Document N: Course and Program Development:

IMPACT AND APPROVAL SIGNATURES

See Course and Program Development Policy and Procedures (www.ubalt.edu/provost) for instructions.

SCHOOL: 
- LAW
- MSB
- CAS
- CPA

CONTACT NAME: Bridal Pearson
PHONE: x5251

DEPARTMENT/DIVISION: School of Health and Human Services
DATE PREPARED: 9/12/11

PROPOSED SEMESTER OF IMPLEMENTATION: 
- fall
- spring
YEAR: 2012

TYPE OF ACTION: 
- add (new)
- deactivate
- modify
- other

LEVEL OF ACTION: 
- noncredit
- undergraduate
- graduate
- other

ACTION BEING REQUESTED (select one category, either Course Actions or Program Actions):

**COURSE ACTIONS**

Original Subject Code/Course Number:
HSER 340

Original Course Title:
Case Management and Documentation

**PROGRAM ACTIONS**

Original Program Title:

Select one or multiple actions from one of the lists below (review the list of necessary documents and signatures):

**COURSE ACTIONS**

1. Experimental Course
2. Course Title
3. Course Credits
4. Course Number
5. Course Level
6. Pre- and Co-Requisite
7. Course Description
8. New Course
9. Deactivate Course
10. Other

**PROGRAM ACTIONS**

10. Program Requirements
11a. Undergraduate Specialization (24 credits or fewer)
11b. Master’s Specialization (12 credits or fewer)
11c. Doctoral Specialization (18 credits or fewer)
12. Minor (add or delete)
13. Closed Site Program
14. Program Suspension
15. Program Reactivation
16a. Certificate Program (UG/G) exclusively within existing degree program
16b. Certificate Program (UG/G) outside of or across degree programs (12 or more credits)
17. Off-Campus Delivery of Existing Programs
18a. Undergraduate Concentration (exceeds 24 credits)
18b. Master’s Concentration (exceeds 12 credits)
18c. Doctoral Concentration (exceeds 18 credits)
19. Program Title Change
20. Program Termination
21. New Degree Program
22. Other

**ADDITIONAL DOCUMENTATION** (check all appropriate boxes of documents included; review the list of necessary documents):

- summary proposal (O)
- course definition document (P)
- full five-page MHEC proposal (Q)
- financial tables (MHEC) (R)
- other documents as may be required by MHEC/USM (S)
- other (T)

Summer 2010
## IMPACT REVIEW (review the list of necessary signatures):

<table>
<thead>
<tr>
<th>Impacted Entity</th>
<th>Signature</th>
<th>Date</th>
</tr>
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<tbody>
<tr>
<td>a. Library</td>
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## APPROVAL SEQUENCE (review the list of necessary signatures):

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<th>Approval Level</th>
<th>Signature</th>
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<tbody>
<tr>
<td>A. Department/Division (Chair)</td>
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<tr>
<td>B. General Education (for No. 7, 8)</td>
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<tr>
<td>C. Final Faculty Review Body Within Each School (Chair)</td>
<td>10/10/11</td>
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<tr>
<td>D. Dean</td>
<td></td>
<td>11/7/11</td>
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<tr>
<td>E. University Faculty Senate (Chair)</td>
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<td>F. University Council (Chair)</td>
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<tr>
<td>G. Provost and Senior Vice President for Academic Affairs</td>
<td>12/5/2011</td>
<td></td>
</tr>
<tr>
<td>H. President</td>
<td></td>
<td></td>
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<tr>
<td>I. Board of Regents (notification only)</td>
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<tr>
<td>J. Board of Regents (approval)</td>
<td></td>
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<tr>
<td>K. MHEC (notification only)</td>
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<tr>
<td>L. MHEC (approval)</td>
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</tr>
<tr>
<td>M. Middle States Association notification</td>
<td>Required only if the University's mission is changed by the action</td>
<td></td>
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</tbody>
</table>

1 University Council review (for recommendation to the president or back to the provost) shall be limited to curricular or academic policy issues that may potentially affect the University's mission and strategic planning, or have a significant impact on the generation or allocation of its financial resources.
Document O: Course and Program Development: SUMMARY PROPOSAL

See Course and Program Development Policy and Procedures (www.ubalt.edu/provost) for instructions.

