

**SUMMER BLOCK
FOUNDATION YEAR
INTERNSHIP MANUAL**

**Graduate Social Work Program
UALR School of Social Work**

Table of Contents
Summer Block Foundation Year (First Year) Internship Manual

Item	Page #
Foundation Year Competencies and Practice behaviors	2
Portfolio Requirements	5
Course Outline SOWK 7803	6
Learning Contract, First Semester	12
Supervision/Activity Log	39
Process Recording Instructions	41
Process Recording Format	44
Individual Assessment Format	47
Contract Format and Guidelines	51
Family Assessment Format	53
Group Assessment Format	56
Organizational Assessment Format	57
Organizational Intervention	59
Community Assessment Format	60
Community Intervention	62
Evaluation of Practice	63
Foundation Year Student Performance Evaluation	65
MSW Student Evaluation of Internship	73
Evaluation of MSW Faculty Liaison	76
MSW Instructor Evaluation of Internship Program	78

Foundation Year Competencies & Practice Behaviors

1. Identify as a professional social worker and conduct oneself accordingly.
 - 1.1—practice personal reflection and self-correction to assure continual professional development;
 - 1.2—attends to professional roles and boundaries;
 - 1.3—demonstrate professional demeanor in behavior, appearance, and communication;
 - 1.4—engage in career-long learning; and
 - 1.5—use supervision and consultation.

2. Apply social work ethical principals to guide professional practice.
 - 2.1—make ethical decisions by applying standards of the National Association of Social workers Code of Ethics and, as applicable, of the International Federation of Social Workers/International Association of Schools of Social Work Ethics in Social Work, Statement of Principles;
 - 2.2—tolerate ambiguity in resolving ethical conflicts;
 - 2.3—apply strategies of ethical reasoning to arrive at principled decisions;
 - 2.4—recognize and manage personal values in a way that allows professional values to guide practice.

3. Apply critical thinking to inform and communicate professional judgments.
 - 3.1—distinguish, appraise, and integrate multiple sources of knowledge, including research-based knowledge, and practice wisdom;
 - 3.2—analyze models of assessment, prevention, intervention, and evaluation;
 - 3.3—come to well-reasoned conclusions and solutions, implement plan of action, review and reflect upon results;
 - 3.4—demonstrate effective oral and written communication in working with individuals, families, groups, organizations, communities, and colleagues.

4. Engage diversity and difference in practice.
 - 4.1—recognize the extent to which a culture’s structures and values may oppress, marginalize, alienate, create or enhance privilege and power;
 - 4.2—gain sufficient self-awareness to eliminate the influence of personal biases and values in working with diverse groups;
 - 4.3—recognize and communicate understanding of the importance of difference in shaping life experiences; and
 - 4.4—view themselves as learners and engage those with whom they work as informants.

5. Advance human rights and social and economic justice.
 - 5.1—understand the forms and mechanisms of oppression and discrimination;
 - 5.2—advocate for human rights and social and economic justice;
 - 5.3—engage in practices that advance social and economic justice.
6. Engage in research-informed practice and practice-informed research.
 - 6.1—use practice experience to inform their research when appropriate;
 - 6.2—use research evidence to inform practice.
7. Apply knowledge of human behavior and the social environment.
 - 7.1—utilize theories and models of practice to guide the processes of problem identification and assessment as well as intervention development, deployment, and evaluation;
 - 7.2—critically evaluate and apply knowledge to understand and predict human behavior, both individually and in the social environment.
8. Engage in policy practice to advance social and economic well-being and to deliver effective social work services.
 - 8.1—identify and learn from a range of stakeholders concerned with policies that advance social well-being and with those that don't;
 - 8.2—analyze, formulate, and advocate for policies that advance social well-being; and
 - 8.3—collaborate with colleagues and client for effective policy action.
9. Respond to contexts that shape practice.
 - 9.1—discover, critically appraise, and attend to changing locales, populations, scientific and technological developments and emerging societal trends to provide relevant services;
 - 9.2—assess the social, emotional, organizational and environmental context in which people live and utilize this information in practice and service delivery;
 - 9.3—provide leadership in promoting sustainable changes in service delivery and practice to improve the quality of social services

10. Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities.

Engagement

- 10.1—use empathy and other interpersonal skills;
- 10.2—develop a mutually agreed-on focus of work and desired outcomes, subject to change in the ongoing assessment process between worker and client.

Assessment

- 10.3—collect, organize and interpret client data;
- 10.4—assess client strengths and needs;
- 10.5—develop mutually agreed-on intervention goals and objectives, which are subject to change in the ongoing assessment process between worker and client;
- 10.6—select appropriate intervention strategies.

Intervention

- 10.7—implement appropriate prevention and intervention strategies that enhance client capacities;
- 10.8—help clients resolve problems, as well as re-evaluate and refine goals as part of the ongoing assessment process;
- 10.9—negotiate, mediate, and advocate for clients;
- 10.10—facilitate transitions and endings.

Evaluation

- 10.11—critically analyze, monitor and evaluate interventions.

FOUNDATION YEAR INTERNSHIP PORTFOLIO REQUIREMENTS AND CHECKLIST

Summer Block Internship

Learning Contract	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Supervision & Activity Logs (n=15) <i>*showing 2 hrs of instructor supervision</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Process Recordings (<i>baseline of 2 per week in chronological order with feedback from instructor; 2 of a group meeting or /session; 2 of endings</i>)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Minimum of 3 Assessments of different client systems		
1. An individual or family in UALR format	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. An organizational, UALR format	<input type="checkbox"/> Yes	<input type="checkbox"/> No
3. One Group Assessment	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Based on the assessments, 2 contract/intervention plans UALR format & documentation of implementation		
1. One with an individual or family	<input type="checkbox"/> Yes	<input type="checkbox"/> No
2. One with a group	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Documentation of an organization intervention	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Documentation of a community intervention	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Documentation of 3 home visits (<i>process recording or other</i>)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
One Evaluation of Practice	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Sample(s) of progress notes	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Mid-Point Evaluation	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Final Evaluation (student & instructor)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Organization		
Portfolio free of client identification	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Organized with dividers according to above sections	<input type="checkbox"/> Yes	<input type="checkbox"/> No

University of Arkansas at Little Rock
Graduate Social Work Program
Course Outline

Course: 7803

Title: Social Work Block Internship

Instructor: Foundation Year Internship Instructors **Semester Credits:** 8

Prerequisites: All foundation year classroom courses: HBSE, Policy, Foundations I, II, and III, Assessment & Differential Diagnosis, and Research.

I. Description of Course:

The social work internship is an integral part of the curriculum in social work education. It engages the student in supervised practice activities, providing practical experience in the application of the practice behaviors at the foundational level. The objective of the internship is to produce a social work student that demonstrates mastery in each of the 10 core competencies described in the 2008 EPAS.

The foundation year internship fosters development of integrated social work practice skills with individuals, families, groups, organizations and communities. The beginning focus is on the relationship of the values and ethics of the profession to the agency setting, the development of the professional relationship with client systems, interviewing and data collection, and assessment at various systems levels. Additionally, the student is exposed to work within a service delivery system and the role of the social worker. The internship's primary focus is on practice with various levels and types of client systems with a variety of problems, needs and resources. During the foundation year internship, students will have experience with clients who are socially and culturally diverse, including race, gender, ethnicity, class, religion, sexual orientation or who may be physically and mentally challenged.

Note: The foundation year internship covers the entire summer in one assigned agency. The summer block internship requires five days per week for 11 weeks or 52 days (40 hours per week), for a total of 416 hours.

II. Objectives:

At the completion of the foundation year internship, the student will demonstrate:

1. Identification as a professional social worker and the ability to conduct him/herself accordingly (includes practice behaviors 1.1-1.5).
2. The ability to begin applying social work ethical principles to guide professional practice (includes practice behaviors 2.1-2.5).
3. Beginning capacity to apply critical thinking to inform and communicate professional judgments (includes practice behaviors 3.1-3.4).
4. The ability to engage diversity and difference in practice (includes practice behaviors 4.1-4.4).
5. The ability to advance human rights, social and economic justice (includes practice behaviors 5.1-5.3).
6. Engage in research-informed practice and practice-informed research (includes practice behaviors 6.1-6.2).

7. Apply knowledge of human behavior and the social environment (includes practice behaviors 7.1-7.2).
8. Engage in policy practice to advance social and economic well-being and to deliver effective social work services (includes practice behaviors 8.1-8.3).
9. Respond to contexts that shape practice (includes practice behaviors 9.1-9.2).
10. Beginning level skills in engaging, assessing, intervening, and evaluating with individuals, families, groups, organizations, and communities (includes practice behaviors 10.1-10.11).

III. Units and Contents

The following units reflect distinct areas to be addressed throughout the course of the internship. Students should start by familiarizing themselves with the 10 core competencies and associated practice behaviors. The ordering of the sections below does not necessarily reflect the order they are presented during the semester, nor their importance. The units may also vary among internship sites according to the clientele served and challenges addressed.

Unit I: Introduction to the agency, population served; professional expectations; and theoretical perspective guiding practice. (competency #1, 7, 8, 9, & associated practice behaviors).

Student tasks:

- Student will become familiar with competencies 1, 7, 8 and 9, along with their associated practice behaviors.
- Familiarization with agency policies, technological requirements, rules and procedures, observation and interaction with population served, reading case files.
- Student will become familiar and knowledgeable about specific policies that impact clients served.
- Student will draw from a variety of theories, including ecological, ecosystems and strengths perspectives and practice models.
- By the end of the first three weeks, the student, in concert with the instructor, will develop a learning contract of goals and objectives to be achieved during the semester (see guidelines and format in manual).

Unit II: Examination of one's own values, beliefs, ethical conflicts, and biases and the impact of those beliefs upon the relationship with the client system (competency #2 & associated practice behaviors).

Student tasks:

- Student will become familiar with competency 2, along with its associated practice behaviors.
- Students will reflect upon ethical dilemmas that may present themselves throughout the course of the semester through the process recordings and in supervisory sessions.
- Students will demonstrate an awareness of their biases, values, and beliefs throughout the course of the semester through the process recordings and in supervisory sessions.

Unit III: Development of engagement, assessment, intervention and evaluation skills with client systems, along with social work practice interventions with various client systems,

including individuals, families, groups, organizations and communities (competency # 10 & associated practice behaviors).

Student tasks:

- Student will become familiar with competency 10, and its associated practice behaviors.
- Students will demonstrate interviewing and **engagement** skills with client systems through process recordings and verbal discussions with the internship instructor.
- Students will complete a minimum of two process recordings per week for the entire semester. Process recordings should follow the outline in the internship manual. They should be submitted to the internship instructor by the end of student's internship week. Two of a group meeting/session and two of endings.
- Students will demonstrate **assessment** skills through the process recordings.
- Students will complete progress notes per agency policy.
- Students will complete three assessments of client systems: one with an individual in UALR format, an organizational in UALR format, and one with a group.
- Based upon the assessments, the student will develop a set of goals and objectives (measurable, concrete and specific, realistic and attainable) with the client systems; and develop an **intervention** plan to achieve those goals and objectives.
- One home visit.
- Documentation of an organizational intervention. Possible interventions can be found in the manual.
- Documentation of a community intervention. Possible interventions can be found in the manual.

Unit IV: Developing ability to apply critical thinking skills to practice situations at multiple levels (competency #3 & associated practice behaviors). Development of professionalism and practice skills utilizing the generalist and ecological perspectives (competency 1, 7 & associated practice behaviors).

Student tasks:

- Student will become familiar with competency 3 and associated practice behaviors.
- Student will apply critical thinking skills to a variety of practice situations.
- Demonstration of skills through process recordings. The student should complete a minimum of two per week for the entire semester using the format in the manual.

Unit V: Ability to advance human rights by understanding the mechanisms of oppression and discrimination; by engage diversity and difference in practice with a variety of client groups, taking into consideration such issues as race, ethnicity, age, class, culture, disability, gender identity, religion and sexual orientation (competency # 4, 5 & associated practice behaviors).

Student tasks:

- Student will become familiar with competencies 4 & 5, along with their associated practice behaviors.
- Student will become knowledgeable about how issues of diversity and difference are unique to field setting.

- Student will become familiar with how issues related to oppression and discrimination impact client's served.

