

**Case Management Certificate Program (CMC) 2024-2025**  
**Application Made Available: Monday April 8, 2024**  
**Deadline to Submit ALL Application Materials: Monday May 27, 2024**  
**Notification of Admission Status (acceptance or denial): Friday June 28, 2024**

## OVERVIEW

The Case Management Certificate Program (CMC) is a continuing education online noncredit certificate pathway program designed for individuals who have limited access to higher education. This certificate program is a university-community partnership of the College of Social Work, University Neighborhood Partners, and community partners from community-based organizations, schools and the social service organizations serving diverse new arriving populations in Utah and marginalized areas of the world.

## WHO CAN ATTEND THE CMC PROGRAM

Individuals who are already working, intend to work, and/or are passionate about working and advocating for their communities. Examples include, but are not limited to, community advocates, family support workers and similar positions, at an agency setting, schools, grassroots organization, and/or community association.

## THE CMC PROGRAM PREPARES INDIVIDUALS FOR CAREERS IN

Human services case management positions at the described settings working with populations in transitions such as displaced, refugee, immigrant, and in disadvantage conditions.

## THE VALUE OF THE CMC PROGRAM

The certificate has an emphasis on a family-focused, community practice and strengths-based approach. Faculty are from various parts of the world and bring diverse cultural and linguistic values to the program. Students are also from various parts of the world and come with diverse cultural and linguistic experiences that support dynamic, multi-cultural learning spaces. The CMC program has the potential to support students in their career and/or higher education pathways.

## PROGRAM LEARNING OBJECTIVES

Students will learn:

- Basic human behavior and systems theories that guide case management practice from a social work perspective.
- Skills and abilities in interpersonal communication and documentation to better engage with clients.
- Different models of case management in multicultural contexts.
- Skills to become system change agents and advocates for social transformation.

UPON SUCCESSFUL COMPLETION OF THIS CERTIFICATE PROGRAM, GRADUATES

## WILL BE ABLE TO:

- Apply ecological and systems analysis in their practice.
- Engage with clients in responsible and compassionate ways.
- Assess cases conscious of multicultural specificities.
- Advocate for clients, and act as social change agents.

## CERTIFICATE DETAILS

The program is 10-months long (July – April) and includes one online orientation course and four eight-week case management courses. The program requires participation in online discussions, quizzes, assignments and exams. All materials are in English, and the program uses a variety of online materials. Applicants for the certificate program must have a reading and writing High School level of English and regular access to a computer and the Internet.

## CASE MANAGEMENT CERTIFICATE COURSE DESCRIPTIONS

### **SW 301 – CM – Online Orientation (4 weeks). Monday, July 15<sup>th</sup> - Monday, August 5<sup>th</sup>, 2024**

This course provides an introduction to the Case Management Certificate Program (CMC) of the College of Social Work, University of Utah, USA. It includes an orientation to the Canvas Information System, an online information management system. This will be the primary method for all online learning. In addition to becoming familiar with the Canvas Information System, students will also become familiar with the goals and objectives of CMC, become familiar with appropriate University of Utah policies and expectations for students enrolled in the program, and understand how to communicate with the instructor and access course content and available resources.

### **SW 311 – CM – Introduction to Case Management (8 weeks). Monday, August 19<sup>th</sup> - Monday, October 7<sup>th</sup>, 2024**

This course provides an introduction to human behavior and systems theories that guide case management practice from a social work perspective. The course is intended to prepare case managers and/or social services support staff to work in social service delivery systems in the US and globally. Students will become familiar with the tools used to assess the resources, systems and services that are central to case management practice with individuals, families, groups and communities. Participants will develop knowledge of case management ethics and explore common ethical dilemmas and boundaries issues that confront case managers. This course is the first of four courses in the Case Management Certificate Program.

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

1. Examine major theories used when working as a case manager with individuals, families, and communities (person in environment, systems theory).
2. Explain systems where social services occur and the key roles of case managers within these systems.
3. Identify major frameworks used in case management from a social work perspective such as: capacity building, empowerment and strengths-based

approaches.

4. Discuss groups and populations that have historically been oppressed in society.
5. Gain an understanding of ethical considerations when working in human services.
6. Reflect on one's own values and culture in relation to working in human services.

**SW 312 – CM – Introduction to Interpersonal Communication & Documentation (8 weeks).  
Monday, October 14<sup>th</sup> - Monday, December 2<sup>nd</sup>, 2024**

Developing a trusting and genuine relationship is fundamental to working with individuals, families and communities. This course is interactive, and students will be engaged in building culturally responsive communication skills. The course will include training in basic interviewing, assessment and appropriate documentation skills. This is the second course in the Case Management Certificate Program.

