

**WILMINGTON UNIVERSITY
COLLEGE OF SOCIAL AND BEHAVIORAL SCIENCES
BASIC COURSE INFORMATION**

COURSE TITLE: Case Management Strategies and Interventions

COURSE NUMBER: SOC 6601

I. COURSE DESCRIPTION:

Professionals working in community service fields are often called upon to carry caseloads and utilize collaborative skills with other agencies in the community to help clients establish self-empowerment. Case Management is a comprehensive job that includes understanding client vulnerabilities and societal attitudes, interviewing and assessment skills as well as having connections to other agencies in the community that can help the client reach their goals. This course will give students the information they need to perform these tasks including; understanding vulnerable client population, interviewing skills, performing intake assessments and biopsychosocial assessments, documentation and note taking, establishing goals and identifying community resources to create treatment plans.

II. COURSE OBJECTIVES:

GOAL A: Students will be able to identify vulnerable clientele and link intervention strategies to specific needs.

Learning Outcomes: The student will:

- A-1 Describe and differentiate various groups in the general population that statistically are more vulnerable.
- A-2 Explain cultural norms and experiences that lead to stratification in levels of vulnerability.
- A-3 Discuss the deficits and strengths of different vulnerable client populations.

GOAL B: Students will be able to interview clients and perform intake assessments to utilize in creating treatment plans.

Learning Outcomes: The student will:

- B-1 Create a list of demographic questions to ask clientele for intake.
- B-2 Analyze various engagement and interviewing techniques to utilize with clients.
- B-3 Create treatment plan from provided demographic information.
- B-4 Discuss the processes of creating goals that are client specific and follow the guidelines of self-empowerment.

GOAL C: Students will be able to identify community resources that support client goals.

Learning Outcomes: The student will:

- C-1 Identify local community resources for various basic human needs.
- C-2 Analyze the priority of various resources as they pertain to a specific client.
- C-3 Describe how to connect specific clients with community resources.
- C-4 Discuss barriers to care and connections with community resources and agencies.

GOAL D: Students will be able to explain the importance of documentation and implement proper note taking processes.

Learning Outcomes: The student will:

- D-1 Explain the importance of documentation for official and practical purpose.
- D-2 Differentiate the Subjective from the Objective and Assessment.
- D-3 Create a DAP/SOAP format note with information in appropriate categories.
- D-4 Identify different purposes of appropriate note taking and documentation in future work with clients.

GOAL E: Use appropriate written and oral communication skills.

Learning Outcomes: The student will:

- E-1 Write clearly, concisely, and appropriately using correct English grammar, punctuation, usage, mechanics, sentence structure, and vocabulary.
- E-2 Use appropriate APA format for scholarly writings.
- E-3 Speak with confidence, clarity, and conciseness.
- E-4 Research, prepare, and deliver professional presentations