



School of Health, Education and Human Services

**PRMA 100**

**Redefining Case Management**

January – April 2022

3-credits

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## Course Outline

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**INSTRUCTOR:** Faith Whiting

**CONTACT:** [fwhiting@yukonu.ca](mailto:fwhiting@yukonu.ca), (867) 456-8562

**CLASS MEETINGS & DATES:** Tuesdays and Thursdays 10:00 am - noon, January 11<sup>th</sup> – March 3rd

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### 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, to better support and advocate for First Nation citizens.

### COURSE REQUIREMENTS

Prerequisite(s): None

### EQUIVALENCY OR TRANSFERABILITY

Receiving institutions determine course transferability. Find further information at:

<https://www.yukonu.ca/admissions/transfer-credit>

### 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**

### **Weekly breakdown of instructional hours**

This course will meet twice weekly for a two-hour class meeting via video conferencing (Zoom). Each week will also include approximately two-hours of asynchronous (independent, online) time spent completing online activities and engaging with course materials.

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.

### **Delivery format**

This course is a combination of asynchronous (independent, online) coursework and regularly scheduled synchronous class meetings. It will include a combination of readings, discussions, lectures, assignments, and participatory exercises with your fellow students.

## **EVALUATION**

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|---|------|
| Assignments                                 | 60 % |
| Class Discussion & Collaborative Activities | 20 % |
| Etuptmumk Project                           | 20 % |
| Total                                       | 100% |

### **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.

### **Class Discussion & Collaborative Activities**

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, 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.

### **Etuptmumk Project**

The Mi'kmaw concept of etuptmumk, 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.

## **COURSE WITHDRAWAL INFORMATION**

Refer to the YukonU website for important dates.

## **TEXTBOOKS & LEARNING MATERIALS**

This course is delivered online through a blend of video-conferencing and online course work; therefore, students will require access to a computer with internet and video capabilities. Students will need basic computer skills in order to undertake this course. The textbook for this course along with additional readings will be available through the Moodle course page.

## **ACADEMIC INTEGRITY**

Students are expected to contribute toward a positive and supportive environment and are required to conduct themselves in a responsible manner. Academic misconduct includes all forms of academic dishonesty such as cheating, plagiarism, fabrication, fraud, deceit, using the work of others without their permission, aiding other students in committing academic offences, misrepresenting academic assignments prepared by others as one's own, or any other forms of academic dishonesty including falsification of any information on any Yukon University document.

Please refer to Academic Regulations & Procedures for further details about academic standing and student rights and responsibilities.

## **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 by contacting the Learning Assistance Centre (LAC): [LearningAssistanceCentre@yukonu.ca](mailto:LearningAssistanceCentre@yukonu.ca).

## **TOPIC OUTLINE**

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| Defining Case Management                          |
| The Ecological Model                              |
| Collaborating with People for Change              |
| Cultural Safety                                   |
| Engagement and Intake                             |
| Motivational Interviewing                         |
| Assessment Instruments & Case Notes               |
| Action Planning                                   |
| Coordinating with Other Agencies                  |
| Collecting and Managing Information               |
| Advocacy, Monitoring, Case Closure, and Follow-up |