Unit VI: Beginning skill development in research-informed practice and practice-informed research (competency #6 & associated practice behaviors). Evaluation of one's own practice (competency #10 & associated practice behaviors).

Student tasks:

- Student will become familiar with competency 6 and associated practice behaviors.
- Student will identify population served at agency and relevant research (or best practices) that inform interventions with population.
- Students will design and implement an evaluation of practice with a minimum of one client system with whom the student is working. The format can be found in the internship manual.

Unit VII: Application of foundational social work skills to various levels of client systems. Termination with clients. Termination can be viewed in short-term or crisis-oriented situations as the ending skills evident in a session with the client. In longer-term settings, termination should be viewed as the ending of the professional helping relationship with a client (competency 10 & associated practice behaviors).

Student tasks:

- The student will complete two process recordings of at least two endings with a client system.
- The student will complete a minimum of three home visits.
- Student will complete weekly activity & supervision logs.

Unit VIII: Enhanced in policy practice skills and understanding context of practice (competency #8, 9 & associated practice behaviors).

- Student will review competency 8 and 9 along with associated practice behaviors.

These tasks do not preclude other assignments by the internship instructor.

IV. Methods of Instruction

Teaching occurs through individual, regularly scheduled weekly conferences and availability on as-needed basis with the internship instructor; two meetings per semester with the internship instructor and faculty liaison; written feedback and verbal comments from the internship instructor on the student's process recordings, discussion of progress toward goals in the learning contract, access to other persons in the agency; workshops within and outside the agency as arranged with the internship instructor; agency and community meetings and media as appropriate.

V. Required Texts

1. UALR Graduate School of Social Work First Year Internship and Policy Manual.
2. Readings from the Foundations of Practice I, II & III courses and other readings as assigned by the internship instructor.

Recommended Text: Cournoyer, Barry (2005). The Social Work Skills Workbook (4th edition). Belmont, California: Wadsworth Publishing Company. (Or most recent version.)

VI. Methods of Evaluation

By the end of the semester, the student is required to complete the following tasks:

1. Learning contract with updates, at a minimum a mid-way update
2. Activity/Supervision Logs weekly (see format in manual) showing client systems contact hours (recommend 150 hours of client contact), including work with 5 systems.
3. Two process recordings per week including:
 - a. Two process recordings of a group meeting/session
 - b. Two process recordings of an ending
4. One individual or family assessment (UALR format)
5. One organizational assessment (UALR format)
6. One group assessment
7. Based on the assessments, two contract/intervention plans (UALR format) & documentation of implementation.
 - a. One with an individual or family
 - b. One with a group
8. Documentation of an organizational intervention
9. Documentation of a community intervention
10. Three home visits.
11. One Evaluation of Practice
12. Written progress notes per agency policy.
13. Mid-Point Evaluation
14. Final Evaluation

Documentation of these assignments must be available in portfolios for review by the faculty liaison at the mid-semester and final semester visits (see portfolio instructions). Students must have a completed portfolio, per requirements for their liaisons at the final visit. Receiving a grade in the internship course is contingent upon a completed portfolio.

Student feedback will be given through the following processes:

1. Written and oral feedback and comments on the student's process recordings.
2. Written and oral feedback on student's assessments and case recordings.
3. A learning contract that serves as part of an evaluation instrument.
4. Oral feedback to the student at mid-semester, noting progress toward goals in the learning contract and demonstration of skills in recordings. In some cases, a written evaluation may be submitted at mid-semester.
5. Final written evaluation at the end of the semester.
6. Meeting of the internship instructor and the faculty liaison with the student at the end of the semester and discussion of the learning contract and student's progress.

VII. Grading criteria

Students will be graded credit/no credit. Students must receive a “CR” grade before continuing on in the internship. Internship instructors recommend a final grade; the faculty liaison awards the final grade. A complete portfolio is a requirement for receiving a grade.

VIII. Disabilities Statement:

Your success in this class is important to me, and it is the policy and practice of the University of Arkansas at Little Rock to create inclusive learning environments consistent with federal and state law. If you have a documented disability (or need to have a disability documented), and need an accommodation, please contact me privately as soon as possible, so that we can discuss with the Disability Resource Center (DRC) how to meet your specific needs and the requirements of the course. The DRC offers resources and coordinates reasonable accommodations for students with disabilities. Reasonable accommodations are established through an interactive process among you, your instructor(s) and the DRC. Thus, if you have a disability, please contact me and/or the DRC, at 501-569-3143 (V/TTY) or 501-683-7629 (VP). For more information, please visit the DRC website at www.ualr.edu/disability.

IX. Honor Code Statement:

All students registered for all courses in the School of Social Work are expected to adhere to the rights, responsibilities, and behavior as articulated in the UALR Student Handbook and the NASW Code of Ethics. An essential feature of these codes is a commitment to maintaining intellectual integrity and academic honesty. This commitment insures that a student of the School of Social Work will neither knowingly give nor receive any inappropriate assistance in academic work, thereby affirming personal honor and integrity.

GUIDE TO THE LEARNING CONTRACT - FOUNDATION YEAR INTERNSHIP—SUMMER BLOCK

Student: _____ **Instructor:** _____

Liaison: _____ **Agency:** _____

Internship Period: _____

Guideline: This guide provides examples of tasks/activities that foundation year students may use in order to demonstrate specific competencies. At the beginning of the semester the instructor and student develop a plan for specific experiences designed to help the student meet the program's competencies, outlined in the course objectives. It is important to build on the knowledge, values and skills throughout the summer term, so that each competency can be mastered by the end. If the agency or program does not have services available to meet learning objectives, alternative sources outside the agency can be obtained. The faculty liaison is available to assist in the development and modification of the learning contract. Progress toward mastering the core competencies should be reviewed in weekly instructional meetings, updated, and used as an ongoing measure of student performance leading up to the final student evaluation of performance.

Instructions for students: From the beginning of the internship, identify in your learning contract, skills you will want to practice. Then proceed to add additional skills you will want to practice throughout the internship experience. List specific activities and/or tasks you will do in order to learn/demonstrate each practice behavior. You are required to document specific instances where each practice behavior is demonstrated. By the end of the summer semester, you should have demonstrated mastery in each of the 10 core competencies. You are **required** to both **list** the **dates** when the practice behaviors were demonstrated and **evidence** of where they can be found in your portfolio.

Competency 1. Identify as a professional social worker and conduct oneself accordingly.

Social workers serve as representatives of the profession, its mission, and its core values. They know the profession's history. Social workers commit themselves to the profession's enhancement and to their own professional conduct and growth.

1.1-- practice personal reflection and self-correction to assure continual professional development;

Tasks/activities where student could demonstrate practice behavior:

- Complete a self-assessment and/or document aspects of practice behavior (personal reflection/self-correction) in process recordings.

- Use two case examples (documented on supervision and activity log) where personal reflection and self-correction are demonstrated.

1.2—attend to professional roles and boundaries

- Distinguishes a professional from personal relationship with clients

Tasks/activities where student could demonstrate practice behavior:

- Identify professional role in process recordings, and/or assessments.
- Identify examples of (in process recordings) establishing, maintaining, or reinforcing boundaries with a client.

1.3—demonstrate professional demeanor in behavior, appearance, and communication

- Dresses in a professional manner and follows agency dress code and present professional demeanor in behavior
- Acts professionally and responsibly in matters of punctuality and timeliness of assigned work
- Manages time effectively
- Follows agency attendance policies
- Works collaboratively with agency staff and professional from other disciplines professional demeanor in communication
- Communicates clearly and effectively with agency personnel and referral sources

Tasks/activities where student could demonstrate practice behavior:

- Locate agency dress code policy and review
- Use appropriate language and behavior with clients as evidenced in process recordings and/or supervisory sessions.

1.4—engage in career-long learning

- Independently seeks out information from a variety of sources (peers, journals, evidence-based data bases, other agency staff, field instructor, workshops)

Tasks/activities where student could demonstrate practice behavior:

- Access evidence-based and/or best practice approaches by doing at least two of the following: Locate journal articles, and/or textbooks; utilize evidence-based databases; as evidenced in activity log, and/or UALR field assessments.
- Independently seek out consultation with other professionals; attend workshops, seminars, and/or in-service trainings, as evidenced in activity log.

- Identify and utilize resources appropriate to agency and community social services agency (document in log, process recordings, assessments, or supervision).

1.5—use supervision and consultation

- Assumes the role of learner and accepts the field instructor as teacher
- Prepares for supervisory conferences ahead of time (guided questions/focus)
- Seeks and responds non-defensively to feedback about professional performance
- Identifies strengths and growth areas in knowledge, values, skills and implementation of practice behaviors with instructor
- Carries learning from supervisory sessions to work with clients
- Transfers skills from one situation to another
- Demonstrates the ability to operate independently as is appropriate to field setting

Tasks/activities where student could demonstrate practice behavior:

- Come to supervision with an agenda for meeting (as evidenced by supervisory feedback and supervision & activity logs).
- Use supervisory feedback as evidenced by process recordings.

Competency 2. Apply social work ethical principles to guide professional practice.

Social workers have an obligation to conduct themselves ethically and to engage in ethical decision-making. Social workers are knowledgeable about the value base of the profession, its ethical standards, and relevant law.

2.1—make ethical decisions by applying standards of the National Association of Social workers Code of Ethics and, as applicable, of the International Federation of Social Workers/International Association of Schools of Social Work Ethics in Social Work, Statement of Principles;

- Recognition of how specific parts of NASW code of ethics apply to agency setting

Tasks/activities where student could demonstrate practice behavior:

- Identify an ethical issue (NASW Code), resolved or unresolved, as evidenced in process recording, supervision, and/or observation.
- Identify an understanding of dual relationships as it relates to inappropriate boundary crossings. Provide specific examples in supervision and process recordings.

2.2—tolerate ambiguity in resolving ethical conflicts;

Tasks/activities where student could demonstrate practice behavior:

- Seek out and utilize supervision and counsel, as evidenced in activity log.

2.3—apply strategies of ethical reasoning to arrive at principled decisions

- Consults with others when faced with ethical dilemmas

Tasks/activities where student could demonstrate practice behavior:

- Discuss a case with supervisor that involved ethical reasoning and how decision was made.

2.4--recognize and manage personal values in a way that allows professional values to guide practice

- Identifies differences in one's own values/cultural background, and that of client's
- Recognizes own biases and prejudices
- Is able to differentiate one's own values from those of the social work profession
- Recognizes the boundary between one's own values and that of client's

Tasks/activities where student could demonstrate practice behavior:

- Make meaningful reflection in process recording and address in supervision.
- Openly discuss a case with supervisor where there existed a conflict between professional and personal values and how the situation was managed with client as evidenced by supervision & activity log.

Competency 3. Apply critical thinking to inform and communicate professional judgments.

Social workers are knowledgeable about the principles of logic, scientific inquiry, and reasoned discernment. They use critical thinking augmented by creativity and curiosity. Critical thinking also requires the synthesis and communication of relevant information.

3.1—distinguish, appraise, and integrate multiple sources of knowledge, including research-based knowledge, and practice wisdom

Tasks/activities where student could demonstrate practice behavior:

- Integrate multiple sources of knowledge, including research-based knowledge, as evidenced in an assessment (individual, family, group, organization and/or community).

3.2---analyze models of assessment, prevention, intervention, and evaluation

Tasks/activities where student could demonstrate practice behavior:

- Identify different practice models, interventions, and theoretical implications pertaining to a client problem (evidenced in assessments, process recordings, and/or supervisory discussions).
- Participate in team and staff meetings to observe how interventions are developed and applied to case situations (as evidenced in activity log).

3.3—come to well-reasoned conclusions and solutions, implement plan of action, review and reflect upon results;

- Can explain why certain interventions were chosen over others, their impact and outcome
- Differentiate fact from opinion

Tasks/activities where student could demonstrate practice behavior:

- Come to conclusions and solutions as evidenced in process recordings and/or required assessments.
- Review and reflect upon results as evidenced in assessments, evaluation of practice assignment, and/or process recordings.
- Change a course of action as evidenced in process recordings, and/or supervisory meeting.

3.4—demonstrate effective oral and written communication in working with individuals, families, groups, organizations, communities, and colleagues.

