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# COURSE INFORMATION

* RHAB 5742 : Case Management
* Spring 2016
* Internet Course
* Prerequisites: None

## Professor/Instructor Contact Information

* Brandi D. Levingston, Ph.D., CRC
* Office Location: Chilton Hall, 218J
* Office Phone: (940) 565-2234
* Office hours: Tuesdays, Wednesdays and Thursdays 1-3pm or by appointment
* Brandi.Levingston@unt.edu

## About the Professor / Instructor

Dr. Brandi Levingston is a Senior Lecturer and Undergraduate Program Coordinator at the University of North Texas in the Department of Disability and Addictions Rehabilitation. She received her doctoral degree in Special Education, with a concentration in Rehabilitation Counseling, from the University of Texas at Austin and her master’s degree in Rehabilitation Counseling from Louisiana State University Health Sciences Center. She has worked as a Vocational Rehabilitation Counselor for the state of Texas. Her interests include: cultural competency, psychosocial aspects of disability, and students with disabilities in postsecondary education, and employment of persons with disabilities, specifically people with blindness or visual-impairments.

## Required Materials

Chan, F., Leahy, M. J., & Saunders, J. L. (Eds.) (2005). *Case Management for Rehabilitation Professionals* (2nd ed., Vols. I & II). Osage Beach, MO: Aspen Professional Services.

*Additional readings will be posted on Blackboard.*

## Course Description

The purpose of this course is to prepare students for the demands of case management practice in multiple rehabilitation, healthcare, and business settings. The course involves lectures, class discussions, individual projects, small group interaction, and student presentations. The course is designed to address case management practices from both conceptual and practical perspectives. Course content involves lectures, discussions, and individual projects.

This course will meet via Go To Meeting four times throughout the semester. Each meeting will be at 7pm CST and should last no longer than one hour. The meeting dates and times are as follows:

1. Tuesday, January 26 at 7pm CST
2. Tuesday, February 23 at 7pm CST
3. Tuesday, March 29at 7pm CST
4. Tuesday, April 26 at 7pm CST

# COURSE OBJECTIVES & OUTCOMES

Upon completion of this course, students will:

1. Recognize rehabilitation service systems, the historical foundations and current trends of case management, models and principles of case management, and the roles and functions of case managers in various practice settings as evidenced by providing correct responses to quiz items and participation in class discussions.
2. Identify how such factors as rehabilitation philosophy, disability-related legislation, individual rights, ethics, and cultural influences impact the practice of case management as evidenced by providing correct responses to quiz items and participation in class discussions.
3. Examine and explain the rights of people with disabilities under various federal and state laws and policies as evidenced by providing correct responses to quiz items and participation in class discussions.
4. Develop and practice case management skills that will simulate the process of a consumer moving through a prescribed system of service delivery as evidenced by successful completion of the Case File Assignment.
5. Review case management considerations for individuals with specific chronic illnesses or disabilities as evidenced by providing correct responses to quiz items and participation in class discussions.
6. Identify community rehabilitation services and resources for employment and independent living planning as evidenced by successful completion of the Case File Assignment.

***CORE Standards addressed:***

C.1.1. Practice rehabilitation counseling in a legal and ethical manner adhering to the Code of Professional Ethics and Scope of Practice for the profession.

C.1.1.a. Explain professional roles, purposes, and relationships of other human service and counseling/psychological providers.

C.1.2.a. Integrate into one’s practice, the history and philosophy of rehabilitation as well as the laws affecting individuals with disabilities.

C.2.1.a. Identify and articulate an understanding of the social, economic, and environmental forces that may present barriers to a consumer’s rehabilitation.

C.2.3.a. Provide rehabilitation counseling services in a manner that reflects and understanding of psychosocial influences, cultural beliefs and values, and diversity issues that may affect the rehabilitation process.

C.2.3.b. Identify the influences of cultural, gender, sexual orientation, aging, and disability differences and integrate this knowledge into practice.

