

# WELCOME

## *SWCOS Interns*

To help you become familiar with SWCOS, we have compiled a Student Intern Handbook that coincides with the School of Social Work's Field Instruction Handbook. We hope these materials will be helpful to you.

This manual will be revised as we continue to meet the changing needs of the families, neighborhoods, and organizations that we work with. We encourage you to ask questions, and to make any suggestions that will help us all to learn and grow. We are here to help you, and we look forward to our work together.

*The SWCOS Staff*

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## SWCOS OVERVIEW

### General Description

The Social Work Community Outreach Service (SWCOS) is an agency created within the School of Social Work at the University of Maryland. The agency began its operations in September of 1992. SWCOS is designed to demonstrate the critical interrelationships among practice, education, training, and research in fulfilling the professional social contract with society.

### Our Mission

The Mission of the University Of Maryland School Of Social Work Community Outreach Service (SWCOS) is to create innovative models of social work education and service that strengthen under-served individuals, families and communities in Baltimore and Maryland.

Students, faculty, agency, and community representatives join forces in the design, implementation, and evaluation of these models.

### Our Vision

The Social Work Community Outreach Service is the outreach arm of the University of Maryland School of Social Work, which concentrates its efforts in vulnerable communities and with people who have been marginalized to:

- identify and build the capacities of individuals, families, communities, and community-based organizations to solve their problems;
- demonstrate that the problems our society faces are solvable by creating, implementing, evaluating, and publicizing model solutions;
- demonstrate to the larger society that all of its members have something valuable to contribute to the problem-solving process;
- remind people that inclusion and participation of all in problem solving will lead to more effective solutions;
- inspire people to enter this exciting struggle for social justice and to create new professional roles in this struggle; and
- inspire and strengthen the profession to take a stronger role in the solution of society's problems.

## SWCOS STAFF AND SUPPORT

Unlike other agencies, the SWCOS "staff" includes foundation, clinical, and management and community organization students who complete their internships at SWCOS. The interns are encouraged to use each other as a mutual support system and as a peer consultation network. Unlike other agencies in which a social worker has an assigned role and takes on an intern or two, intern training is the primary role for most SWCOS field instructors. A strong orientation and staff development program, in addition to weekly individual supervision, supports the interns' development of a knowledge and skill repertoire consistent with the philosophies of SWCOS and the needs of the families, neighborhoods and organizations that SWCOS serves.

The Faculty Advisory Committee serves as a sounding board, and completes the circle with field and classroom teaching and learning. The Community Advisory Board, with members from major agencies and constituencies in Baltimore, helps the SWCOS faculty stay on top of community trends and needs. Since 2001-2002 a Student Advisory Committee has been elected by the SWCOS interns to represent the student perspective. The Student Advisory Committee representatives have input into SWCOS policies and practices. The School of Social Work Development Office and the UMB Development Office provide crucial assistance as SWCOS continues to expand its capacity for service and training in response to identified needs. The School of Social Work Computer and Media Centers provide technical assistance and support to interns and faculty.

Community Advisory Board

Susan Wolman, Chair  
Theresa Barrett  
Jane Brown  
Matt Conn  
Marian Davis Foster, Ed.D  
Joan Dolina  
Tisha Edwards  
David Flinchbaugh  
Carol Frank  
Betty Golombek  
Sandra Hess  
Melanie Martin  
Irona Pope  
Rosalia Scalia  
Alethea Schmall  
Beth Slepian  
SWCOS Student Representative  
Dick Cook [ex-officio]  
Dean Jennie Bloom [ex-officio]  
Dean Richard Barth [ex-officio]

Faculty Advisory Committee

Llewellyn Cornelius, Chair  
Kelley Macmillan  
Edward Pecukonis  
Lucia Rusty  
Tanya Sharpe  
SWCOS Student Representative  
SWCOS Clinical Instructor Representative(s)  
Dick Cook [ex-officio]

## *Student Advisory Committee*

This committee was formed in 2001-2002. Its role is to advise SWCOS on policies and future planning. Representatives from the Student Advisory Committee will serve in a liaison capacity on the Community Advisory Board and the Faculty Advisory Committee. Members are nominated by SWCOS interns in October of each year, and will serve until the following April. Meetings of the committee will take place at least quarterly, and will be approximately 90 minutes in length. The Director of SWCOS or his designee will meet with the committee as an ex-officio member.

Prospective members will need the approval of their Field Instructor in order to use field instruction time for this activity. The following subgroups of interns may nominate one representative each for the committee.