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

1. Develop basic interpersonal skills for engaging with individuals, families and groups.
2. Gain an understanding of client confidentiality.
3. Practice multiple forms of active communication from a multicultural perspective (verbal, written and technical communication)
4. Develop interviewing and assessment skills.
5. Gain an understanding of person-centered communication (planned changed, capacity building, strengths model, model of 2-way integration).
6. Analyze ethical considerations as they relate to the case management relationships.
7. Identify appropriate boundaries for case manager and client relationships.

**SW 313 – CM – Introduction to Social Casework (8 weeks). Monday, January 6<sup>th</sup> –  
Monday, February 24<sup>th</sup>, 2025**

This course presents the fundamental aspects of case management, including common case management roles, processes and responsibilities in a multicultural context. Participants will develop familiarity with how case managers interface with individual, group, and family systems. Different models for case assessments, goal settings, and contracting to develop action plans, including opening cases, writing case notes, follow up and referrals as well as case monitoring and evaluation of services will be covered. This is the third course in the Case Management Certificate Program.

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

1. Analyze the presenting challenges and opportunities facing individuals and the role of case management as an effective service delivery strategy.
2. Understand what case management is, the roles and responsibilities of case manager and client, and its limitations and strengths.
3. Understand the basic context of effective case management within the community as well as among individuals from various cultures.
4. Articulate clear action plans, meaningful and accurate case notes, and case formulation.
5. Address issues of cultural diversity, limited resources, complex situations, and apply case management strategies to effectively assist clients meet their goals.

## **SW 314 – CM – Introduction to Community Practice & Advocacy (8 weeks). Monday, March 3<sup>rd</sup>- Monday, April 21<sup>st</sup>, 2025**

This course provides skills for community practice with community stakeholders. This will be done in the context of students learning about the relationship between environmental changes and community practice. The course modules focus on processes of engaging in social change efforts to help students explore and better understand the power of disadvantaged communities to engage in community-based social action and transformation. Students will focus on how to act as social change agents in ways that strengthen communities' potentials and advocate with, and for, marginalized and disadvantaged communities to make sure that their demands are met.

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

1. Identify the strengths of disadvantaged communities and help them realize their potential so that they can be leaders in social change efforts that transform their condition.
2. Recognize and embrace cultural diversity as the cradle of wisdom and knowledge to build upon and strengthen communities.
3. Understand the relationship between changes in the natural environment and communities' social issues.
4. Identify the elements of a communities' context in relation to climate change.
5. Utilize storytelling, community asset mapping, and focus groups as ways for building community.
6. Recognize the place and power of storytelling in community.
7. Explore communities' capabilities and limits to actively engage in social justice and social change efforts together with communities and collaborators.
8. Practice community-based assessment tools to better understand communities' strengths and challenges.
9. Apply inclusive decision-making skills and approaches to explore communities' experiences.

### **PLAN OF STUDY**

Students will enroll in an online orientation course during the second session of the summer prior to starting the course work. SW311 and SW312 are taught during the Fall, and SW313 and SW314 in the Spring. Program follows the University of Utah Academic calendar. Enrollment in the next course requires a passing grade of 65% or higher. Students must pass the first two courses in the Fall to enroll in the spring courses.

### **PROGRAM FORMAT**

CANVAS, online and hybrid options, one 4-week Introduction to Online Education Course, and four 8-Week Courses.

### **IMPORTANT PROGRAM DATES**

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### CLASS SCHEDULE

Students located outside of Utah will participate in the program completely on-line. Students who are currently located in Utah will have one monthly in-person class. The rest of the program will be done on-line. Students must log into CANVAS weekly, participate, and complete online discussions, quizzes, examinations and entries.

**AVERAGE TIME TO COMPLETE CASE MANAGEMENT CERTIFICATE PROGRAM**  
10-months

### PREREQUISITES

High School level of reading and writing English.

### COSTS

No program enrollment cost. However, students will need to have regular access to Wi-Fi and a device that allows them to connect to Canvas in order to participate in the class.

### CERTIFICATE COMPLETION REQUIREMENTS

All four courses passed with a 65% minimum.

### HOW TO APPLY

You must submit the Application Form, Letter of Recommendation, Personal Statement and Resume. You will send 1 email with these documents attached as 4 separate files. The email must be sent to [cswcminfo@utah.edu](mailto:cswcminfo@utah.edu) Please see the CMC Program Application Form for more details.

### CONTACT INFORMATION REGARDING PROGRAM QUESTIONS:

Case Management Certificate Program Directors:

Teresa Molina & Kimberly Schmit at [cswcminfo@utah.edu](mailto:cswcminfo@utah.edu)