C.2.3.c. Articulate an understanding of the role of ethnic/racial and other diversity characteristics such as spirituality and religion, and socio-economic status in groups, family, and society.

 C.3.5.a. Develop rehabilitation plans that address individual learning styles and strengths of individuals with a disability.

 C.4.1.a. Demonstrate understanding of various public and private disability benefits systems and the influence on rehabilitation, independent living, and employment.

C.4.3.b. Utilize career/occupational materials to assist the individual with a disability in vocational planning.

C.4.8.b. Identify transferable skills by analyzing the consumer’s work history and functional assets and limitations and utilize these skills to achieve successful job placement.

C.5.8.a. Promote ethical decision-making and personal responsibility that is consistent with an individual’s culture, values and beliefs.

C.7.1.b. Use assessment information to determine eligibility and to develop plans for services.

C.7.5.b. Apply assessment methods to evaluate a consumer's vocational, independent living and transferable skills.

C.10.1.a. Describe the systems used to provide vocational rehabilitation services to people with disabilities including the state/federal vocational rehabilitation program in the United States, private rehabilitation, and community-based rehabilitation programs.

C.10.1.b. Identify and plan for the provision of vocational rehabilitation services with individuals with a disability.

C.10.2.a. Evaluate the need for and utilize case and caseload management services.

C.10.2.b. Apply principles of caseload management, including case recording and documentation.

C.10.2.c. Identify rehabilitation case management strategies that are evidence-based.

C.10.2.d. Establish follow-up and/or follow-along procedures to maximize an individual’s independent functioning through the provision of post-employment services.

C.10.3.a. Iidentify and plan for the provision of independent living service alternatives with individuals with a disability.

C.10.4.a. Develop knowledge of transition servicesthat facilitate an individual’s movement from school to work.

C.10.6.a. Describe the purpose of forensic rehabilitation, vocational expert practice, and the reasons for referral of individuals for services.

C.10.7.b. Identify and recommend treatment options that facilitate recovery and successful rehabilitation outcomes.

C.10.11.b. Collaborate with advocates and other service providers involved.

C.10.12.a. Describe the purposes of life-care planning and utilize life-care planning services as appropriate.

C.10.13.a. Demonstrate knowledge of disability insurance options and social security programs.

C.10.14.a Describe programs of services for specialty populations including but not limited to: spinal cord injury, traumatic brain injury intellectual disabilities sensory disability, correctional and veterans.

C.10.15.a. Explain and plan for the appropriate use of assistive technology including computer-related resources.

C.10.15d. Assess individual needs for rehabilitation engineering services.

# TECHNICAL REQUIREMENTS/ASSISTANCE

The following information has been provided to assist you in preparation for the technological aspect of the course.

* UIT Help Desk: <http://www.unt.edu/helpdesk/index.htm>
* Hardware and software necessary to use Bb Learn: <http://www.unt.edu/helpdesk/bblearn/>
* Browser requirements: <http://kb.blackboard.com/pages/viewpage.action?pageId=84639794>
* Computer and Internet Literacy: <http://clt.odu.edu/oso/index.php?src=pe_comp_lit>
* Necessary plug-ins: <http://goo.gl/1lsVF>
* Internet Access with compatible web browser
* Headset/Microphone (if required for synchronous chats)
* Word Processor

## Minimum Technical Skills Needed:

* Using the blackboard system
* Using email with attachments
* Creating and submitting files in commonly used word processing program formats
* Copying and pasting
* Downloading and installing software
* Using spreadsheet programs

## Student Support

The University of North Texas provides student technical support in the use of Blackboard and supported resources. The student help desk may be reached at:

* Email: helpdesk@unt.edu
* Phone: 940.565-2324
* In Person: Sage Hall, Room 130

Regular hours are maintained to provide support to students. Please refer to the website: <http://www.unt.edu/helpdesk/hours.htm> for updated hours.

