

PSYC 3345.001Mental Health Services
Fall 2019
MWF 1:25 -2:20pm
Braithwaite Building Rm. 01030

Instructor: Lauren Perry, M.A.

Office Hours: By appointment

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Best way to contact professor: talk to me before or after class, e-mail, Canvas messaging, call/text my cell phone when short notice

Course catalog description: A survey of the applications of psychology to mental health, human relations, and social services.

Student Learning Outcomes and Assessments: 1. Students will gain a better understanding of mental health case management. 2. Students will gain a better understanding of current issues in mental health case management. 3. Students will learn practical skills needed to be an effective case manager in a mental health/social services setting. 4. Students will be exposed to different types of case management and resources/job opportunities in our community.

Evaluation and Grading: 2 multiple choice/true-false tests with the 3rd test given during the finals period, agency paper.

Teaching Methods: Lecture, Discussion, PowerPoints (posted on Canvas). Study Guides will be posted on Canvas to help students review.

Related Field Experiences: Guest speakers will speak about their careers/agencies. Class will take field trips to the Children's Advocacy Center of Smith County, East Texas Crisis Center, and Rusk State Hospital. Extra credit opportunities available by doing graduate student counseling/attending NAMI meetings.

Required Text, Materials/Supplies and Related Reading:

Summers, Nancy (2016). Fundamentals of case management practice: skills for the human services, 5th edition). Brooks/Cole: Belmont, CA.

Topical Outline (Tentative)

Aug.26,28,30 Introduction to class

What is case management? Summers-Ch.1

Parts of case management

Knowledge base, Skills, and Guidelines for Case Management

- Sept. 4, 6 Levels of Case Management
 Separating Case Management from Therapy
 Case Management in Provider Agencies
 Managed Care and Case Management
 Underlying Principles – Hope and Self-Determination
 Read Summers – Ch 3 Ecological Model
- Sept..9,11,13 Viewing the Client in His/Her Environment
 Seeking a Balanced View of the Client
 Looking at What the Person Brings
 Looking at What the Context Brings
 Developmental Transitions
 Developing the Interventions
 Read Summers - Ch 4 Cultural Competency
- Sept.16,18,20 Your Ethical Responsibility
 How to Avoid Us vs. Them
 Thoughtless vs. Thoughtful Communication
 Dimensions of Culture
 Obstacles to Understanding
 Competence
 Read Summers – Ch. 5 Attitudes and Boundaries
- Sept.23,25,27 Ways to Motivate and Encourage
 Reality
 How Clients are Discouraged
 Understanding Boundaries
 Seeing Yourself as Completely Separate Individuals
 Erecting Detrimental Boundaries
 Transference and Countertransference
 Read Summers – Ch 6 Clarifying Who Owns the Problem
- Sept. 30,2,4 If the Client Owns the Problem
 If You Own the Problem
 If You Both Own the Problem
 Read Summers – Ch 7 Identifying Good Responses and Poor Responses
- Oct. 7,9,11 Twelve Roadblocks to Communication
 False Praise vs. Positive Feedback
 Minor and Major Problems
 Read Summers – Ch 8 Listening and Responding
- Oct.14,16,18 Defining Reflective Listening
 Responding to Feelings

Responding to Content
Positive Reasons for Reflective Listening
Read Summers – Ch. 9 Asking Questions

Oct.21,23,25 When Questions are Important
Closed Questions
Open Questions
Questions that Make the Client Feel Uncomfortable
Read Summers – Ch 10 Bringing Up Difficult Issues

Oct.28,30,1 When to Use Confrontation
The “I” Message in Confrontation
Rules for Confrontation
Asking Permission to Share Ideas
Confronting Collaterals
On No Becoming Overbearing
Read Summers - Ch 11 Addressing and Disarming Anger
Common Reasons for Anger
Why Disarming Anger is Important
Burns’ Four Step Process
What You Do Not Want To Do
Read Summers – Ch 12 The Effective Combination of Skills

Nov. 4,6,8
Combining Skills and Attitudes
Communication Skills That Facilitate Change
From Adversarial to Collaborative
Case Manager Traps
Test #1
Read Summers – Ch 15 The First Interview
Your Role in the First Interview
Preparing for the First Interview
Arranging Your Office
Meeting the Client
During the Interview
What Information to Collect
Client Expectations
Social Histories and Forms (See Ch 17)
Wrapping Up
The Client Leaves
Read Summers - Ch 17 Using the DSM

Nov.11,13,15 History of Diagnosis
Using the DSM
Changes in the DSM V

Clinical Syndromes, Personality Disorders, Medical Conditions,
Psychosocial Stressors, and GAF
Read Summers – Ch 18 The Mental Status Examination
What to Observe
How to Observe
Documenting Your Observations
Common Terms

Nov.18,20,22 Psychotropic Meds
Agency paper due
Schizophrenia

Nov.25,27,29 Thanksgiving Holidays

Dec.2,4,6 Bipolar Disorder
Major Depression
Suicide
Field Trip to Rusk State Hospital

Test #2 will be held on the scheduled exam day during finals week.

Guest speakers will be scheduled throughout the semester. Dates and speakers will be announced in class.

NOTE: This outline is designed to provide a tentative schedule of covered topics. You will be notified of all changes during class periods. Guest speakers from the mental health/human services will speak throughout the semester. It is very important that you are present to hear the speakers because their information cannot be replicated by reading of the text or by copying someone's notes.