- Public school sites
- Citizens Planning & Housing Association
- Neighborhood Fellows
- Grassroots Non-Profit Resource Mentoring Project
- Other SWCOS projects not listed above

## SWCOS FIELD PLACEMENTS 2007-2008

### **SWCOS OFFER... ..**

*Over 50 Placements at a variety of sites!*

#### **Expanded School Mental Health Program**

##### West Baltimore Cluster

Field Instructor: Trish DiPaula

(410) 706-4407

[tdipaula@ssw.umaryland.edu](mailto:tdipaula@ssw.umaryland.edu)

- Bentalou Elementary School
- Booker T. Washington Middle School
- Steuart Hill Academic Academy

##### South Baltimore Cluster

Field Instructor: Jessica Mott

(410) 706-8897

[jmott@ssw.umaryland.edu](mailto:jmott@ssw.umaryland.edu)

- Benjamin Franklin Middle School
- George Washington Elementary School
- Maree Garnett Farring Elementary School

SWCOS interns provide individual, group and family counseling, play therapy, crisis intervention, peer mediation, skill development, and advocacy for children and their families. In addition, SWCOS interns develop and facilitate other initiatives for students, parents, school staff, and the communities they serve.

#### **Medline Plus/MD Health GO >Local Outreach to Medically Underserved**

Field Instructor: Ann-Marie Bond

SWCOS Main Office, Room 1E21, School of Social Work

(410) 706-1880

[abond@ssw.umaryland.edu](mailto:abond@ssw.umaryland.edu)

Working out of the SWCOS main office, provide outreach to medically underserved populations in the Baltimore area. Team with SWCOS and Health Sciences and Human Services staff to train individuals and service providers to access health and health resource information via the Medline Plus/MD Health Go>Local website. Evaluate effectiveness of the outreach/training model and develop project reports.

## **Citizens Planning and Housing Association**

Field Instructor: Randa Deacon  
525 West Redwood Street, Baltimore, MD 21201  
(410) 706-0723  
[rdeacon@ssw.umaryland.edu](mailto:rdeacon@ssw.umaryland.edu)

CPHA is the place where community leaders and citizens come together, across the usual boundaries and divisions, to make life better at the neighborhood level and at the regional level. CPHA is also building on its long tradition of advocacy for policies that will provide the quality of life. Currently, CPHA has the lead role in advocating for a city-wide inclusionary housing bill and an affordable housing trust fund to insure that the city and its neighborhoods remain diverse.

As other examples of field assignments, MACO students assigned to CPHA in the past have organized residents around sanitation, housing and public transit, advocated for funding and enforcement and helpful with research, technical assistance and training.

## **Neighborhood Fellows Project**

Field Instructor: Lane Victorson  
(410) 706-5316  
[lvictorson@ssw.umaryland.edu](mailto:lvictorson@ssw.umaryland.edu)

Belair-Edison Neighborhood, Inc.  
Baltimore CASH Campaign  
Baltimore Homeownership Preservation Coalition  
Greater Homewood Community Corporation  
Neighborhoods of Greater Lumarville, Inc.  
Patterson Park CDC  
Patterson Park Public Charter School  
Garwyn Oaks Northwest Housing Resources Center  
St. Ambrose Housing Aid Center

Reservoir Hill Improvement Council  
Field Instructor: Frank Patinella  
2001 Park Avenue, Baltimore, MD 21217  
Phone: (410) 225-7547

Promote and market neighborhoods by assisting organizations to increase resident participation to advance home ownership and prevent foreclosures. Helping residents address neighborhood needs through organized activity.

## **Resource Mentoring Project**

Field Instructor: H. Ted Busch  
SWCOS Main Office, Room 1E21, School of Social Work

(410) 706-1881  
[tbusch@ssw.umaryland.edu](mailto:tbusch@ssw.umaryland.edu)

Working from the SWCOS main office, social work interns will assist grassroots community organizations to build capacity in order to sustain themselves and achieve their missions. Interns will assist with program assessment, strategic planning, fundraising, Board development, etc., following a mentorship model.

### **Community School Partnership with YMCA at Patterson High School**

Field Instructor: Bob Kirk  
100 Kane Street, Baltimore, MD 21224  
(410) 396-9276/(410) 706-0725  
[bkirk@ssw.umaryland.edu](mailto:bkirk@ssw.umaryland.edu)

Interns will work with a YMCA staff person at Patterson to develop this new community school site. This will involve outreach to a diverse group of students, parents and community members, participating in a needs assessment, conducting an array of programs to meet school and community needs. If foundation students are involved, this project will also include counseling individuals and families.