# ACCESS & NAVIGATION

## Access and Log in Information

This course was developed and will be facilitated utilizing the University of North Texas’ Learning Management System, Blackboard Learn. To get started with the course, please go to: <https://learn.unt.edu>

You will need your EUID and password to log in to the course. If you do not know your EUID or have forgotten your password, please go to: <http://ams.unt.edu>.

## Student Resources

As a student, you will have access to:

* Student Orientation via Blackboard Learn. It is recommended that you become familiar with the tools and tutorials within the Orientation to better equip you in navigating the course.
* Blackboard’s On Demand Learning Center for Students. It is recommended that you become familiar with the tools and tutorials to better equip you to navigate the course.
* From within Blackboard, you will have access to the “UNT Helpdesk” tab which provides student resources and Help Desk Information.

## Being a Successful Online Student

* [What Makes a Successful Online Student?](http://www.ion.uillinois.edu/resources/tutorials/pedagogy/StudentProfile.asp)
* [Self-Evaluation for Potential Online Students](http://www.ion.uillinois.edu/resources/tutorials/pedagogy/selfEval.asp)

## Course Organization

This course is organized into weekly learning modules with specific topics for each week. Each week begins on Monday at: 00 8am and ends at 11:59 pm Sunday. All assignments will be due no later than Sunday of each week. All materials will be offered in accessible formats.

## What Should Students Do First?

Once logged into the course on blackboard, students should attempt to familiarize themselves with the course. Students are expected to read the course syllabus and schedule. Students should also read all the materials provided in Learning Module 1 during the first week of class.

Each week students should proceed based on the provided course schedule. On blackboard, the course has also been divided into weekly learning modules that are based on the course schedule. Students should read the weekly objectives, lecture materials, required text chapters, and any supplementary required readings. Once the readings have been completed, students should complete the weekly assignment. The weekly assignments can be accessed via the weekly learning module or in the assignments tab on the left hand sidebar.

# COMMUNICATIONS

* Announcements: Each week the instructor will provide students with information pertaining to the class topic, readings, and assignments via a course announcement. Periodically, the instructor may provide announcements about important elements in the course.
* Email: Students are encouraged to email the instructor via blackboard or by using the email address provided to you at the beginning of this syllabus (brandi.levingston@unt.edu). *uses]*
* Discussions: Students will participate in discussion board activities with other classmates and the instructor to encourage group thought and active participation.

## Interaction with Instructor Statement

*Students should contact the instructor via blackboard, email, phone, or in person during office hours regarding any questions or concerns. Please find this information at the top of this syllabus. The instructor will make every effort to respond to emails within a 24 hour timeframe. However, during times of illness, travel, holidays, and weekends, the instructor may need more than 24 hours to respond. If this is the case, the instructor will try to inform the class prior to such events and make every effort to*

*Respond in a timely manner.*

When assignments have been graded, an announcement will be sent out and the gradebook will be updated to reflect these changes. It is the student’s responsibility to check the grade book on at least a weekly basis. If a student notices that an assignment has been graded that the student submitted and the gradebook has not changed, please contact the instructor and/or teaching assistant to resolve this issue. Students are encouraged to make contact as soon as possible. If more than one week has elapsed after the gradebook has been updated, the issue may not be resolved. All issues regarding the gradebook are at the discretion of the instructor to approve and make any needed changes.

# ASSESSMENTS & GRADING

## Assessments

This course is made up of a series of assignments and assessments to assist you in achieving the course learning objectives/outcomes. Each week you will work on various combinations of assignments, activities, discussions, readings, research, etc. which will be made available to you by each Monday at 8:00 am and close on the following Sunday at 11:59 pm. More information regarding each assignment can be found in the assignments tab of this course on the left hand side bar.

1. **Attendance and Class Discussion- 50 points**

Participation in assigned class activities is an important part of this grade.

