

**TVRS 305: Tribal Vocational Rehabilitation Foundations: Case Record and Management**

This document provides an overview of the course foundation, elements, assignments, schedules, and activities. For more information about general Northwest Indian College policies, please see the Northwest Indian College catalog. For questions pertaining to this course, please contact the instructor via the information provided below.

**Course Title: TVR Foundations: Case Management**

**Course Number and Section: TVRS 305**

**Number of Credits: 3**

**Quarter being offered: TBD**

**Class Meeting Location, Days and Time: TBD**

**Instructor Information:** TBD

**Course Description:**

Presents the requirements for case record documentation, case records retention, and effective ways to organize case records. Introduces the concept and importance of the team approach in agencies to ensure that client needs are addressed and that case organization and team management produces higher quality client employment outcomes.

**Course Prerequisite:**

TVRS 301

**Text(s)/Readings/Materials:**

Required Text:

34 CFR Part 371: Vocational Rehabilitation Service Projects for American Indians with Disabilities <http://www.ecfr.gov/cgi-bin/text-idx?SID=dcb2155151b6863a642e68d71b818c8d&mc=true&node=pt34.2.371&rgn=div5>

Optional Reading/Texts:

34 CFR Part 361: State Vocational Rehabilitation Services Program

<http://www.ecfr.gov/cgi-bin/text-idx?SID=dcb2155151b6863a642e68d71b818c8d&mc=true&node=pt34.2.371&rgn=div5>

Parker, R. M., & Patterson, J. B. (Eds.). (2012). *Rehabilitation counseling: Basics and beyond (5th ed.).* Austin, TX: Pro-Ed.

ISBN-13: 978-1416404958

<http://www.amazon.com/Rehabilitation-Counseling-Randall-M-Parker/dp/1416404953/ref=sr_1_3?s=books&ie=UTF8&qid=1454692325&sr=1-3&keywords=parker+and+patterson>

**Course Policies:**

Class participation is expected and includes attendance, preparedness for class, and verbal and written participation in class. The use of cell phones while in class is discouraged. The use of laptop computers is encouraged for note taking, use of anthology, and exercises that require computer use.

Students who have a valid issue that prevents them from attending class need to notify the instructor **prior** to the start of that class or teleconference either via telephone or email. Each situation will be evaluated separately to determine if it is an excused or unexcused absence.

Regardless of the participation grade, students are urged to attend every class. Learning is a cumulative process and the class will build on material covered in previous class sessions. The instructor will strive to keep classes relevant, fun, and interesting.

Given that this is a 3 credit-hour course, the amount of work for this course will typically require that each student will need to dedicate a total of 90 hours (30 hours per credit) toward the completion of the course. This time includes out-of-course preparations and place-based projects, reading, and in-class time.

**Learning Outcomes**

**NWIC Institutional Outcomes:**

Upon program completion, a successful student will be able to:

* Exhibit a sense of place. (5)
* Effectively communicate in diverse situations, from receiving to expressing information, both verbally and nonverbally. (1)
* Use analytical and critical thinking skills to draw and interpret conclusions from multiple perspectives including indigenous theory and methods. (2)

**Course Outcomes:**

Upon the successful completion of this course, each student will be able to:

1. List the required contents of a case record;
2. Describe the follow-up on a case that is determined “incapable of benefiting”;
3. Describe the follow-up on a case that closed due to severity of disability;
4. List the criteria required to close a case where an employment outcome is successfully achieved;
5. Describe why it is important to have a single case record format for a TVR agency;
6. Describe your agency's strategy for ensuring that case records meet agency and legal standards, including confidentiality;
7. Describe the agency's methods for gathering and reporting the case record data to RSA;
8. Describe your agency's methods for ensuring client services are deliverable and follow the design of the case record when the assigned VRC is absent;
9. Describe how a counselor would prioritize caseload duties such as progress notes, paperwork and client contacts.
10. Describe the legal requirements for retaining closed case records.

**Overview of Course Activities and Grading:**

This is an “in-service hybrid” course with part of the assignments done at each student’s home base during the 10 weeks of the course. During class, each student will describe a place-based project to be completed and emailed to the instructor.

The grade for the course will be derived using the Northwest Indian College grading system, based on the following:

Out-of-class preparations 25%

In-class quizzes 25%

In-class presentations and assignments 25%

Report on place-based project 25%

Total 100%

Out-of-class preparations (25%):

Documents will be emailed to each student or uploaded to Canvas prior to each class session, which will include readings for the scheduled topics. Each student will gather from their home-base related scenarios and examples for use at the in-class portion. These materials from home-base are essential.

In-class quizzes (25%):

There will be 2 quizzes in the course. One will be at the end of class 3 and the other at the end of class 6. The quizzes will determine if the students understand the content and can apply the information learned to case record and management.

In-class presentations (25%):

Course presentations will include case record and management. Each presentation will be followed by group discussions. For face-to-face classes, the discussions will take place in small groups and one person per group will be randomly selected to summarize the content of that session, as well as individual and group ideas for improvements, streamlining, and experiences.

Report on place-based project (25%):

Students will complete a place-based project that will enhance, expand, or modify practices or services provided by their TVR program using information or skills learned in class. Project formats can vary depending on students’ interests and each student will determine their project. Students can work solo, in partnership with fellow students, or with co-workers. The instructor will be available to discuss projects, process, and format. A written report or other evidence of the product must be submitted to the instructor by the final week of the course.

Grading:

The following is the grading scale for this course.

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| --- |
| A = 90-100 |
| B = 80-90 |
| C = 70-80 |
| D = 60-70 |
| F = Below 60 |

**Course Requirements, Assignment, and Assessments:** Students are to read and study the assigned materials before each class, and to complete a final place-based project.

**Outline/Schedule of Topics:** List and description of topics covered. Case study scenarios and practice exercises will be a part of most classes.

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| --- | --- | --- |
| **WEEK** | **TOPICS AND ASSIGNMENTS** | **READINGS** |
| Week 1 | **Pre-test**  Course introduction and orientation |  |
| Week 2 | TVR client case records  **Random selection presentations** | 4a. Case record content  8. Eligibility determination  8g. Eligibility, prohibited factors |
| Week 3 | Process and documentation for cases determined “not eligible”  Process and documentation for cases determined “not eligible” based on “the applicant is incapable of benefitting in terms of employment outcome”  Process and documentation for cases with potential to be determined “not eligible” based on “the applicant is incapable of achieving an employment outcome due to the severity of the disability”  **Random selection presentations**  **Quiz** | 8f. Not eligible  7f. CAP in brief  8e. Incapable of benefitting example  8c. Trial work example |
| Week 4 | Documenting a successful employment outcome closure using the required six criteria  **Random selection presentations** | 10. Closures in VR (note the data collection at the bottom of Doc 10) |
| Week 5 | Case record documentation, organization, and management  **Random selection presentations**  **Place-based project topic due (emailed to instructor)** | 4b. Case record organization |
| Week 6 | Case record review  Confidentiality  **Random selection presentations**  **Quiz** | Case review guide R2012  7C. Confidentiality  3C. Retention of records |
| Week 7 | Caseload tracking for ease in reporting performance to RSA  Data collection | 5a. TVR report data  RSA final report package |
| Week 8 | Caseload management and unit team support | 7. Team building in the workplace |
| Week 9 | TVR caseload management | Connecting how we talk with whom we talk and how we present |
| Week 10 | **Post-test**  **Place-based project due** |  |