- Speaks clearly and professionally
- Keeps accurate and up-date records
- Writes clear, concise, complete, and legible documents with proper grammar, syntax, spelling and punctuation on all written work

Tasks/activities where student could demonstrate practice behavior:

- Use client-centered language (in process recording) and professional language (evidenced in observation by supervisor or in agency staff meetings).
- Write professionally as evidenced in progress notes, agency forms/assessment, and/or UALR field assessments).

Competency 4. Engage diversity and difference in practice.

Social workers understand how diversity characterizes and shapes the human experience and is critical to the formation of identity. The

dimensions of diversity are understood as the intersectionality of multiple factors including age, class, color, culture, disability, ethnicity, gender, gender identity and expression, immigration status, political ideology, race, religion, sex, and sexual orientation. Social workers appreciate that, as a consequence of difference, a person's life experiences may include oppression, poverty, marginalization, and alienation as well as privilege, power, and acclaim.

4.1—recognize the extent to which a culture's structures and values may oppress, marginalize, alienate, create or enhance privilege and power;

Tasks/activities where student could demonstrate practice behavior:

- Understand the cultural structures and values that affect the particular populations the agency serves as evidenced in UALR field assessments and/or activity log.

4.2—gain sufficient self-awareness to eliminate the influence of personal biases and values in working with diverse groups;

- Demonstrate compassion and acceptance of difference

Tasks/activities where student could demonstrate practice behavior:

- Provide examples (in process recordings or supervision) of situations where personal biases and values were not allowed to influence practice with a diverse group.
- Accept feedback in a situation where the instructor perceived biases influencing practice.

4.3—recognize and communicate understanding of the importance of difference in shaping life experiences; and

- Seeks out an understanding of the client's culture and identity through respectful questioning and observation

Tasks/activities where student could demonstrate practice behavior:

- Use culturally sensitive language and ideas as evidenced in process recordings.

4.4—view themselves as learners and engage those with whom they work as informants.

Tasks/activities where student could demonstrate practice behavior:

- Model one's self after other professionals who demonstrate openness to new ideas and opinions.

Competency 5. Advance human rights and social and economic justice.

Each person, regardless of position in society, has basic human rights, such as freedom, safety, privacy, an adequate standard of living, health care, and education. Social workers recognize the global interconnections of oppression and are knowledgeable about theories of justice and strategies to promote human and civil rights. Social work incorporates social justice practices in organizations, institutions, and society to ensure that these basic human rights are distributed equitably and without prejudice.

5.1—understand the forms and mechanisms of oppression and discrimination;

- Skills in identifying forms of oppression and how they affect clients (or client systems)

Tasks/activities where student could demonstrate practice behavior:

- Identify sources of oppression and discrimination as evidenced in supervision and activity log.
- Attend a diversity related event and write a one-page reflection for portfolio.
- Complete psychosocial assessment and identify oppression and discrimination in client systems.

5.2—advocate for human rights and social and economic justice;

- Knowledge of resources for agency population
- Demonstrate advocacy skills for clients in obtaining needed resources
- Demonstrates a commitment to societal change in the service of social & economic justice

Tasks/activities where student could demonstrate practice behavior:

- Research and present a case in treatment team meeting or other agency meeting involving human rights and/or social and justice issues.
- Conduct a policy review of agency to determine if changes need to be made as evidenced by supervision and activity log.
- Participate in a community event that promotes social justice.
- Attend lobby day and/or contact my legislator regarding an issue related to social justice.

5.3—engage in practices that advance social and economic justice.

Tasks/activities where student could demonstrate practice behavior:

- Prepare and deliver a one-hour educational training to agency staff (or in a meeting) as evidenced by weekly log.
- Attend a caucus at the annual NASW meeting to discuss issues within a specific client system.

Competency 6. Engage in research-informed practice and practice-informed research.

Social workers use practice experience to inform research, employ evidence-based interventions, evaluate their own practice, and use research findings to improve practice, policy, and social service delivery. Social workers comprehend quantitative and qualitative research and understand scientific and ethical approaches to building knowledge.

6.1—use practice experience to inform their research when appropriate;

Tasks/activities where student could demonstrate practice behavior:

- Identify practice experience and research in at least two interventions as evidenced by articles in portfolio or discussion in supervision.
- Develop a referral system for clients appropriate to agency needs.
- Seek consultation from two licensed social workers on identified client system as evidenced by process recording or supervision and activity log.

6.2—use research evidence to inform practice.

- Assess evidence informed approaches
- Utilize agency's assessment and evaluation tools if available
- Use research findings to improve practice, policy, and social service delivery
- Evaluate research design

Tasks/activities where student could demonstrate practice behavior:

- Access evidence-based approaches to working with agency population as evidenced in assessments.
- Apply an evidence-based practice model, as evidenced in UALR field assessments, and treatment plan.

Competency 7. Apply knowledge of human behavior and the social environment.

Social workers are knowledgeable about human behavior across the life course; the range of social systems in which people live; and the ways social systems promote or deter people in maintaining or achieving health and well-being. Social workers apply theories and knowledge from the liberal arts to understand biological, social, cultural, psychological, and spiritual development.

7.1—utilize theories and models of practice to guide the processes of problem identification and assessment as well as intervention development, deployment, and evaluation;

- Skills in applying theory to guide the processes of engagement, assessment and intervention

Tasks/activities where student could demonstrate practice behavior:

- Apply theories to client systems as evidenced in UALR field assessments.
- Develop a treatment plan, which includes problem identification and interventions, as evidenced in UALR field assessments, and agency treatment plans.
- Exemplify use of theory and practice models as evidenced in progress notes, and process recordings.

7.2—critically evaluate and apply knowledge to understand and predict human behavior, both individually and in the social environment.

- Knowledge of agencies policies and procedures and how they impact service delivery
- Identifies processes involved in the agency regarding policy development
- Knowledge of how agency policies and procedures affect diverse populations eligible for services

Tasks/activities where student could demonstrate practice behavior:

- Apply knowledge to understand and predict human behavior through UALR field assessments, discussion in supervision, and observation.

Competency 8. Engage in policy practice to advance social and economic well-being and to deliver effective social work services.

Social work practitioners understand that policy affects service delivery, and they actively engage in policy practice. Social workers know the history and current structures of social policies and services; the role of policy in service delivery; and the role of practice in policy development.

8.1—identify and learn from the range of stakeholders concerned with policies that advance social well-being and with those that don't;

Tasks/activities where student could demonstrate practice behavior:

- Complete an organizational assessment.
- Complete a community assessment.
- Attend a community meeting and discuss in supervision.

8.2—analyze, formulate, and advocate for policies that advance social well-being; and

Tasks/activities where student could demonstrate practice behavior:

- Review agency policies and procedures and assess how they impact service delivery as evidenced in organizational assessment.
- Identify the impact of problems that affect the agency and/or its client population's wellbeing as evidenced in organizational assessment.

8.3—collaborate with colleagues and clients for effective policy action.

Tasks/activities where student could demonstrate practice behavior:

- Interview populations affected by agency policy and document in process recording.
- Attend community meeting to present identified concerns and ideas as evidenced in activity log.

Competency 9. Respond to contexts that shape practice.

Social workers are informed, resourceful, and proactive in responding to evolving organizational, community, and societal contexts at all levels of practice. Social workers recognize that the context of practice is dynamic, and use knowledge and skill to respond proactively.

9.1—discover, critically appraise, and attend to changing locales, populations, scientific and technological developments, and emerging societal trends to provide relevant services;

- Knowledge and awareness of community resources and how to access them
- Skills in incorporating technological requirements of field placement

Tasks/activities where student could demonstrate practice behavior:

- Identify awareness of context and how it impacts practice as evidenced in supervision and activity log.
- Adapt and change knowledge and skill sets when context changes from one agency setting to another.

9.2—assess the social, emotional, organizational and environmental context in which people live and utilize this information in practice and service delivery

- Knowledge of the services and resources provided by the agency
- Understands the linkages with other providers of services in the area and is able to make appropriate referrals
- Understands the demographic composition of populations served by the agency

Tasks/activities where student could demonstrate practice behavior:

- In completing a biopsychosocial assessment, identify individual environmental context of population served.
- Gain awareness of community resources relevant to agency setting as evidenced in activity log.
- Attend training in the use of technology specific to agency setting and populations served.

9.3—provide leadership in promoting sustainable changes in service delivery and practice to improve the quality of social services.

- Shows the capacity to critically assess the strengths and weaknesses of services offered in agency

Tasks/activities where student could demonstrate practice behavior:

- Make recommendations as to how services in agency can be improved as evidenced in organizational assessment.

Competency 10. Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities.

Professional practice involves the dynamic and interactive processes of engagement, assessment, intervention, and evaluation at multiple levels. Social workers have the knowledge and skills to practice with individuals, families, groups, organizations, and communities. Practice knowledge includes identifying, analyzing, and implementing evidence-based interventions designed to achieve client goals; using research and technological advances; evaluating program outcomes and practice effectiveness; developing, analyzing, advocating, and providing leadership for policies and services; and promoting social and economic justice.

Engagement

10.1—use empathy and other interpersonal skills;

- Convey interest & concern
- Paraphrasing
- Partializing & prioritizing
- Active listening
- Maintain focus
- Reflecting of thoughts
- Reflection of feelings
- Reflection of meaning
- Summarizing responses
- Professional use of self
- Setting limits

- Open/closed ended questions
- Seeking concreteness

Families

- Skills in joining with each member and accommodating to family's style of interaction
- Explore meaning of presenting problem with each member
- Assess attempts family has tried to resolve problem
- Skills in establishing the frame of treatment (confidentiality, meeting times, consent, fees cancellation policy)

Tasks/activities where student could demonstrate practice behavior:

- Use empathy as evidenced in process recordings.
- Use four additional engagement skills as evidenced in process recordings

10.2—develop a mutually agreed-on focus of work and desired outcomes, subject to change in the ongoing assessment process between worker and client.

Tasks/activities where student could demonstrate practice behavior:

- Develop a mutually agreed-on focus with client as evidenced in process recordings.
- Document (in process recordings) any changes in the on-going assessment of client.

Assessment

10.3—collect, organize and interpret client data.

- Skills in preparing a well written group assessment (good spelling, grammar, sentence construction)

Organizations

- Knowledge of how agency's broader context influences organizational functioning Knowledge of agency's history, mission, goals and funding
- Knowledge of agency's position in the community related to other similar providers
- Knowledge of populations served
- Knowledge of organizational dynamics and how leadership functions in agency setting

Communities

- Knowledge of social problems that have an impact on community being served
- Knowledge of the cultural, economic, political and historical influences of the community
- Knowledge of community resources

Tasks/activities where student could demonstrate practice behavior:

- Conduct and formulate (in UALR format) an individual client assessment.
- Conduct and formulate (in UALR format) a family assessment.
- Conduct and formulate (in UALR format) a group assessment.
- Conduct and formulate (in UALR format) an organizational assessment.
- Conduct and formulate (in UALR format) a community assessment.

10.4—assess client strengths and needs;

Tasks/activities where student could demonstrate practice behavior:

- Assess and document client strengths and needs in all assessments, process recordings, treatment plans, supervision and activity logs.

10.5—develop mutually agreed-on intervention goals and objectives, which are subject to change in the ongoing assessment process between worker and client.

- Skills in identifying and prioritizing goals

Tasks/activities where student could demonstrate practice behavior:

- Formulate goals, objectives and interventions with client as evidenced in field contract, assessments, treatment plans and process recordings.

10.6---select appropriate intervention strategies

- Choose appropriate intervention and give rationale for choice

Tasks/activities where student could demonstrate practice behavior:

- Discuss interventions with field instructor during supervision as evidenced by supervision & activity log.
- Select interventions for implementation as evidenced in field contract, assessments and process recordings.

- Explore with field instructor why certain interventions were selected and their potential outcomes.