1. Attendance will be taken during the four class meetings in order to further assess class participation and will be a part of the overall grade. Attendance is worth a total of 10 *points*.
2. There will be **4** **discussion boards** related to participation in this course. To receive complete credit for the discussion boards each student is required to make *one original post* and two *substantial responses* to a classmate n***o less than 24 hours apart.*** Each discussion board is worth 10 points.

2. **Quizzes - 50 points**

There are a total of 5 quizzes for this class that will be given on blackboard. The quizzes are multiple-choice and based on the course reading assignment. Each quiz is worth 10 points.

3. **Web Exercises – 45points**

There are 3 web exercises for this class with each addressing a different topic. Each web exercise is worth 15 points.

4. **Case Study Paper- 30 points**

Students will view a video about a person with a disability and complete a 3-4 page paper addressing specific topics related to the individual’s needs.

**5. Case Manager Interview- 25 points**

Students are required to interview  a case manager working with individual’s with disabilities. After the completion of the interview, students will write a 2-3 page paper describing the interview.

6. **Case File - 100 points**

Students are required to construct a case file based on a consumer. Thise casefile will be composed of an application, treatment plan, summary, and 2 case notes. Please see the Assignment Details Section for further information.

***Grading criteria***

***(points)***

A = 270 – 300

B = 240 – 269

C = 210 – 239

D = 180 – 209

F = below 179

## Assignment Submission Instructions

Students should use the weekly learning module or assignments tab to complete all assignments. For assignments that must be submitted via the blackboard drop box, students should only submit word documents as no other file type will be accepted. All assignments will open on Monday at 8:00am and will close on Sunday at 11:59 pm of the corresponding weekly learning module. Should technical issues occur during the assignment submission process, students are encouraged to contact the blackboard help desk via blackboard or phone (provided previously in this syllabus)? Once students have reported this technical problem, they are encouraged to contact the instructor with a ticket remedy number so that an alternative assignment submission process may be established. It is up to the discretion of the instructor to accept any alternative submissions of assignments.

# COURSE EVALUATION

The Student Perception of Teaching (SPOT) is a requirement for all organized classes at UNT. This short survey will be made available to you at the end of the semester, providing you a chance to comment on how this class is taught.  I am very interested in the feedback I get from students, as I work to continually improve my teaching. SPOT is considered to be an important part of your participation in this class. Further information regarding SPOT can be found at <https://facultysuccess.unt.edu/news/student-perceptions-teaching-spot>

# COURSE POLICIES

## Assignment Policy

All assignments will open on Monday at 8:00 am and will close on Sunday at 11:59 pm of the corresponding weeks. Discussion boards, web exercises, and quizzes will be submitted via the spaces provided to you on blackboard. All other assignments should be saved as word documents, as all other formats will not be accepted.

**Instructor Responsibilities and Feedback**

It is the responsibility of the instructor to provide materials that foster learning for the students enrolled in the course. The instructor will further provide any needed instructions for any course materials and assignments. Additionally, the instructor will send out weekly announcements, grade assignments, and respond to student emails. The instructor will strive to respond to students’ emails in a timely manner within a 24 hour period, unless the instructor is sick or traveling. If necessary, the instructor will adjust assignments or grades when warranted by instructor error or technical issue.

When assignments have been graded, an announcement will be sent out and the gradebook will be updated to reflect these changes. It is the student’s responsibility to check the grade book on at least a weekly basis. If a student notices that an assignment has been graded that the student submitted and the gradebook has not changed, please contact the instructor and/or teaching assistant to resolve this issue. Students are encouraged to make contact as soon as possible. If more than one week has elapsed after the gradebook has been updated, the issue may not be resolved. All issues regarding the gradebook are at the discretion of the instructor to approve and make any needed changes.

## Late Work

Assignments will not be accepted late for this course, unless there is a remedy ticket number from the blackboard helpdesk. Otherwise, there will be no acceptance of late assignments, regardless of the situation. Students are encouraged to complete assignments in a timely manner to avoid being late and missing an assignment.