### **Community Schools at Benjamin Franklin Middle**

Field Instructor: Scott Stafford  
1201 Cambria Street, Baltimore, MD 21225  
(410) 355-0215  
[sstafford@ssw.umaryland.edu](mailto:sstafford@ssw.umaryland.edu)

Interns join an experienced full-time community organizer at this SWCOS sponsored program in the Brooklyn and Curtis Bay neighborhoods. They will develop programs to address educational and community needs through community input, partnership development and fundraising. Their role will involve students, parents, neighbors, community representatives, businesses and organizations in planning and implementing creative programs

### **Systems Addressing Homelessness**

Field Instructor: Bob Kirk  
SWCOS Main Office, Room 1E21, School of Social Work  
(410) 706-0725  
[bkirk@ssw.umaryland.edu](mailto:bkirk@ssw.umaryland.edu)

Interns provide direct service and advocacy with homeless individuals and families while working in community-based organizations serving the homeless in Baltimore City. Interns will rotate from one organization to another in order

to understand the impact of homelessness and to develop macro and micro social work skills to deal effectively with the problems faced by the homeless.

### 1. **Responsibilities**

SWCOS interns are expected to perform their duties in a responsible and professional manner, and adhere to the NASW Code of Ethics. Interns will:

- provide direct service to clients/communities
- participate in clinical, community organization and development, human service management, and organizational development activities in accordance with the School's guidelines for their concentration and specialization
- participate in other learning experiences and perform other duties as may be assigned by their specific sites.

### 2. **SWCOS Dress Policy**

*Interns should reflect a positive, professional image.* The general rule is to dress according to the **professional standard** at your practice site. This may differ from day to day, due to activity (i.e. formal group presentation versus field trips). Your field instructor will provide further direction regarding expectations for your particular site and will direct you as to your appearance in field. This direction is part of practice learning regarding how you are perceived by others.

### 3. **Hours of Operation**

The hours of operation for the SWCOS Program Centers depend on placement sites and usually fall within the hours of 7:30 am – 4 pm or 8:30 am – 5:00 pm, Monday through Friday. Interns and staff sometimes work evenings and weekends

### 4. **Leave**

Interns are expected to report to their field assignment ready and able to fulfill the expectations of their role. However, it is understood that there may be a time when this is not possible.

A maximum of one leave day will be granted per semester to any student who is absent from field. Any additional days must be made up. In the case of non-emergency leave, a written request should be submitted to the Field Instructor at least one field day in advance. This request must include dates to be missed and when the time will be made up. This request is subject to the Field Instructor's approval.

Students are entitled to observe their own religious holidays. The Field Instructor should be informed in advance when this involves absence during a field day.

In the case of an emergency requiring the student to be away from field, it is the student's responsibility to contact and speak with their Field Instructor and their placement site to inform them of the absence before they are expected to report for the day. In addition, it is the intern's responsibility to cancel or make arrangements for canceling scheduled meetings and appointments.

## **5. Snow Emergency Policy**

During inclement weather, the interns at SWCOS will follow the procedure for UMB's closing. Contact your Field Instructor for specific direction pertaining to your placement. The University of Maryland, Baltimore campus is always open for business and employees are expected to report to work. In the event of inclement weather, the President or his designee will make a decision regarding the status of the University of Maryland, Baltimore.

(Once a decision has been made, the Office of Institutional Advancement will contact both the media and internal communication personnel to ensure that changes in the regular University of Maryland, Baltimore schedule are communicated quickly and efficiently.

The latest advisory from the Vice President for External Affairs notes that the media often misidentifies the various university of Maryland campuses. For a complete and accurate report on the University's open or closed status check the emergency hotline at (410-706-8622) or the UMB Campus alert Web page.

The following radio and television stations will be notified.

### Baltimore Media

Television stations: WMAR Channel 2, WBAL Channel 11, WJZ Channel 13, and WBFF Channel 45

Radio Stations: WBAL, WCBM, WITH, WMIX, WPOC, and WQSR

### Washington Media

Television stations: WRC Channel 4, WTTG Channel 5, WJLA Channel 7, and WUSA Channel 9.

Radio Stations: WAMU, WMAL, and WTOP

When a snow emergency occurs overnight or during early morning hours, the decision to cancel classes will be reached before 6 a.m. When this decision is reached, the Office of Institutional Advancement will contact the media with the following announcement:

"Classes at the University of Maryland, Baltimore are cancelled.  
Liberal leave policy is in effect for University of Maryland,  
Baltimore employees"

SWCOS program sites may have specific snow emergency policies unique to their settings. Field Instructors should discuss individual agency policy with their staff.

**6. Travel**

SWCOS interns are responsible for daily parking expenses associated with their field placements at SWCOS. Fees for parking and mileage incurred while providing community outreach services may be reimbursed.

It is the responsibility of interns to keep a record of service-related travel expenses if they wish to be reimbursed. This involves keeping track of mileage when driving a personal vehicle, as well as receipts for public transportation. Proof of parking and payment must be provided in order to receive reimbursement (receipts must be originals).

