for a student device are as follows:

| Requirement | Windows-based PC | Apple Mac/macOS-based PC |
|--------------------|--------------------------------|---------------------------------|
| Operating System | Windows 10 | macOS X |
| Web Browser | Firefox, Edge or Google Chrome | Firefox, Edge or Google Chrome |
| RAM/Memory | 4 GB | 4 GB |

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|---------|-------------------------|-------------------------|
| Storage | 5 GB of available space | 5 GB of available space |
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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. 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

This course is a combination of regularly scheduled classes, which will be attended via web-conferencing, and online coursework. It will include a combination of lectures, readings, guest speakers, discussions, case studies, participatory exercises and assessments.

ASSESSMENTS:

Attendance & Participation

In distance 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.

Assignments

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

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.

EVALUATION:

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

REQUIRED TEXTBOOKS AND MATERIAL

To be determined.

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 University.

YUKON FIRST NATIONS CORE COMPETENCY

Yukon University recognizes that a greater understanding and awareness of Yukon First Nations history, culture and journey towards self-determination will help to build positive relationships among all Yukon citizens. As a result, to graduate from ANY Yukon University program, you will be required to achieve core competency in knowledge of Yukon First

Nations. For details, please see www.yukonu.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 University Academic Regulations (available on the Yukon University 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@yukonu.ca.

TOPIC OUTLINE

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| Course welcome and introduction |
| Defining case management |
| The ecological model |
| Collaborating with people for change |
| Cultural safety |
| Engagement and intake |
| Assessment part 1: motivational interviewing |
| Assessment part 2: assessment tools |
| Action planning |
| Coordinating with other agencies (referral) |
| Collecting and managing information |
| Support, advocacy and monitoring |
| Case closure and follow-up |
| Review and reflection |