## Class Participation

Students are required to login regularly to the online class site. The instructor will use the tracking feature in Blackboard to monitor student activity. Students are also required to participate in all class activities such as discussion boards.

## Virtual Classroom Citizenship

The same guidelines that apply to traditional classes should be observed in the virtual classroom environment. Please use proper netiquette when interacting with class members and the professor.

## Incompletes

Students are expected to complete the course within the session time frame. A grade of Incomplete will only be given if the student is (a) passing the course, (b) has completed 75% of the course requirement, (c) has very compelling special circumstances, and (d) provides adequate documentation. I will require that the course requirements be fulfilled by the end of the following semester. According to UNT policy:

*An Incomplete Grade ("I") is a non-punitive grade given only during the last one-fourth of a term/semester and only if a student (1) is passing the course and (2) has a justifiable and documented reason, beyond the control of the student (such as serious illness or military service), for not completing the work on schedule. The student must arrange with the instructor to finish the course at a later date by completing specific requirements. These requirements must be listed on a Request for Grade of Incomplete form signed by the instructor, student, and department chair; and also entered on the grade roster by the instructor. (*[*http://essc.unt.edu/registrar/incomplete.htm*](http://essc.unt.edu/registrar/incomplete.htm)*, p. 1)*

If you fail to complete the course requirements by the end of the subsequent semester the grade of Incomplete will be replaced with an “F”. I strongly urge you to complete the course. If you find you are falling behind, or not passing, I recommend you consider withdrawing from the class so that your record and GPA is not negatively affected. Please come talk to me if you find yourself having any difficulties with keeping up with the assignments or are not doing well on the quizzes.

## Copyright Notice

Some or all of the materials on this course Web site may be protected by copyright. Federal copyright law prohibits the reproduction, distribution, public performance, or public display of copyrighted materials without the express and written permission of the copyright owner, unless fair use or another exemption under copyright law applies. Additional copyright information may be located at: <http://copyright.unt.edu/content/unt-copyright-policies>.

Information about the University of North Texas’ Attendance Policy may be found at: <http://policy.unt.edu/policy/15-2-5>

## Syllabus Change Policy

The course syllabus is a general plan for the course; deviations announced to the class by the instructor may be necessary.

## Policy on Server Unavailability or Other Technical Difficulties

The University is committed to providing a reliable online course system to all users. However, in the event of any unexpected server outage or any unusual technical difficulty which prevents students from completing a time sensitive assessment activity, the instructor will extend the time windows and provide an appropriate accommodation based on the situation. Students should immediately report any problems to the instructor and also contact the UNT Student Help Desk: helpdesk@unt.edu or 940.565.2324. The instructor and the UNT Student Help Desk will work with the student to resolve any issues at the earliest possible time.

# UNT POLICIES

Student Conduct and Discipline

The primary concern of the University of North Texas is the student. The university attempts to provide for all students a campus environment that is conducive to academic endeavor and social and individual growth. To that end, rules, regulations and guidelines governing student behavior and the student's relationship with the university have been formulated into a student code of conduct and discipline. Enrollment at the University of North Texas is considered implicit acceptance of these and other policies applicable to students, all of which are educational in nature and designed to help students understand expectations and accept responsibility for their own actions. Additional information can be found in the [Code of Student Conduct.](http://studentaffairs.unt.edu/sites/default/files/pdf/code_of_student_conduct.pdf)

## Academic Honesty Policy

## Policies regarding student conduct and academic honesty posted by the University Center for Student Rights and Responsibilities in the Student Handbook apply to this class. As stated in the Policy: <http://www.unt.edu/csrr/student_conduct/misconduct.html>, misconduct for which students are subject to discipline falls into the following categories:

