Syllabus

Course Information:
PSYC3345  Mental Health Services
FALL  2014
MWF 2:00-2:50pm
BUS 212

Instructor: Lauren Perry, M.A.
Office: BEP 226
Office Hours: by appointment
Telephone: Cell 903.530.4358 (do not call office phone and leave voicemail)
Email address: lperry@uttyler.edu
Best way to contact professor: talk to me before or after class, email, call 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: 3 multiple choice/true-false tests with the 3rd test given during the finals period, and Meet an Agency Project.

Teaching Strategies - Lecture, Discussion, Study Guides given before tests to help students review.

Related Field Experiences - Guest speakers will speak about their careers. Students will be notified in class of the dates of guest speaker appearances. Class will take field trips to the Children’s Advocacy Center of Smith County and Rusk State Hospital (plus possible other trip). Extra credit opportunities will be available by attending classes through Parent Services Center and/or seminar on ADHD. Students may also earn extra credit through participating in graduate student counseling/testing. Come speak to instructor if work/life schedule does not permit this. Details will be given in class.

**Please Note:** A student of this institution is not under any obligation to purchase a textbook from a university-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

**Course Policies**

Attendance – Attendance is required. Please let me know if something out of the ordinary causes you to miss class. I will not systematically add or deduct points on the basis of attendance. It would be wise to note, however, that my class presentations will include material not covered in assigned readings. Class attendance, therefore, is strongly encouraged and will be a factor in my decision on borderline grades.

**Code of Conduct** – I expect students in this course to conduct themselves as adults. I expect students to meet assigned deadlines. I expect students to behave in an academically honest manner. I reserve the right to penalize students who violate class policies. No cell phones/texting, facebook browsing in class. Please let me know if you have a situation in which you are awaiting a telephone call or text.

**Tentative Schedule of Events**

Aug. 25,27,29  Introduction to class  
What is case management? Summers-Ch.2, Walsh- Ch. 1  
Parts of case management  
Knowledge base, Skills, and Guidelines for Case Management  

Sept. 1  Labor Day – No class  

Sept. 3, 5  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. 8,10,12  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.15,17,19  Culture and Communication
   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.22,24,26 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.29,1,3  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.6,8,10  Twelve Roadblocks to Communication
   False Praise vs. Positive Feedback
   Minor and Major Problems
   Test #1
   Read Summers – Ch 8 Listening and Responding

Oct. 12,14,16  Defining Reflective Listening
   Responding to Feelings
   Responding to Content
   Positive Reasons for Reflective Listening
   Read Summers – Ch. 9 Asking Questions

Oct.20,22,24  Questions are Important
   Closed Questions
   Open Questions
   Questions that Make the Client Feel Uncomfortable
   Read Summers – Ch 10 Bringing Up Difficult Issues
Oct. 27, 29, 31
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

Nov. 3, 5, 7
Test #2
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
Wrapping Up
The Client Leaves
Read Summers - Ch 17 Using the DSM

Nov. 10, 12, 14
History of Diagnosis
Using the DSM
Clinical Syndromes, Personality Disorders, Medical Conditions,
Read Summers – Ch 18 The Mental Status Examination
What to Observe
How to Observe
Documenting Your Observations
Common Terms
Read Walsh – Ch 5 The Case Manager and Psychotropic Medications

Nov. 17, 19, 21
Diagnosis and Psychotropic Medications
Read Walsh – Ch 6 Persons with Schizophrenia
Description of Schizophrenia.
Experience of Family Members, etc.
Typical Age of Onset, Downward Drift Hypothesis and Genetic basis
Read Walsh ch.7 Persons with Bipolar disorder

Nov. 24, 26, 28
Thanksgiving Holidays
Dec. 1, 3, 5

Dec. 1, 3, 5

Bipolar Disorder
Intervention Strategies
Read Walsh – Ch. 8 Persons with Major Depression
Bipolar Disorder
Understanding Depression
Terms Associated with Depression
Causes of Depression
Stress and Coping
Importance of Social Support
Intervention Techniques
Suicide
Field Trip to Rusk State Hospital

Test #3 is to be held on the regularly scheduled exam day during finals week.

Guest speakers will be scheduled throughout the semester. Dates and speakers will be announced in class. Speakers will be from many different areas; explore the many ways you can utilize your degree. Organizations represented will be the Andrews Center, East Texas Crisis, Child Protective Services, Children's Advocacy Center, Rusk State Hospital, etc.

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.

Selected University Policies:

Grade Replacement/Forgiveness
If you are repeating this course for a grade replacement, you must file an intent to receive grade forgiveness with the registrar by the 12th day of class. Failure to do so will result in both the original and repeated grade being used to calculate your overall grade point average. Undergraduates will receive grade forgiveness (grade replacement) for only three course repeats; graduates, for two course repeats during his/her career at UT Tyler.

Disability Services

If you have a disability, including a learning disability, for which you request disability support services/accommodation(s), please contact Ida MacDonald in the Disability Support Services office so that the appropriate arrangements may be made. In accordance with federal law, a student requesting disability support services/accommodation(s) must provide appropriate documentation of his/her disability to the Disability Support Services counselor. In order to assure approved services the first
week of class, diagnostic, prognostic, and prescriptive information should be received 30
days prior to the beginning of the semester services are requested. For more information,
call or visit the Student Services Center located in the University Center, Room 282. The
telephone number is 566-7079 (TDD 565-5579). Additional information may also be
obtained at the following UT Tyler Web address:
http://www.uttyle.edu/disabilityservices.

**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.

**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.