University Policies:

Students Rights and Responsibilities

To know and understand the policies that affect your rights and responsibilities as a student at UT Tyler, please follow this link: **HYPERLINK**

"<http://www.uttyler.edu/wellness/rightsresponsibilities.php>"

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Grade Replacement/Forgiveness and Census Date Policies

Students repeating a course for grade forgiveness (grade replacement) must file a Grade Replacement Contract with the Enrollment Services Center (ADM 230) on or before the Census Date of the semester in which the course will be repeated. Grade Replacement Contracts are

available in the Enrollment Services Center or at <http://www.uttyler.edu/registrar>. Each semester's Census Date can be found on the Contract itself, on the Academic Calendar, or in the information pamphlets published each semester by the Office of the Registrar.

Failure to file a Grade Replacement Contract will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates are eligible to exercise grade replacement for only three course repeats during their career at UT Tyler; graduates are eligible for two grade replacements. Full policy details are printed on each Grade Replacement Contract.

The Census Date is the deadline for many forms and enrollment actions that students need to be aware of. These include:

- Submitting Grade Replacement Contracts, Transient Forms, requests to withhold directory information, approvals for taking courses as Audit, Pass/Fail or Credit/No Credit.

- Receiving 100% refunds for partial withdrawals. (There is no refund for these after the Census Date)

- Schedule adjustments (section changes, adding a new class, dropping without a "W" grade)

- Being reinstated or re-enrolled in classes after being dropped for non-payment

- Completing the process for tuition exemptions or waivers through Financial Aid

State-Mandated Course Drop Policy

Texas law prohibits a student who began college for the first time in Fall 2007 or thereafter from dropping more than six courses during their entire undergraduate career. This includes courses dropped at another 2-year or 4-year Texas public college or university. For purposes of this rule, a dropped course is any course that is dropped after the census date (See Academic Calendar for the specific date).

Exceptions to the 6-drop rule may be found in the catalog. Petitions for exemptions must be submitted to the Enrollment Services Center and must be accompanied by documentation of the extenuating circumstance. Please contact the Enrollment Services Center if you have any questions.

Disability Services

In accordance with federal law, a student requesting accommodation must provide documentation of his/her disability to the Disability Services counselor. If you have a disability, including a learning disability, for which you request an accommodation, please contact the Disability Services office in UC 3150, or call (903) 566-7079.

Student Absence due to Religious Observance

Students who anticipate being absent from class due to a religious observance are requested to inform the instructor of such absences by the second class meeting of the semester.

Student Absence for University-Sponsored Events and Activities

If you intend to be absent for a university-sponsored event or activity, you (or the event sponsor)

must notify the instructor at least two weeks prior to the date of the planned absence. At that time the instructor will set a date and time when make-up assignments will be completed.

Social Security and FERPA Statement:

It is the policy of The University of Texas at Tyler to protect the confidential nature of social security numbers. The University has changed its computer programming so that all students have an identification number. The electronic transmission of grades (e.g., via e-mail) risks violation of the Family Educational Rights and Privacy Act; grades will not be transmitted electronically.

Emergency Exits and Evacuation:

Everyone is required to exit the building when a fire alarm goes off. Follow your instructor's directions regarding the appropriate exit. If you require assistance during an evacuation, inform your instructor in the first week of class. Do not re-enter the building unless given permission by University Police, Fire department, or Fire Prevention Services.

Student Standards of Academic Conduct

Disciplinary proceedings may be initiated against any student who engages in scholastic dishonesty, including, but not limited to, cheating, plagiarism, collusion, the submission for credit of any work or materials that are attributable in whole or in part to another person, taking an examination for another person, any act designed to give unfair advantage to a student or the attempt to commit such acts.

(i) "Cheating" includes, but is not limited to:

- copying from another student's test paper;
- using during a test, materials not authorized by the person giving the test;
- failure to comply with instructions given by the person administering the test;
- possession during a test of materials which are not authorized by the person giving the test, such as class notes or specifically designed "crib notes". The presence of textbooks constitutes a violation if they have been specifically prohibited by the person administering the test;
- using, buying, stealing, transporting, or soliciting in whole or part the contents of an unadministered test, test key, homework solution, or computer program;
- collaborating with or seeking aid from another student during a test or other assignment without authority;
- discussing the contents of an examination with another student who will take the examination;
- divulging the contents of an examination, for the purpose of preserving questions for use by another, when the instructor has designated that the examination is not to be removed from the examination room or not to be returned or to be kept by the student;
- substituting for another person, or permitting another person to substitute for oneself to take a course, a test, or any course-related assignment;
- paying or offering money or other valuable thing to, or coercing another person to obtain an unadministered test, test key, homework solution, or computer program, or information about an unadministered test, test key, homework solution or computer program;
- falsifying research data, laboratory reports, and/or other academic work offered for credit;

- taking, keeping, misplacing, or damaging the property of U. T. Tyler, or of another, if the student knows or reasonably should know that an unfair academic advantage would be gained by such conduct; and,
- misrepresenting facts, including providing false grades or resumes, for the purpose of obtaining an academic or financial benefit or injuring another student academically or financially.

(ii) "Plagiarism" includes, but is not limited to, the appropriation, buying, receiving as a gift, or obtaining by any means another's work and the submission of it as one's own academic work offered for credit.

(iii) "Collusion" includes, but is not limited to, the unauthorized collaboration with another person in preparing academic assignments offered for credit or collaboration with another person to commit a violation of any section of the rules on scholastic dishonesty.