Intervention

10.7—implement appropriate prevention and intervention strategies that enhance client capacities

Individual

- Knowledge of practice theories/models/perspectives that inform interventions
- Skills in obtaining published research studies and selectively applying research findings to work with individual clients
- Skills in identifying, and when appropriate, implementing interventions relevant to client’s situation, needs, available resources, and agency’s purpose:
 - Educating
 - Professional use of self
 - Giving advice
 - Problem-solving
 - Reframing
 - Advocating for resources
 - Confronting
- Skills in implementing solution-focused practice model:
 - Setting goals
 - Miracle question
 - Finding exceptions
 - Validating competence
 - Coping questions
 - Scaling questions

Family

- Knowledge of at least one family practice model that informs interventions
- Skills in obtaining published research studies and selectively applying research findings to work with family
- Skills in identifying, and when appropriate, implementing interventions relevant to family’s situation, needs, available resources, and agency’s purpose

- Skills in helping family access agency/community services

Group

- Skills in obtaining published research studies and selectively applying research findings to work with groups
- Skills in identifying, and when appropriate, implementing interventions relevant to groups purpose and function

Organizations

- Skills in obtaining published research studies and selectively applying research findings to work with client
- Skills in identifying, and when appropriate, implementing interventions relevant to organization's mission and purpose

Communities

- Skills in obtaining published research studies and selectively applying research findings to work with communities
- Skills in identifying, and when appropriate, implementing interventions relevant to community's demographic population, needs, available resources, and agency's purpose

Tasks/activities where student could demonstrate practice behavior:

- Access evidence-based approaches to population being served as evidenced in field contract and all assessments.
- Implement prevention/intervention strategies as evidenced in field contract, all assessments, treatment plans and process recordings.

10.8—help clients resolve problems, as well as re-evaluate and refine goals as part of the ongoing assessment process;

Tasks/activities where student could demonstrate practice behavior:

- Openly discuss client progress during supervision as evidenced by supervision & activity logs.
- Help client resolve problems as evidenced in process recordings.
- Re-evaluate and refine client goals as evidenced in process recordings.

10.9—negotiate, mediate, and advocate for clients;

Tasks/activities where student could demonstrate practice behavior:

- Negotiate, mediate and/or advocate for client as evidenced in process recording.

10.10—facilitate transitions and endings

- Provides client appropriate notice of transitions, transfers, or endings
- Skills in eliciting feelings around transitions/endings
- Skills in consolidating gains during the transition/ending phase

Tasks/activities where student could demonstrate practice behavior:

- Professionally terminate with client: discharge planning; aftercare plans; or the ending phase of treatment, as evidenced in process recordings.

Evaluation

10.11—critically analyze, monitor and evaluate interventions

- Knowledge of instruments and other evaluation tools relevant to client population being served
- Skills related to accessing evaluation tools appropriate to clients being served.

Tasks/activities where student could demonstrate practice behavior:

- Complete an evaluation of practice in UALR format
- Review and discuss treatment plans with field instructor as evidenced by supervision & activity logs.

LEARNING CONTRACT OUTLINE----FOUNDATION YEAR INTERNSHIP

Student: _____ **Instructor/Agency:** _____

Internship Period: _____ **Liaison:** _____

Competency 1. Identify myself as a professional social worker and conduct myself accordingly.	Competency 1- Specific and possible activities/tasks to be completed this year:	Date demonstrated & location of evidence	Evidence (i.e. process recordings, supervision/activity logs)
1.1-- practice personal reflection and self-correction to assure continual professional development	Complete a self-assessment and/or documents aspects of practice behavior (personal reflection/self-correction) in process recordings.		Process Recording(s)
1.2—attend to professional roles and boundaries	Identify examples of (in process recordings) establishing, maintaining, or reinforcing boundaries with a client.		Process Recording(s)
1.3—demonstrate professional demeanor in behavior, appearance, and communication	Use appropriate language and behavior with clients as evidenced in process recordings and/or supervisory sessions.		Process Recording(s) and Supervision and Activity Log(s)

1.4—engage in career-long learning	Access evidence-based and/or best practice approaches by doing at least two of the following: Locate journal articles, and/or textbooks utilize evidence-based databases; as evidenced in activity log, and/or UALR field assessments.		Supervision and Activity Log(s), and/or UALR field assessment(s).
1.5—use supervision and consultation	Come to supervision with an agenda for meeting (as evidenced by supervisory feedback and supervision & activity logs).		Supervision and Activity Log(s)
Additional Objective Unique to Student/Placement Setting:			
Competency 2. Apply social work ethical principles to guide professional practice.	Competency 2- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence
2.1—make ethical decisions by applying standards of the National Association of Social workers Code of Ethics and, as applicable, of the International Federation of Social Workers/International Association of Schools of Social Work Ethics in Social Work, Statement of Principles;	Identify an ethical issue (NASW Code), resolved or unresolved, as evidenced in process recording, supervision, and/or observation.		Process Recording(s) and Supervision and Activity Log(s)

2.2—tolerate ambiguity in resolving ethical conflicts	Seek out and utilize supervision and counsel, as evidenced in activity log.		Supervision and Activity Log(s)
2.3—apply strategies of ethical reasoning to arrive at principled decisions	Discuss a case with supervisor that involved ethical reasoning and how decision was made.		Supervision and Activity Log(s)
2.4--recognize and manage personal values in a way that allows professional values to guide practice	Openly discuss a case with supervisor where there existed a conflict between professional and personal values and how the situation was managed with client as evidenced by supervision & activity log.		Supervision and Activity Log(s)
Additional Objective Unique to Student/Placement Setting:			
Competency 3. Apply critical thinking to inform and communicate professional judgments.	Competency 3- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence
3.1—distinguish, appraise, and integrate multiple sources of knowledge, including research-based knowledge, and practice wisdom	Integrate multiple sources of knowledge, including research-based knowledge, as evidenced in an assessment (individual, family, group, organization and/or community).		UALR Field Assessments and/or Supervision and Activity Log(s).

3.2---analyze models of assessment, prevention, intervention, and evaluation	Identify different practice models, interventions, and theoretical implications pertaining to a client problem (evidenced in assessments, process recordings, and/or supervisory discussions).		Process Recording(s), UALR Field Assessments, and Supervision and Activity Log(s)
3.3—come to well-reasoned conclusions and solutions, implement plan of action, review and reflect upon results	Come to conclusions and solutions as evidenced in process recordings and/or required assessments.		Process Recording(s), UALR Field Assessments, and Supervision and Activity Log(s)
	Review and reflect upon results as evidenced in assessments, evaluation of practice assignment, and/or process recordings.		Process Recording(s) and Evaluation
3.4—demonstrate effective oral and written communication in working with individuals, families, groups, organizations, communities, and colleagues.	Use client-centered language (in process recording) and professional language (evidenced in observation by supervisor or in agency staff meetings).		Process Recording(s), Progress Note(s)
	Write professionally as evidenced in progress notes, agency forms/assessment, and/or UALR field assessments).		Process Recording(s), UALR Field Assessments, and Supervision and Activity Log(s)
Additional Objective Unique to Student/Placement Setting:			

Competency 4. Engage diversity and difference in practice.	Competency 4- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence
4.1—recognize the extent to which a culture’s structures and values may oppress, marginalize, alienate, create or enhance privilege and power	Understand the cultural structures and values that affect the particular populations the agency serves as evidenced in UALR field assessments and/or activity log.		Supervision and Activity Log(s), and/or UALR field assessment(s).
4.2—gain sufficient self-awareness to eliminate the influence of persona biases and values in working with diverse groups	Provide examples (in process recordings or supervision) of situations where personal biases and values were not allowed to influence practice with a diverse group.		Process Recording(s) and Supervision and Activity Log(s)
4.3—recognize and communicate understanding of the importance of difference in shaping life experiences	Use culturally sensitive language and ideas as evidenced in process recordings.		Process Recording(s)
4.4—view themselves as learners and engage those with whom they work as informants.	Model oneself after other professionals who demonstrate openness to new ideas and opinions.		Process Recording(s)
Additional Objective Unique to Student/Placement Setting:			
<u>Competency 5.</u> Advance human rights and social and economic justice.	Competency 5- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence

5.1—understand the forms and mechanisms of oppression and discrimination;	Complete psychosocial assessment and identify oppression and discrimination in client systems.		UALR Field Assessments and/or Supervision and Activity Log(s).
5.2—advocate for human rights and social and economic justice;	Conduct a policy review of agency to determine if changes need to be made as evidenced by supervision and activity log.		Supervision and Activity Log(s)
5.3—engage in practices that advance social and economic justice.			Process Recording(s)
Additional Objective Unique to Student/Placement Setting:			
Competency 6. Engage in research-informed practice and practice-informed research.	Competency 6- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence
6.1—use practice experience to inform their research when appropriate	Identify practice experience and research in at least two interventions as evidenced by articles in portfolio or discussion in supervision.		Supervision and Activity Log(s)
6.2—use research evidence to inform practice.	Apply an evidence-based practice model, as evidenced in UALR field assessments, and treatment plan.		UALR Field Assessments
Additional Objective Unique to Student/Placement Setting:			

Competency 7. Apply knowledge of human behavior and the social environment.	Competency 7- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence
7.1—utilize theories and models of practice to guide the processes of problem identification and assessment as well as intervention development, deployment, and evaluation;	Apply theories to client systems as evidenced in UALR field assessments.		UALR Field Assessments
	Develop a treatment plan, which includes problem identification and interventions, as evidenced in UALR field assessments, and agency treatment plans.		UALR Field Assessments
	Exemplify use of theory and practice models as evidenced in progress notes, and process recordings.		Process Recording(s), Progress Note(s)
7.2—critically evaluate and apply knowledge to understand and predict human behavior, both individually and in the social environment.	Apply knowledge to understand and predict human behavior through UALR field assessments, discussion in supervision, and observation.		Supervision and Activity Log(s)
Additional Objective Unique to Student/Placement Setting:			
Competency 8. Engage in policy practice to advance social and economic well-being and to deliver effective social work services.	Competency 8- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence

8.1—identify and learn from the range of stakeholders concerned with policies that advance social well-being and with those that don't;	Complete a community assessment.		UALR Field Assessments
	Complete an organizational assessment.		UALR Field Assessments
8.2—analyze, formulate, and advocate for policies that advance social well-being; and	Review agency policies and procedures and assess how they impact service delivery as evidenced in organizational assessment.		UALR Field Assessments
8.3—collaborate with colleagues and clients for effective policy action.	Interview populations affected by agency policy and document in process recording.		UALR Field Assessments
Additional Objective Unique to Student/Placement Setting:			
<u>Competency 9.</u> Respond to contexts that shape practice.	Competency 9- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence
9.1—discover, critically appraise, and attend to changing locales, populations, scientific and technological developments, and emerging societal trends to provide relevant services;	Identify awareness of context and how it impacts practice as evidenced in supervision and activity log.		Supervision and Activity Log(s)

9.2—assess the social, emotional, organizational and environmental context in which people live and utilize this information in practice and service delivery	In completing a biopsychosocial assessment, identify individual environmental context of population served.		UALR Field Assessments
9.3—provide leadership in promoting sustainable changes in service delivery and practice to improve the quality of social services.	Make recommendations as to how services in agency can be improved as evidenced in organizational assessment.		UALR Field Assessments
Additional Objective Unique to Student/Placement Setting:			
Competency 10. Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities.	Competency 10- Specific and possible activities/tasks to be completed this year:	Date & Location	Evidence
10.1—use empathy and other interpersonal skills;	Use empathy as evidenced in process recordings.		Process Recording(s)
	Use four additional engagement skills as evidenced in process recordings		Process Recording(s)
10.2—develop a mutually agreed-on focus of work and desired outcomes, subject to change in the ongoing assessment process between worker and client.	Develop a mutually agreed-on focus with client as evidenced in process recordings.		Process Recording(s)
10.3—collect, organize and interpret client data.	Conduct and formulate (in UALR format) an individual client assessment.		UALR Field Assessments

	Conduct and formulate (in UALR format) a family assessment.		UALR Field Assessments
	Conduct and formulate (in UALR format) a group assessment.		UALR Field Assessments
	Conduct and formulate (in UALR format) an organizational assessment.		UALR Field Assessments
	Conduct and formulate (in UALR format) a community assessment.		UALR Field Assessments
10.4—assess client strengths and needs;	Assess and document client strengths and needs in all assessments, process recordings, treatment plans, supervision and activity logs.		UALR Field Assessments
10.5—develop mutually agreed-on intervention goals and objectives, which are subject to change in the ongoing assessment process between worker and client.	Formulate goals, objectives and interventions with client as evidenced in field contract, assessments, treatment plans and process recordings.		Process Recording(s), Progress Note(s), UALR Field Assessments, and Supervision and Activity Log(s)
10.6---select appropriate intervention strategies	Discuss interventions with field instructor during supervision as evidenced by supervision & activity log.		Supervision and Activity Log(s)
10.7—implement appropriate prevention and intervention strategies that enhance client capacities	Implement prevention/intervention strategies as evidenced in field contract, all assessments, treatment plans.		UALR Field Assessments, Treatment Plan(s)

10.8—help clients resolve problems, as well as re-evaluate and refine goals as part of the ongoing assessment process;	Openly discuss client progress during supervision as evidenced by supervision & activity logs.		Supervision and Activity Log(s)
10.9—negotiate, mediate, and advocate for clients;	Negotiate, mediate and/or advocate for client as evidenced in process recording.		Process Recording(s)
10.10—facilitate transitions and endings	Professionally terminate with client: discharge planning; aftercare plans; or the ending phase of treatment, as evidenced in process recordings.		Process Recording(s)
10.11—critically analyze, monitor and evaluate interventions	Complete an evaluation of practice in UALR format.		Evaluation of Practice
Additional Objective Unique to Student/Placement Setting:			



MSW Supervision & Activity Form

Week # _____

Documentation of Supervision and Activity for the Week of

Today's Date: _____

This form is to be completed each week by the student, and reviewed and signed or initialed by the field instructor.

