

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. The course is aligned to the [*Canadian Standards & Guidelines for Career Development Practitioners*](#).

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*. Life Strategies.

- Free PDF available at http://lifestrategies.ca/docs/so_you_want_to_be_a_case_manager_2016.pdf or purchase a printed version through Life Strategies' [online store](#).

Additional Readings

Throughout the course, relevant readings will be posted on our website.

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 hosted on Life Strategies' [LearnOnline](#) e-learning platform which uses a Moodle-based learning management system. The system organizes a variety of learning activities (e.g., assigned readings, resources, videos, discussions, assignments) into several topical modules which students will progress through on a set schedule as described in the *Course Syllabus*. A course instructor will facilitate the discussions and review the assignments providing feedback and insights throughout the course. Although discussions are asynchronous (i.e., students are required to make a minimum of two posts, at their convenience, over at least 2 days that the topic is active), from time to time, the instructor may schedule live "sessions" or "office hours" using a web conferencing application (e.g., Zoom). Any "live" components will be communicated to students via the News forum; however, we recognize our students come from different time zones and are balancing many other work/life commitments that can impede attending in real time. As such, live elements will be recorded and/or optional.

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 discussions enriches learning and is required for successful course completion. Students are encouraged not to delay jumping into the discussions. Although discussions are related to the assigned readings, resources, and/or videos, it is not necessary to wait until all of the readings/videos have been reviewed before jumping into the discussion forums – in fact, posting early and often contributes to richer discussions. Being inactive within the discussions for several days will impact a student's overall grade and may result in being unenrolled from the course.

Registered students will be enrolled and receive log-in instructions by email (noreply@learnonline.lifestrategies.ca) 1 week prior to the course start date. This provides a few days for students to orient themselves within the e-learning environment, review course expectations, and troubleshoot any technical concerns. If you require additional support or a course extension, please contact our team (studentadvisor@lifestrategies.ca) and we'll do our best to accommodate your needs.



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.

Within each course, topics open and close on specific days facilitating learning as a cohort. Although there is flexibility in times of day to post, students will be expected to adhere to the course schedule and spend a similar amount of time on this course as they would in a classroom-based environment of 40 hours to achieve course mastery (i.e., 80%).

Documents will be posted in Word, PowerPoint, and PDF — students must be able to download these documents and also upload similar documents. Web conferencing software (e.g., Zoom) may also be utilized.

Accommodation

Students who have a disability that needs accommodation should let us know prior to the course start so that we can work collaboratively to more effectively meet learning needs.

