SYLLABUS
PART I
EDISON COMMUNITY COLLEGE
SSV 217S   SOCIAL WORK DOCUMENTATION AND CASE MANAGEMENT
3 CREDIT HOURS

COURSE DESCRIPTION
Introduction to social service record keeping and generalist case management skills.  Methods of client assessment, individual goal and plan development, and the monitoring of client services will be covered. An emphasis will be given to universal/generalist documents utilized in most social agencies, such as face sheets, social histories, intake forms, release of information, contact/progress notes,  referral forms, goal/service plans, discharge summaries, etc. Recommended prerequisite:  SSV 111S and SSV 112S.

COURSE GOALS

The student will:

| Bloom's Level | | | Program Outcomes |
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| 2 | 1. | Describe the purpose and responsibilities of effective case management. | 4, 9 |
| 2 | 2. | Demonstrate effective interviewing and communication skills. | 4 |
| 3 | 3. | Coordinate the referral process from initiation to follow-up | 6 |
| 3 | 4. | Describe and classify typical or universal documents as to their scope, purpose, and function within social service agencies. | 4, 5 |
| 3 | 5. | Accurately complete intake forms, facesheets, goal/service plans, consent-to-treat forms, release of information forms, contracts, progress/contact notes, social histories, referral forms, assessment tools, closing/discharge summaries, etc. | 4, 9 |
| 1 | 6. | Recognize and describe the ethical issues and dilemmas surrounding privacy, confidentiality, and fair access to social service records. | 5, 9 |
| 4 | 7. | Analyze various case records focusing upon information inclusion/exclusion, objectivity, accuracy, organization, concise language, sequencing, and accountability. | 4, 5, 9 |
| 2 | 8. | Articulate how record keeping directly impacts all areas of contemporary service delivery, including consumers, and agency personnel. | 4, 5, 9 |
| 5 | 9. | Evaluate documents for their usefulness and modify or revise for improved functionality/effectiveness. | 3, 4, 5 |
| 2 | 10. | Understand the value and importance of spelling, punctuation, grammar, organization, and well written documents. | 4 |
| 5 | 11. | Recognize and assess documentation/writing strengths and weaknesses, and construct a plan for continued writing improvement. | 4, 5 |
| 5 | 12. | Create a comprehensive client case file. | 3, 4, 5 |
| 2 | 13. | Summarize the process for monitoring services and following a client. | 3, 4 |
| 2 | 14. | Understand the value and importance of inter-professional communication. | 4, 8 |
| 3 | 15. | Develop a greater degree of understanding/empathy for the needs and struggles of populations served by the social/human service system, as | 1, 3 |

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| | | well as employees of the system. | |
| 1 | 16. | Recognize, identify, and acknowledge personal areas of bias and prejudice and how that may impact functioning in this field. (Especially as it may pertain to objectivity in writing and documentation.) | 1, 9 |
| 1 | 17. | Recognize the rewards, as well as the impediments to service and to client improvement/success. | 5 |

## CORE VALUES

The Core Values are a set of principles which guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce these Core Values whenever appropriate.

## TOPIC OUTLINE

1. Intake interviews and initial documentation forms
2. Accurate assessment of consumer/client needs and appropriate goal setting
3. Diversity of assessment tools, instruments, and forms
4. Writing concrete, measurable goals and correlating supporting activities for reaching said goals
5. Generalist or universal social agency forms: consent-to-treat, release of information, service logs, individual service or goal plans, contact notes/progress notes, social histories, mental status exams, transfer summaries, referral forms, termination notes, discharge summaries, etc.
6. Confidentiality and privacy: HIPAA law
7. Computerized documentation and record storage
8. Case Management Skills
9. Monitoring services as well as client progress
10. The networking process

## TEXTS AND MANUALS

Summers, Nancy  Fundamentals of Case Management Practice Third Edition. Thomson/Brooks-Cole.