Process Recordings Submitted This Week <i>(indicate number and date)</i>	
Process Recordings Returned With Field Instructor's Comments This Week	
Any Additional Information to Be Noted?	

Hours in internship this week:

MON ____ TUES ____ WED ____ THURS ____ FRI ____

Running total of hours for the semester: _____

1. Review Of Learning Contract. (Specify the objectives and tasks discussed)		
2. Log of Activities For The Week		
Ind:	Admin/Org:	Trainings:
Group:	Staffing:	Inst. Supervision:
Fam:	Prog Notes:	
Coll:	Proc. Rec:	
Home:	Prac. Eval:	
Comm:	Admin. Mtgs:	
Additional Notes:		
3. Summary account of topics discussed in supervision		

Process Recordings: Process and Format Foundation Year Interns

Description of process recording:

Process recording is the intern's verbatim recollection of the interaction. Preparation for process recording requires that interns concentrate on the client(s) verbal and nonverbal behavior throughout the encounter. Documentation leads the intern to review the sequence of events and reassess the transaction. Interns also assess their practice behaviors, skills, attitudes, and values through process recordings. Process recordings are used to develop skills in engagement, assessment, intervention, self-awareness, and use of self in the client transaction. Process recordings, like any other forms of recording, serve as a basis for discussion in supervision and in the classroom. A minimum of two process recordings per week is required of interns.

Purpose of recordings:

- method for field instructor and faculty liaison to provide corrective feedback
- mechanism for evaluating interns practice behavior/skill level
- mechanism for evaluating interns professional development
- method for teaching interns to assess the client-situation and their own performance
- method for students to become aware of their emotional and cognitive responses during client interactions
- method used in combination with other learning approaches such as audio and video recordings of client transactions
- method for integrating theory with practice

Policies concerning confidentiality and ownership of recordings:

All intern educational recordings are to be treated confidentially. Client names and identifying information should be disguised, preferably by assigning pseudonyms. The intern, field instructor, faculty liaison, and School of Social Work Assessment Panel are person's privy to intern recordings. Process recordings are to be placed in the student's internship portfolio and may be destroyed after the assessment process and/or at the end of the academic year with the approval of the Field Instructor and Faculty Liaison.

Outline for process recording

I. Purpose of interview/client contact

The purposes of the client(s) contacts will be concise, clear, specific to the client and the interview, and, preferably, measurable. The purpose of the contact shows the relatedness between this interview and previous interviews, when applicable. The purpose can also be personal.

- a. Professional: What are you interviewing for? Remember, an interview is a conversation with a purpose. Are you assessing, evaluation, updating, linking, negotiating, confronting, responding, etc. and for what?

- b. Personal: Why did you choose this particular interview for a process recording? Was this something you did well? Something you got stuck on? Something you wanted to practice? What do you want feedback on from your supervisor? For example, “This was a routine visit for . . . and I want to assess how well I did on. . .”

II. Observations

Record observations of the client’s appearance, demeanor, nonverbal communications, thought process, discrepancies between verbal statements, affect, etc. Record general impressions of the physical and emotional climate of the transaction. **AS EVIDENCED BY!!!** Use your five senses and get behavioral about the client and the environment.

III. Content

Record verbatim the content of the interview/transaction. At a minimum, the content section should include the following:

1. description of how the interview began (introductions, clarification of purposes of interaction, planning task implementation, etc.)
2. pertinent factual information and responses of both client and intern
3. identification of specific social work practice behaviors/skills used - list in column headed “practice behavior/skill used”
4. description of the apparent emotional content of the interview - identify intern’s emotional responses in column “your emotional reaction”
5. description of thoughts that led to verbal response and/or assessment of that response/intervention - describe under column “your assessment”

IV. Post-interview assessment

The post interview assessment includes intern impressions based on the interactions and content of the interview. Was rapport established? Were the purposes attained? Why or why not? Was the focus maintained in the transaction? What are the barriers to change, if any? Were the client’s motivations and capacities a help or hindrance to the process? Are additional resources needed? How did the client respond to you, your intervention? Themes present in the interview?

V. Social worker’s practice behaviors, skills and roles

Practice behaviors under each competency are listed in your learning contract, with more in-depth descriptions of the knowledge, values and skills that makeup each competency being located in the final evaluation measure. As you list practice behaviors demonstrated, you may also specify the skill components of the competency. For example, if, in a sample process recording, you listed practice behavior 10.1, “use of empathy and other interpersonal skills,” you could also list “use of self,” as a skill for this particular practice behavior. The intern assesses the various roles (advocate, problem solver, resource broker, case manager, etc.), interview and engagement, assessment intervention skills, self-awareness, and use of self in the transaction. If the intern could do the interview over again, what would she/he do differently? What did you notice about your thoughts/feelings and how they impacted the interview?

VI. Plan

Summarize plans and goals for the next transaction, if another will occur. Ties in with the assessment. What will you and the client do next—what, when, where, why? If you do not plan to see this client again, what would you plan if you were to see them again?

Reference sources:

Dwyer, M. & Urbanowski, M. (1966). Student Process Recording: A Plea for Structure. Social Casework. May issue.

Kagle, J.D. (1991). Social Work Records (2nd edition). Prospect Heights, IL: Waveland Press, Inc.

PROCESS RECORDING FORMAT

I. PURPOSE OF INTERVIEW/CLIENT CONTACT

II. OBSERVATIONS

III. CONTENT (SEE ATTACHED PAGE FOR FORMAT)

IV. POST-INTERVIEW ASSESSMENT (CLINICAL INTERNSHIP STUDENTS INCLUDE DSM-IV DIAGNOSIS WHEN APPROPRIATE)

V. ASSESSMENT OF SOCIAL WORKER'S PRACTICE BEHAVIORS, SKILLS AND ROLES

VI. PLAN FOR NEXT SESSION

III. Contents

Student/Client Interview (How Interview began, and then verbatim recording of interview)	Practice Behaviors/Skills Used	Feelings (Your emotional reaction)	Thoughts (Your assessment)	Supervisory Comments

Individual Client Assessment

Social Work and Advanced Standing Internship I/Foundations of Practice I

- This assignment is to be completed with a client that **you** have interviewed to obtain the information.
- The assignment is to be done in narrative format, using the major headings to distinguish between the sections of the assessment. NOTE: Narrative format means using complete sentences and all aspects of good writing as delineated below.
- Follow this outline using all headings and sub-headings.
- You are to include all information that you consider relevant to the client's presenting problem(s) AND strengths/resources.
 - Other private information not pertinent to the presenting problem(s) should not be included in your written narrative, nor should it be a part of the client's records.
 - As a part of this assignment you are to complete an eco-map with the client and refer to it during the narrative (both identifying problems AND strengths).
 - The eco-map is to be submitted with the narrative. All identifying information should be disguised in both the eco-map and the narrative.

This assignment is required in both the Foundations of Practice I course and Social Work/Advanced Standing Internship I. The same assignment will be acceptable in both courses. Students not in internship must get approval from the instructor about who will be the subject of their assessment. **If you are currently NOT in an internship, you will not be able to use this classroom assignment (from another semester) for your internship/portfolio requirement.**

You are required to use 12-point font and to paginate. Assignments should be stapled without the use of any type of cover or binder. As in all graduate classes, you are expected to use good grammar, accurate spelling, paragraphs, and clarity of sentence construction. You will be given two grades: 1.content 2.writing, which will be added together to give your total grade for this assignment.

Length of Assessment: Long enough to do the job; short enough to be concise and focused on both the problem(s) and strengths/resources with a concluding summary under section Initial Assessment Summation. About 10 pages plus eco-map.

Identifying Information:

- Name of agency
- Name of client: (disguise client's name)
- Address: (disguise client's address)
- Phone:
- Date of birth:
- Other (important identifying data):

Presenting Problem/Referral information

This section is written in narrative form and should be a succinct, but comprehensive, reporting of the client's perception of the problem. You should include the duration, severity and frequency of the problem(s), antecedent conditions and consequences of the problem(s), and client's prior attempts to cope with the problem(s). If this client was referred to you from another professional or program include the referral information in this section.

Description of Client's Ecological System:

The subsections of this category are written in narrative form. It includes data gathered from the client, information from the eco-map, observations of the client, and the intern's interpretation of the significance of this information to the client's presenting problem. Quote where appropriate, be specific and factual. Make sure your interpretation of the situation is based on observation and facts rather than your personal speculation. Avoid jargon.

- **Person System:** Included here are observations of the client's physical and emotional (affect) presentation at the interview; general impressions of client's intellectual and mental functioning (reality testing, etc.); client's reported present physical health, use of alcohol and drug use/abuse; current physical, sexual, emotional abuse; and, present risk of suicide. Document information in all areas above justifying the presence or absence of the condition.
- **Family/Household Social System:** Describe the composition of the family or household, and the quality of the relationships between members. Based on the client's statements, provide your interpretation of the family/household membership functioning.
- **Ecological System:** The client's social environment should be described, as this is related to available resources and deficits of resources to maintain or enhance his/her wellbeing. The narrative should focus on the client's home, neighborhood and community with emphasis on the support services/resources, and social supports that are available to the client in dealing with the problem. Include appropriate cultural, racial/ethnic, social class and other (as ageism, sexism/ alternative sexual identities, ableism, religion, etc.) factors that promote or become barriers to the client's solution to his/her problem.

Bio-psycho-social-spiritual History:

Several subsections are a part of this category. You should respond to information required in each section. You are to use a narrative format that offers an explanation of the client's situation. Include the information that is relevant to the presenting problem. Explore the ways in which the client coped, both positively and negatively, with significant events in her/his life.

- **Developmental History:** Use a life span perspective to interpret quality of his/her passage through the life span.

Family of origin history, marital/partner history, children

- ***Deaths of significant others, serious losses***
- ***History of violence, abuse and victimization***
- ***Instances of oppression and discrimination***
- ***History of alcohol and or use/abuse of other substance***

- **Medical/physical/psychiatric history:** Include major medical and psychiatric conditions, suicidal history, patterns of illness and hospitalizations; significance of illness and medical/physical conditions to client.
- **Legal history:** Felony and misdemeanor arrests and convictions; legal judgments (bankruptcy, child custody, etc.)
- **Education:** Include not only the highest educational level achieved, but describe the client's perception of his/her academic abilities.
 - **Employment/unemployment:** include level of financial status
 - **Recreational/past time activities**
 - **Religious/spiritual background**
 - **History of psychological and social services**

Strengths and Resources:

- **History:** The person-environmental use of personal strengths and resources at the micro social level as well as those found at the mezzo (family and group) and macro (community, organizational, society level). What has this person done in the past that has been helpful in resolving problems? What resources have been helpful at the mezzo and macro social levels? How can client and social worker together build on historical strengths and resources?
- **Present:** What person-environmental use of personal strengths and resources can be utilized at the personal micro social level as well as those found at the mezzo (family and group) and macro (community, organizational and society level)? How capable is this person in resolving his/her problems (motivation, coping and problem solving ability)? What resources can be utilized at this time?