1. *Acts of Dishonesty, including but not limited to:*
	1. *Academic dishonesty - cheating. The term "cheating" includes, but is not limited to:*
		1. *use of any unauthorized assistance in taking quizzes, tests, or examinations;*
		2. *dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;*
		3. *the acquisition, without permission, of tests, notes or other academic material belonging to a faculty or staff member of the University;*
		4. *dual submission of a paper or project, or resubmission of a paper or project to a different class without express permission from the instructor(s);*
		5. *Any other act designed to give a student an unfair advantage.*
	2. *Academic Dishonesty — plagiarism. The term "plagiarism" includes, but is not limited to:*
		1. *the knowing or negligent use by paraphrase or direct quotation of the published or unpublished work of another person without full and clear acknowledgement and/or*
		2. *The knowing or negligent unacknowledged use of materials prepared by another person or by an agency engaged in the selling of term papers or other academic materials.*

## Discipline may range from not having an assignment accepted for credit to expulsion from the course. For more information regarding policies regarding student conduct, please visit: <http://www.unt.edu/csrr/student_conduct/index.html>

## ADA Policy

*The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking reasonable accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with a reasonable accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. You may request reasonable accommodations at any time, however, ODA notices of reasonable accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of reasonable accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of reasonable accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student.  For additional information see the Office of Disability Accommodation website at*[*http://www.unt.edu/oda*](http://www.unt.edu/oda)*. You may also contact them by phone at**940.565.4323**.*

## Add/Drop Policy

Please refer to the [Office of the Registrar](http://registrar.unt.edu/registration/fall-add-drop) regarding the Add/Drop Policy.

## Important Notice for F-1 Students taking Distance Education Courses:

Federal Regulation

To read detailed Immigration and Customs Enforcement regulations for F-1 students taking online courses, please go to the Electronic Code of Federal Regulations website at <http://www.oea.gov/index.php/links/electronic-code-of-federal-regulations>. The specific portion concerning distance education courses is located at "Title 8 CFR 214.2 Paragraph (f) (6) (I) (G)” and can be found buried within this document: <http://www.gpo.gov/fdsys/pkg/CFR-2012-title8-vol1/xml/CFR-2012-title8-vol1-sec214-2.xml>

*The paragraph reads:*

*(G) For F–1 students enrolled in classes for credit or classroom hours, no more than the equivalent of one class or three credits per session, term, semester, trimester, or quarter may be counted toward the full course of study requirement if the class is taken on-line or through distance education and does not require the student's physical attendance for classes, examination or other purposes integral to completion of the class. An on-line or distance education course is a course that is offered principally through the use of television, audio, or computer transmission including open broadcast, closed circuit, cable, microwave, or satellite, audio conferencing, or computer conferencing. If the F–1 student's course of study is in a language study program, no on-line or distance education classes may be considered to count toward a student's full course of study requirement.*

University of North Texas Compliance

To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component (which must be approved in advance by the instructor) can include activities such as taking an on-campus exam, participating in an on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.

If such an on-campus activity is required, it is the student’s responsibility to do the following:

1. Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.
2. Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Student and Scholar Services Office. ISSS has a form available that you may use for this purpose.

Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, s/he should contact the UNT International Student and Scholar Services Office (telephone 940-565-2195 or email internationaladvising@unt.edu) to get clarification before the one-week deadline.

# RESOURCES

Links to Academic Support Services, such as Office of Disability Accommodation, Counseling and Testing Services, UNT Libraries, Online Tutoring, UNT Writing Lab and Math Tutor Lab can be located within Blackboard Learn on the “Academic Support” tab.

* Computer Labs: General access computer lab information (including locations and hours of operation) can be located at: <http://www.gacl.unt.edu/>
* UNT Portal: <http://my.unt.edu>
* UNT Blackboard Student Resources: Technical Support: <https://ecampussupport.unt.edu/index.cfm?M=Student_Resources>
* UNT Library Information for Off-Campus Users:
<http://www.library.unt.edu/services/for-special-audiences/offcampus/information-for-off-campus-users>
* UNT Computing and Information Technology Center:
<http://citc.unt.edu/services-solutions/students>
* UNT Academic Calendar: <http://www.unt.edu/catalogs/2014-15/pdf/calendar.pdf>