*Procedure for Reimbursement*

Travel reimbursement forms are on the website. This form must be completed by the intern and approved by the field instructor before being processed for reimbursement. Travel reimbursement is \$048.5 cent per mile as of January 1, 2007.

**MONETARY REIMBURSEMENTS FOR TRAVEL ARE NOT RECEIVED IN THE SWCOS OFFICES.** These reimbursements are mailed to your home address. This process takes 4-6 weeks.



**7. Safety**

We must all be attentive to the safety of our clients, coworkers and ourselves, both within the field instruction site and the community. Therefore, site-specific safety precautions will be addressed by your field instructor early in the placement. Within the site, storage of valuables and access by visitors should be discussed, and clear guidelines followed. Depending on the site, you will

become familiar with the reporting procedure for safety concerns, including missing items, inappropriate visitors, etc.

When you leave your placement site to intervene within the community, interns need to inform the Field Instructor of the destination and expected timeframe for return. Also, for safety considerations, it is important to notify the Field Instructor when the outside activity is complete. At times, it may be appropriate to be accompanied on a home visit. Decisions about the clinical and safety ramifications of solo or accompanied home visits will be made with the Field Instructor ahead of time.

If you cannot reach your Field Instructor in a timely manner concerning a safety matter, contact the SWCOS Assistant Director or the Director at (410) 706-1882.

### *Suggested Safety Guidelines for Field Personnel*

The Social Work Profession has a long and rich history of working with clients in their communities, and in environments that are more convenient and comfortable to them. The Social Work Community Outreach Service is proud to continue this tradition and to teach new generations of social work interns. Additionally, community social work is a growing area of employment.

SWCOS interns and clinical instructors have never experienced any real safety problems. Keeping this in mind, it is important to learn and to practice appropriate safety protocols.

The ability to project an assertive and confident manner may be one of the most important tools interns may use to promote safety on the street.

- When encountering someone on the street, always smile and make eye contact. Walk purposefully and know where you are going.
- Make sure someone knows where you are going, how long you will be there, and when you will return. Call your contact person if your plans change.
- Travel in pairs or teams, if possible, in questionable situations.
- Be alert and aware of everything around you.
- Trust your instincts. If you feel uncomfortable, take action to protect yourself.
- Carry your keys in your pocket or hand. Carry some form of identification. Do not carry credit cards or large amounts of money. Some people recommend carrying \$20 in case you get mugged.
- Avoid carrying a purse when possible. Lock it, and any other valuables, in the car trunk BEFORE you begin your trip.

- Always lock your car door, both when driving and when parked. Park in highly visible, well lit areas and be alert to any suspicious activity.
- Keep windows up, doors locked and gears engaged at stoplights
- Walk near the curb to avoid passing close to places of concealment such as shrubbery, doorways, and alleys. Travel only in well lit areas and avoid shortcuts which do not provide this level of safety.
- Keep your arms free whenever possible.
- Do not walk through a group of people.
- Avoid entering isolated areas alone.
- Avoid elevators and other areas where you feel uneasy. Trust your instincts.
- Wear clothing that will not hinder or prevent your escape from a dangerous situation.
- Develop relationships with members of the community.
- When approaching your car, observe area around you and the interior of your car before entering.
- Raise the hood or attach a handkerchief to the door handle if your car breaks down. Stay in the car with the doors locked. If someone stops to help, roll your window down slightly and ask the person to call police or the nearest garage for assistance.

## **8. Equipment and Key Usage and Return**

Any equipment, such as lap top computers, or play therapy tools, must be signed out according to the policy for each site. If items are misplaced, lost or stolen, report this promptly to the Field Instructor. Also, at the end of the field placement, equipment and keys must be returned to the Field Instructor prior to leaving the site. These items are property of SWCOS/UMBSSW. Failure to return these items can affect future academic standing in the School of Social Work.

## **9. Liability**

In the unlikely event of injury during placement, the intern's medical expenses are covered to the extent of their personal insurance. This medical coverage is not the responsibility of the placement site or of SWCOS. Transporting of clients in interns' personal vehicles is not covered by SWCOS, or the placement site, but may be covered under the interns' personal car insurance. Interns are directed to verify coverage under their own personal car insurance before transporting clients by car. Interns' social work practice is covered by the School's malpractice insurance in so far as they practice within the expectations of their role.

**10. Representation of Field Site/Community Experience**

Interns as well as staff represent SWCOS and the School of Social Work in the community. Therefore, when speaking about your field site or the community where you work, use good judgment in sharing sensitive information. When sharing your opinion, state this clearly. Avoid “speaking for” a third party. Be clear about factual information before sharing it as such. Of course, adhere to confidentiality guidelines when sharing client information.