Initial Assessment Summarization:

This section is the most critical part of the initial work with the client. It is formulated as a succinct narrative statement that combines the theoretical and conceptual knowledge base about human behavior with data about the client. Specifically the social worker intern needs to integrate both the problem solving AND the strength's perspective (solution focused) paradigms into this narrative. In this section you interpret the data provided by the client and other collateral resources and arrive at a professional impression of the client's problem and the client's strengths to satisfactorily bring some resolution to their situation

Included in this section are:

1. A restatement of the presenting problem; additional problems, identified from the interview, that bear on the presenting problem
2. Relevant aspects of the client's bio-psycho-social-spiritual history that influence the existence or resolution of the problem.
3. Personal, social and community resources, and support systems available to the client and, resources (personal - environmental) that need to be developed to increase the client's capacity to resolve the problem at a level that is satisfactory to the client.

Evidence-Informed or Best Practices: (you must list sources).

Taking into consideration your client (particular problem), are there any approaches to helping this client that have proven more effective over others. If no empirical evidence is located, are there approaches considered "best practice", strategies and/or guidelines that

might help to inform the intervention plan?

Mutually Agreed Upon Goals & Interventions:

Based on your assessment of this client what are the goals for treatment? State each goal in such a way that they are both specific and measureable. Next, describe what interventions are needed (both micro and macro) in order to work toward achievable goals (include in this section what, if anything, you found that supports your intervention plan).

Evaluation:

What means will you use to determine whether goals are being met, and to what extent?

CONTRACT

Problems for Work

System in which problem is located

Goal Statement:

Interventions: (micro/macro)

Objectives: (Prioritize)

Objective #1:

Target for change:

Tasks:

Responsibilities:

Timeline:

Objective #2:

Target for change:

Tasks:

Responsibilities:

Timeline:

Objective #3:

Target for change:

Tasks:

Responsibilities:

Timeline:

Plans for reviewing progress:

Client Signature

Date

Social Work Student

Date

Guidelines for Contracts

The contract is based upon the assessment of the client/client system. Although the outline has three objectives, you can develop more. Be sure that it is realistic to decide upon numerous objectives with timelines. It is preferable to have fewer objectives that can be achieved within the given time period.

1. Using the client/client system assessment, identify which problems/challenges the client/client system and you decide to work on and in which system(s) those problems/challenges reside.
2. Use both micro—problem-solving, solution-focused, along with macro interventions.
3. Develop a set of objectives—what client will or will not do differently, and, what student will do—to reach goals.
4. Specific tasks/actions including who is responsible for completion and the timeline for completion should be developed for each objective.
5. Each contract should specify the process and times for review of the progress being made toward achieving goals and objectives.

Family Assessment & Intervention

Guidelines: Select a client family at your internship. Explain that this assessment will be reviewed by your internship instructor and faculty at the School, but that you will not use any information by which they can be identified. You should interview family members together, not individually. Ask them to all participate in the drawing of the eco-map and the discussion of that picture. Use the following outline to develop your assessment.

I. Identifying Information: Date, time spent, location, names, relationship, and ages of identified family members and whether present or not.

II. Challenges Currently Facing Family: Include who initiated contact; needs and/or problems leading to the contact; who recognizes these needs/problems and how do various family members see/define the problem; how do others (school, court, etc.) define the problem?

III. Ecological Assessment: Complete an eco-map then address the following:

- A. Basic Needs:** Is income sufficient to meet basic needs; is there adequate food and shelter; is neighborhood safe and reasonably pleasant; is there access to preventive health care and good medical resources; can family get to needed resources, or are they cut off because of location, lack of private or public transportation or telephone; are there meaningful social connections with neighbors, friends, community organizations, extended kin; do family members belong to or participate in any group activities; are values in conflict or congruent with surrounding environment; is there access to educational, vocational & cultural enrichment opportunities; any family member employment, satisfaction in work, and how long since mastery of a new experience/pride in an achievement?
- B. Individual Family Member's Relationship With Environment:** Are individual members or is family collectively cut off from environmental exchanges or involved in stressful connections; does family always have together transactions with other people/systems or do they relate to environments separately; do members have differential access to and exchange with world around them; are any helping agencies or systems involved with the family and are they pursuing similar or conflicting goals and actions; is the family caught between different and confusing sets of expectations; what is the relationship between your agency and the family and are services relevant and available to meet needs; is your agency in conflict with other important systems in the family's environment; what is the nature of relationship between you and the family-- how do they view you?

IV. Intergenerational Assessment: Complete a genogram then address the following:

- A. Family Patterns:** Are there any significant patterns emerging from the genogram; has the family experienced any major losses through untimely or tragic death, migration, separation; are there particular themes or events which have shame, pain, or secrecy; what are the patterns of health; are there any noted roles individuals carry from past generations?
- B. Family Definitions:** How does family define itself & any themes contributing to its identity, sense of itself, and coherence; major family stories, myths, heroes & heroines; family traditions or events evoking pride and how are they marked or celebrated; rituals and ceremonies important to the family and their meaning; role of ethnicity, race, culture,

or religious heritage in the family's identity; ethnic or religious intermarriages influencing family relationships & identifications?

- C. Current Family Relationships:** Close ties & communications with extended family (maternal & paternal); significant "cut-off" from maternal/paternal, parent-child, or sibling relationships and the explanation for the cut-off.

V. Family Structure, Organization, and Process: Observe and interview, then address the following:

A. Family Structure

1) **External Boundaries** (Links with eco-map):

- a) Open (clear but permeable) or closed (impermeable) or random (inadequate & little cohesion); is the family open to new experiences or relationships; are individuals free to make connections with other people and organizations?
- b) Variation in quantity and quality of exchanges with outer world and why?
- c) Membership--who is included within the intimate family network; does it welcome new members and how; are outsiders welcome to share a common table; does family allow others in physically or emotionally; does family protect its members when necessary and allow differentiation when appropriate?

2) **Relationships:**

- d) Enmeshment or Fusion: Parents over involved in children's lives; toleration of differences; how are efforts to individuate experienced by family--disloyal, abandoned, or applauded?
- e) Disengagement/emotional cut-off: failure to attend to emotional or physical needs of children/other family members; close emotional or physical contact avoided; members seem impervious or insensitive to one another?
- f) Loving/caring/attachment: How characterize family's affective relationship; quality of attachments to one another; ability to nurture, validate, and appreciate one another; how show or not show that they care?

B. Family Organization:

- 1) **Internal Boundaries:** Clarity of boundary between spousal subsystem and child subsystem; do all have clearly demarcated time and space for themselves; parental subsystem accessible to children; relationships among subsystems; spouses offer mutual aid and support; siblings offer mutual aid or competition and rivalry?

- 2) **Roles:** Clear & consistent; complementary or symmetrical; members possess skills & competencies to carry out familial & social roles; rigidity or flexibility in assigned roles; conflict; how roles affected by socio-cultural heritage; role contribution to any problems; role of grandparents or other extended family members?

C. Family Processes:

- 1) **Adaptation:** What developmental and/or transitional forces are operating; how is the family adapting and processing these transitions?
- 2) **Power & Authority:** Where is the seat of power; how are family rules enforced; what happens when a rule is challenged; how are children disciplined; what is the role of power between practitioner and family?
- 3) **Communication Processes:** Who talks to whom, where, when and about what; are some members left out; do some talk for others; what does nonverbal communication demonstrate; congruence between verbal & non-verbal

communication; is communication clear & understandable; do members validate each other's statements; what feelings, thoughts, emotions may or may not be expressed; taboo & explored subjects; any rules about communication and communication about communication?

VI. Assessment & Recommendations

- A. **Overall Assessment of the Family's Relationship with its Environment and Recommendations:** Has family achieved an adaptive balance with surrounding environment or is it a state of disequilibrium or in danger of being overwhelmed; is most of the energy being drained from the family; is the family only "taking in" from outside systems; are essential supports/resources to meet basic needs available or lacking; does family need help or enhanced skills in tapping and making use of these resources; what sources of strength, support, or resources could be activated or enhanced; particular sources of stress or conflict; how character most salient aspects of the family-environment relationship—nurtured, sustained, deprived, isolated, overburdened, etc.?
- B. **Overall Assessment of Intergenerational Issues and Recommendations:** Are there any intergenerational family issues (including strengths) and how are they being transmitted; one or both parents "too" fused with their parents; effects on individuals & family as a whole of any "cut offs"; any avoidance of intergenerational "toxic" issues or maintenance of secrets?
- C. **Overall Assessment of Family Processes and Recommendations:** Are there any identified strengths or weaknesses in the family's external boundaries, relationships; internal boundaries, roles, communication processes or power/authority structure? How the family life is stage affecting the family and are there any identified stressors/developmental issues?

VII. Evidence-Informed or Best Practices:

Taking into consideration this particular family, are there any approaches to helping this family that have proven more effective over others. If no empirical evidence is located, are there approaches considered to be "best practice" strategies and/or guidelines that might help to inform the intervention plan? (you must list sources).

VIII. Mutually Agreed Upon Goals & Interventions:

Based on your assessment of this family, what are the goals for treatment? State each goal in such a way that they are both specific and measureable. Next, describe what interventions are needed (both micro and macro) in order to work toward achievable goals (include in this section what, if anything, you found that supports your intervention plan).

IX. Evaluation:

What means will you use to determine whether goals are being met, and to what extent?

Outline adapted from, Hartman, A. & Laird, J. (1983). Family-Centered Social Work Practice. New York: The Free Press

Select a group that is part of or affiliated with your agency and attend at least two or three times. The group may be a problem-solving group, committee, board, staff meeting, therapeutic group, or other group that meets on a regular basis. Use the following outline for an assessment of the group.

A. Structure of the group

1. What are the purpose(s) and goals of the group (explicit and implicit)?
2. Is the group open-ended (members can attend as they desire for as long as they desire) or close ended (attend for a specified amount of time)?
3. Do members join the group voluntarily, require a referral (from whom?), require approval (from whom?), or are they mandated to attend (by whom?)?
4. Is the group held at your agency, requiring others to come there, or is it held at a location more convenient for the majority of the members?
5. What is the frequency and duration of the group meetings?
6. What is the format of the group meetings - structured or unstructured?

B. Group processes

1. What are the ground rules for the group (length of time, attendance, who speaks when, etc?)
2. How is confidentiality handled in the group? What information can be shared outside the group? What happens if confidentiality is violated?
3. What are the goals of this group? How were they established?
4. What is the composition of this group? Are the characteristics of the group homogeneous or heterogeneous?
5. If new members attend the group session, how does the group and the group leader incorporate them into the group?
6. What roles do the various members of the group take during the meeting?
7. Who is the leader of this group? How did she/he become the leader?
8. What are the key sub-systems and group alliances within this group?
9. In what stage of group development is this group?
10. How does the group handle conflict and controversy?
11. Describe the group's decision-making processes.

C. Group-Environment Relations--Create an eco-map of the group in its environment.

Include in your discussion:

1. The environmental systems that influences the group and individual members
2. The accessibility of environmental resources
3. The impact of race, class, gender, and other cultural identities on group interaction.

D. Assessment

1. What are the strengths of this group, both for the group as a whole and the individual members?

E. Evidence-Informed/best practices

1. Given the type of group, is there any evidence for certain treatment approaches, or best practice guidelines? (List sources used).

F. Interventions

1. Given the purpose of this group, what interventions would be appropriate in order to move the group towards these goals?

Organizational Assessment for First Year Internship

The organization in which you are doing your internship is the ideal organization for you to target in this assessment, as it will give you a greater understanding of the context in which you are providing services. Use the following outline to assist in your assessment. You may use additional information that you believe is important to understanding the organization.

A. The organization's founding

1. How and why did this organization come into being?
2. What are the stories people tell about the history of this organization?

B. The purpose of the organization

1. What is the mission of the organization? Where is the mission statement located? Are people in the organization familiar with the mission statement?
2. What are the goals of this organization? Where are these goals located? Are people in the organization familiar with these goals?
3. Do people in the organization agree with the mission and goals? Do they feel that their work is in keeping with the mission and goals?

C. Auspices of the organization

1. What empowers the organization and defines its purposes?
2. What are the statutory mandates (public organizations) or charters/articles of incorporation and by-laws (private organizations) that give the organization legitimacy?

D. Governance structure

1. What is the organizational structure of decision-making and accountability?
2. For private agencies, describe the board of directors - how is it comprised? What does it do and how?
3. For public agencies, is there a board or commission that impacts the organization?

