

Case Manager

Course Outline

Course Developer(s)

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Course Format

Four weeks, 10 hours per week

Course Prerequisites

Current and/or past experience as a career and employment practitioner and/or in a related field.

Course Description

Case management is a process that facilitates client access to appropriate services and supports. This course is designed to equip case managers to conduct needs assessments, conceptualize cases, prioritize client needs, collaborate with clients to develop action plans and select interventions, and follow-up to ensure clients have achieved their identified goals. The course will also provide tips and techniques for managing time, systems, and data including case notes and documentation, regardless of the data management system – essential competencies for all case managers.

Course Objectives

General:

Course participants will develop/enhance their knowledge of the case management process and develop skills for needs assessment, goal-setting, action-planning, follow-up, evaluation, and documentation.

Learning Objectives:

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

- Describe the historical evolution and current breadth of the case manager role
- Differentiate between the process and reporting functions of case managers
- Conduct an effective needs assessment using established frameworks
- Collaborate with clients to prioritize needs and develop action plans
- Identify appropriate internal and external resources to move clients forward
- Coordinate interventions to maximize client success
- Optimize case management logistics (i.e., time, systems, data)
- Develop and maintain case notes
- Close the active file while effectively managing follow-up

Required Texts / Supplies

Pickerell, D. A., & Neault, R. A. (2016). *So you want to be a case manager? A career practitioner's toolkit*. Aldergrove, BC: Life Strategies.

Free PDF available at http://www.ccdf.ca/ccdf/wp-content/uploads/2016/06/Case-Manager-Toolkit_6x9_Main-Text_2016-06-07-FINAL.pdf or purchase a printed version through Life Strategies' [online store](#).



Additional Readings

Throughout the course, relevant readings will be posted on our website. Plan to spend a minimum of 2-3 hours per week on the readings.

Course Completion Requirements

Students must achieve an overall grade of at least 80% to successfully complete a course. If absent or offline for more than 48 consecutive hours, students are required to contact the instructor.

Participation	25%
Case Manager Tip Sheet	20%
Comprehensive Needs Assessment	25%
Client Case Management Report	30%

Online Instruction Overview

This online course will be conducted using the “Moodle” course management system. Registered students will receive log-in instructions by email the Monday prior to the course start date. This system relies on asynchronous discussion forums (i.e., students post when it’s convenient for them, not during a scheduled time slot). However, from time to time, we may schedule live “chats” using online message/conferencing applications (e.g., Skype, GoToMeeting).

Facilitated e-learning offers amazing opportunities for shared learning. Many experts in the field believe that the best learning occurs in the discussion forums and that the posted course content may take on a secondary importance. Although this course will provide comprehensive content, students active participation in the discussion forums (i.e., checking in and briefly posting once or twice per day to each open discussion) enriches learning and is required for successful course completion.

Operational Requirements

As this course is offered entirely online, students must have reliable Internet access and be comfortable using Internet technology and participating in discussion forums.

Although there are no scheduled classes, students will be expected to spend a similar amount of time on this course as they would in a classroom-based environment of 40 hours.

Documents will be posted in Word, PowerPoint, and PDF —students must be able to download these documents and also upload similar documents.

Accommodation

Students requiring accommodations are encouraged to contact Life Strategies’ Student Advisor to discuss how our team can meet their needs and support their success.