SCHOOL:  
- LAW
- MSB
- CAS
- CPA

CONTACT NAME: Bridal Pearson  
PHONE: x5251

DEPARTMENT/DIVISION: School of Health and Human Services  
DATE PREPARED: 9/12/11

PROPOSED SEMESTER OF IMPLEMENTATION:  
- fall
- spring

ACTION BEING REQUESTED (select one category, either Course Actions or Program Actions):

- COURSE ACTIONS

Original Subject Code/Course Number: HSER 340
Original Course Title: Case Management and Documentation

Select one or multiple actions from one of the lists below (review the list of necessary documents and signatures):

1. Experimental Course  
2. Course Title Change  
3. Course Credits Change  
4. Course Number Change  
5. Course Level Change  
6. Pre- and Co-Requisite Change  
7. Course Description Change  
8. New Course  
9. Deactivate Course  
10. Program Requirements  
11. Undergraduate Specialization (24 credits or fewer)  
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19. Program Title Change  
20. Program Termination  
21. New Degree Program  
22. Other

For changes to existing courses:

<table>
<thead>
<tr>
<th>OLD TITLE</th>
<th>SUBJECT CODE/COURSE NO.</th>
<th>CREDITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW TITLE</td>
<td>SUBJECT CODE/COURSE NO.</td>
<td>CREDITS</td>
</tr>
</tbody>
</table>

Summer 2010
The addition of a new Human Services Administration Course: HSER 270 Case Management and Documentation

The rationale for the addition of HSER Case Management is to:
Fulfill and expand the curriculum of the Human Services Administration Program
Develop a core course central to the new undergraduate human services administration program HEGIS of HSER
To have domain of courses that are used in assessment
1. DATE PREPARED
3-16-11

2. PREPARED BY
Bridal Pearson

3. DEPARTMENT/DIVISION
School of Health and Human Services

4. COURSE NUMBER(S) with SUBJECT CODE(S)
HSER 340

5. COURSE TITLE
Case Management and Documentation

6. CREDIT HOURS
3

7. CATALOG DESCRIPTION
This course serves as an introduction to the concept of case management toward the delivery of human services. The course will be presented in the logical sequence, from the intake interview to the termination of service. A focus will be given to assessment, planning, and implementation of case management services. The case management process will be explored as it relates to organizational, legal, and ethical issues. Emphasis will be given to the skills and knowledge-base required to be an effective case manager.

8. PREREQUISITES
None

9. COURSE PURPOSE (how the course is to be used in the curriculum; e.g., required for the major, elective, etc.)
This course will be used in the curriculum as a major foundational requirement

10. GENERAL EDUCATION AREA (if applicable; e.g., social sciences, humanities, mathematics, etc.)
N/A

11. COURSE TYPE/COMPONENT (clinical, continuance, discussion, field studies, independent study, laboratory, lecture, practicum, research, seminar, supervision, thesis research, tutorial or workshop; this must match PeopleSoft 9.0 coding, so check with your dean's office if you are unsure of the correct entry)
Summer 2010
12. FACULTY QUALIFIED TO TEACH COURSE
Bridal Pearson; Tiffaney Parkmen

13. CONTENT OUTLINE
The course will focus on the following broad topics:
* Service Delivery and Coordination
* Interviewing
* Documentation
* Networking
* Relevant legal and ethical issues

14. LEARNING GOALS
* Define and describe the process of case management
* Demonstrate an understanding of the assessment phase of case management
* Demonstrate beginning proficiency in planning for client services
* Understand the importance of the role of service coordination
* Comprehend and discuss a variety of ethical and legal issues relevant to case management

15. ASSESSMENT STRATEGIES
Students will:
* Complete of a role playing scenario where the assessment and planning phases of case management are evaluated
* Complete a case study paper/presentation where knowledge of service delivery is evaluated.
* Complete an exam that evaluates understanding of case management process and relevant legal and ethical issues

16. SUGGESTED TEXT(S) and MATERIALS (e.g. textbooks, equipment, software, etc., that students must purchase)

17. SPECIAL GRADING OPTIONS (if applicable)
N/A

18. SUGGESTED CLASS SIZE
25

Summer 2010