E. Organizational culture

1. What are the beliefs and values held by the members of the organization?
2. What is the atmosphere of the organization - are members generally pleased with the organization, do they enjoy their work?
3. What diversity is represented among staff and administration?
4. Is the compensation commensurate with job expectations?
5. What is the physical plant of the organization like? Is there sufficient space for services? Is the space well used and conducive to a good atmosphere?
6. Are volunteers used in the organization? If so, how? How do they interact with staff and clients?

F. Funding

1. What is the annual budget of the organization?
2. Where do its funds come from and in what proportion?
3. Have the budget and/or the funding sources changed materially in recent years? In what way? How did this impact services?
4. Does this organization have sufficient funding to meet its mission and goals?

G. Client population

1. What types of clients are being served? Are these the types of clients, which the agency is intending to serve, in its mission statement and goals? What are the demographic characteristics of the client population?
2. What are the eligibility requirements for service?
3. What is the process of becoming a client? Is there a waiting list?
4. Are individualized goals and objectives established with clients?
5. Is the environment of the organization supportive to clients?
6. Does the agency have some means of obtaining feedback from clients about services?

H. Planning

1. How does the organization evaluate its achievement of its goals? How does it use that evaluation to improve services?
2. What type of organizational planning takes place?

I. Organization-environment relations

Create an eco-map of the organization and a discussion of that eco-map which includes:

1. Important organizations in the environment of the agency - agencies that serve as referral sources, accreditation organizations, other organizations with which the agency collaborates and networks, organizations that provide funding for the agency, schools that place students in the agency, organizations that house outreach programs, etc.
2. Policy issues that impact the organization
3. Cultural beliefs and values that influence the organization

J. Assessment

1. What are the strengths of this organization?
2. What are the challenges facing this organization?
3. What is the future direction of the agency -where is it heading?

Organizational Intervention

Students in the second semester of the first year internship are required to complete and document an organizational intervention. Rather than be developed by the School, this assignment is to be developed by the internship instructor and the student in the learning contract as the nature of the assignment will vary with the agency placement.

The objective of the assignment is to develop beginning skills in organizational change, management, and administration. Examples of various interventions that would be appropriate for this requirement are:

- assisting in writing a grant
- helping to organize a fundraiser
- helping to develop a new program
- helping to develop a procedure for policy implementation
- gathering information for the development of a new program
- participating in a work group or decision-making committee
- evaluating an existing program
- participation in other organization activities

Although the tasks will vary, each student should keep notes on the intervention. These notes and any products which result from the intervention should be placed in the portfolio and be available to the faculty liaison.

Community Assessment for First Year Internship

If you choose to do a community assessment, you should do the community in which your internship site is located or the community in which most of the agency's clients reside. Although it is important to obtain census information about this community, you will also want to walk or drive through the community, stand on a corner, or visit several stores in the area. Then use the following outline to develop your assessment.

A. Community Geographic Information

1. What are the main geographical boundaries and natural barriers?
2. Is the community geographically isolated or does it border other communities?

B. Economic Characteristics

1. What does the census report in terms of mean and median incomes in this community?
2. What does the census report about unemployment? Do you see evidence of unemployment among community residents?
3. What types of commercial enterprises exist in the community?
4. What type of transportation is available? Is it public or private? How available is public transportation?
5. Do you see evidence of an "underground" economy (i.e., illegal economic activities)?

C. Social Characteristics

1. What information does the census give you about the community in terms of age, gender, ethnicity, race, family composition, etc.?
2. How would you describe the community residents in terms of age, gender, ethnicity, race, etc.?
3. How do community residents react to you (e.g., hostile, friendly, indifferent, curious)?
4. Does the community contain places of worship?
5. Do "public" meeting places exist in the community (e.g., meeting halls, clubs, coffee shops, bakeries, and associations)?
6. Does the community contain any parks and recreational areas/buildings? What type? What are the conditions of the recreational facilities?
7. How would you describe the housing? Is it mainly rental or family-owned? Multiple or single-family dwellings? How is the housing maintained? Is there housing for sale? Is the for-sale housing dispersed through the community or clustered?
8. Are there distinct social sub-communities within the larger community?

D. Political Characteristics

1. Are there any signs of political activity/activism (e.g., yard signs bumper stickers, political offices, political meetings etc.)?
2. What are the conditions of the roads and sidewalks? Is garbage collected regularly?

E. Assessment

1. What appear to be the most pressing needs of the community?

2. What appear to be the resources that exist in the community to address the needs?
3. How responsible do public officials appear to be to meeting the needs of the community?
4. How do you think this community affects its residents, particularly the clients of your agency?

F. Eco-map

Create an eco-map of the community and include the following:

1. All entities external to the community with which the community (as a whole) interfaces (e.g., governmental entities, other communities, social service agencies, business, and community institutions and organizations)
2. A graphic description of the relationship between the community and outside entities using different types of connections (e.g., broken lines, solid lines, etc.)
3. A legend/key that explains the types of connections.

Adapted from:

Berg-Weger, M. & Birkenmaier, J. (2000). *The practicum companion for social work: Integrating class and field work*. Boston: Allyn & Bacon.

Community Intervention

Students in the second semester of the first year internship are required to complete and document an intervention. Rather than be developed by the School, this assignment is to be developed by the internship instructor and the student in the learning contract as the nature of the assignment will vary with the agency placement.

The objective of this requirement is for the student to develop beginning skills in working with both the community served by the agency and the human service delivery system of that community. Examples of interventions may be:

- participation in an interagency task force
- community outreach programs sponsored by the agency
- community education activities such as health fairs, media events, presentations, development of brochures, etc.
- case conferences with clients receiving services from multiple agencies
- participation in legislative related activities
- participation in other community organization activities

Students should keep notes on the intervention and those notes and any products which result from this intervention should be placed in the portfolio and be available to the faculty liaison.

Evaluation of Practice

It is an ethical responsibility of social workers to ensure that they practice competently. This requirement addresses the ability of the student to begin to evaluate her/his own practice. During the first year internship, students are required to document an evaluation of their practice with a client system. The format for this evaluation will vary depending on the type of client system with which the student is working; the nature of the client system's presenting concerns, and the agency context in which the student is working.

- The evaluation of practice should evaluate your personal practice with a client/group.
- Interns are expected at/by the mid-semester liaison visit to present a plan.
- The evaluation of practice should clearly identify the clinical issue(s) (client or group) you have chosen to evaluate. (What are you measuring? e.g., self-esteem, depression)
- When a survey/scale/inventory is used as a means of evaluation, a copy of the tool should be included in the report. Describe what that tool is designed to measure, how it is structured (i.e., Likert scale, etc.) and the scoring. Reliability and validity of the instrument should also be discussed.
- Copies of completed participant surveys should be included in the evaluation.
- Describe the research design (survey administration and collection).
- Discuss specific interventions used to address the identified clinical issues.
- Providing pre-test and post-test scores alone is not an evaluation of practice. Analyze the data and describe how it applies to the clinical issues of your client(s).
- The evaluation of practice should include discussion of other variables that may have affected outcome.
- The evaluation of practice should include a subjective analysis of your skills (i.e., strengths/weaknesses, barriers to intervention, etc.) Also, if you could repeat the process what would you do differently? What did you learn?

The following are examples of possible practice evaluations:

- 1) During the assessment phase of working with an individual, family, or groups, the student uses clinical measures to assess the extent of the presenting problem. When the student terminates with this client system, the student administers those measures again and discusses the change (or lack of change) with the client system.
- 2) The student establishes goals and objectives with a client system-an individual, a family, a group, a committee, etc. - and progress toward achievement of these goals and objectives are monitored throughout the intervention phase. Goals and objectives may be altered during this time if they become unrealistic or irrelevant. During the termination phase, the student and the client systems will discuss achievement of and/or progress toward the achievement of those goals and objectives.

- 3) The student develops a survey regarding his/her practice skills for client systems with whom he/she is working.
- 4) The student develops a pre- and post- measure for a group she/he is facilitating. These measures could be developed for a one-group session or for a period of several weeks. They could measure retention of knowledge or information, changes in attitudes, reduction in anxiety or depression, etc.

**Graduate Social Work Program
University of Arkansas at Little Rock**

EVALUATION OF FIRST YEAR STUDENT INTERNSHIP PERFORMANCE

Student: _____ Instructor: _____

Liaison: _____ Agency: _____

Foundation Year Semester being evaluated: _____ (1st, 2nd, or summer block)

Form Completed By: Instructor Student Bubble sheet attached (2nd semester only)

Guidelines:

The foundation year evaluation instrument is comprised of 10 sections, which reflect each of the ten core foundational competencies and associated practice behaviors as described in the 2008 EPAS, and in the course outlines for Foundations Internship I & II. All demonstrated practice behaviors are applicable to individual, family, group, organizational, and community assignments.

It is intended that the instructor will provide ongoing feedback to the student about performance throughout the semester and that the liaison will be included in this process at the midterm and final visits. Before the final semester liaison visit, the student and instructor each independently complete the evaluation form. The student and instructor review their ratings prior to the liaison visit, identifying discussion points, areas for development, etc. At the final visit, the liaison shares her/his evaluation for discussion and facilitates development of goals for the next evaluation period. This should be included with the instructor's evaluation form. Scores should not be changed on the individual forms. Both original forms should then be given to the liaison for submission to the Internship Office. Copies will be maintained in the student file. Students and instructors should also keep a copy.

For the Schools' assessment efforts, during the 2nd semester or at the end of the summer term, we will also be asking instructors and students to complete an assessment using a bubble sheet. This assessment tool will be distributed by the students to their field instructors. The field liaisons will be required to submit to the Internship Office at the end of the semester.

Core Competencies

Students in the foundation year are required to demonstrate competency in 10 core areas, they include:

1. Identify as a professional social worker and conduct oneself accordingly.
2. Apply social work ethical principles to guide professional practice
3. Apply critical thinking to inform and communicate professional judgments.
4. Engage diversity and difference in practice.
5. Advance human rights and social and economic justice.
6. Engage in research-informed practice and practice-informed research.
7. Apply knowledge of human behavior and the social environment.

8. Engage in policy practice to advance social and economic well-being and to deliver effective social work services.
9. Respond to contexts that shape practice.
10. Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities.

The curriculum provides the knowledge, values and skills necessary for the development of each of its core competencies, which become operationalized in practice behaviors specific to each competency. Each core competency has a numerical listing of practice behaviors and supporting knowledge, values and skill components. It is the actual practice behavior that is the focus of evaluation for each student.

Students are rated on a four-point Likert-scale for each practice behavior. Individual scores for each practice behavior are then averaged for each of the 10 competencies:

Evaluation Key

1 = **Does not meet expectation for competency:** Student shows little or no evidence of having developed, or in the process of developing practice behavior

2 = **Below expectation for competency:** Student shows beginning ability to demonstrate practice behavior, however, performance is uneven

3 = **Meets expectation for competency:** Student demonstrates the practice behavior with consistency

4 = **Exceeds expectation for competency:** Student shows a high degree of ability in demonstrating practice behavior

N/A – No opportunity to develop this practice behavior in this setting, or field instructor does not have sufficient evidence to make a judgment

Performance Red Flags

Mid-Term Evaluation

The expected performance for a second semester student is level 3 for each practice behavior. If a student receives a 1 or 2 on any practice behavior, or falls below an average of 3 on any of the ten competencies, the following steps should be taken:

1. The field instructor comments in the narrative section what justified ratings. Be as specific as possible as to why student received 1's or 2's.
2. The field instructor informs the faculty liaison regarding the specific areas of concern
3. The field instructor, faculty liaison and student, develop a plan to improve competencies/practice behaviors that were identified as needing improvement
4. A performance review may be initiated when deemed necessary by the faculty liaison, field instructor, or field coordinator.

Final Evaluation

The expected levels of performance for a student at the end of their foundation year internship are levels 3 and 4 for each practice behavior and an overall average of at least a 3 for each of the

10 competencies.

The following steps should be taken in situations where the student was given ratings in the 1-2 range for 20% or more of the practice behaviors (8 or more practice behaviors), or fell under an average score of 3 for **any** of the ten competencies:

1. The field instructor comments in the narrative section what justified ratings. Be as specific as possible as to why student received 1's and 2's.
2. The field instructor informs the faculty liaison regarding the specific areas of concern
3. Performance that falls below the expected level may preclude the student from receiving credit for field. It is assumed that a performance contract would have been in place in an effort to address low performing areas.
4. A performance review may be initiated when deemed necessary by the faculty liaison, field instructor, or field coordinator.

