

**University of Utah College of Social Work**  
**Social Work Case Management Certificate Program 2021-2022**  
**Deadline for Applications: June 7, 2021**

## OVERVIEW

The Social Work Case Management Certificate Program is a continuing education online noncredit certificate. The 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 SHOULD ATTEND THE CMC PROGRAMS

Individuals who are already working or intend on working as caseworkers, 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

Social Work 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 in diverse cultural and linguistic values to the program.

## PROGRAM LEARNING OBJECTIVES

Students will learn:

- Basic human behavior, ecological and systems theories for social work practice.
- Skills and abilities in interpersonal communication and documentation to better engage with clients.
- Different models of case management in multicultural contexts.
- Skills on how to act as system change agents and advocates for social transformation.

## UPON SUCCESSFUL COMPLETION OF THIS CERTIFICATE PROGRAM, GRADUATES SHOULD BE ABLE TO:

- Apply an 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-month long (July 19, 2021 – May 2, 2022) and includes one online orientation course and four eight-week social work 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 (3 weeks) July 19-August 9, 2021

This course provides an introduction to the Case Management Certificate Program (CMCP) of the College of Social Work, University of Utah. It includes an orientation to the Canvas 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 CMCP. *\*Instructors: LCSW Julianne Rabb & MSW Interns*

SW 311 – CM – Introduction to Social Work (8 weeks) August 23-October 18, 2021

Positioned within a strengths perspective, this course provides an introduction to human behavior, the ecological model and systems theories that guide social work practice. Within a micro, mezzo and macro framework, students will develop an understanding of the application of these theories to different size client systems and contexts. Students will explore the various examples of social change agents in their own context. They will become familiar with the various roles and the systems engaged in the delivery of social services. The course provides students with the background to recognize groups and populations that have historically been oppressed. Students will become familiar with the Universal Declaration of Human Rights and guidelines for ethical practice. *\*Instructors: Dr. Mary Beth Vogel-Ferguson & Dr. An Thi Ha*

SW 312 – CM – Introduction to Interpersonal Communication & Documentation (8 weeks)  
October 18-December 13, 2021

In this course, students will learn the following topics: developing interpersonal skills from a multicultural perspective, establishing a relationship with clients -beginning where the client is at, appropriate boundaries, and dual and multiple relationships. We will continue to learn the basic skills for engagement with clients including deep and active listening; facilitation conditions (paraphrasing, summarizing, clarifying, questioning); exploring skills (asking questions, reflecting content, reflecting meanings, seeking clarification); preparatory skills (reviewing, exploring, consulting, arranging, empathy). The goals for this section are to strengthen students' abilities to listen to others, be emphatic with people's suffering, identify people's strengths to respond to adversity and; validate people's feelings and needs. As a group, we will share our thoughts and comments on how to engage with clients and individuals that we work with, following the principles studied the four previous weeks. Next, we will move to the practice sections, where students will apply the skills they are learning by conducting interviews.

*\*Instructors: Dr. Isabel Teresa Molina & MSW Javier Augusto Campos*

SW 313 – CM – Introduction to Social Casework (8 weeks) January 10-March 7, 2022

This course presents the fundamental aspects of casework with individuals and families, including common case management roles, processes and responsibilities in a multicultural context. Participants will develop familiarity with how caseworkers and clients 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.

*\*Instructors: MSW Adhal Awan & MSW Javier Augusto Campos*

SW 314 – CM – Introduction to Community Practice & Advocacy (8 weeks) March 7-May 2, 2022

Located in a capacity building, power and change framework, this course focuses on understanding human rights, social justice and practice. Students will focus on how to act as system change agents in ways that empower individuals, families and groups. Human Service professionals develop the skills to improve clients' capabilities of knowing their basic rights and advocating for marginalized communities. *\*Instructors: Dr. Aster Tecele & Dr. An Thi Ha*

GRADUATION: May 9, 2022

PLAN OF STUDY:

Students enroll in an online orientation course in the second session of 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% and above. Students must pass the first two courses in the fall to enroll in the spring courses.

FORMAT:

CANVAS, online, One Introduction to Online Education Course, and four 8-Week Courses.

PROGRAM IMPORTANT DATES:

Yearly, during the second session of summer.

Application Due Date: June 7, 2021

Notification of Acceptance or Denial: July 1, 2021

Notified of Registration and Instructions on how to access CIS and Canvas in order to begin the

Orientation: July 12, 2021

Case Management Orientation Course Begins: July 19, 2021

CLASS SCHEDULE:

There are no face-to-face scheduled classes. Students must log in CANVAS weekly, participate in discussions and submit entries.

AVERAGE TIME TO COMPLETE:

10-months

**PREREQUISITES:**

High School level of reading and writing English.

**COSTS:**

No cost for students in countries outside of the USA. No cost for individuals applying independently in the USA. \$75.00 fee for US based organizations that are sponsoring a student's application. Payment is required after the student is accepted into the program. Directors will contact the organization at that time.

**CERTIFICATE COMPLETION REQUIREMENTS:**

All four courses passed with a 65% minimum.

**HOW TO APPLY:**

Complete Application Form, Letter of Recommendation, Personal Statement and Resume.

Return completed applications to: **CSWInfo@utah.edu (see details at the top of the application)**

**CONTACT REGARDING PROGRAM QUESTIONS:**

Case Management Co-Directors: Teresa Molina - T.Molina@partners.utah.edu  
Kimberly Schmit - k.schmit@partners.utah.edu