Narrative Section

The narrative section is designed to individualize the student's evaluation, and represents a significant component of the evaluative process. It is important to clarify:

1. Specific practice behaviors (and/or specific components of practice behaviors) that need further development
2. Practice behaviors that have shown significant growth
3. Major accomplishments and areas where the students excels

Competency #1: Identify as a professional social worker and conduct oneself accordingly

To what extent was student able to demonstrate....?

1.1	The ability to practice personal reflection and self-correction to assure continual professional development	1	2	3	4	na
1.2	The ability to attend to professional roles and boundaries	1	2	3	4	na
1.3	Professional demeanor in appearance, behavior and communication	1	2	3	4	na
1.4	A commitment to career-long learning and growth	1	2	3	4	na
1.5	The ability to use supervision and consultation	1	2	3	4	na

Narrative:

Competency #2: Apply social work ethical principles to guide professional practice

To what extent was student able to demonstrate.....?

2.1	The ability to make ethical decisions by applying the NASW code of ethics	1	2	3	4	na
2.2	The ability to tolerate ambiguity in resolving ethical conflicts	1	2	3	4	na
2.3	The ability to apply strategies of ethical reasoning to arrive at principled decisions					na
2.4	The ability to recognize and manage personal values in a way that allows professional values to guide practice	1	2	3	4	na

Narrative:

Competency #3: Apply critical thinking to inform and communicate professional judgments

To what extent was student able to demonstrate....?

3.1	The ability to distinguish, appraise and integrate multiple sources of knowledge; including research-based knowledge and practice wisdom	1	2	3	4	na
3.2	The ability to analyze models of assessment, prevention, intervention, and evaluation	1	2	3	4	na
3.3	The ability to come to well-reasoned conclusions and solutions, implement plan of action, review and reflect upon results					na
3.4	Effective oral and written communication in working with individuals, families, groups, organizations, communities, and colleagues	1	2	3	4	na

Narrative:

Competency #4: Engage diversity and difference in practice

To what extent was student able to demonstrate....?

4.1	The ability to recognize the extent to which a culture's structures and values may oppress, marginalize, alienate, or create or enhance privilege and power	1	2	3	4	na
4.2	Sufficient self-awareness to eliminate the influence of personal biases and values in working with diverse groups	1	2	3	4	na
4.3	The ability to recognize and communicate an understanding of the importance of difference in shaping life experiences	1	2	3	4	na
4.4	The ability to view oneself as a learner and engages those he or she works with as informants	1	2	3	4	na

Narrative:

Competency #5: Advance human rights and social and economic justice
--

To what extent was student able to demonstrate....?

5.1	An understanding of the forms and mechanisms of oppression and discrimination	1	2	3	4	na
5.2	The ability to advocate for human rights and social and economic justice	1	2	3	4	na
5.3	The ability to engage in practices that advance social and economic justice	1	2	3	4	na

Narrative:

Competency #6: Engage in research-informed practice and practice-informed research

To what extent was student able to demonstrate....?

6.1	The ability to use experience to inform research	1	2	3	4	na
6.2	The ability to use evidence to inform practice	1	2	3	4	na

--	--	--	--	--	--	--

Narrative:

Competency #7: Apply knowledge of human behavior and the social environment
--

To what extent was student able to demonstrate....?

7.1	The ability to utilize theories and models of practice to guide the processes of problem identification and assessment as well as intervention development	1	2	3	4	na
7.2	The ability to critically evaluate and apply knowledge to understand and predict human behavior, both individually and in the social environment	1	2	3	4	na

Narrative:

Competency #8: Engage in policy practice to advance social and economic well-being and to deliver effective social work services

To what extent was student able to demonstrate....?

8.1	The ability to identify and learn from the range of stakeholders concerned with policies that advance social well-being and with those that don't	1	2	3	4	na
8.2	The ability to analyze, formulate, and advocate for policies that advance social well-being	1	2	3	4	na
8.3	The ability to collaborate with colleagues and clients for effective policy action	1	2	3	4	na

Narrative:

Competency #9: Respond to contexts that shape practice

To what extent was student able to demonstrate....?

9.1	The ability to continuously discover, appraise, and attend to changing locales, populations, scientific and technological developments, and emerging societal trends in order to provide relevant services	1	2	3	4	na
9.2	The ability to assess the social, emotional, organizational and environmental context in which people live and utilize this information in practice and service delivery	1	2	3	4	na
9.3	The ability to display leadership in promoting sustainable changes in service delivery and practice to improve the quality of social services	1	2	3	4	na

Narrative:

Competency #10: Engage, assess, intervene, and evaluate with individuals, families, groups, organizations, and communities

Engagement

To what extent was student able to demonstrate.....?

10.1	The ability to use empathy and other interpersonal skills	1	2	3	4	na
10.2	The ability to develop a mutually agreed-on focus	1	2	3	4	na

Assessment

10.3	The ability to collect, organize and interpret client data	1	2	3	4	na
10.4	The ability to assess client's strengths and needs	1	2	3	4	na
10.5	The ability to develop mutually agreed-on interventions and goals	1	2	3	4	na
10.6	The ability to select appropriate interventions	1	2	3	4	na

Interventions

10.7	The ability to implement prevention/intervention strategies	1	2	3	4	na
10.8	The ability to resolve problems and re-evaluate and refine goals	1	2	3	4	na
10.9	The ability to negotiate, mediate and advocate	1	2	3	4	na
10.10	The ability to facilitate transitions and endings	1	2	3	4	na

Evaluation

10.11	The ability to critically analyze, monitor and evaluate interventions	1	2	3	4	na
-------	---	---	---	---	---	----

Narrative:

Instructor Signature & Date

Student Signature & Date

- I agree with evaluation
- I disagree with evaluation
- I will submit an addendum

Liaison Signature & Date

Please use additional space if needed.

This evaluation form is used by the MSW field coordinator and the UALR faculty in targeting problem areas in instruction and in developing training for internship instructors and liaisons. We hope that in your final evaluation session you will be able to sit down with your instructor and liaison and provide constructive information on what you found helpful or not helpful in your internship experience. In the event you do not feel that you can do this, this evaluation may be directly submitted to the MSW field coordinator. Your name is optional and will be used only for follow-up purposes if needed. Your evaluation of your internship is in no way tied in with the assignment of your grade.

AGENCY: _____ **PROGRAM:** _____
INSTRUCTOR: _____ **STUDENT:** _____
1ST YEAR ___ **ADP** ___ **MCP** ___ **DATE:** _____

Please circle the answer, which most closely represents your opinion of your internship experience.

0=Not At All 1=Rarely 2=Sometimes 3=Most of the Time 4=Always

1. Was the agency philosophy compatible with the values and ethics of social work?

Not At All 0 1 2 3 4 Always Comments:

2. Are students viewed as learners and not adjunct staff?

Not At All 0 1 2 3 4 Always Comments:

3. Did the agency include you in appropriate meetings and in-service activities?

Not At All 0 1 2 3 4 Always Comments:

4. Were you provided the proper physical environment and adequate equipment?

Not At All 0 1 2 3 4 Always Comments:

5. Were you given the opportunity to see and analyze the modeling of professional social work skills, judgment, and values in action?

Not At All 0 1 2 3 4 Always Comments:

6. Did the agency support your personal safety in internship activities?

Not At All 0 1 2 3 4 Always Comments:

7. Did the agency provide appropriate reimbursement for your out-of-pocket expenses involved in rendering agency service?

Not At All 0 1 2 3 4 Always Comments:

8. Did your instructor develop in “concert” with you your learning contract each semester?

Not At All 0 1 2 3 4 Always Comments:

9. Did you have practice activities (clients) within the first two weeks of the internship?

Not At All 0 1 2 3 4 Always Comments:

10. Were you assigned a sufficient number and variety of assignments including the following diverse backgrounds?

Sexual:	None	0	1	2	3	4	Very Many
Racial:	None	0	1	2	3	4	Very Many
Ethnic:	None	0	1	2	3	4	Very Many
Cultural:	None	0	1	2	3	4	Very Many
Disability	None	0	1	2	3	4	Very Many

11. Did your field instructor spend a minimum of two hours a week of supervisory time with you?

Not At All 0 1 2 3 4 Always Comments:

12. Do you think you had reasonable time (3 hrs. per week) during the internship to complete written assignments and agency record keeping?

Not At All 0 1 2 3 4 Always Comments:

13. Were you provided learning opportunities to develop professional written skills?

Not At All 0 1 2 3 4 Always Comments:

14. Were you provided learning opportunities to develop professional oral skills?

Not At All 0 1 2 3 4 Always Comments:

15. Would you recommend this internship to a fellow student?

Not At All 0 1 2 3 4 Always

Comments:

18. What do you see as the key strengths of this internship site?

20. What recommendations, if any, would you make to improve the opportunities for learning in this internship site?

Evaluation of UALR MSW School of Social Work Faculty Liaison

Name of Liaison:

Completed By:

Student
 Instructor

1. Was your liaison prepared for visits and arrive on time?

Not At All 0 1 2 3 4 Always Comments:

2. Did your liaison use time effectively during the agency visit?

Not At All 0 1 2 3 4 Always Comments:

3. Did your liaison stimulate discussion and communicate effectively?

Not At All 0 1 2 3 4 Always Comments:

4. Did you perceive your liaison as approachable?

Not At All 0 1 2 3 4 Always Comments:

5. Was your liaison prompt in returning materials or providing you with information?

Not At All 0 1 2 3 4 Always Comments:

6. Did your liaison contact you early in the first semester?

Not At All 0 1 2 3 4 Always Comments:

7. Did your liaison make visits at both mid-term and the end of the semester?

Not At All 0 1 2 3 4 Always Comments:

8. During visits, did your liaison meet with both the student and the instructor?

Not At All 0 1 2 3 4 Always Comments:

9. Was your liaison familiar with the content of the student's portfolio?

Not At All 0 1 2 3 4 Always Comments:

10. Did your liaison read and give meaningful feedback on the learning contract?

Not At All 0 1 2 3 4 Always Comments:

11. Was your liaison helpful in problem solving?

Not At All 0 1 2 3 4 Always Comments:

12. What did you find most helpful in the liaison process?

13. What did you find least helpful?

14. Would you recommend this liaison? Yes No Why or why not?

***Thank you! Please return to the UALR School of Social Work by email:
aegarland@ualr.edu, fax (501)569-3184; or mail to UALR School of Social Work,
2801 S. University, Little Rock, AR 72204; or in person.***

Thank YOU!

MSW Internship Instructor Evaluation of UALR Internship Program

This evaluation form will be used by the MSW field coordinator and the UALR faculty in refining and developing the MSW internship program. At the end of the student's internship, please complete this evaluation and return it to the MSW field coordinator. Your name and the liaison's name are optional and will be used only for follow-up purposes if needed. Thank you for your time and input into this process.

AGENCY: _____ **DATE:** _____

INSTRUCTOR: _____ **LIAISON:** _____

STUDENT SUPERVISED WAS: _____ **1ST YEAR** _____ **ADP** _____ **MCP**

Please circle the answer that most closely represents your opinion of your internship instructor experience.

0=Not At All 1=Barely 2=Somewhat 3=Mostly 4=Definitely

1. Were your students well matched with your agency?

Not At All 0 1 2 3 4 Always Comments:

2. Do you think you have been kept updated about changes in the MSW Program?

Not At All 0 1 2 3 4 Always Comments:

3. Were your Internship Manuals helpful to you?

Not At All 0 1 2 3 4 Always Comments:

4. Are the ongoing training and education programs from the School helpful to you?

Not At All 0 1 2 3 4 Always Comments:

5. What topics would you like to see addressed in the future?

6. In your opinion, is the student's workload expectation realistic given the amount of time she/he spends in your agency?

Not At All 0 1 2 3 4 Always Comments:

7. In your opinion, was the student's classroom preparation relevant to the current practice environment?

Not At All 0 1 2 3 4 Always Comments:

8. Overall, do you find the School responsive to your questions and concerns?

Not At All 0 1 2 3 4 Always Comments:

9. Would you recommend being an instructor to another social worker?

Not At All 0 1 2 3 4 Always Comments:

10. What do you see as the key strengths of the MSW internship program?

11. What recommendations would you make to improve the internship program?

